Remote Support 9.1.1 Release Notes

October 25, 2006

New Features and Enhancements:
- Zero footprint enhancements were added for the Customer Client un-installation.
- Support for remote mouse cursor visibility is now available and supported.
- Prompting with notification if not running as a service when reboot is detected was added.
- Request prompts which are sent to the Customer Client are now echoed in the Rep Client chat window.
- Quick start popup guide and Help menu item were added to the Rep Client.
- Notification of who is using the mouse and keyboard was added to screen sharing.
- Rep-specific icon support for the file transfer directory listings was added.

Issues Resolved:
- Rep Idle time was changed to application being idle instead of the system being idle.
- Several issues with the Run-As-Admin feature was fixed.
- An issue where the Transfer Manager (on the File Transfer tab) always having two rows selected is fixed.
- An issue with the Remote directory listing after a Run-As-Admin was fixed.
- Customer Client chat input now word wraps properly.
- Details field was changed to a scrollable edit box to accommodate larger details text.
- An issue with screen sharing slowness and high CPU usage after Run-As-Admin was fixed.
- An issue with Rep browsing to folders with "Created" dates before 1900 was fixed.
- Several Mac Customer Client tweaks were added.
- The "affirmative/negative" verbiage on web interface was changed for clarity.
- The order in which the public site configuration sections were listed on the Public Site Configuration pages was corrected.
- The Time Zone setting was clarified.
- The Session Recording resolution setting was clarified.