Remote Support 9.1.4 Release Notes

December 6, 2006

New Features and Enhancements:
- The field names on the User edit page and the Group Policy edit page are now unified.
- Sorting fields on the LDAP Users tab is now supported.
- Displayname is now a required field for local users.

Issues Resolved:
- The display number is now shown in Rep list.
- When editing an LDAP user via the accounts page, the page no longer displays "User 'Disabled' was successfully edited." The correct username or displayname is now displayed.
- When generating a report, the displayname is displayed for the Rep's Name. For LDAP, the name displayed is based on how the displayname was configured in the group policy in which the user belongs.
- LDAP users can now only have their password reset via the remote store.
- Attempts were made to fix the initial Login window not coming to the foreground after an install. While improvements were made, this does not work 100% of the time at this point in time.
- Newlines and copy-and-paste tweaks were incorporated. This also fixed copying and pasting links in Lotus Notes.
- Session Recording improvements were made. Recordings should no longer stop during playback if they are over an hour long.
- The Customer Client now works on WindowsNT4.0.
- A Screen Sharing's black/grey screen issue was fixed.
- An issue where the mouse cursor image (artifact) remaining on a window after it was moved has been fixed.
- An issue where all representatives can get disconnected was fixed.
- An issue where the Rep Client proxy authentication displays password entry in plain text was fixed.
- An issue with slowness when navigating a remote file system in the File Transfer interface was fixed.