Remote Support 9.2.0 Release Notes

January 31, 2007

New Features and Enhancements:

- Best Performance/Best Appearance now has 3 options (8bit, 16bit, and 32bit).
- New Web Interface Arrangements:
  - A new column was added to the status page that indicates if a rep is "in session".
  - Popup Notify allows a message to be sent to all logged in Reps.
  - Download rep client link is now on My Account page.
  - SupportDesk License Threshold Notification Email.
  - Control access to /login based on client IP address.
  - Control access to /login based on which port they came to.
  - New global SD configuration option: "Enable Reverse Connect".
  - New User and Group Policy permission: "Allowed to give Presentations".
- Auto-update Failure Handling was added to direct the Representative to the client download page.
- Backup API is now available to provide creating site backups via the API.
- Backups can now be password-protected.
- Backup Scheduler Application is now available to aid scheduling of periodic backups.
- BBCode in Chat is now available. The b, u, i, color, and openurl BBCode are now supported. These codes can be used in "Canned Messages".
- File Transfer Resume/Recover was added to provide the capability to resume a file transfer if it was disrupted.
- Internationalization Phase 1:
  - Chat and File Transfer now support Unicode character sets in both WinNT+ and Mac clients.
  - Unicode support is currently not available for Windows 9x (strings will probably not look proper)
- Mac client keyboard and mouse ownership notifications have been added.
- Reverse Connect is now available. This feature allows the representative to present his/her screen to the customer.
- A Presentation feature has been added to presentation and training capabilities.
- Push and Start Enhancements were added:
  - The ability to cancel a push and start process has been added.
  - A -push flag has been added which allows calls from the cmd prompt when the rep is logged in. Example: "nsrep.exe -push machinename"
  - Push and Start from right-clicking a system from the network browser has been added.
  - If rep B pushes to computer that's already in a session with rep A, a prompting mechanism has been added to notify rep B continuing the push will kick the other rep(s) off the system.
- Quick Start Guide (Session Initiation Interface) has been added to replace the old quick start HTML guide. This interface lists all methods of session initiation and the methods are functional within this interface.
- Reboot/Reconnect into Safe Mode with Networking.
- UNC path support for File Transfer (\\server\share)
- Vista Support has been added for user-mode only operations.
- Auto-locking of Customer System has been added. This feature allows the remote system to be locked when a session ends or disconnected for a period of time.
- Syslog Integration is now available and supported.
- Rep Idle Logout improvements were added.
- Special Actions now support Confirmations Dialogs for certain items.