



E CARE 5.0 RELEASE NOTES

RELEASE NOTES FOR SELF-HOSTED INSTALLATIONS, VERSION 5.0.1, REVISION 2 NOVEMBER 2007

This document contains important information about eCare version 5.0.1. If you have additional questions, consult the eCare documentation and FAQs at the eCare Resource Page:

<http://www.netopia.com/support/software/ecare/>

WHAT'S NEW IN E CARE 5.0.1

- eCare support for Windows Vista has been improved. See [“eCare 5.0.1 and Windows Vista” on page 3](#).
- Mac OS X version 10.5, Leopard, is now supported.

NEW FEATURES AND ENHANCEMENTS

WINDOWS VISTA DETECTION

As in eCare 5.0, the eCare server will automatically detect when an eCare customer's computer is running Windows Vista and whether the eCare server is marked as an Internet Explorer Trusted Site in the customer's Web browser. If eCare is not marked as a Trusted Site, the customer is now prompted to allow the eCare server to automatically download and run a script that applies the correct settings. (The customer is given the opportunity to decline this action. If the customer declines the script, their eCare session will continue, but remote-control services will not be available.)

Once the script has run, the customer's browser will automatically restart and return to the correct eCare service.

Please see [“eCare 5.0.1 and Windows Vista” on page 3](#), as well as the *Running eCare on Windows Vista* PDF document (available on the eCare Resource Page) for additional information, requirements, and limitations.

E CARE RECONNECT COMPONENT IMPROVEMENTS

The eCare reconnect component has been improved.

- The eCare server now prompts the customer to activate the reconnect component after the customer has submitted their trouble ticket and before they are placed in the trouble-ticket queue. In addition, the Activate dialog box is now more prominent. These changes may reduce the number of eCare sessions in which the reconnect component is not activated.

Note: If the customer declines the Activate dialog box, the Reboot Remote System service will not be available during their eCare session. The *Reboot Remote System* option will be disabled on the *Tools* menu.

- When a Support Agent attempts to reboot a customer's computer, eCare now displays a warning message that allows the customer to decline the reboot request. Previously, eCare displayed the reconnect component's Activate dialog box.
- The eCare reconnect component is now supported on Windows Vista.

REQUIRED POST-UPGRADE CONFIGURATION

If your eCare service uses an overrides file, and it defines specific versions of the eCare remote-control component for Windows 2000 or later, you must manually update the overrides file after you upgrade to eCare 5.0.1. The `<class-id>`, `<min-version>`, and `<download-file>` entries for each Windows version should be updated to match the entries in the default *ecare.xml* file.

Previous versions of the eCare remote-control component will not work correctly with the new version of the eCare server.

CONFIGURATION FILE CHANGES

The `<entry-portals>` section in the *ecare.xml* file now includes the `<default-visible-host>` entry. This entry specifies the domain name of your eCare server, and it is used when the eCare server sets itself as an Internet Explorer Trusted Site on a customer's Windows Vista computer.

You will specify the `<default-visible-host>` setting during the installation process; the installation script will prompt you for it. However, if you later change the URL of your eCare service, you must manually update this setting in your *ecare.xml* or overrides file.

BUG FIXES

- Shortcut URLs in the *Reference* menu are now loaded correctly on the Support Agent's computer.
- When the Support Agent uses the System Information service, the link to the System Information data now appears correctly in the session transcript.
- When the Support Agent uses the System Information service to generate a report for a Macintosh computer, the System Information window was previously difficult to read. Its appearance has been improved.
- The *Sort Newest First* option on the *View* menu in the trouble-ticket queue now works correctly.

WHAT'S NEW IN ECARE 5.0

NEW FEATURES

eCare 5.0 includes an entirely new Support Agent portal with an enhanced appearance and functionality.

The new Support Agent portal also provides the ability to work on multiple trouble tickets at the same time. The Support Agent can quickly switch between trouble tickets for optimum support efficiency.

BUG FIXES

- Macintosh computers no longer experience occasional failure of active remote-control sessions.
- The remote-control component is now more reliable.
- Surveys are now presented and saved correctly.

ECARE 5.0.1 AND WINDOWS VISTA

Windows Vista is a radically different version of the previous Microsoft Windows OS. When eCare version 5.0.1 runs on Windows Vista, certain Internet Explorer settings are required to allow remote-control functionality. In addition, there are a number of known issues.

For full installation and configuration instructions, and a discussion of limitations and known issues with Windows Vista and eCare, see the *Running eCare on Windows Vista* document. In addition, please visit the eCare Resource Page, where updated information will be posted as it becomes available.

<http://www.netopia.com/support/software/ecare/>

ECARE CUSTOMERS AND WINDOWS VISTA

- eCare customers running Windows Vista must use Internet Explorer version 7 as their Web browser. Other versions of Internet Explorer and other Web browsers are not supported.
- When a customer whose computer is running Windows Vista visits your eCare Service Center for the first time, the eCare server will prompt the customer to download and install the appropriate version of the eCare ActiveX control. (Customers may also pre-install the ActiveX control as described in the *Installing the eCare Remote-Control Component* PDF document, available from the eCare Resource Page.)
- Once the eCare ActiveX control has been installed, the customer is prompted to download and run a registry-edit script, which is offered only to customers whose computers are running Windows Vista. The script will set the eCare server as a Trusted Site in Internet Explorer (the script will run automatically when download is complete). After the script runs, Internet Explorer will restart and return to your eCare Service Center automatically.

The customer is given the option to decline the Trusted Site script. If the eCare server is not set as a Trusted Site in the customer's Web browser, the customer will still be able to use eCare. However, remote-control services will not be available.

- If the customer pre-installed the eCare ActiveX control with the MSI installer before visiting your eCare Service Center, the eCare server will not attempt to download it again. It will automatically proceed to the Trusted Site script.

ECARE SUPPORT AGENTS AND WINDOWS VISTA

- eCare Support Agents running Windows Vista must use Internet Explorer version 7 as their Web browser. Other versions of Internet Explorer and other Web browsers are not supported.
- When the Support Agent visits your eCare Service Center for the first time, the eCare server will detect that the Support Agent's computer is running Windows Vista. It will prompt the Support Agent to download and install the eCare ActiveX control. (You may also pre-install the ActiveX control as described in the *Installing the eCare Remote-Control Component* PDF document, available from the eCare Resource Page.)
- Before the Support Agent can allow the customer to use the Give User Control service to control the Support Agent's computer, the eCare server must be set as a Trusted Site in the Support Agent's Web browser. The simplest way to make the eCare server a Trusted Site is to add it to the browser's Trusted Site list. See the *Running eCare on Windows Vista* PDF document for details.

If the eCare server is not set as a Trusted Site in the Support Agent's Web browser, they will still be able to use eCare. However, the Give User Control service will not be available.

KNOWN ISSUES IN eCARE 5.0.1

The following issues are known to exist in eCare 5.0.1.

SCREEN-SHARING SESSION TIMEOUT

Your eCare server is configured to close eCare sessions after a certain amount of time has elapsed without data transfer. During a long screen-sharing session in which you do not use the mouse or keyboard (for example, if you are occasionally monitoring a long process on the remote computer), the remote computer's screen-saver may activate or its monitor may power off, even though onscreen activity is continuing. Depending on your operating system, these events may cause the remote computer to stop transmitting data. Once data transmission stops, the default eCare session timeout begins. If the full timeout period is reached without mouse or keyboard activity, your screen-sharing session will close before you are finished.

To avoid inadvertent screen-sharing session timeouts, configure your screen-saver and monitor settings as needed for your operating system.

Note: You may also change the default timeout period by editing the `<request-timeout>` tag in the `resin_wtp.conf` file.

WINDOWS COMPUTERS

If the Windows screen saver is set to *Blank*, screen-sharing data is no longer sent when the screen saver is activated. When the data flow stops, the default eCare session timeout will begin.

To avoid this type of timeout, use any screen saver other than Blank. Or configure the computer to power down the monitor instead of blanking the screen.

MACINTOSH COMPUTERS

If the *Power Off Monitor* setting is enabled on your Macintosh, screen-sharing data is no longer sent when power to the monitor is disabled—even if the computer uses a moving screen saver. When the monitor is powered off, the default eCare session timeout will begin.

To avoid this type of timeout, do not use the Power Off Monitor setting on a Macintosh that you will need to control or observe for long periods.

OTHER ISSUES

- When a Support Agent deletes a trouble ticket in the View All Tickets window, the ticket listing does not automatically refresh. The trouble ticket is deleted correctly, but it will still appear in the ticket listing for all Support Agents. If any Support Agent subsequently attempts to delete the same trouble ticket, they will be signed out of eCare.

However, if a Support Agent manually refreshes the View All Tickets window, any deleted trouble tickets will no longer appear in their window. Therefore, before deleting trouble tickets, Support Agents should manually refresh the View All Tickets window to ensure that only active tickets are present.

- eCare surveys are not presented when the Support Agent signs out, even when eCare is configured to present them.
- If the customer uses the Close button to close their eCare window while the Activate dialog box is present, Internet Explorer may crash.
- When Support Agent uses the Request a File service, and both the Support Agent and customer's computers are running Windows XP, the Support Agent must have the eCare server set as a Trusted Site in Internet Explorer. In addition, Trusted Sites must be assigned a security level of Medium-low or lower. If the eCare server is not a Trusted Site, or if Trusted Sites have a higher security level, the Support Agent's eCare session will fail when the Agent attempts to download the file.
- The Support Agent user interface no longer supports Internet Explorer 5.5 or computers running Mac OS X 10.3.9. However, this limitation is not enforced when the Support Agent signs in to eCare.