Change Log > Agent App

Windows Agent Application Changelog

3.9.5 October 20, 2026

- Security: Fixed CVE-2024-7358, a local privilege escalation vulnerability in the Windows MSI installer caused by insecure temporary executable file handling.

3.9.4 September 29, 2026

- Added automatic recovery for file uploads and downloads after connection interruptions
- Fixed an issue with line break handling when sending chat messages
- Updated the trial version indicator
- Updated the application code-signing certificate

3.7.7 March 18, 2026

- Added widget mode for quick support
- Fixed an issue with copying and pasting files on the remote device using hotkeys

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3.6.1 November 11, 2025

- Added injection prioritization for quick support mode
- Added an indicator showing when group policies are applied to the agent
- Added links to help and reference materials
- Updated the settings window
- Disabled the feature that automatically turns off the desktop wallpaper when the connection quality is poor

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3.5.0 October 8, 2025

- Added new screen capture logs
- Improved connection startup speed in quick support mode
- Updated the link to help documentation
- Fixed a bug with loading the interface for an unknown language
- Fixed a bug with the icon color after launching the application

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3.4.4 April 16, 2025

- Added console connection mode
- Added the ability to open chat in the agent without starting a session
- Added settings to control image quality
- Added an option to hide the desktop background image
- Added the ability to set a domain for connection
- Added new languages (Arabic, Hebrew, Turkish)
- Added automatic copying of a one-time link when it’s created
- Updated the agent privilege escalation system
- Reduced connection setup latency
- Fixed an issue with notifications when connecting to terminal servers
- Fixed an issue with device display disconnection
- Fixed automatic agent updates
- Fixed an issue with the tray icon disappearing
- Fixed an issue with dropdown menus displaying on the wrong monitor

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3.3.6 May 30, 2025

- Added the ability to open a chat with the account administrator without connecting
- Added settings to control image quality during a session (FPS range, codecs, drop frames, grayscale mode)
- Added an option to automatically hide the desktop wallpaper during a session

- Added terminal mode for command-line access
- Added the ability to specify a custom server host
- Added new interface languages: Turkish, Arabic, and Hebrew
- Added automatic deletion of the new distribution version if the update fails
- Added automatic copying of the generated link
- Improved privilege elevation system
- Reduced connection delays
- Fixed an issue where the one-time link generation button could become blocked
- Fixed an issue with the language dropdown not displaying correctly on a second monitor
- Fixed an issue with notifications being shown to other users in RDP sessions
- Fixed an issue where the tray icon would disappear after long periods of use

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3.1.5 October 9, 2024

What's new:

- Added a tab showing installed agent applications on the device
- Disabled use of Sciter Inspector

Fixed:

- File downloads from network drives
- Freezing when elevating privileges in Quick Support mode
- Configuration overflow during agent update
- Application performance when using a proxy server
- Password prompt when a proxy server is used without a saved password in the agent settings
- GUI logging method now hides passwords when proxy is enabled
- Application removal after privilege elevation in Quick Support
- Application collection of IP addresses from network interfaces

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3.0.12 September 22, 2024

What's new:

- File downloads from network drives
- Reboot button for devices in Permanent Access

Fixed:

- Reconnection after device reboot in Quick Support
- Call feature when two operators are connected
- Proxy type change error in agent settings
- Application update via MSI packages

2.21.4 September 11, 2024

What's new:

- Added feature to retrieve agent information

2.21.3 August 12, 2024

What's new:

- File manager support
- Client certificate support

Fixed:

- Application installation under a user from a folder with Cyrillic characters
- Incorrect shortcut after installation
- Application ping interval timing
- Confirmation window display when connecting

2.19.6 April 11, 2024

What's new:

- Reduced CPU load during sessions
- Connection support for remote devices with active VPN

Fixed:

- Application startup on Windows 7/2008 R2
- Application restart when uploading/downloading documents
- Application not being removed after ending Quick Support session
- Freezing screen after privilege elevation in Quick Support

2.18.1 March 3, 2024

What's new:

- Split view for link access and permanent access in the agent tabs
- Visual indicator of active connection on the agent

2.16.1 January 17, 2024

What's new:

- Display of the link instead of the code is returned in the interface
- Interface translations

2.15.7 December 15, 2023

What's new:

- Updated agent interface
- Extension of access code for quick connection
- Support for connections by code

Fixed:

- After the update, the agent is disconnected from the personal account
- Update of an uninstalled agent

2.14.6 November 20, 2023

Fixed:

- Connection to licensed Windows RDP servers
- Disabling file downloads through policies

2.13.8 November 7, 2023

What's new:

- Added extended logs when selecting a monitor

Fixed:

- No confirmation is requested when connecting during a terminal session
- Multi-threaded pinging of proxy servers by the agent
- Auto-login
- Blurring of the image during joint connection
- Handling two monitors in 10-bit mode

2.12.3 September 26, 2023

What's new:

- Automatic translation with multiple monitors
- Expanded logging in the agent journal
- Custom port configuration for RDP connections

Fixed:

- RDP connection to Windows Server
- Some actions not working during RDP connections
- Special characters not functioning in the permanent access password
- Incorrect termination of RDP sessions
- GUI freeze when switching users

- UDP port leaks
- File downloads from the agent card in the user's account

2.11.2 September 7, 2023

What's new:

- Ability to reboot the computer in an active session
- Selection of the nearest Turn server
- Preview of multiple monitors when the screen is locked
- Support for TCP Turn server

Fixed:

- Application stoppage on Windows 8 x32 system

2.10.12 August 29, 2023

What's new:

- WebRTC update
- RDP connection overhaul
- Disabling auto-update and binding the agent to a specific server via the registry
- Command to log out the agent from the account
- IPv6 support
- Shared access to a single computer via WebRTC
- Removal of extra logs

Fixed:

- Administrator rights detection in Windows 7
- File downloads from network drives
- Memory leak in Windows Server 2008R2
- Right-click file downloads in interactive sessions
- Device reboot through fast support

- Application stack crash during compilation
- Screen lock when switching users
- Application icon not displaying when users switch
- Connection freeze when switching from WS to WebRTC
- Displaying unregistered users in shared access
- Unable to leave comments on sessions during connection
- Sound transmission button not working
- Shared access to servers

2.9.30 June 19, 2023

What's new:

- Sound preservation when minimizing the connection window

Fixed:

- Notification of connection to the terminal server
- Process freezing after closing the connection
- Cursor displacement at different monitor scales
- Folder deletion when uninstalling the agent
- Preview of all monitors during initial connection
- Cursor state freezing
- Application window preservation with different monitor scaling
- RDP session creation

2.9.24 April 6, 2023

- Bug fixes

2.9.21 March 31, 2023

- Bug fixes

2.9.20 March 30, 2023

- Displaying the agent application interface in all user sessions

2.9.19 March 28, 2023

- Improved performance when transmitting video
- Fixed an issue with selecting a monitor with different scaling
- Fixed agent service stoppage

2.9.18 March 26, 2023

- Fixed error on agent update

2.9.17 March 16, 2023

- Fixed UI display in all windows sessions
- UDP ports for WebRTC connection limited to range 40,000-60,000
- Fixed agent's icon in system tray after Explorer restart

2.9.16 March 13, 2023

- Implemented display of agent's UI in all windows sessions

2.9.15 February 15, 2023

- Disabled automated show of Windows task bar on connect
- Improved getting of Windows active user name

2.9.14 January 26, 2023

- Implemented management of Windows power settings
- Implemented context menu to open folder with log files

2.9.13 January 23, 2023

- Fixed error which cause log files blow up
- Added Polish and Italian languages
- Implemented creation of new RDP session on connect

2.9.10 January 15, 2023

- Implemented creation of new RDP session in Windows Server
- Improved display of custom mouse cursors
- Implemented display of active Windows user name

2.9.9 November 29, 2022

- Implemented group's settings

2.9.8 November 24, 2022

- Added a link to license agreement

2.9.7 November 21, 2022

- Implemented display of custom cursors
- Fixed support in case of operating system's clone

2.9.6 October 5, 2022

- Added option to install agent in "permanent access" mode in quick support mode

- Fixed "black screen" feature on screen's resolution change
- Fixed work in case of simultaneous remote connections

2.9.5 August 10, 2022

- Improved feature to set custom text for the black screen
- Fixed work of built-in chat
- Fixed parsing of the proxy server's configuration

2.9.4 August 3, 2022

- Fixed installation from MSI package

2.9.3 August 1, 2022

- Added notification about blocked control
- Implemented branding of "black screen" window
- Implemented files paste via Ctrl-V

2.9.2 July 22, 2022

- Added timer into invitation window
- Added NTLM and Negotiation authentication support for proxy server
- Fixed detection of screen's connect and disconnect

2.9.1 July 4, 2022

- Fixed detection of Pointer Lock mode
- Fixed detection of Logon mode

2.9.0 July 3, 2022

- Fixed display of the screen capture error

2.8.9 June 30, 2022

- Fixed user access rights elevation request on connection

2.8.8 June 30, 2022

- Fixed cursor capture in case if no physical mouse was connected
- Fixed video slow down in case of expansion of the browser tab

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2.8.7 June 23, 2022

- Added choice for RDP session on connect
- Implemented proxy server's password request on quick support connections
- Implemented mouse lock mode for games and 3D applications

2.8.6 June 15, 2022

- Fixed misuse of the ProgramData folder

2.8.5 June 15, 2022

- Fixed support of long computer names
- Fixed get list of files with long path name

2.8.4 June 10, 2022

- Fixed request of Administrator access rights for agent applications running without admin rights

- Fixed access rights elevation

2.8.3 June 7, 2022

- Added option to configure agent via command-line parameters

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2.8.2 June 6, 2022

- Added Application ID for permanent access
- Implemented a button to contact with an operator
- Fixed a lock screen detection under Windows 7
- Fixed detection of mouse buttons swap

2.7.7 May 23, 2022

- Implemented quiet install with agent registration using command line
- Added console command to register agent
- Implemented option to hide "exit" menu item for non-admin users
- Fixed option to lock settings from change on agent for non-admin users
- Fixed mouse pointer control after change of screen resolution
- Fixed additional restarts in quick support mode