

## 9/22/2009: Mac HelpMate Version 3.0 - What's New

Mac HelpMate Version 3.0 - 9/22/2009

### Bug Fixes

- Addressed a situation where Auto HelpMate machines might stop checking in
- Fixed an issue where the main window might not come to the front without a click from the user
- Improved the S.M.A.R.T Proactive Alert to prevent spurious alerts during high CPU load conditions
- Addressed an issue where Auto HelpMate machines running Mac OS X 10.3.8 and earlier might not come available when activated from the Connection Manager
- Removed the "Preference Conflict" dialog

### Changes for Mac OS X 10.6

- Full Mac OS X 10.6 Snow Leopard Compatibility for Mac HelpMate and Auto HelpMate

### Screen Sharing / Control

- Zero-Config Screen Sharing is now available as the default VNC Viewer when controlling from Mac OS X 10.5 and higher
- Support for Chicken of the VNC and Vine Viewer is now deprecated
- Ability to use Screen Sharing, as if the remote machine were on the local network (requires access to username and password on remote computer)
- Support for fast user switching when using Screen Sharing via Mac HelpMate
- Support for "curtain" mode when using fast user switching via Mac HelpMate
- Multiple monitor support when using fast user switching via Mac Helpmate
- Screen Sharing supported for Mac OS X 10.3 through 10.6
- Auto HelpMate Standard machines now upload System Profiler Reports once a day, and check in once an hour, rather than once every six hours
- The AutoShare version of Mac HelpMate has now been replaced by Mac HelpMate ZIRO (Zero Interaction Roll Out)

### Zero-Config File Sharing

- Secure file sharing over AFP as if the remote machine were on the local network (requires access to username and password on remote computer)
- Access to command line on remote machine over ssh as if it were on the local network (requires access to username and password on remote computer)
- Secure file sharing over SSHFS and MacFuse (does not require access to username and password on remote computer)
- SSHFS File sharing respects initial permissions and umask, and presents a real file system mounted in the Finder - applications appear as applications, folders appear as folders, invisibles are hidden, etc.

### Miscellaneous

- Mac HelpMate Dashboard Widget resized and updated
- Asset / Alert Machine information capture feature added for inventory without remote control
- Mac HelpMate Easy Deployment Installer for Auto Helpmate available (allows user to install package and automatically register machine with the Auto HelpMate Connection Manager)
- Mass Deployment Option for Standard Imaging solutions
- Mac HelpMate Personalization Utility Updated

### Support

- Mac HelpMate forums now replaced with a new subscriber portal using the same control username and password used to access the Auto HelpMate Connection Manager

### Auto HelpMate

### New Features and Capabilities

- System Profiler Storage and parsing in the connection manager for Asset Management
- Comma-delimited summaries of Sytem Profiler reports downloadable from Connection Manager for importation into Excel, FileMaker, or any HelpDesk system
- New alerts framework - alert anyone - or any number of recipients for a machine, your own account, a machine group,

or site - for any supported event

- Track AppleCare expiry by machine, and alert the user or IT manager any number of days previous to AppleCare expiration
- Track stolen machines by logging external IP address changes
- In addition to Groups, you may now organize your machines by Sites
- Auto HelpMate Standard machines now posts System Profiles too, and checks in every hour, instead of every six hours - allowing for greater insight into online status
- Auto HelpMate debug / quality assurance mode, to reset / recover machines that might "fall off" line and report errors
- New Mass Deployment / Easy Deployment Installer for Auto HelpMate - all the user needs to do is install the package on their machine
- Auto HelpMate Standard (you must be an Auto HelpMate subscriber as well as a Mac HelpMate subscriber to use this feature) with unlimited registrations
- Auto HelpMate Pro (you must be an Auto HelpMate subscriber as well as Mac HelpMate subscriber to use this feature)
- Added the ability to set "first alert" offset for Auto HelpMate Pro clients for networks which might frequently go offline and come back online (such as wireless networks)
- Added "SMS-friendly" alerts option that limits alert email to a single text message
- Basic Hardware Information for Auto HelpMate Pro client machines - updated every six hours, or by request