

Remote Support 16.1.0 Release Notes

March 29, 2016

Requirements:

- This version of Bomgar has been certified for physical Bomgar Appliances (B200, B300 & B400) and virtual as well as cloud deployment models.
- This release requires Base software 4.4.0 or later.

New Features and Enhancements:

- Jump Items are now available.
- Network enhancements and protocol allow for peer-to-peer connections.
- Customer Client start times for Windows platforms have been improved.
- The HTML 5 click-to-chat client can now be customized.
- Streamlined initiation processes and improved UI facilitate starting support sessions faster.
- An HD View quality option has been added in the representative console.
- A JavaScript library with the ability to interact with the Bomgar Real-Time API has been implemented.
- Additional information is provided about connection agent statuses.
- Extract presentation logs and recordings via the API.
- SAML is now available as a single sign-on provider.
- Passive Jump Clients check-in when a console user change is detected.
- Clusters perform automatic syncs and health checks once a day.
- The Bomgar Jump Client app available for Android devices allows Jump Clients to main an unattended connection.
- RDP sessions can now be initiated without using a Jumpoint.

Issues Resolved:

API

- API version is 1.15.0.
- Request a screen sharing recording event using the appliance_guid as a value.

Security Providers

- Multiple error message can display on the Add User page simultaneously.
- Security Provider Test UI has been improved.
- LDAP Issue resolved for upgrading when a mixed case schema is in use.
- Bomgar now accepts LDAPv2 DN formats sent over LDAPv3 protocols.

Atlas

- Resolved an issue with using the Reporting API to download Session Recordings in an Atlas environment.

Misc.

- "Back To" buttons are now available for Canned Scripts, Special Actions, and Session Policies edit/add pages within the /login interface.
- Team Chat Messages are now available on the Team Activity Report's CSV file.
- Resolved an issue with multiple email addresses not be able to be added to outbound events.

Rep Console

- Resolved an issue with using backslash characters when screen sharing from an English UK layout in RDP sessions.

Bomgar Button

- Resolved an issue with Bomgar Buttons not functioning properly without either the desktop shortcut or Start Menu shortcut enabled.

Jumpoint

- Resolved an issue with RDP not properly shutting down during the upgrade process.

Linux

- Resolved an issue with the Copy and Paste function not always working properly within the Linux platform.

Notes:

- The API version has been increased to 1.15.0.
- Supports upgrades from 15.1.4+. If on a version prior to this, multiple upgrades will be required.
- Requires Integration Client 1.6.0+.

Product Change Log Blog Post: <http://www.bomgar.com/support/changelog/remote-support-161>

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