

Remote Support 16.2.5 Release Notes

April 12, 2017

Requirements:

- This version of Bomgar has been certified for physical Bomgar Appliances (B200, B300 & B400), virtual Bomgar Appliances (VMWare & Hyper-V), and cloud deployment models.
- This release requires Base software 4.4.2 or later.

Issues Resolved:

API

- Username fields in the Command API are now case-insensitive.

Jump Client

- Resolved an issue with Jump Clients deploying to the default public portal instead of the specified public portal.
- Resolved an issue with detecting the lock screen on Windows 10.

Representative Console

- Resolved an issue with the representative console displaying an error message when an event that would trigger an audio alert occurred when running on Windows Server OSes.

Known Issues:

- None.

Notes:

- Supports upgrades from 15.2.2+. If on a version prior to this, multiple upgrades will be required.
- This release is certified with the following Bomgar Mobile versions:
 - [iOS Rep Console 2.2.8](#)
 - [iOS Customer Client 2.2.4](#)
 - [iOS Presentation Client 2.2.1](#)
 - [Android Rep Console 2.2.6](#)
 - [Android, Samsung Android, HTC Android](#), and [Dell Android](#) Customer Clients 2.2.8
 - [Android Presentation Client 2.2.1](#)
- Requires Integration Client 1.6.3+.