

Remote Support 17.1.2 Release Notes

October 3, 2017

Requirements:

- This version of Bomgar has been certified for physical Bomgar Appliances (B200, B300 & B400), virtual Bomgar Appliances (Azure, VMWare & Hyper-V), and cloud deployment models.
- This release requires Base software 5.1.1 or later.

New Features and Enhancements:

- MacOS High Sierra is now supported.
- Russian language sites are now supported.

Issues Resolved:

- To reduce CPU consumption, the screen sharing polling rate is now reduced on systems with only one core.
- Remote registry no longer deletes a remote key if keyboard focus changes unexpectedly.
- Resolved an issue with representative surveys exporting incorrectly.
- Resolved an issue with modifier key injection when using the Mac representative console.
- Resolved an issue with modifier key injection when using the Linux representative console.
- The MacOS Flash presentation attendee client has been deprecated in favor of the HTML5 client and will be removed in an upcoming release.

Known Issues:

- None.

Notes:

- Supports upgrades from 16.1.4+. 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 2.2.11](#)
 - [iOS Customer Client 2.2.7](#)
 - [iOS Presentation Client 2.2.2](#)
 - [Android Rep Console 2.2.9](#)
 - [Android](#) and [LG Android](#) Customer Clients 2.2.10
 - [Samsung Android](#) and [HTC Android](#) Customer Clients 2.2.8
 - [Android Presentation Client 2.2.1](#)
 - [Android Jump Client 2.2.2](#)
- The API version has been increased to 1.16.0.
- Requires Integration Client 1.6.3+.
- Require Endpoint Credential Manager 1.2.1+.