BOMGAR™

Remote Support 18.1.3 Release Notes

March 20, 2018

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 5.2.0 or later.

New Features:
- Localized software is available for the 18.1 release.
    - Chinese (Simplified)
    - Chinese (Traditional)
    - Dutch
    - Finnish
    - French
    - German
    - Italian
    - Japanese
    - Portuguese (Brazil)
    - Portuguese (Portugal)
    - Russian
    - Spanish (Latin America)
    - Spanish (European)
    - Swedish
    - Turkish

Issues Resolved:
- Resolved an issue with the Windows customer client sometimes scrolling to the top of the chat when a new message was received.
- Resolved an issue where the Send File option on elevated macOS customer clients would point to the root user's desktop instead of the current user's desktop.
- Resolved an issue where customers in a click-to-chat session with no rep present could still send a chat message.
- Resolved an issue with Jump Item types appearing multiple times on the /login > Jump > Jump Item Roles edit page.
- Resolved an issue where a click-to-chat session would continue to run after the customer agreement had timed out.
- Corrected the placement of the Accept/Decline text on the click-to-chat elevation prompt.
- Resolved an issue that could cause the software to unexpectedly stop when a large number of clients simultaneously connected and when real-time chat translations were enabled.
- Modified Windows Jump Clients to use a delayed service start.
- Resolved an issue with the mouse pointer being invisible in the presentation web client in Internet Explorer 11.
- Corrected the message returned when the incorrect query was input in the /login > Reports > Compliance page.
- Resolved an issue where the rep console sometimes incorrectly showed online Jump Clients as offline.
- Updated the RDP functionality to work with the Microsoft updates for Windows 8+.

Known Issues:
- None.

Notes:
- Supports upgrades from 16.2.3+. 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 2.2.10

- o [iOS Presentation Client 2.2.1](#)
- o [Android Rep Console 2.2.11](#)
- o [Android](#) and [LG Android](#) Customer Clients 2.2.10
- o [Samsung Android](#) and [HTC Android](#) Customer Clients 2.2.8
- o [Android Presentation Client 2.2.1](#)
- o [Android Jump Client 2.2.2](#)
- Requires Integration Client 1.6.3+.
- Require Endpoint Credential Manager 1.2.2+.