

Remote Support 18.1.4 Release Notes

May 1, 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 5.3.0.

Issues Resolved:

- Improved RDP screen sharing performance
- Increased client tolerance for appliance certificate extension policies
- 2FA QR codes are now generated correctly for sites with long hostnames
- Resolved issue with selecting and copying text using the mouse in the customer client chat window
- Resolved issue with searching for sessions by external key

Known Issues:

- None.

Notes:

- Supports upgrades from 16.2.3+. If on a version prior to this, multiple upgrades will be required.
- Supports downgrades from ERS 18.2
- Requires Integration Client 1.6.3
- Requires Endpoint Credential Manager 1.2.2
- This release is certified with the following Bomgar Mobile versions:
 - [iOS Access Console 2.2.3](#)
 - [Android Access Console 2.2.4](#)