

Remote Support 12.2.3 Release Notes

September 5, 2012

This maintenance release of Bomgar 12.2 resolves several reported issues, and is certified for both physical and virtual appliances.

Requirements:

- This Maintenance Release version of Bomgar has been certified for physical and virtual Bomgar appliances (B100, B200, B300, B400 and VA).
- Physical Appliance requires Base software 3.3.2 or later before installing Bomgar 12.2.3.
- Virtual Appliance requires base software version 3.3.3 or later before installing Bomgar 12.2.3.

Issues Resolved:

- Administrative Interface
 - Resolved an issue where running a report on a brand new site would not return results until several sessions were run.
 - Resolved an issue with starting customer sessions using the issue submissions menu.
- Rep Console
 - Resolved an issue with screen sharing no longer working if it was started and stopped slowly.
 - Resolved an issue where the Rep Console would be slow to login on Standard License sites.
 - Resolved an issue when trying to deploy a Bomgar Button to the desktop.
- Customer Client
 - Resolved an issue with screen sharing performance when supporting a WoW64 scenario.
 - Resolved an issue where the Click-To-Chat UI would enable before the customer had entered their name.

Notes:

- Integration Client (1.3.4.741) is compatible with 12.2.3 and previous versions
- Bomgar 12.2.3 release works with the following Bomgar Mobile versions:
 - iOS & Android Customer Clients (version 2.0.1+)
 - iOS & Android Rep Consoles (version 2.1.0+)
 - NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.