Remote Support 15.2.1 Release Notes

November 3, 2015

Requirements:
- This version of Bomgar has been certified for physical Bomgar Appliances (B200, B300 & B400) and virtual as well as cloud deployment models.
- This release requires Base software 4.3.0 or later before installing Bomgar 15.2.1.

New Features and Enhancements:
- Windows 10 is now a supported desktop operating system.
- Mac OS X 10.11 El Capitan is now a supported desktop operating system.
- NOTE: Bomgar 15.1.4 or higher must be installed prior to upgrading to Mac OS X El Capitan.
- Apple iOS 9 is now a supported mobile operating system.
- Introducing Bomgar inSight, a new way for mobile customers to share a live video stream with a remote support representative. In addition, the representative can freeze on a frame of the customer's video stream and draw annotations.
- Linux Jump Clients can now be installed in service mode.
- The LDAP object cache for security providers can now be enabled and disabled.
- The company name used in the API is now visible on the Status page of the /login interface.
- Session event information is now available in the archive API.

Issues Resolved:
- API
    - Resolved an issue with the output of the generate_report=SupportTeam API command sometimes displaying blank public and private display names.
- Bomgar Button
    - Resolved an issue with text not wrapping properly on the Bomgar Button selection window.
- Customer Client
    - Resolved an issue with Microsoft Office tool bars on the remote computer not refreshing after disconnecting from a session.
    - Resolved an issue where the service mode Jump Client installation window went into "Not Responding" mode after the user denied a UAC prompt for elevation.
- Failover
    - Resolved an issue with failover not syncing properly when scheduled for Sunday at midnight.
- Jump Client
    - Resolved an issue with Passive Jump Clients not always updating their statuses correctly.
- Linux
    - Resolved an issue with the system info sometimes showing dots instead of the service name in the Services listing on some Linux distributions.
- Mac
    - Resolved an issue with .plist files sometimes being left behind in the /Library/LaunchAgents directory.
    - Resolved an issue with the status message not appearing when a representative stops viewing a tethered iOS device.
    - Resolved an issue with slow shutdown and reboots on Macs with a Service Mode Jump Client installed.
- Rep Console
    - Resolved an issue with WIN+X and WIN+R key combinations not working when supporting Windows 8+.
    - Resolved an issue with applications hidden by application sharing becoming visible while the Windows 10 Start menu was visible.
    - Resolved an issue with Shell Jump disabling state when too many shell instances were opened at the same time.
    - In RDP sessions, added physical injection support for the number pad keys, allowing the representative to use the number pad in an RDP session.
    - Set a maximum length of 1024 characters for external keys, with an error message shown if that length is exceeded.
    - Resolved an issue where uninstalling the representative console left some files on systems running Windows 8+.

- Reporting
    - Resolved an issue with customer exit survey drop-down menus appearing as multi-select lists.
    - Resolved an issue with some survey reports not appearing if a value was left blank in a survey.
    - Resolved an issue with the license usage report sometimes listing the wrong month.
    - Resolved an issue where logging data could not be saved past 90 days.
- Security Providers
    - Resolved an issue with user white lists added to nodes of clustered RADIUS providers not showing after an upgrade.
    - Resolved an issue with challenge prompts causing RADIUS provider tests on the Edit page to fail.
    - When an LDAP object Unique ID attribute is missing, an error message now shows.
    - The default values for new LDAP and Kerberos providers have been updated based on the most common use cases.
    - When a network change causes a connection agent to disconnect, the connection agent status message on the Security Providers page of the /login interface shows "Connection Agent is not connected."
- Shell Jump
    - Resolved an issue with the Shell Jump executable not upgrading if a Shell Jump session was in progress when the site upgrade was started.
- Misc
    - Resolved an issue with unexpected logouts occurring when navigating to the Public Portals > Presentation page.
    - Resolved an issue with the Post Session Download Recordings link resulting in an internal server error.
    - Resolved an issue with the Jump tab being visible in /login when it should not have been accessible.
    - Resolved an issue with the Virtual Smart Card driver not installing properly on Windows Server 2012.
    - Resolved various textual issues.

Known Issues:
- When a Windows executable is run from a network share, permission issues may display a blacked-out dialog box, preventing the client from viewing the application.
- When Jumping to a Service Mode Jump Client on a Windows 10 system, the Jump Client may disconnect.

Notes:
- The API version has been increased to 1.13.1.
- The Virtual Smart Card driver version has been increased to 1.0.36.0.
- Supports upgrades from 14.3.2+. If on a version prior to this, multiple upgrades will be required.
- Requires Integration Client 1.4.1+.
- Bomgar 15.2.1 release is certified with the following Bomgar Mobile versions:
    - Android Customer Client (version 2.2.7+)
    - Android Presentation Client (version 2.2.1+)
    - Android Rep Console (version 2.2.5+)
    - iOS Customer Client (version 2.2.3+)
    - iOS Presentation Client (version 2.2.2+)
    - iOS Rep Console (version 2.2.6+)
    - NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.