

Remote Support 16.1.2 Release Notes

July 19, 2016

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 4.4.1 or later.

New Features and Enhancements:

- Enhance security AND productivity by integrating Bomgar Remote Support with Vault. Bomgar Vault is a credential management add-on tool for Remote Support that can be used to store privileged user passwords, share credentials among help desk users with individual accountability, and improve productivity of Bomgar Remote Support by seamlessly injecting credentials directly through the Representative Console. This new integration allows reps to:
 - Inject credentials through screen sharing at the Windows logon screen.
 - Specify and use stored credentials with the "Run As" special action.
 - Attempt remote customer client elevation using stored credentials – no more shared local admin creds!
 - Initiate Remote Jump, RDP, and Shell Jump sessions using stored credentials.

Issues Resolved:

Atlas

- Resolved an issue with the wrong traffic node being updated after changing the internal address of the traffic node to an address that resolves to an IP on a different traffic node.

Click-to-Chat

- Resolved an issue with custom banners not displaying in Click-To-Chat sessions.

Customer Client

- Resolved an issue with the Customer Client sometimes not responding after Jumping to a machine at the login screen.
- Resolved an issue with the Customer Client sometimes crashing when screen sharing is ended.

Jump Client

- Resolved an issue with some Passive Jump Clients checking in more frequently than they should.
- Resolved an issue with Jump Clients sometimes crashing on Windows 8+.

Jumpoint

- Resolved an issue with the Proxy Password field being pre-populated.
- Resolved an issue with Jumpoints and Local Jumps not checking the proper location in the .ini files for proxy information, causing the connection to time out.

Linux

- Resolved an issue with screen sharing artifacts remaining after rearranging displays.

Presentation

- Resolved an issue with some characters in the Presentation Title not allowing the Flash Presentation Client to run.
- Presentation start times can now be edited down to the second.
- Resolved an issue with the time displayed in the Chat window for Flash Presentations not being correct.

RDP

- Resolved an issue with RDP through Jumpoints setting the default keyboard to English.
- Resolved an issue with copying to RDP systems sometimes failing.

Rep Console

- Resolved an issue with screen sharing artifacts when moving windows when more than one viewer was in the session.
- Resolved an issue with some characters not pasting into the password field correctly on the Windows 10 login screen.
- Resolved an issue with Turkish Q keyboards' first use of "3" not working correctly.
- Resolved an issue with Rep Console not loading large Jump Item lists correctly.
- Resolved an issue with the Local File Transfer window being slow to load sometimes when network drives were involved.

Reporting

- Resolved an issue with the mouse pointer not displaying in Session Recordings for some operating systems.

Security Providers

- Resolved an issue with users retaining permissions they should not have after being reassigned to an Embassy or a license pool.

Miscellaneous

- Resolved an issue with the Login Agreement displaying a scroll bar when viewed in Internet Explorer 11.

Notes:

- Supports upgrades from 15.2.2+. 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 2.2.8
 - iOS Customer Client 2.2.4
 - iOS Presentation Client 2.2.1
 - Android Rep Console 2.2.6
 - Android, Samsung Android, and HTC Android Customer Clients 2.2.8
 - Android Presentation Client 2.2.1
- Requires Integration Client 1.6.1+ and Endpoint Credential Manager (ECM) 1.0.3.943+.
- Integration with Bomgar Vault requires Vault add-on licensing. Contact your account manager for more details.
- Discontinued support for RDP via newly deployed Jumpoints on Windows XP/2003.