

Remote Support 16.1.4 Release Notes

September 28, 2016

Requirements:

- This version of Bomgar has been verified 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:

- Mac OS 10.12 Sierra is now supported.

Issues Resolved:

Bomgar Button

- Resolved an issue with Bomgar Buttons deployed using `-cb-install-dir` having problems after being run twice.

Rep Console

- Resolved an issue with arrow keys corrupting the keyboard input in telnet Shell Jump sessions.

Notes:

- Supports upgrades from 15.1.4+. 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.