

Remote Support 16.1.5 Release Notes

March 28, 2017

Requirements:

- This version of Bomgar has been certified for the physical Bomgar Appliances (B200, B300, & B400), virtual Bomgar Appliances (VMware & Hyper-V), and cloud deployment models.
- This release requires Base software 4.4.1 or later.

Issues Resolved:

- This release includes an important security-related fix. More information on this fix is available at <https://ssc.bomgar.com/ssc/SolutionFAQ.aspx?id=1696>.

API

- Resolved an issue with the real-time API sometimes having duplicate IDs.

Mac

- Resolved an issue with the representative console failing to run BRCS scripts on Macs after using SAML authentication.
- Resolved an issue with the customer client on Mac having problems when corrupt or modified versions of QuickTime were located on the system.

Reporting

- Resolved an issue with session recordings taking up extra space and being converted slowly.

Security Providers

- Resolved an issue with syncing LDAP security providers that have different search bases.
- Resolved an issue with not being able to edit user accounts after upgrading from 15.1.x if a group policy had a blank name.

Support Portal

- Resolved an issue with using Internet Explorer to start sessions.

Known Issues:

- None.

Notes:

- Supports upgrades from RS 15.1.4+. If on a version prior to this, multiple upgrades will be required.
- Requires Integration Client 1.6.1.
- 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+
- NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.