Remote Support 16.2.1 Release Notes

December 6, 2016

Requirements:
- This version of Bomgar has been certified for physical Bomgar Appliances (B200, B300 & B400), virtual Bomgar Appliances (VMWare & Hyper-V), and cloud deployment models.
- This release requires Base software 4.4.2 or later.

New Features and Enhancements:
- **Bomgar Web Rep Console** – Support remote systems through a web-based representative console. The web rep console removes the requirement of having to download and install the Bomgar representative console client, enabling quicker access.
- **Enhanced Presentation Attendee Client** – A new HTML5 presentation attendee client gives attendees a smooth, intuitive interface for an even better presentation experience.
- **Enhanced Jump Client Maintenance** – No more manually deleting uninstalled Jump Clients from your Jump Interface. An administrator can configure Jump Clients to be automatically removed from the representative console, making long lists of Jump Clients a little easier to use.
- **Connection Resilience** – Network status intelligence in the representative console results in nimbler handling of intermittent network disruptions. If you should lose your connection, the representative console attempts to reconnect for 60 seconds. If your connection is restored within this time, your representative console reopens, restoring all of your open sessions.
- **Improved API Authentication** – Granularly define the accounts used for API access to the specific roles they serve. Additionally, OAuth 2.0 authentication is now used for authenticating API accounts. Allow Customer Client downloads from traffic nodes.

Other Enhancements:
- New OS Support
  - Windows 10 Anniversary Update is now supported.
  - Mac OS 10.12 Sierra is now supported.
  - Ubuntu 16.04 LTS is now supported.
  - iOS 10 and Android N are also supported – see corresponding release notes for more details.
- When a rep needs to send a Ctrl-Alt-Del command to a remote computer, the Bomgar software attempts to override the customer's disabled Secure Attention Sequence without disrupting the rep's workflow with a prompt first.
- You can now set the duration for account lockouts after failed login attempts.
- A default directory has been added to the top level listing for file transfer when using Shell Jump.

Issues Resolved:

API
- The error message has been made more useful when trying to download recordings over 2GB in size on a 32bit appliance.
- Support team and embassy code names are now case insensitive.

Atlas
- Resolved an issue with the backup master appliance not being able to receive updates until a failover sync had occurred after a backup was restored on the primary master appliance.

Customer Client
- Updated the customer client's watermark image.
- Added basic HighDPI support for customer clients running on Windows operating systems.

Embassy
- Resolved an issue with some error messages not showing properly on the Add Embassies page.

Jump Client
- Resolved an issue with Jump Clients sometimes showing offline in the representative console but online on the local machine.

Linux
- Resolved an issue with service mode Jump Clients not being able to access command shell while the login screen was displayed.
- Resolved an issue with screen sharing appearing distorted on Linux when some custom resolutions were used.

Mac
- Resolved an issue with switching users or logging in and out on Mac sometimes causing the session to be disconnected.
- No longer prompting for credentials when running special actions on a Mac customer session.
- Resolved an issue with customer client instability with UHD monitors on Macs.
- Resolved an issue with Mac customer clients sometimes leaving behind files to be deleted upon next reboot. This sometimes would cause problems with Bomgar Buttons on Macs.

Presentation
- Resolved an issue where entering a large amount of text in the audio conference details was not handled correctly.

RDP
- Resolved an issue using the username@domain format to Jump to RDP sessions with NLA-enabled servers.

Reporting
- Resolved an issue with screen sharing recordings showing only up to until the first stop of screen sharing if screen sharing was stopped and started.
- Resolved an issue with changing the screen sharing quality to black and white causing session recordings to appear black.

Representative Console
- Resolved an issue with custom links using custom macros not working properly.
- Resolved an issue with the font sizes not appearing correctly in the representative console.
- Resolved an issue with pressing Enter in the Bomgar Button management search box closing the window instead of performing the search.
- Updated the skins shown when supporting various Android devices to now show the Recent App button.
- Resolved an issue with the buttons not sizing properly when the German language was selected.
- Updated click-to-chat session tabs in the representative console to say "Web Chat" instead of being blank.

Security Providers
- Resolved an issue with syncing LDAP security providers that have different search bases.
- Resolved an issue with LDAP authentication being attempted while a site restoration or backup was being processed.
- Now using RelayState instead of cookies for SAML redirects.
- Resolved an issue with the group policy "Applies to" list not displaying "All users authenticating with the Security Provider <name>" for default policies.
- Resolved an issue with saving SAML providers with incorrect metadata.

Support Portal
- Resolved an issue with submitting custom fields when click-to-chat was disabled.
- Resolved an issue with removing customer notices from a public site that had been removed.

Miscellaneous
- Updated various error messages related to network restrictions.
- Wake on LAN is now enabled by default on new sites.
- Updated the error message for required fields when creating an iOS profile.
- Updated the order of platforms displayed in the various platform dropdown menus.

- Resolved an issue with logging into /login in multiple tabs causing the previous tab to be logged out.

Known Issues:
- In the web rep console, the Ctrl-Alt-Del button is sometimes visible before starting screen sharing.
- In the web rep console, the Ctrl-Alt-Del button does not work.
- In the web rep console, the Ctrl-Alt-Del button is not enabled after toggling control of the customer's mouse twice.
- **Note:** With this release, there is a known issue with the Ctrl-Alt-Del button not working in the web rep console. A patch is available now to resolve this issue through Check for Updates. If you are unable to install the patch right away, a workaround to the issue is to use the Ctrl-Alt-Del special action. In a screen sharing session, click the Special Actions button. Scroll down and click Windows Security (Ctrl-Alt-Del) in the menu.

Notes:
- The API version has been increased to 1.15.1.
- 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, HTC Android, and Dell Android Customer Clients 2.2.8
  - Android Presentation Client 2.2.1
- Requires Integration Client 1.6.3+.