

## Remote Support 16.2.3 Release Notes

February 22, 2017

### 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.

### Issues Resolved:

#### Miscellaneous

- Resolved an issue that prevented an edited outbound event configuration from being saved.
- Resolved an issue that resulted in the real-time API sending duplicate IDs on inserts.
- Resolved an issue that resulted in excessive memory usage on the backend under certain conditions.

#### To be communicated only to Apple

- Legal agreements in sessions that are older than 7 days are deleted from the database during daily maintenance.
- Provided a means to enable API-level logging on the appliance even when POST is used.
- Queue sizes are now logged even at the lowest debug level setting.
- Brought forward patches applied to Apple appliances during their 14.3 to 15.2 upgrade and subsequent support incidents. These patches are documented below.
  - Increased overlay network payload size to accommodate large data enumerations.
  - Resolved an issue around rep login taking excessive time.
  - Disabled team relationship queries for users with no Jump Item access.
  - Resolved a memory leak caused when customers exit before the session is completely established.
  - Updated the Mac bundle ID to always use Bomgar even though the branding pack provides a Rep Console bundle ID.
  - Disabled team chat.
  - Changed "Use SAML Authentication" to "Use AppleConnect Authentication".

### Known Issues:

- None.

### 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, HTC Android](#), and [Dell Android](#) Customer Clients 2.2.8
  - [Android Presentation Client 2.2.1](#)
- Requires Integration Client 1.6.3+.