

Remote Support 16.2.6 Release Notes

May 30, 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:

- Resolved an issue causing high CPU load on appliances when multiple Jump Clients connect simultaneously.
- Resolved an issue causing screen sharing to show an all-black screen for secondary displays on Mac customer systems.
- Resolved issue with Command key combinations in Command Shell when using the Mac representative console.
- Resolved an issue causing the software to unexpectedly stop when corrupt Kerberos tokens were submitted.
- Resolved an issue with ghost images appearing in screen sharing when the customer system had multiple displays.

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+.