Remote Support 16.2.7 Release Notes

June 20, 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 where the Bomgar display driver did not uninstall silently despite being instructed to do so.
- Resolved an issue causing false alerts during failover syncs.
- Resolved an issue where Shell Jump failed to connect to certain routers.
- Resolved an issue where RDP sessions failed to start on systems where TLS 1.0/1.1 was disabled.

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+.