Remote Support 17.1.5 Release Notes

January 31, 2018

Requirements:
- This version of Bomgar has been certified for physical Bomgar Appliances (B200, B300 & B400), virtual Bomgar Appliances (Azure, VMWare & Hyper-V), and cloud deployment models.
- This release requires Base software 5.1.2 or later.

Issues Resolved:
- Resolved a Jump Client statistics error that lead to network failures on the Jump Client host system.
- Resolved an issue with editing an embassy's expiration after upgrading from Remote Support 16.x.
- The desktop presentation attendee client can now be downloaded even if the presentation is not visible on the public site.
- Resolved an issue where, when a rep attempted to use domain credentials to Jump to a Jump Client after having previously Jumped with local credentials, an error would be shown stating that the rep was already in session.
- The email address entered during account recovery is no longer case-sensitive.
- When a Click-to-Chat session is elevated to a full customer client, the customer is no longer prompted to close the Click-to-Chat browser window.
- Resolved an issue where the first download of a non-English customer client from the public site would still download the English customer client.
- Resolved issue which could result in a corrupt file when exporting repots to XLSX format.

Known Issues:
- None.

Notes:
- Supports upgrades from 16.1.4+. 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 2.2.11](#)
    - [iOS Customer Client 2.2.7](#)
    - [iOS Presentation Client 2.2.2](#)
    - [Android Rep Console 2.2.9](#)
    - [Android](#) and [LG Android](#) Customer Clients 2.2.10
    - [Samsung Android](#) and [HTC Android](#) Customer Clients 2.2.8
    - [Android Presentation Client 2.2.1](#)
    - [Android Jump Client 2.2.2](#)
- Requires Integration Client 1.6.3+.
- Require Endpoint Credential Manager 1.2.1+.