

## Remote Support 18.2.1 Release Notes

May 22, 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 5.3.0.

### New Features and Enhancements:

- Bomgar Vault Addon
- Native Mac Privacy Screen with Full Screen Support
- Public Portal Business Hours
- Customizable Issue Submission
- Direct Web Rep Console login
  - Network restrictions for /login and Web Rep Console can now be configured separately.
  - /console will now redirect the Rep to login the Web Rep Console.
  - <sitename>/login/webconsole now redirects to /console.
- License Usage report enabled for all customers.
- A pop-up window will now warn the user that the /login session is about to timeout.
- The name prompt when starting Click-To-Chat sessions can now be customized.
- Incoming connection speed improvements for all clients.
- Command Shell contents can now be saved to the clipboard.
- Added Jump Client Name Override to the Jump Client Mass Installer.
- Bomgar EULA is now presented to Cloud customers after new product installs and updates.
- Increased the Canned Script Resource Limits.
- Added support for SameSite cookie attribute in /login.
- Animations added to Bubble Chat.
- ClickOnce now supports .NET 4.5.
- Windows Jump Client MSI installers can now be downloaded before updating the site.
- Session Key Window User Interface has been refreshed.

### Issues Resolved:

#### Administrative Interface

##### Reporting

- Resolved an issue with viewing some session recordings while in an Atlas environment.
- Resolved an issue with Session Recordings after upgrading from more than two major releases prior.

##### API

- API version has been increased to 1.18.0.
- Resolved an issue in which no error is displayed if the Search API is used to start a session through the Web Rep Console.
- Resolved an issue with allowing submission of External Keys longer than 1024 characters.

##### Support Portal

- Resolved an issue with Public Portal error messages not using custom templates.

##### GDPR

- Resolved an issue with starting anonymization jobs in Internet Explorer 11.

##### Failover

- Resolved an issue with the Custom Login Agreement not syncing during Failover.

## **Text Updates**

- The Password Reset email address field is now case insensitive.
- Resolved an issue with being able to exceed the Group Policy Name character limit.
- Removed the "Expand All" link on the Group Policy Page when there are no Group Policies defined.
- Minor updates to the Network Restrictions interface.
- Custom Fields has been moved to its own tab, Configuration -> Custom Fields.
- Resolved an issue with a mal-formatted URL in outbound events.
- Updated the verbiage of the Jump Client reconnection setting.

## **Misc**

- Resolved an issue with upgrading a site with the Default Language is not set to English to a version of Bomgar that does not contain languages.
- Resolved an issue in which using sorting on some pages caused any added users to disappear before the page was saved.
- Resolved an issue in which some of the sections in the Group Policy Edit page were not expanding or collapsing properly.
- Resolved an issue in which backup and restore completed messages were not displaying in a timely manner and redirecting the user to the login page.
- Internet Explorer 10 is no longer supported in /login.
- Resolved an issue in which no credentials were displayed if the number of credentials returned was greater than the configured maximum.
- Resolved an issue in which User Comments were not displayed correctly on the /login -> Users page.

## **Clients**

### **Rep Console**

- Resolved an issue in which the Rep Console was not starting when Real-Time Translations were enabled.
- Resolved an issue in which editing large numbers of Bomgar Buttons (15K) caused the Rep Console to hang.
- Resolved an issue in which the Rep Console mistakenly displayed an elevation warning message when pinning a Jump Client to a Samsung device.
- Resolved an issue in which Passive Jump Client icons in Rep Console were not showing as inactive even though the Passive Jump Client had not checked in for a long time.
- Resolved an issue in which the wrong text was displayed when inviting an External User but no Session Policy existed to assign.
- Added the Jump Client Version to the exported Jump Client list from the Rep Console.

### **Customer Client**

- Resolved an issue in which the Customer Client did not delete its directory if a Canned Script was run through screen sharing.
- Resolved an issue in which the Customer Agreement was not displayed or was displayed in odd sizes.
- Resolved an issue with the mouse pointer while doing Show My Screen sessions.

### **Presentation**

- Resolved an issue in which the mouse was not displayed sometimes when using the Web Rep Console and IE11.

### **Click-To-Chat**

- Resolved an issue in which the timestamps were displayed in UTC in Click-To-Chat sessions.

### **Mac**

- Resolved an issue with Lock/Login Screen detection on Macs.
- Resolved an issue in which number keys were not working as expected through screen sharing on macOS 10.13.
- Resolved an issue in which the mouse could not be used to make the Dock appear when it was set to autohide and on-screen touch bar was being used.
- Resolved an issue in which some keys were not working properly on Mac when doing a Reverse Connect.

### **RDP**

- Resolved an issue with RDP keyboard layout selection.

- Resolved an issue with incorrect Swiss RDP keyboard mappings.

#### **Misc**

- Resolved an issue in which credential injection did not work properly on Windows Server 2008.
- Resolved an issue in which credential injection did not work properly when a logon screen was active.

#### **Known Issues:**

- None.

#### **Notes:**

- Supports upgrades from 17.1.2 RS+. If on a version prior to this, multiple upgrades will be required.
- Supports Thin Client Protocols 2.1 and 2.2
- This release is certified with the following Bomgar Mobile versions:
  - [iOS Rep Console 2.2.11](#)
  - [iOS Customer Client 2.2.10](#)
  - [iOS Presentation Client 2.2.0](#)
  - [Android Rep Console 2.2.11](#)
  - [Android](#) and [LG Android](#) Customer Clients 2.2.10
  - [Samsung Android](#) and [HTC Android](#) Customer Clients 2.2.8
  - [Android Jump Client 2.2.2](#)
- Requires Integration Client 1.6.3
- Requires Endpoint Credential Manager 1.2.2