

Remote Support 18.2.3 Release Notes

July 24, 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 or later.

Issues Resolved:

- The desktop background is no longer suppressed in RDP sessions when the video quality is set to Full Color or Video Optimized.
- Sessions started using the session start API now correctly include the issue description.
- The click-to-chat customer client now indicates when the representative is typing.
- Resolved an issue where video corruption could occur when specific applications (such as SQL Management Studio) were run inside an RDP session.

Known Issues:

- None.

Notes:

- Supports upgrades from 17.1.2+. 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 2.2.11](#)
 - [iOS Customer Client 2.2.10](#)
 - [iOS Presentation Client 2.2.1](#)
 - [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 Presentation Client 2.2.1](#)
 - [Android Jump Client 2.2.3](#)
- Requires Integration Client 1.6.3+.
- Require Endpoint Credential Manager 1.2.2+.