

BOMGAR™

**What's New in Bomgar
Remote Support 18.1**

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Updates for Support Administrators

Bomgar 18.1 contains the following updates for Bomgar administration.

| Feature |
|---|
| Customer Agreement Enhancements The customer agreement currently available for customer-initiated sessions can now also be used for unattended sessions, such as Jump Client and Local and Remote Jump sessions. This enables the customer agreement to be displayed and accepted regardless of how the session is started. |
| GDPR Pseudonymization Support Allow your organization to meet its GDPR initiatives with pseudonymization support in Bomgar. Bomgar administrators can respond to Right to Erasure requests by searching for specific criteria supplied by the requester. Once reviewed, the results can be anonymized with an automatically generated term or a custom replacement. |
| More Scalable Jump Client Upgrades Jump Clients now upgrade faster than ever. Once a new Bomgar version is installed, technicians can see which Jump Clients are already upgraded and can begin accessing them right away. When a Jump Client is waiting for its upgrade, technicians can modify properties without having to wait for the upgrade to complete. |

Customer Agreement Enhancements

The customer agreement currently available for customer-initiated sessions can now also be used for unattended sessions, such as Jump Client and Local and Remote Jump sessions. This enables the customer agreement to be displayed and accepted regardless of how the session is started.

Customer Client :: Customer Agreements

Display Customer Agreement Before Full Client Sessions.

Title

Text

Display Customer Agreement Before Click-to-Chat Sessions.

Text

Acceptance Timeout Seconds

Display Customer Agreement Before Unattended Sessions.

Title

Text

Acceptance Timeout Seconds

Automatic Behavior

NOTE: The Unattended Customer Agreement only applies to Jump Clients and sessions started through Remote Jump and Local Jump.

Related Pages:

- [Customer Client: Modify the Invitation Email, Display Options, Connection Options](#)

GDPR Pseudonymization Support

Allow your organization to meet its GDPR initiatives with pseudonymization support in Bomgar. Bomgar administrators can respond to Right to Erasure requests by searching for specific criteria supplied by the requester. Once reviewed, the results can be anonymized with an automatically generated term or a custom replacement.

STATUS | MY ACCOUNT | CONFIGURATION | JUMP™ | REP CONSOLE | **USERS & SECURITY** | REPORTS | PUBLIC PORTALS | LOCALIZATION | MANAGEMENT
SUPPORT | PRESENTATION | LICENSING | COMPLIANCE

Anonymization :: Representative

The actions done in support sessions by a selected representative can be made anonymous according to the international privacy regulations.

| Support Team or Embassy | Identifiable Information | Replacement Terms | Report Details |
|----------------------------|--|---|-------------------------|
| Remote Support | Private Name: Admin Public Name: Administrator Private IP: 10.10.24.123 Public IP: 10.10.24.123 Hostname: JXNPLWSD04033 Add Custom: ... | Name: #605480 Name: #605481 IP: #605482 IP: #605482 Hostname: #605483 | Details |
| Web Support | Private Name: Admin Public Name: Administrator Private IP: 10.10.24.123 Public IP: 10.10.24.123 Hostname: JXNPLWSD04033 Add Custom: ... | Name: #605480 Name: #605481 IP: #605482 IP: #605482 Hostname: #605483 | Details |
| Installations and Upgrades | Private Name: Admin Public Name: Administrator Private IP: 10.10.24.123 Public IP: 10.10.24.123 Hostname: JXNPLWSD04033 Add Custom: ... | Name: #605480 Name: #605481 IP: #605482 IP: #605482 Hostname: #605483 | Details |
| Training | Private Name: Admin Public Name: Administrator Private IP: 10.10.24.123 Public IP: 10.10.24.123 Hostname: JXNPLWSD04033 Add Custom: ... | Name: #605480 Name: #605481 IP: #605482 IP: #605482 Hostname: #605483 | Details |
| Backup Queue | Private Name: Admin Public Name: Administrator Private IP: 10.10.24.123 Public IP: 10.10.24.123 Hostname: JXNPLWSD04033 Add Custom: ... | Name: #605480 Name: #605481 IP: #605482 IP: #605482 Hostname: #605483 | Details |

NOTE: By clicking the "Delete User and Anonymize" button below the identifiable representative information will be made anonymous in all sessions and other representative activity. All recordings for these sessions will be lost.

Once anonymized, the representative will be listed as:

Username: Name #605479
Private Name: Name #605480
Public Name: Name #605481

All support sessions, presentation sessions and team/embassy activity events for this representative will be marked as anonymized at: December 8, 2017 02:45:24 PM UTC

Anonymization :: Customer

The customers in selected support sessions can be made anonymous according to the international privacy regulations.

Partial match

Anonymization :: Status

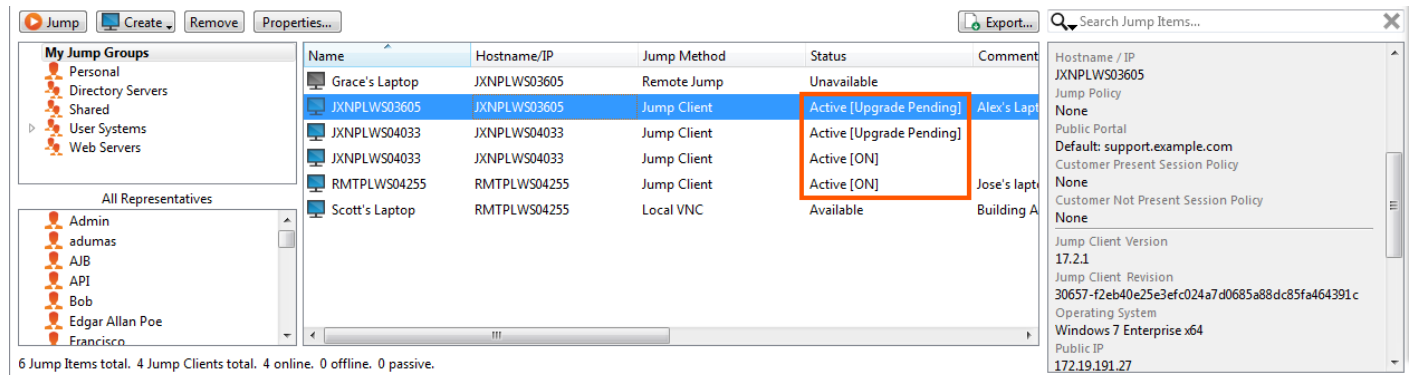
There are no anonymization jobs.

Related Pages:

- [Compliance: Anonymize Data to Meet Compliance Standards](#)
- [Customer Client: Modify the Invitation Email, Display Options, Connection Options](#)
- [Jump Items: Import Shortcuts to Jump Items](#)
- [Create and Use Local Jump Shortcuts](#)
- [Create and Use Remote and Local Jump Items](#)
- [Use a Jumpoint to Jump to a Remote System](#)
- [Use Jump Shortcuts to Jump to Remote Systems](#)
- [Create and Use Remote or Local Jump Shortcuts](#)
- [Syslog Events](#)
- [Reporting Erasure Fields](#)

More Scalable Jump Client Upgrades

Jump Clients now upgrade faster than ever. Once a new Bomgar version is installed, technicians can see which Jump Clients are already upgraded and can begin accessing them right away. When a Jump Client is waiting for its upgrade, technicians can modify properties without having to wait for the upgrade to complete.



The screenshot displays the Bomgar Remote Support interface. On the left, there are navigation panels for 'My Jump Groups' (Personal, Directory Servers, Shared, User Systems, Web Servers) and 'All Representatives' (Admin, adumas, AJB, API, Bob, Edgar Allan Poe, Francisco). The main area is a table of Jump Clients:

| Name | Hostname/IP | Jump Method | Status | Comment |
|----------------|--------------|-------------|--------------------------|-------------|
| Grace's Laptop | JXNPLWS03605 | Remote Jump | Unavailable | |
| JXNPLWS03605 | JXNPLWS03605 | Jump Client | Active [Upgrade Pending] | Alex's Lapt |
| JXNPLWS04033 | JXNPLWS04033 | Jump Client | Active [Upgrade Pending] | |
| JXNPLWS04033 | JXNPLWS04033 | Jump Client | Active [ON] | |
| RMTPLWS04255 | RMTPLWS04255 | Jump Client | Active [ON] | Jose's lapt |
| Scott's Laptop | RMTPLWS04255 | Local VNC | Available | Building A |

At the bottom of the table, it states: '6 Jump Items total. 4 Jump Clients total. 4 online. 0 offline. 0 passive.' On the right, a search bar 'Search Jump Items...' is visible, and a detailed properties pane for the selected client 'JXNPLWS03605' is shown, including fields for Hostname/IP, Jump Policy, Public Portal, Default: support.example.com, Customer Present Session Policy, Customer Not Present Session Policy, Jump Client Version (17.2.1), Jump Client Revision (30657-f2eb40e25e3efc024a7d0685a88dc85fa464391c), Operating System (Windows 7 Enterprise x64), and Public IP (172.19.191.27).

Related Pages:

- [Use Jump Clients to Access Unattended Computers](#)
- [Start a Support Session through a Jump Client](#)
- [Upgrade the Bomgar Software](#)
- [Upgrading Bomgar Software Quick Guide](#)

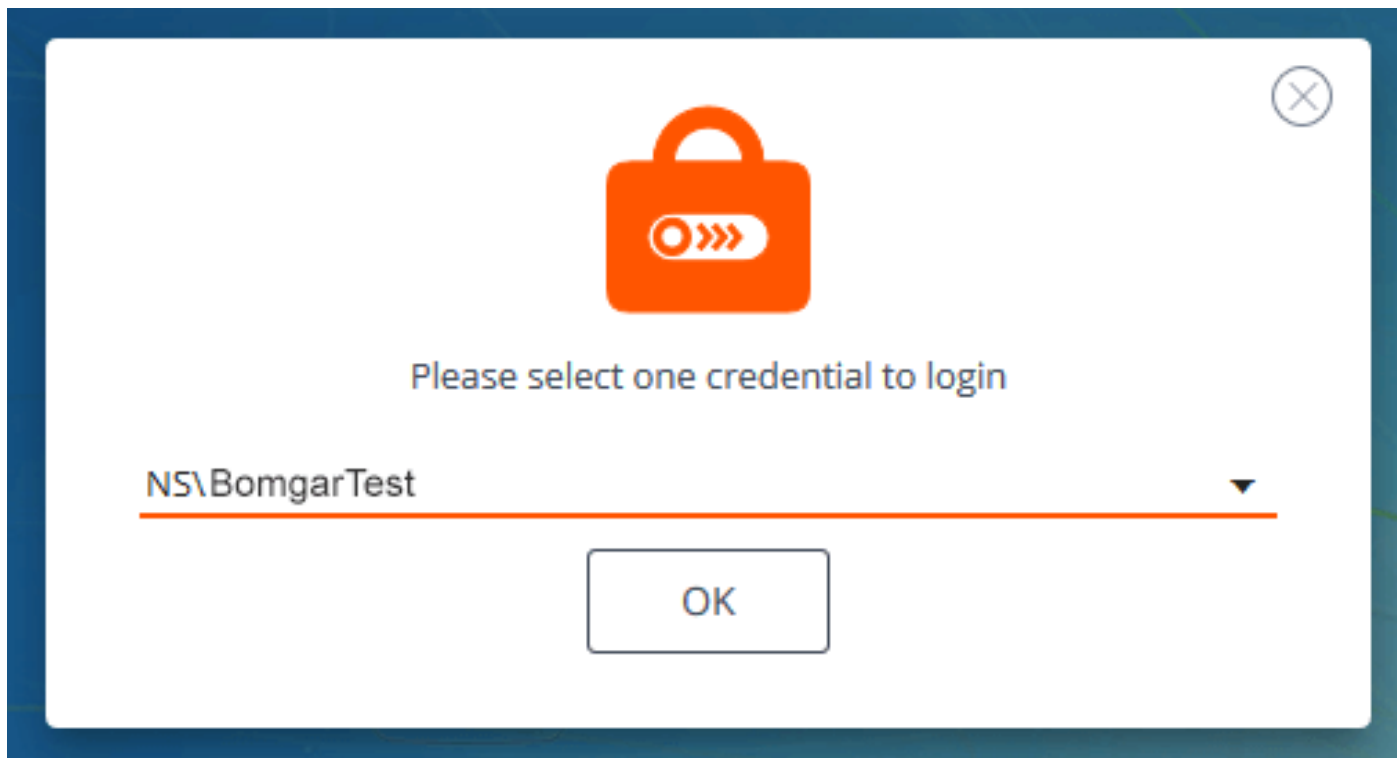
Updates for Support Representatives

Bomgar 18.1 contains the following updates for Bomgar representatives.

| Feature |
|--|
| Credential Injection Enhancements When integrating Bomgar with a credential manager, such as Bomgar Vault, the endpoint credential manager (ECM) now returns up to 100 matched credentials. This is especially helpful when similar credentials (such as local and domain accounts with the same name) are both stored in the manager. |
| Customer Client UI Refresh Your customers will appreciate the updated look and feel of the customer client. The modern chat interface feels more familiar, with a minimal layout and easy to use controls. Customers see the technician's profile picture (or their initials) beside their chat message, and system messages are less prominent, focusing attention on the conversation. |

Credential Injection Enhancements

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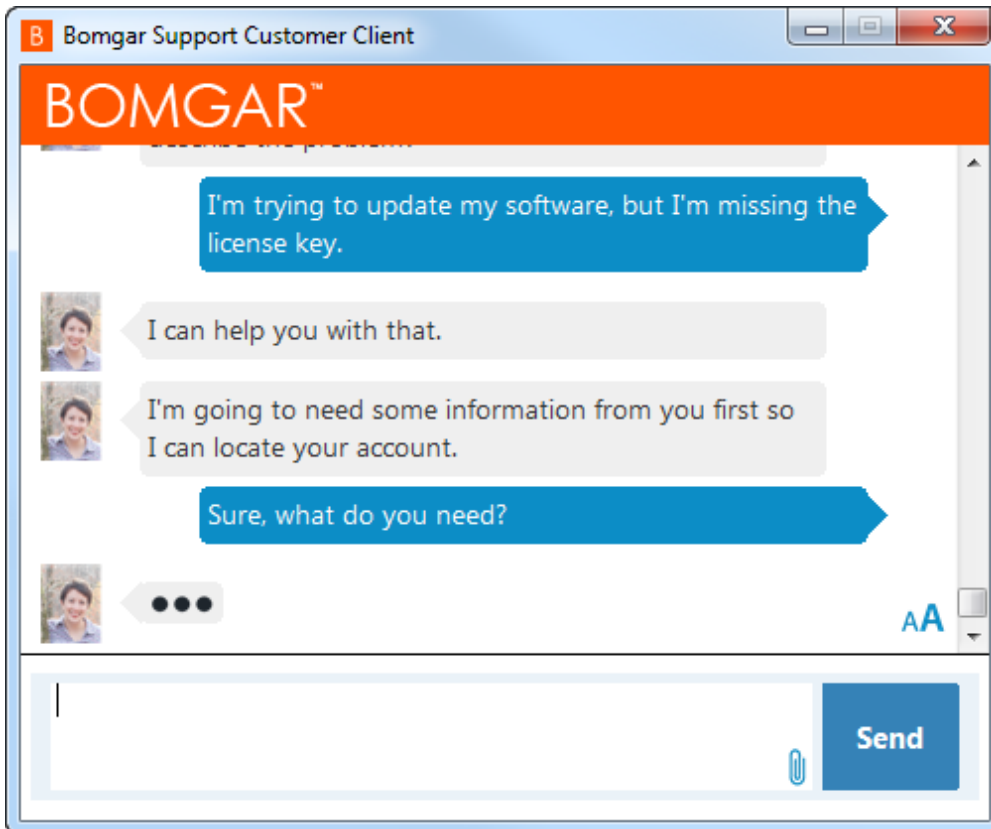


Related Pages:

- [Log Into Remote Systems Using Credential Injection from the Web Rep Console](#)

Customer Client UI Refresh

Your customers will appreciate the updated look and feel of the customer client. The modern chat interface feels more familiar, with a minimal layout and easy to use controls. Customers see the technician's profile picture (or their initials) beside their chat message, and system messages are less prominent, focusing attention on the conversation.



Related Pages:

- [Customer Client: Support Session Interface](#)
- [Application Sharing: Limit What the Representative Can See](#)
- [Chat with the Customer During a Session](#)