

Transcript: What's New in Bomgar Remote Support 16.2

Enhanced Jump Client Maintenance

No more manually deleting uninstalled Jump Clients from your Jump Interface. An administrator can configure Jump Clients to be automatically removed from the rep console once uninstalled or to remain in the list until manually removed.

Improved API Authentication

Granularly define the accounts used for API access to the specific roles they serve. Additionally, OAuth 2.0 authentication is now used for authenticating API accounts.

Improved Upgrade Messages

When checking for updates to your Bomgar software, more informative messages tell you if no updates are available or if an update is available but an error occurred when distributing it to your appliance.

Syslog over TLS

Send syslog messages over an encrypted TLS connection to one or more syslog servers.

Bomgar Web Rep Console

Support remote systems through a web-based representative console. The Web Rep Console removes the requirement of having to download and install the Bomgar rep console client, enabling quicker access.

Connection Resilience Enhancements

Network status intelligence in the representative console results in nimbler handling of intermittent network disruptions. If you should lose your connection, the representative console attempts to reconnect for 60 seconds. If your connection is restored within this time, your representative console reopens, restoring all of your open sessions.

Enhanced Authentication Choices for iOS Rep Console

Both SAML authentication and password managers such as 1Password can be used to log into the iOS representative console for quicker access.

Enhanced Presentation Attendee Client

A new HTML5 presentation attendee client gives attendees a smooth, intuitive interface for an even better presentation experience.

InSight Enhancements

New options including flashlight, zoom, and auto-focus enrich the support experience via Bomgar's live video stream tool.

Streamlined UAC Handling

When a rep needs to send a Ctrl-Alt-Del command to a remote computer, the Bomgar software attempts to override the customer's disabled Secure Attention Sequence without disrupting the rep's workflow with a prompt first.

Updated Android Rep Console and Customer Client Apps

Both the Android representative console and customer client apps feature a new interface for a better experience, while the Android rep console also supports SAML authentication for logging in.