

## Remote Support 11.1.4 Release Notes

November 21, 2011

Bomgar 11.1.4 is a full maintenance release that includes a new Turkish language pack.

### Requirements:

- This version of Bomgar has been certified for use with all physical Bomgar appliances (B100, B200, B300 & B400) and the Virtual Appliance
- Physical appliances require base software version 3.2.4 or later before installing Bomgar 11.1.4
- The Virtual Appliance requires base software version 3.2.3 or later before installing Bomgar 11.1.4

### New Features and Enhancements:

- Turkish language support has been added
- New tool tips have been added to the Bomgar Button management interface in the Rep Console.
- New images for the BlackBerry 9300, 9670, 9700, and 9900 have been added.
- Clipboard paste now works on Windows login screens.

### Issues Resolved:

- API
  - Resolved an issue with running the SupportSessionListing API report with large amounts of sessions.
- Rep Console
  - Resolved an issue where the right shift key could get "stuck down" within a virtual machine when accessing it through the host machine from a Windows Rep Console
- Customer Client
  - Resolved an issue where locking customer's computer after a session was behaving inconsistently.
  - Resolved an issue where sessions could disconnect when logging off the remote user.
  - Resolved an issue where Click-To-Chat would fail if the Common Name was missing from the certificate.
  - Safari browsers (versions 5.1 or later) will now return a .zip file for the Bomgar customer client on all platforms.
  - Resolved an issue where Linux Jump Clients pinned to a root account may have trouble reconnecting if rebooted during a session.