

## Remote Support 14.2.3 Release Notes

August 26, 2014

### Requirements:

- This maintenance release version of Bomgar has been certified for both the physical Bomgar appliances (B200, B300 & B400) and the virtual appliance.
- The physical and virtual Appliance require Base software 4.0.5 or later before installing Bomgar 14.2.3.

### New Features and Enhancements:

- Language support has been added to the 14.2 series:
  - Chinese (Simplified)
  - Chinese (Traditional)
  - Dutch
  - French
  - German
  - Italian
  - Japanese
  - Portuguese (Brazil)
  - Portuguese (Portugal)
  - Spanish (Latin America)
  - Spanish (European)
  - Swedish
  - Turkish

### Issues Resolved:

- Reporting
  - Resolved an issue with some Presentation Recordings having a vertical black line.
  - Resolved an issue with Total Time in Session not displaying correctly if a Representative is unexpectedly dropped from the session.
- Rep Console
  - Resolved an issue with a Representative using an English keyboard and some characters not displaying correctly when the Customer keyboard was French. Note that this issue is resolved only for Windows Vista+.
  - Resolved an issue with customer's mouse position being stuck until physically toggled if a screen sharing session was ended while the Representative had the mouse button pressed.
  - Resolved an issue with slow mouse control when controlling some systems that are running in a VDI environment.
  - Resolved an issue with the Auto-Elevation service prompting the Customer instead of the Representative if there was a missing or invalid registry entry.
  - Resolved an issue with Virtual Pointer images sometimes remaining after a Representative has left the session.
  - Resolved an issue occurring on some Windows operating systems where the incorrect screen was shown when utilizing multiple monitors.
  - Resolved an issue with scroll bars remaining sometimes after switching from See All Screens.
  - Resolved an issue with Popup Notifications not dismissing after they were clicked.
  - Resolved an issue with Rep Console slowness experienced by Team Leads/Manager when many Team Members were concurrently logged in.
  - Resolved an issue with BRCS scripts sometimes not launching successfully if the Rep Console was installed as an Admin user then later run as a non-admin user.
  - Resolved an issue with Jump Client lists exported from the Rep Console not containing all of the Jump Client information.
  - Resolved an issue with the Rep Console's drop-down menu's for Queue Alerts->Popup Notifications not disabling if these settings were forced from /login.
  - Resolved an issue with the Alerts and Notifications options not displaying in Embassy Team User's Rep Console.
  - Resolved an issue with Turkish Alt-Gr key not being injected properly.

- Resolved an issue with the /login Rep Console settings for Audible Alerts also configuring the Rep Console settings for the Expiring Assignment sound.
- Resolved an issue with vPro sessions not honoring the "Automatically request Screen Sharing" setting in the Rep Console.
- Resolved an issue with the New Session prompt appearing when jumping to vPro sessions.
- Resolved an issue with the VSC reader being disabled after putting the session on hold.
- Resolved an issue with sometimes not being able to import a registry file from a non-elevated console user.
- Added appropriate error messaging when attempting to import a registry file that exceeds the maximum allowed file size.
- Resolved an issue with the Jump Client details window not displaying the disk information correctly when there were a large number of disks present.
- Customer Client
  - Resolved an issue with elevation sometimes not working if the customer is logged into a guest account.
  - Now detecting if the Customer Client is running in a XenApp environment in order to prevent various geometry related issues with Screen Sharing. Note that this also disables the Privacy Screen functionality in these environments.
  - Decreasing the size limit of the Uninstall Message to 8K in order to prevent possible connection issues.
  - Resolved an issue with the Customer Client Uninstall Message not displaying correctly when mismatched quotes were used in the uninstall message.
- Bomgar Button
  - Resolved an issue with 32 bit Bomgar Buttons MSI not uninstalling everything when running on 64 bit operating systems.
- Jump Client
  - Resolved an issue when the Rep permission was set to "Allowed to modify, remove, and start sessions from Jump Clients without entering a password" not having success utilizing WoL functionality on a password protected Jump Client as the override password functionality was not correctly considered.
- Linux
  - Resolved an issue with occasional image corruption when switching between displays when the Rep Console is running on Linux.
- Misc
  - Resolved an issue with some Exit Surveys adding semicolons to reports.
  - Resolved an issue with some of the default values for drop-down menus not being displayed at the top of the list.

**Known Issues:**

- Using Privacy Screen with a remote Windows 7 system can cause undesired results. Changing the remote machine's theme to a non-Aero theme (e.g. Classic) or installing the display driver on the target machine will provide a workaround.

**Notes:**

- Integration Client (1.3.8.793) is compatible with 12.3.1+ and greater versions of our product.
- Backup Client (138) is compatible with 12.3.1+ and greater versions of our product.
- Bomgar 14.2.3 release works with the following Bomgar Mobile versions:
  - iOS™ & Android Customer Clients (version 2.1.0+)
  - iOS™ Rep Console (version 2.2.3+)
  - Android Rep Console (version 2.2.2+)
  - iOS™ & Android Presentation Clients (version 2.2.0+)
  - NOTE: The above mobile apps require trusted CA-signed certificates on the appliance