

Remote Support 18.1.1 Release Notes

December 22, 2017

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 5.2.0 or later.

New Features:

- **Pseudonymization Support:** 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.
- **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.
- **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.
- **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.
- **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.

Other Enhancements:

- When creating a new Jump Item in the representative console, that Jump Item is automatically assigned to the currently selected Jump Group.
- The "End Session" button in the representative console is more noticeable.
- When credentials are used for injection to any Jump Item, the use of those credentials is now logged.

Issues Resolved:

Click-to-Chat

- Resolved an issue with the click-to-chat window not automatically closing after the session is elevated to the full customer client.

Customer Client

- Resolved an issue with the background being restored to tiled mode after a session ends.
- Font smoothing is no longer disabled when screen sharing starts.

Jump Client

- Updated the tooltip text for passive Jump Clients.

Jumpoint

- Jumpoints now protect their .ini file settings against system crashes.

macOS

- macOS support is now limited to 64-bit OSes, and thus, macOS 10.6 and earlier are no longer supported.
- The native presentation client is no longer supported on macOS systems. Attendees using macOS can still join presentations with the HTML5 presentation viewer.
- Resolved an issue with a blank screen being displayed after going to full screen mode in full color mode.

Mobile Devices

- Removed support for Blackberry devices.

RDP

- Resolved an issue with Remote RDP sessions not accepting usernames with Unicode characters.
- Resolved an issue with higher than normal CPU usage during Bomgar RDP sessions to some server OSes.
- Resolved an issue with some Swiss-German keyboard mappings not working correctly through RDP sessions.

Reporting

- Resolved an issue with "Representative being Monitored" events not showing up in the teams report.
- Resolved an issue with pushed URLs not being correctly encoded when displayed in reports.
- Resolved an issue with downloading reports in some Atlas configurations.

Representative Console

- Resolved an issue with sessions becoming unresponsive after a representative pinned the session while still waiting for elevation to be accepted.
- Resolved an issue with scheduled tasks not showing any entries in system info for Windows Vista and newer customer client sessions.
- Resolved an issue with large numbers of Jump Clients causing the representative console to become unresponsive.
- Resolved an issue with copy and paste not working properly from a macOS representative to a Windows customer if the login screen was active.
- Resolved an issue with sending AltGr through to Putty sessions with German keyboard layouts.
- Added a note to the elevation prompt alerting the user that a domain might be necessary when providing elevation credentials.
- Resolved an issue with BRCS login scripts having to be run twice before successfully logging into the representative console.
- Resolved an issue with the representative console becoming unresponsive for team managers or team leads when seeing too many team members' personal groups.

Security Providers

- Resolved an issue with the default group policy being applied twice to SAML users.
- Resolved an issue with local users not being able to log in after an upgrade.

Session Policies

- Resolved an issue when attempting to save a custom attended session policy.

Shell Jump

- Resolved an issue with Shell Jump failing to connect to some routers.
- Resolved an issue with the SSH banner not being displayed in some Shell Jump sessions.

Support Portal

- Resolved an issue where creating a new public site and enabling the customer agreement did not require a value for the acceptance timeout.

Web Rep Console

- Resolved an issue with the "Enable Keyboard and Mouse Control" button being enabled when connecting to iOS sessions.

Miscellaneous

- Resolved an issue with outbound events not accepting DER-formatted certificates.
- Resolved an issue with unchecking the "Display On-Hold Message" check box not disabling the "On Hold Message Interval" option.
- The "Block External Resources, Inline Scripts, and Inline Styles on the Public Site" setting is now disabled and unchecked if the user does not have "Force Public Site to Use HTTPS" enabled.

- Resolved an issue with outbound event survey emails sometimes not being sent out.
- Resolved an issue with English not being able to be turned off in the Localization tab.

Known Issues:

- None.

Notes:

- Supports upgrades from 1.6.2.3+. 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 2.2.7](#)
 - [iOS Presentation Client 2.2.2](#)
 - [Android Rep Console 2.2.9](#)
 - [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 2.2.2](#)
- Requires Integration Client 1.6.3+.
- Require Endpoint Credential Manager 1.2.2+.