

Remote Support 18.2.7 Release Notes

October 16, 2018

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 5.3.0 or later.

Issues Resolved:

- The post-session uninstall message now appears correctly on the landing page.
- Resolved an issue where restarting a computer while in a support session would bring up the Windows Secure Access dialog.
- Resolved an issue with screen sharing when multiple sessions active on the same vPro endpoint.
- Resolved an "unable to grab screen" issue on macOS 10.8 and 10.9.
- Added Ubuntu 18.04 support to service-mode Jump Clients.
- Added support for third-party applications which rely on the Windows shift key auto-repeat behavior.
- Reduced Linux customer client CPU utilization when injecting non-English characters (such as umlaut) through screen sharing.

Notes:

- Supports upgrades from 17.1.2+. 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 2.2.10](#)
 - [iOS Presentation Client 2.2.1](#)
 - [Android Rep Console 2.2.11](#)
 - [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 2.2.3](#)
- Requires Integration Client 1.6.3+.
- Require Endpoint Credential Manager 1.2.2+.