

Remote Support 18.2.9 Release Notes

November 20, 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:

- Resolved an issue where non-admin representatives did not have access to Vault accounts in /login.
- Resolved an issue which could result in failover syncs taking longer than intended for customers who use security providers with large numbers of users.
- Resolved an issue with /console redirection for SAML users.

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+.