

# Linux Compatibility Guide for Bomgar Connect

Bomgar certifies support for multiple specific Linux distributions. However, due to the many distributions and configurations that run on the Linux kernel, some combinations not specifically certified by Bomgar will nonetheless work. For example, several versions should work given the standard configuration for a specific distribution. Additionally, Bomgar will work on still other versions given the proper dependencies. This document endeavors to break down each category and detail which distributions are supported at each level on the current version of Bomgar Connect.

## Supporting “Linux”

Since Linux is actually just the kernel for specific distributions (e.g., SUSE®, Red Hat®), Bomgar cannot claim broad support for Linux. Rather, Bomgar claims support for specific Linux distributions and specific versions of each distribution. Additionally, due to Linux distributions being highly configurable, several other factors must be considered:

- System library presence and versions
- System utilities
- Environment variables
- GUI applications – X server version and available X extensions
- GUI applications – Desktop manager and version

## Levels of Bomgar Technical Support

### Bomgar-Certified Distributions

To be considered certified by Bomgar, the particular Linux distribution in question must first be installed in a standard configuration (e.g., all included libraries are left in place, environment variables are unchanged). Then, the Bomgar quality assurance team runs each distribution through a rigorous and in-depth set of test cases designed to guarantee that the distribution functions at the same level as any other Bomgar-supported operating system.

Please note that, as mentioned above, even though the below distributions are supported, a non-standard configuration could limit or completely prevent Bomgar from properly functioning.

**Note:** Only Intel/AMD 32-bit/64-bit processors are supported for the following operating systems.

### Customer Client

- Fedora® Core 26 and 27
- RedHat® Enterprise 6 and 7
- SUSE® Linux Enterprise Desktop 12
- SUSE® Linux Enterprise Server 11 and 12
- Ubuntu® 17.04 and 16.04 LTS,

### Representative Console

- RedHat® Enterprise 6 and 7
- SUSE® Linux Enterprise Desktop 11 and 12
- SUSE® Linux Enterprise Server 11 and 12
- Ubuntu® 17.04 and 16.04 LTS

### Presentation Attendee

Presentation attendance requires a Flash-capable browser to perform presentation capabilities.

### **Should Work in Standard Configuration**

Though the below are not Bomgar-certified, they should work if the standard configuration is not modified.

#### ***Customer Client***

- CentOS
- Fedora® Core
- Gentoo™
- Knoppix®
- Mandriva®
- MEPIS
- openSUSE®
- RedHat® Enterprise
- Slackware®
- Ubuntu®

#### ***Representative Console***

- CentOS
- Fedora® Core
- Gentoo™
- Knoppix®
- Mandriva®
- MEPIS
- openSUSE®
- RedHat® Enterprise
- Slackware®
- Ubuntu®