

BOMGAR™

What's New in Bomgar 12.3

Thank you for using Bomgar.

At Bomgar, customer service is a top priority. Help us provide you with excellent service. If you have any feedback, including any manual errors or omissions, please send an email to feedback@bomgar.com.

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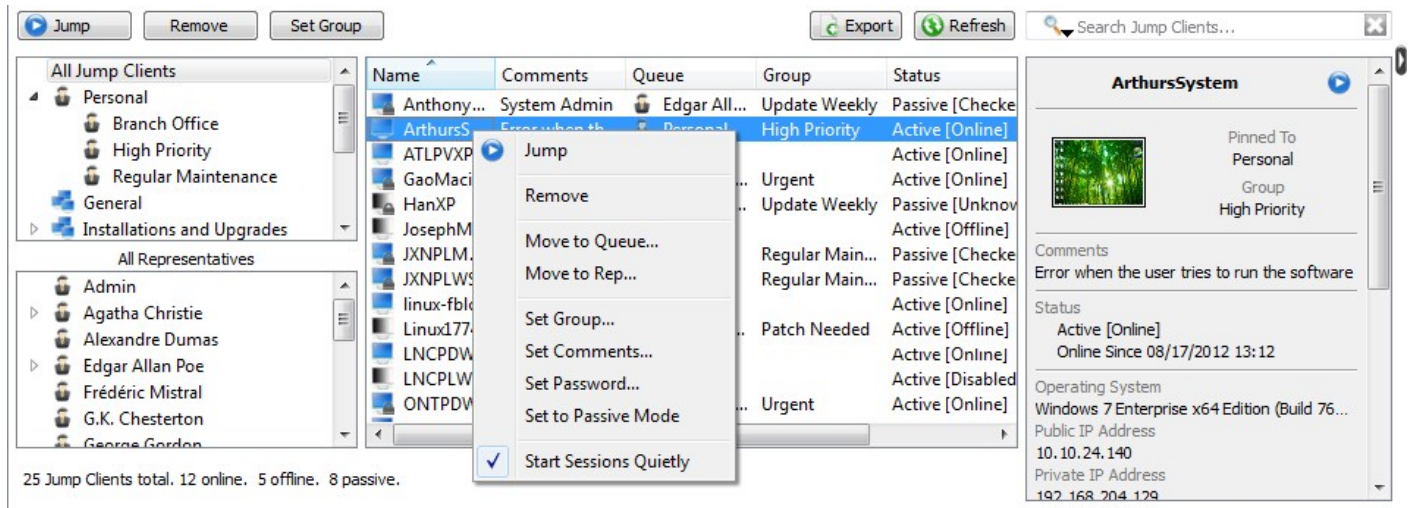
Updates for Support Administrators

Bomgar 12.3 contains the following updates for Bomgar administration.

Feature	Standard	Enterprise
Active Jump Client Scalability Bomgar has increased the capacity for Active Jump Clients without impacting performance. Make more efficient use of your network and device resources while gaining access to more unattended remote systems. This change applies to the latest models of the B300 and B400 and to the Virtual Appliance when configured correspondingly.	•	•
Custom Special Actions Create representative console special action shortcuts for tasks specific to your environment, streamlining the effort for your team to complete repetitive tasks.	•	•
Embedded Bomgar Button Embed a Bomgar Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.		•
Extractable Representative Console Download a mass-deployable representative console to distribute to representatives prior to or in parallel with upgrading the Bomgar Appliance.	•	•
Representative Login Schedule Exert control over access to the representative console, restricting when representatives can be logged into the representative console.		•

ACTIVE JUMP CLIENT SCALABILITY

Bomgar has increased the capacity for Active Jump Clients without impacting performance. Make more efficient use of your network and device resources while gaining access to more unattended remote systems. This change applies to the latest models of the B300 and B400 and to the Virtual Appliance when configured correspondingly.



CUSTOM SPECIAL ACTIONS

Create representative console special action shortcuts for tasks specific to your environment, streamlining the effort for your team to complete repetitive tasks.

Custom Special Actions				
Add New Custom Special Action				
Action Name	Command	Arguments		
Open Hosts File	notepad.exe	%SYSTEMROOT%\System32\drivers\etc\hosts	Edit	Delete
Ping Google	cmd.exe	/k ping google.com	Edit	Delete
IE - google.com	%PROGRAMFILES%\Internet Explorer\iexplore.exe	-k http://www.google.com	Edit	Delete
New Email	%SYSTEMDRIVE%\Program Files (x86)\Microsoft Office\Office14\outlook.exe	/c ipm.note	Edit	Delete

EMBEDDED BOMGAR BUTTON

Embed a Bomgar Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.

Embedded Bomgar™ Button Registry File Generator

• Install Mode:

• Executable Name	Issue	External Key	
<input type="text" value="outlook.exe"/>	<input type="text" value="Troubleshooting"/> <input type="checkbox"/> Show Front End Survey	<input type="text" value="efa987"/>	Delete
			Add New Row

NOTE: The executable name should not include the path and should be in the following format: "application.exe".

• Required

EXTRACTABLE REPRESENTATIVE CONSOLE

Download a mass-deployable representative console to distribute to representatives prior to or in parallel with upgrading the Bomgar Appliance.

BOMGAR™ Downloads

These updates are available for download

Available Updates

Bomgar-12.3.0

- Primary Hostname: support.example.com
- Licenses: 10
- Expires: Never
- [Release Notes](#)
- [Rep Console Installers](#)

Download This Update

Start Over

REPRESENTATIVE LOGIN SCHEDULE

Exert control over access to the representative console, restricting when representatives can be logged into the representative console.

Login Schedule Restrict representative access to the following schedule:

Time Zone: US/Central ▼				
Start		End		
Day of Week	Time of Day	Day of Week	Time of Day	
Monday ▼	8 ▼ : 00 ▼	Friday ▼	17 ▼ : 00 ▼	Delete
Add Schedule Entry				

NOTE: If the rep is allowed to provide remote support, this schedule defines when the rep is allowed to log into the rep console. The rep may still use the web interface or the API as other permissions allow. If the rep is not allowed to provide remote support, this schedule has no effect.

Force logout when the schedule does not permit login.
NOTE: The rep will receive recurring notifications 15 minutes prior to the automatic logout. When a rep is automatically logged out, any owned sessions will follow the session fallback rules.

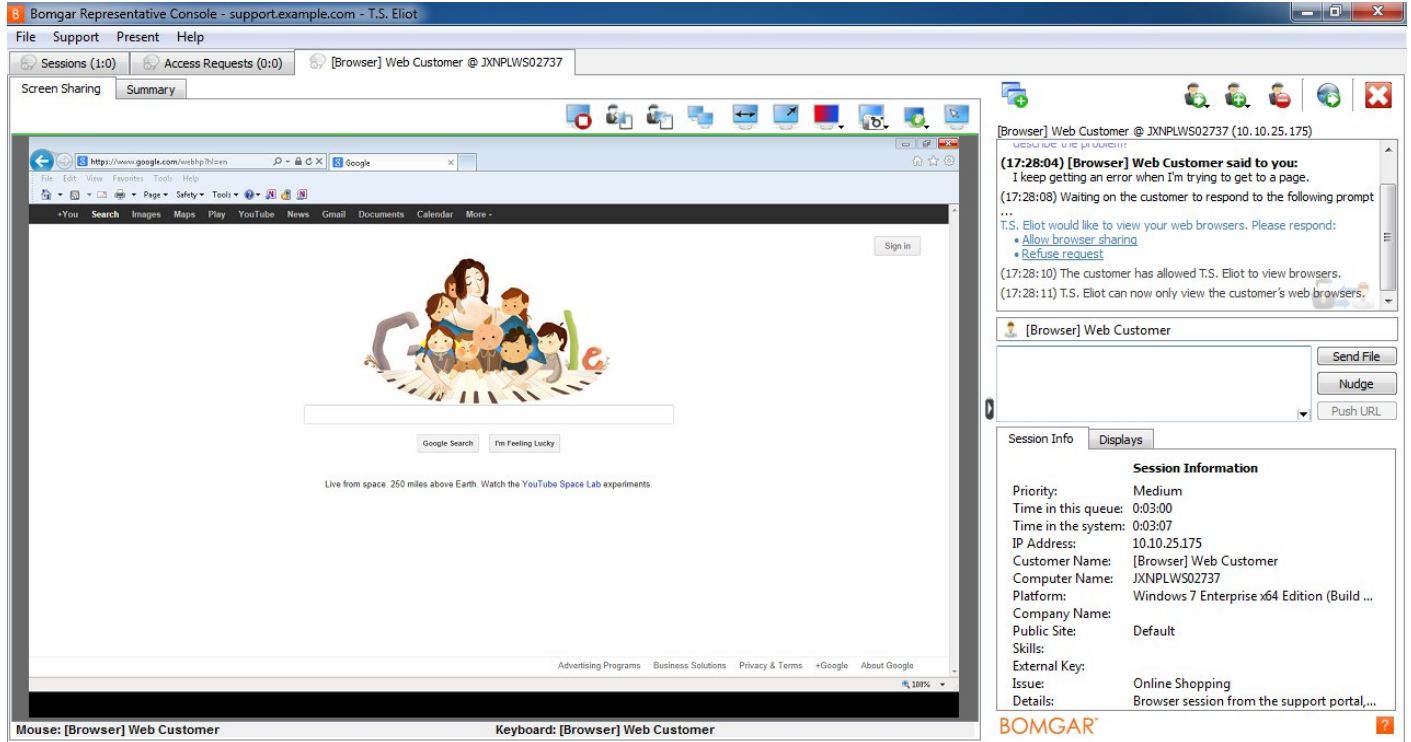
Updates for Support Representatives

Bomgar 12.3 contains the following updates for support representatives using Bomgar.

Feature	Standard	Enterprise
Collaborative Browser Sharing Allow non-privileged representatives or representatives in otherwise restricted environments to use real-time interaction with remote customers by co-browsing the web without using a full-support screen-sharing session.	•	•
Intelligent Collaboration Resolve issues more effectively by quickly engaging support collaboration with additional representatives based upon both their skill-sets and their availability.		•
Support for Virtualized Environments Bomgar is extending its platform support by certifying Citrix XenDesktop 5+ and VMware View 5+.	•	•

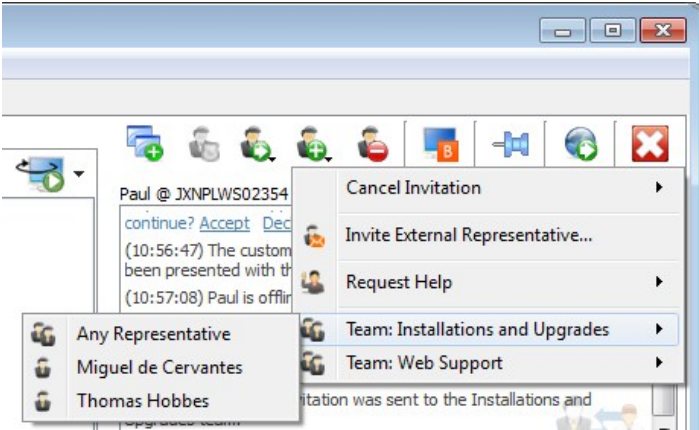
COLLABORATIVE BROWSER SHARING

Allow non-privileged representatives or representatives in otherwise restricted environments to use real-time interaction with remote customers by co-browsing the web without using a full-support screen-sharing session.



INTELLIGENT COLLABORATION

Resolve issues more effectively by quickly engaging support collaboration with additional representatives based upon both their skill-sets and their availability.



SUPPORT FOR VIRTUALIZED ENVIRONMENTS

Bomgar is extending its platform support by certifying Citrix XenDesktop 5+ and VMware View 5+.

