

Bomgar Remote Support 15.1 Features Compatibility

	Windows	Mac	Linux	Android	Apple iOS	BlackBerry
Representative Features						
Access Sponsor	✓	✓	✓	✗	✗	✗
Administrative Dashboard	✓	✓	✓	✗	iPad	✗
Annotations	✓	✓	✓	✗	✗	✗
Application Sharing	✓	✓	✓	✓	✓	✗
Automatic Session Distribution	✓	✓	✓	✓	✓	✗
Canned Messages	✓	✓	✓	✗	✗	✗
Canned Scripts	✓	✓	✓	✓	✓	✗
Command Shell	✓	✓	✓	✗	✗	✗
Custom Link	✓	✓	✓	✗	✗	✗
Enhanced UAC Handling	✓	✓	✓	✗	✗	✗
Equilibrium	✓	✓	✓	✓	✓	✗
Extended Availability	✓	✓	✓	✓	✓	✗
File Transfer	✓	✓	✓	✗	✗	✗
Intel® vPro	✓	✓	✓	✗	✗	✗
Intelligent Collaboration	✓	✓	✓	✓	✓	✗
Jump via Jumpoint	✓	✓	✓	✗	✗	✗
License Pools	✓	✓	✓	✓	✓	✗
Login via LDAP, RADIUS, or Kerberos	✓	✓	✓	LDAP, RADIUS	LDAP, RADIUS	✗
Multi-Monitor Support	✓	✓	✓	✓	✓	✗
Nudge Customer Client	✓	✓	✓	✗	✗	✗
Persistent Queue	✓	✓	✓	✓	✓	✗
Post Session Lock	✓	✓	✓	✓	✓	✗
Presentation	✓	✓	✓	✗	✗	✗
Queues	✓	✓	✓	✓	✓	✗
Reboot/Reconnect	✓	✓	✓	✓	✓	✗
Remote Desktop Protocol (RDP) Integration	✓	✓	✓	✗	✗	✗
Remote Registry Editor	✓	✓	✓	✗	✗	✗
Remote Screen Shot	✓	✓	✓	✗	✗	✗
Remote System Control	✓	✓	✓	✓	✓	✗
Rep Auto-Assign Monitor	✓	✓	✓	✗	✗	✗
Rep Console Device Verification	✓	✓	✓	✓	✓	✗
Rep Invite	✓	✓	✓	✗	✓	✗

	Windows	Mac	Linux	Android	Apple iOS	BlackBerry
Rep Login Schedule	✓	✓	✓	✓	✓	✗
Representative Survey	✓	✓	✓	✗	✗	✗
Representative Console	✓	✓	✓	✓	✓	✗
Rep-to-Rep Screen Sharing	✓	✓	✓	✗	✗	✗
Restrict End-User Interaction (Privacy Screen)	✓	✓	✓	✓	✓	✗
Restrict Rep Access to Customer Client	✓	✓	✓	✓	✓	✗
Separate Display Names for Reps	✓	✓	✓	✓	✓	✗
Screen Sharing	✓	✓	✓	✓	✓	✗
Session Notes	✓	✓	✓	✓	✓	✗
Session Recording	✓	✓	✓	✓	✓	✗
Session Sharing & Transfer	✓	✓	✓	✓	✓	✗
Shell Jump	✓	✓	✓	✗	✗	✗
Show My Screen	✓	✓	✓	✗	✗	✗
Smart Card Support	✓	✗	✗	✗	✗	✗
SMS Session Start	✓	✓	✓	✗	✗	✗
Special Actions	✓	✓	✓	✓	✓	✗
Spell Check for Chat	✓	✓	✓	✓	✓	✗
Support for Virtualized Environments	✓	✗	✓	✗	✗	✗
Support Workflow	✓	✓	✓	✗	✗	✗
System Generated Email Invitation	✓	✓	✓	✓	✓	✗
System Information	✓	✓	✓	✓	✓	✗
System Information Actions	✓	✓	✓	✗	✗	✗
Team Chat	✓	✓	✓	✓	✓	✗
URL/File Push	✓	✓	✓	✗	✗	✗
Virtual Pointer	✓	✓	✓	✗	✗	✗
Wake-on-LAN	✓	✓	✓	✗	✗	✗
Customer Features						
Annotations	✓	✓	✗	✗	✗	✗
Apple iOS Configuration Profiles	✗	✗	✗	✗	✓	✗
Application Sharing	✓	✓	✗	✗	✗	✗
Automatic Elevation Service	✓	✗	✗	✗	✗	✗
Bomgar Button	✓	✓	✓	✗	✗	✓
Chat/Session Recording Downloads	✓	✓	✓	✗	✗	✗
Click-to-Chat	✓	✓	✓	✓	✓	✗
Collaborative Browser Sharing	✓	✓	✓	✗	✗	✗
Command Shell	✓	✓	✓	✗	✗	✗

	Windows	Mac	Linux	Android	Apple iOS	BlackBerry
Custom Special Actions ¹	✓	✓	✓	✗	✗	✗
Customer Exit Survey	✓	✓	✓	✗	✗	✗
Customer Client	✓	✓	✓	✓	✓	✓
Customer Notices	✓	✓	✓	✓	✓	✓
Elevation to Administrative Rights	✓	✓	✗	✗	✗	✗
Embedded Bomgar Button	✓	✗	✗	✗	✗	✗
Feedback to Customers in Queue	✓	✓	✓	✓	✓	✓
File Push	✓	✓	✓	✗	✗	✗
File Transfer	✓	✓	✓	✓	✓	✗
Intel® vPro	✓	✗	✓	✗	✗	✗
Issue Submission	✓	✓	✓	✓	✓	✓
Jump Client	✓	✓	✓	✗	✗	✗
Jump Client Policy	✓	✓	✓	✗	✗	✗
Nudge Customer Client	✓	✓	✓	✗	✗	✗
Post-Session Redirect	✓	✓	✓	✗	✗	✗
Post Session Lock	✓	✗	✗	✗	✗	✗
Presentation Client	✓	✓	✓	✓	✓	✗
RDP Integration	✓	✗	✗	✗	✗	✗
Reboot/Reconnect	✓	✓	✓	✗	✗	✗
Remote Screenshot	✓	✓	✓	✓	✓	✓
Remote Registry Editor	✓	✗	✗	✗	✗	✗
Remote System Control	✓	✓	✓	Samsung	✗	✓
Restrict End-User Interaction (Privacy Screen)	✓	✗	✗	✗	✗	✗
Screen Sharing ²	✓	✓	✓	Samsung	Limited	✓
Session Recording	✓	✓	✓	✓	✓	✓
SMS Session Start	✗	✗	✗	✓	✓	✓
Special Actions	✓	✓	✓	✗	✗	Limited
System Information	✓	✓	✓	✓	✓	✓
System Information Actions	✓	✓	✓	✓	✗	✗
Virtual Pointer	✓	✓	✓	✗	✗	✗
Wake-on-LAN	✓	✓	✓	✗	✗	✗

¹Custom special actions can be created for iOS and Android apps using the Mobile SDKs.

²The representative can co-browse the Internet and view selected screenshots. Also, iOS and Android apps can use the Mobile SDK to enable limited screen sharing.