

BOMGAR™

**What's New in Bomgar
Remote Support 15.2**

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Updates for Support Administrators

Bomgar 15.2 contains the following updates for Bomgar administration.

Feature
UPDATES FOR SUPPORT ADMINISTRATORS
API Updates View session events in the Archive report, with data similar to that available in the SupportSession report. Also, view the company_name when sending the get_api_info command. The Company API Name is also available on the /login > Status > Information page.
Automatic Installation of Critical Updates Set up your Bomgar Appliance to automatically install critical updates.
LDAP Optional Sync Set whether your LDAP integration should sync in real time or once per day.
Outbound Events Email Enhancement Choose additional messages to send in outbound event emails.

API Updates

View session events in the **Archive** report, with data similar to that available in the **SupportSession** report. Also, view the **company_name** when sending the **get_api_info** command. The **Company API Name** is also available on the **/login > Status > Information** page.

Site Status	
Primary Hostname	support.example.com
Company/Division Name	Example Company
Company API Name	support_example
Product Name	Bomgar

Automatic Installation of Critical Updates

Set up your Bomgar Appliance to automatically install critical updates.

Updates :: Automatic

This appliance will periodically check for critical updates from Bomgar and email the Admin Contact when any are available.

Automatically install critical updates at this time:

Include updates that require rebooting the Bomgar Box or interrupt services.

LDAP Optional Sync

Set whether your LDAP integration should sync in real time or once per day.

The screenshot shows the 'Security Providers :: Add' configuration page. At the top left, there is a 'Back to Security Providers' button. The page is divided into sections: 'General Settings' and 'Authorization Settings'. Under 'General Settings', there are fields for 'Name' (empty), 'Enabled' (checked), and 'User Display Names' (checked). A note states: 'NOTE: The display names will be set according to the User Schema Settings defined below.' Under 'Authorization Settings', the 'Synchronization' section is highlighted with a red box, showing the 'Enable LDAP object cache' checkbox checked.

Outbound Events Email Enhancement

Choose additional messages to send in outbound event emails.

Outbound Events :: Add Email Recipient

[Back to Recipients List](#)

*Name	<input type="text"/> <small>NOTE: Enter any name to uniquely identify this destination.</small>
*Email Address	<input type="text"/> <small>NOTE: Events will be sent to this Email Address.</small>
Disabled	<input type="checkbox"/>
Require External Key	<input type="checkbox"/> <small>NOTE: If an external key is required, then emails will only be sent for sessions that have an external key at the time the event occurs.</small>
Events to Send	<input checked="" type="checkbox"/> Support Session End Subject: [%EXTERNAL_KEY%] Bomgar Session Ended *Body: <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <pre> SESSION SUMMARY ----- %SESSION_SUMMARY% SYSTEM INFORMATION RETRIEVED ----- %SYSTEM_INFORMATION% </pre> </div>

▼ Macros that can be used in the "Support Session End" event email

Macro	Availability	Purpose
[%EXTERNAL_KEY%]	Subject and Body	The external key associated with the support session.
[%LSID%]	Subject and Body	The LSID of the support session.
[%LSEQ%]	Subject and Body	The LSEQ of the support session.
[%CUSTOMER_NAME%]	Subject and Body	The name of the customer.
[%CUSTOMER_COMPUTER_NAME%]	Subject and Body	The name of the customer's computer.
[%PRIMARY_REP_PRIVATE_DISPLAY_NAME%]	Subject and Body	The primary representative's private display name.
[%PRIMARY_REP_PUBLIC_DISPLAY_NAME%]	Subject and Body	The primary representative's public display name.
[%PRIMARY_REP_USERNAME%]	Subject and Body	The primary representative's username.
[%START_TIME%]	Subject and Body	The time at which the session started.
[%END_TIME%]	Subject and Body	The time at which the session ended.
[%SESSION_SUMMARY%]	Body	Includes rep display name, customer name, customer IPs, session start & end times, session duration, and number of file/directory operations.
[%SESSION_NOTES%]	Body	Includes any notes submitted by the rep during the support session.
[%SESSION_CHAT%]	Body	The entire chat transcript of the support session.
[%SYSTEM_INFORMATION%]	Body	The customer's General Information gathered from the System Information tab.
[%SCREEN_SHARING_RECORDING%]	Body	The URLs to all screen sharing recordings.
[%COMMAND_SHELL_RECORDING%]	Body	The URLs to all command sharing recordings.

Customer Exit Survey is Completed
 Representative Survey is Completed

*Required

[Add Recipient](#)
[Cancel](#)

Updates for Support Representatives

Bomgar 15.2 contains the following updates for Bomgar representatives.

Feature
UPDATES FOR SUPPORT REPRESENTATIVES
Bomgar InSight During a support session, an iOS or Android customer can stream live video to the representative from their mobile device. Sharing live video footage while an issue is taking place provides the representative with an additional way to assist the customer in finding a resolution to their problem. While viewing the footage, the representative can make annotations, freezing the frame and allowing the customer to view the annotation and take any necessary action.
Headless Linux Jump Clients Support Linux systems that do not have a graphic user interface.
iCloud Access for Mobile Apps During a support session, an iOS customer can share files from the iCloud Drive or any other document storage provider available from their mobile device.
Linux Service Mode Jump Clients Support Linux endpoints regardless of the log on state of the system.

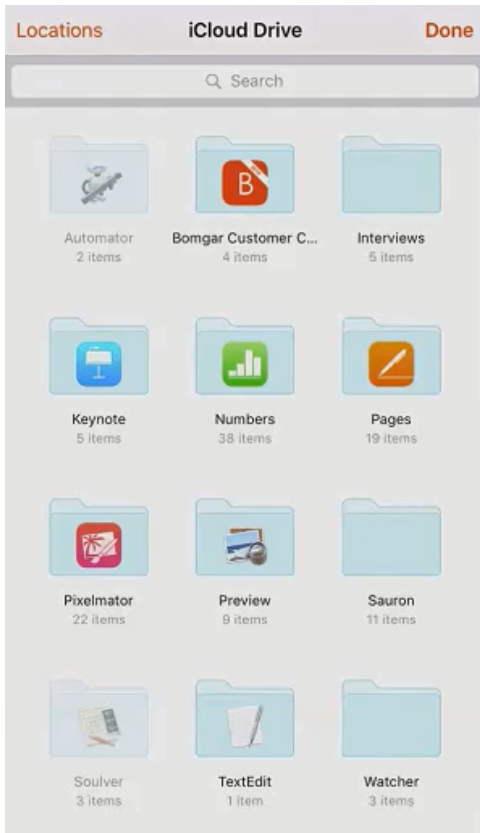
Headless Linux Jump Clients

Support Linux systems that do not have a graphic user interface.



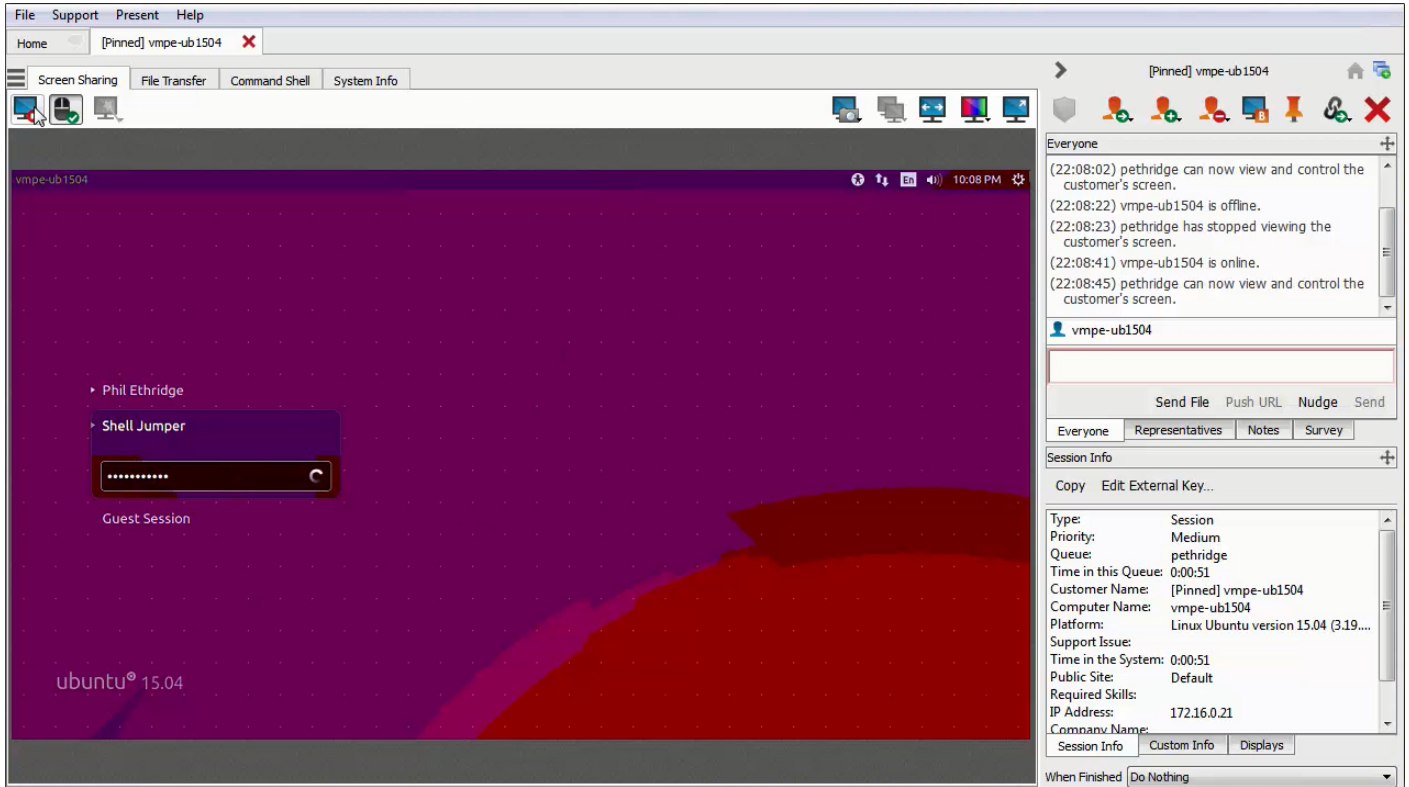
iCloud Access for Mobile Apps

During a support session, an iOS customer can share files from the iCloud Drive or any other document storage provider available from their mobile device.



Linux Service Mode Jump Clients

Support Linux endpoints regardless of the log on state of the system.



Bomgar InSight

During a support session, an iOS or Android customer can stream live video to the representative from their mobile device. Sharing live video footage while an issue is taking place provides the representative with an additional way to assist the customer in finding a resolution to their problem. While viewing the footage, the representative can make annotations, freezing the frame and allowing the customer to view the annotation and take any necessary action.

