

Transcript: What's New in Bomgar Remote Support 16.1

Faster Performance

Network and protocol enhancements allow for direct peer-to-peer connections, resulting in increased performance in screen sharing, file transfer and remote shell.

Faster Session Start

Streamlined initiation processes and improved UI facilitate getting your customers into a support session faster on desktop and mobile.

HD View

A new streaming video codec allows faster speeds and higher definition video quality while screen sharing.

Hyper-V Appliance

The Bomgar Remote Support Virtual Appliance can now be installed in a Microsoft Hyper-V environment, extending Bomgar's hypervisor support beyond our current VMware support, offering a greater variety of virtual environments.

Improved Attended Support for Passive Jump Clients

When using Passive Jump Clients for attended support, more frequent status updates means that Representatives can now see and search by the username of the person logged into the machine. The Passive Jump Client now checks for and updates a changed username.

Jump Shortcut Access from Mobile Rep Consoles

Access Remote Jump and RDP Shortcuts from the mobile Representative Console. Jumps can occur over the local network or through a Jumpoint.

Jump Shortcuts

Save shortcuts in the Representative Console for frequently used Local Jump, Remote Jump, Shell Jump, RDP, and vPro sessions.

Jumpoint Clustering and Improved Management

Experience improved Jumpoint manageability. You can view the public and private IP of the system where the Jumpoint is deployed as well as the hostname and comments. Additional actions are also available, such as uninstalling, redeploying, and clustering Jumpoints on a remote network to increase scalability.

Local RDP Support

If on the same network as the target machine, Representatives can now use embedded RDP to connect directly to an endpoint without depending on a Jumpoint. A Jump Shortcut can be saved for frequently accessed machines and can even be shared among team members, just like a Jump Client.

Mass Import of Jump Shortcuts

Import Jump Shortcuts using a comma-separated value (csv) file, reducing the time required to create Jump Shortcuts. Additionally, a new API command is available to programmatically create Jump Shortcuts. This eliminates the need to import and configure large numbers of endpoints manually.

Multi-Factor Authentication

Implement native multifactor authentication using a secure second factor access code that is emailed to a user.

SAML SSO Support

Bomgar can now be included as one of your Single Sign On service providers. By connecting Bomgar to your identity provider or federation service using SAML, you can securely and conveniently log in to the web interface and desktop Representative Console.

Touch ID Authentication for iOS

Bomgar is now able to authenticate technicians via iOS devices' built-in Touch ID capabilities, enabling touch authentication to be used to log in to the iPhone or iPad Representative Console.

3D Touch Support for iPhone 6s/6s Plus

The Bomgar Mobile Representative Console uses iOS 3D Touch Support capabilities offered by the iPhone 6S and 6S Plus devices to start sessions faster and more efficiently. By tapping and holding the Bomgar Representative Console icon on your iOS device, you can quickly access the three most viewed Jump Items, and you can seamlessly transition between active support sessions. With 3D Touch Support, multi-tasking has never been this simple.

Unattended Android Access

Mobile devices and tablets are being used more for non-traditional mobile uses, such as point-of-sale and kiosks. Support technicians can now connect to these devices even when the device is not in use and can conduct background tasks during business hours without any disruption.