

# Transcript: What's New in Bomgar Remote Support 17.1

## Automated Text Translation

Bomgar's integration with GeoFluent empowers your helpdesk with a global advantage by translating chats between reps and customers in real time.

## Custom Watermark

Customize the in-session watermark using any image you like, to personalize the support experience and to increase your customers' trust in the support you provide.

## High Availability ECM

Install multiple endpoint credential managers (ECMs) on different systems to avoid downtime. The appliance routes credential requests through the ECM with the longest uptime. If that ECM cannot be reached, the appliance immediately begins routing requests through the ECM with the next longest uptime and sends an email to alert the administrator of ECM malfunction.

## Idle Representative Timeout Notice Enhancements

Administrators can choose for idle representatives to receive a notification before being logged out of the rep console due to inactivity.

## Jump Clients: Automatic Maintenance Options

No more manually deleting uninstalled Jump Clients from your Jump Interface. An administrator can configure Jump Clients to be automatically removed from the representative console once uninstalled or to remain in the list until manually removed.

## Jump Clients: Low Profile Settings

Several usability enhancements for Jump Clients give them a lower, more subtle profile by minimizing their visibility on individual desktops. Additionally, Bomgar administrators can prevent users from uninstalling Jump Clients locally on Mac and Linux systems.

## Jump Clients: Silent Install Process Improvements

Improvements to the Jump Client mass deploy installer allow you to deploy Jump Clients with zero visual interruption to end systems.

## Jump Groups and Roles

Use Jump Groups to organize your Jump Items any way you want, not just by Bomgar teams. Jump Roles are now used to define what a user can do with Jump Clients, and are remarkably flexible. These two new features combined make it easier for administrators to assign the right access to the right users.

## Native Two-Factor Authentication (TOTP)

Gain the security of multi-factor authentication for your local and LDAP user accounts by enabling time-based, one-time passwords. When logging into Bomgar, users must provide a one-time password generated by a separate device or app, such as Bomgar Verify.

### Chrome OS Support

Support Chrome OS devices, including Chromebook™ and Chromebox™. Helpdesk users can now view Chrome OS screens remotely to troubleshoot issues. This functionality requires G Suite to deploy the Bomgar extension to Chrome OS devices.

### Show Desktop Background

Maintain a remote system's desktop background while screen sharing in full color or video optimized mode. Reps can leave customer desktops in place while enjoying the benefits of live system statuses.

### Improved InSight Performance

Bomgar InSight video performance is more fluid, allowing richer support of devices where traditional screen sharing may not be possible.

### Jump Clients: Automatic Refresh List

The Jump Items list in the rep console now loads and automatically refreshes anytime Jump Items are added, deleted, or changed, making the Jump interface easier to use and manage.

### Jump Clients: Domain and Workgroup Search

Smart host detection allows reps to quickly identify, sort, and manage the Jump Clients they work with every day. With improved Jump Client host searching, filtering Jump Clients to see which ones are connected to a domain or searching to see if a specific user is logged in is now much easier.

### Password Reset by Email

Reset a forgotten password by means of a secure email link.

### Rep Console Interface Enhancements

The look and feel of both the rep console and the web rep console interfaces have been improved to make them even easier to use and increase your productivity.

### Representative Profile Photos

Profile photos help personalize the support experience for both the rep and the person receiving assistance. Profile photos can be manually uploaded to a rep's user account, or existing photos from LDAP can be synced for centralized management.

### Smart Card Enhancements

Pre-deploy registry settings for smart cards before an upgrade is available for the Bomgar Appliance software. Also, a visual indicator has been added to show the progress during a smart card elevation.

### VNC Jump Shortcuts

Bomgar's VNC integration provides the security, collaboration, and audit features of Bomgar to VNC-enabled devices. Additionally, for supported operating systems, it is simple to deploy a Jump Client for future use, which makes future sessions more secure.

### Web Console File Transfer

The flexibility of the web-based rep console now allows files to be transferred between your local system and a remote system.