

## Install and Use the Bomgar Display Driver

Bomgar strives to provide fast, reliable screen sharing. In most scenarios, screen updates occur almost instantaneously. However, in situations where system CPU usage is high due to video driver performance, downloading Bomgar's display driver on the target system can greatly improve screen sharing speed.

### Installation

From the /login administrative interface, go to the **My Account** page and scroll down to the **Bomgar Display Driver** section. Download the display driver MSI.

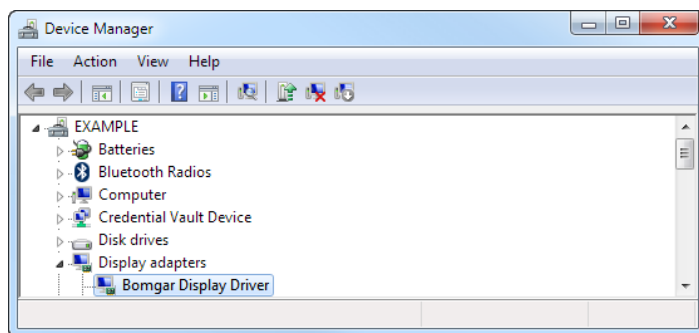
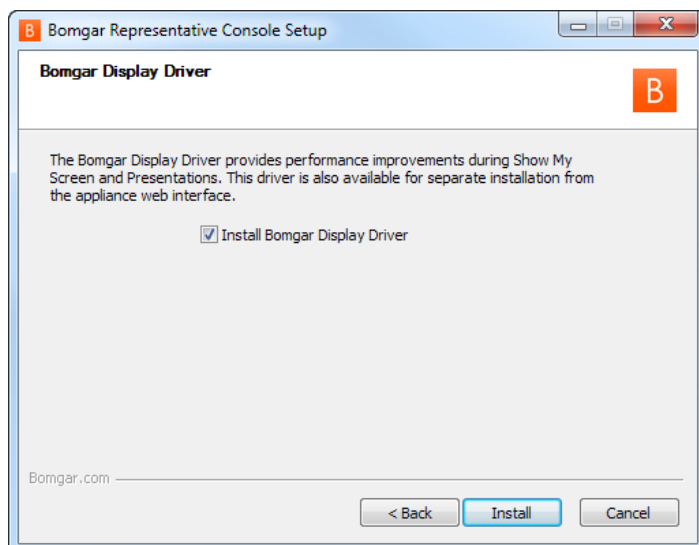
On the representative's system, the display driver may also be installed during initial setup of the representative console.

The display driver must be installed on the computer whose screen is to be viewed, either the remote computer for a support session or the representative's computer for a presentation. Installation on the remote machine can be done either before or during a support session. From within a session, use **File Transfer** to copy the installer to the remote computer. Then either walk the remote user through the installation process or complete the installation via screen sharing.

Run **bgdspdrv.msi**. When prompted to allow installation, click **Yes**.

After installation, a new display, **Bomgar Display Driver**, appears in the **Device Manager** under **Display adapters**. Once installed, the display driver stays resident on the computer.

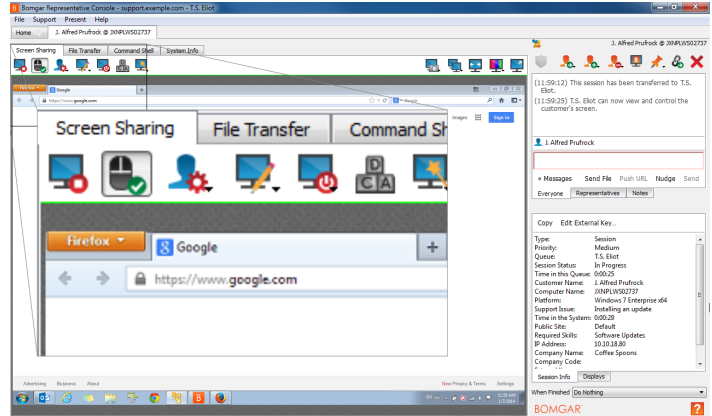
**Note:** The display driver works only on Windows XP through Windows 7 and Server 2003 through Server 2008 R2. On 64-bit platforms, the computer must be rebooted for the driver to take effect.



## Operation

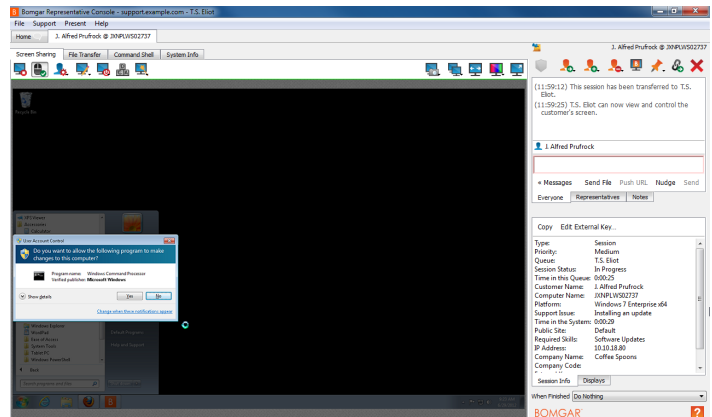
When a session is started with a computer which has an installed Bomgar display driver, the Bomgar customer client automatically detects that driver. When screen sharing begins, a green line at the top of the screen image is visible in the representative console, indicating that the customer client was able to detect and hook into the Bomgar display driver for screen sharing. Although automatic detection and hooking takes place when presenting, no line is visible in the presentation client.

**Note:** If the Bomgar display driver has been installed on the remote computer but the green line does not appear in the representative console, reboot the remote computer and start screen sharing again.



When screen sharing with a remote system which has multiple monitors, the display driver will work when viewing any one monitor. However, if you select to view all monitors at once, the display driver will not be used.

When using the Bomgar display driver in a session with limited privileges and if User Account Control/Secure Desktop is enabled, UAC prompts are visible but not controllable.



This behavior is different from when the display driver is not in use, in which case a UAC prompt which is awaiting user interaction results in an "Unable to grab the remote screen image" message within the representative console.

