



## Firmware Revision Information

Product Code(s):

Product Name(s): Emerald RemoteApp 2.7.0.126

Date Modified: 18/08/2022

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### This document outlines:

1. Product Description
2. The initial version of Emerald-RemoteApp software and key features
3. Software Installation
4. Notes on Release

For further information, please review [www.blackbox.com/emerald](http://www.blackbox.com/emerald)

### Product Description:

The Emerald™ Remote App software from Black Box allows users to access their Emerald connections, both physical and virtual, from any Windows 10 or Windows 11 device. This increases mobility and device access and monitoring in full HD video on the Emerald System.

### New Features:

1. Inter-Operability.

**Note: RA 2.7.0 only supports EMD appliances running V6.3.10 software.**

- Does not support EMD appliances running V6.3.3 or earlier software.

### Bug Fixes:

1. N/A.

### Known Issues:

N/A.

### Software Version

RemoteApp 2.7.0.126– The release version available on-line (Download).

[\\10.211.128.208\projects\RemoteApp\EmeraldRA2.7.0.126.msi](http://10.211.128.208/projects/RemoteApp/EmeraldRA2.7.0.126.msi)

### Software Installation

Emerald-SE RemoteApp software is a free download from Black Box

Run the RemoteApp.msi installer which will install the application and OpenSSL on your device

### **Transmitter Configuration:**

RemoteApp Connections are working via Headless CLI with the Emerald-SE/PE transmitters,  
This version of RemoteApp is compatible with Emerald SE/PE transmitter firmware versions:

- V6.3.10

### **Required Boxilla version:**

This RemoteApp version is compatible with the following Boxilla versions

- bxa 4.6.0

Users are required to have appropriate license installed on Boxilla, which must be accessible to the PC hosting the Emerald RemoteApp before they can launch a connection.

### **Notes on this Release**

- Reference the Emerald RemoteApp manual for instructions and required IP addresses.
- When installing the RemoteApp the installation updates certificates on the PC, however when the RemoteApp is launched for the first time, some files are re-installed.

### **Links below can also be used to access Manuals**

For support in US, Australia, New Zealand and Canada — Go to: [www.Blackbox.com](http://www.Blackbox.com) For support in all other countries, please go to: [www.black-box.eu/supportcenter](http://www.black-box.eu/supportcenter)

### **These are the definitive list of ports needed for Remote App to work across firewall:**

443 for Https

3389 for KVM RDP and VM

16384 for video over TOE

## **Previous Release Information**

### **Release 2.6.0.114**

#### **New Features:**

1. Support for Windows 11
2. Compiled now as a 64-bit application
3. Max 8 connections
4. RA Demo Connection, Enhancement (LS-633).
5. VM improvements due to fix for memory leak (Increased Stability)
6. Support for 1600 x 1200 resolution
7. Headless CLI: Fix for View Only mode connection termination issue.

#### **Note: RA 2.6.0 only supports EMD appliances running V6.3.3 software.**

- Does not support EMD appliances running V6.2 or earlier software.

#### **Bug Fixes:**

1. LS-633 RA Demo Connections, Enhancement Request
2. BUG-4353 CLI now supports 8 connections
3. BUG-4092 Fix for bug preventing locking to 1600 x 1200 resolution

**Known Issues:**

- BUG-4465 - Remoteapp-There is tearing on the dual head screen
- BUG-4466 - Remoteapp-After 6 minute the inactivity timer pop up will come after that second login popup

**Transmitter Configuration:**

RemoteApp Connections are working via Headless CLI with the Emerald-SE/PE transmitters,

This version of RemoteApp is compatible Emerald SE/PE transmitter firmware versions:

- V6.3.3

**Required Boxilla version:**

This RemoteApp version is compatible with the following Boxilla versions

- bxa 4.5.0
- bxa 4.5.1

**Release 2.5.3.82****New Features:**

1. Support for Windows 10 Remote App: Headless CLI Feature
2. Adds support for EMD Tx V6.3.3\_r 10203 or later

**Note: RA 2.5.3.X builds do not support EMD 6.2 appliances.**

**Bug Fixes:**

1. LS-608 Updated log4net from 2.0.9.0 to log4net version 2.0.14
2. LS-513: RemoteApp / Danish keyboard support for Chromebooks
3. Bug-4009: In RA 2.5-Alert message we are not getting for Reboot TX device during active connection & Disconnect Ethernet cable from TX during active connection.

**Release 2.4.1.7028**

The following RA 2.4.1 features and bug fixes are available in RA 2.5.1.37 PoC build.

**New Features:**

1. Local Mouse Support.

**Bug Fixes:**

1. LS-513 – RemoteApp / Danish keyboard support for Chromebooks.
2. LS-527 – Security Enhancement.
3. LS-548 – Remote App Connection Error.
4. [3029] - [Remote App] No alert generated in boxilla when a remote app user logs out

**Note: RA 2.5.1.37 excludes support for EMD 6.3 appliances.**

**Release Remote App 2.4.0.7003:****New Features:**

1. Added ability to “disable” F8 as paste key
2. Added multiple language keyboard support

**Bug Fixes:**

1. Enhanced security items
2. [3543] – connection launch message can contain incomplete text
3. [3713] - Connections are displayed twice after second attempt to login

**Release Remote App 2.3.0.6931:**

**New Features:**

1. Ability to “cut” text from host PC and “paste” to open connection (for VM and Tx targets)
2. Code obfuscation for enhanced security

**Bug Fixes:**

1. LS-425 - Sticky Key issue
2. BUG-3554, Holding a key while in the viewer and click out, the key continues to be held in, even when clicking the viewer (ALT-TAB issue)
3. CA cert may be re-generated according to possible changes on the customer's environment.

RemoteApp 2.3.0.6956 – The release version available NOT AVAILABLE on-line (Download) – only on request.

**Release Remote App 2.2.1.6931:**

**New Features:**

1. USB HID audio support in private mode enabled for Win10 targets (connected to Transmitter).
2. Log Out option removed.
3. Added support for two IP addresses in demo mode.

**Bugs Fixed:**

1. [3029] - No alert generated in Boxilla when a remote app user logs out
2. Improved support for audio (USB) in VM and Tx connections as well improved security to logging.
3. Updated error message when connection dropped, now includes reference to Host Machine CPU resources.
4. [3004] - RA: don't drop connection on keep-alive expiry while video traffic is received
5. [3052] - When Ethernet cable is hot plugged, and connection is dropped, no error message is displayed
6. [3282] resolved smart sizing issues with 4K monitor connected to RemoteApp PC.

Compatible Emerald SE/PE transmitter firmware are

- V6.0.4
- V6.1.0 / V6.1.3 / V6.1.4

**Required Boxilla version:**

This RemoteApp version is compatible with the following Boxilla versions

- bxa\_4.0.5
- bxa\_4.1.0
- bx\_4.2.0

User are required to have appropriate license installed on Boxilla, which must be accessible to the PC hosting the Emerald RemoteApp before they can launch a connection.

### **Notes on this Release**

- Reference the Emerald RemoteApp manual for instructions and required IP addresses.
- When installing the RemoteApp the installation updates certificates on the PC, however when the RemoteApp is launched for the first time, some files are re-installed.

### **Previous Release Remote App 2.1.6896:**

1. Interoperability with EMD-6.0 HD appliances
2. Improved messaging for slow connections over the WAN
3. Improved performance