



Firmware Revision Information

Product Name(s): Emerald RemoteApp 2.8.3.473-

Date Modified: 20th Oct 2023-

This document outlines:

1. Product Description
2. Version of Emerald RemoteApp software and key features
3. Software Installation
4. Notes on Release

For further information, please review <https://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:

This build includes resolutions to the following defects: -

- [6151] RA 2.8.8- Analog Audio delay.-
- [6080] Simultaneous typing in a shared connection between RA and the RX locks up mouse functionality on one of the connections.-
- [5736] Enhancement request – RA connection launch time “without clicking OK” to be approx. 3 seconds. -
- [4415] GUI not listing VM resolutions.-
- [4010] ~~Only~~only one instance of EmeraldRA allowed.-
- [6170] Solution for the delay of more than 5 seconds between Closing and reopening the remote app.-
- [6037] ~~On~~on the same computer, two shortcuts for Remote App are visible.-
- [6150] Shared connection- RA Control issue_

Note: RA 2.8.32 supports Emerald Transmitters running software:

- [V6.7.0](#)
- V6.6.1-
- V6.5.0-
- V6.3.10-

Does not support Emerald Transmitters running V6.3.3 or earlier software.

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Customer L4 Issues resolved:

- LS-773 Simultaneous typing, mouse lockup.-
- LS-786 EmeraldRA USB Control Issue. -
- LS-787 EmeraldRA Audio Delay.-

Software Installation

Emerald RemoteApp software is available as a download from Black Box web site.
Run the RemoteApp.msi installer which will install the application on your device.

RemoteApp Configuration:

RemoteApp Connections are available using either the GUI or via Headless CLI.-

Required Boxilla version:

This RemoteApp version is compatible with the following Boxilla versions:

- [bxa 4.8.0](#)
- bxa 4.7.0-
- bxa 4.6.0-
- bxa 4.6.1-
- bxa 4.6.2-
- bxa 4.6.3-

Users are required to have appropriate Emerald RemoteApp licenses installed on Boxilla. The Boxilla Manager must be accessible to the PC hosting the Emerald RemoteApp before users can launch a connection.

Notes on this Release

- Reference the Emerald RemoteApp manual for instructions.
- When installing the RemoteApp, some certificates are updated on the PC.

Links below can also be used to access Manuals

For support in US, Australia, New Zealand and Canada — Go to: www.Blackbox.com

For support in all other countries, please go to: www.black-box.eu/supportcenter

Previous Releases:

Release 2.8.2.438-

New Features-

Support for following new features:-

1. Non ASCII connection names are now supported. (Works only with Boxilla 4.7.0.7381 or later)-
2. Solution for Microsoft R6034 runtime error.-

Transmitter Configuration:

Note: RA 2.8.1 supports Emerald Transmitters running software:-

- V6.6.1-
- V6.5.0-
- V6.3.10-

Does not support Emerald Transmitters running V6.3.3 or earlier software.-

Customer L4 Issues resolved:-

1. LS-747 BXA 4.6.3 Error 500 messages and failed EmeraldRA connections to Emerald devices.-
2. LS-748 EmeraldRA Special characters Issue (Umlauts).-
3. LS-755 EmeraldRA does not function due to Microsoft update removing Libcrypto-1_1.dll and Libssl-1_1.dll.-

This build includes resolutions to the following defects: -

- [6082] CLI Encrypt tool is running behind on receiving remote app launch API responses.-
- [6078] View Only mode connections are not launching through RemoteApp.-
- [6086] CLI View only mode connections are not launching through RemoteApp._

Required Boxilla version:

This RemoteApp version is compatible with the following Boxilla versions:-

- bxa 4.6.0-
- bxa 4.6.1-
- bxa 4.6.2-
- bxa 4.6.3-

Release 2.8.1.385

New Features:

- Support for following new features:Support for 3.5mm audio.
- Support for Display Port Audio.
- Audio Mute of all active connections.
- Audio Unmute of individual active connection from top menu bar.
- Enhanced Control via menu options. Send "CTRL_ALT_DEL" menu item now available.

Transmitter Configuration:

Note: RA 2.8.1 supports Emerald Transmitters running software:

- V6.6.0
- V6.5.0
- V6.3.10

Does not support Emerald Transmitters running V6.3.3 or earlier software.

Customer L4 Issues resolved:

LS-641 Configurable Connection Launch Msg.

Required Boxilla version:

This RemoteApp version is compatible with the following Boxilla versions:

- bxa 4.6.0
- bxa 4.6.1
- bxa 4.6.2
- bxa 4.6.3

Important Observation of New Audio Mute Feature:

If you exit Emerald RemoteApp GUI with Audio Mute enabled the next time you launch these previous muted connections; these connections will continue to be muted.

Release 2.7.4.359

New Features:

Support for following new Transmitters:

- EMD2000SE-T-R2 (MPN: 300-110-xxx)
- EMD2002PE-T-R2 (MPN: 300-111-xxx)
- EMD2000PE-T-R2 (MPN: 300-112-xxx)
- EMD4000T (MPN: 300-113-xxx)

Transmitter Configuration:

Note: RA 2.7.4 supports Emerald Transmitters running software:

- V6.6.0
- V6.5.0
- V6.3.10

Does not support Emerald Transmitters running V6.3.3 or earlier software.

Bug Fixes:

LS-717: Emerald RemoteApp Active Directory user login doesn't function as expected.

Required Boxilla version:

This RemoteApp version is compatible with the following Boxilla versions:

- bxa 4.6.0
- bxa 4.6.1

- bxa 4.6.2

Release 2.7.3.337

New Features:

1. Auto Login.
2. Auto Connect.
3. Size & Position.
4. Config via windows.config file.
5. Lock Aspect Ratio.
6. Headless CLI Size & Position.
7. Max 9x Connections.
8. Settings Options:
 - a. Enable\Disable Lock Aspect Ratio.
9. Removal of Microsoft C++ 2015-2022 Redistributable (x86)
10. Removal of Microsoft C++ 2015-2019 Redistributable (x86)
11. Removal of Microsoft C++ 2013 Redistributable (x86)
12. Settings Options:
 - a. Save AutoConnect Layout.
13. Removed dependency on installing Win32OpenSSL-1_1_1d
14. AutoSave, connections launched via GUI.

Transmitter Configuration:

Note: RA 2.7.3 only supports EMD appliances running V6.3.10 software.

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

Required Boxilla version:

This RemoteApp version is compatible with the following Boxilla versions

- bxa 4.6.1

Release 2.7.0.126

New Features:

1. Inter-Operability.

Transmitter Configuration:

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.

Required Boxilla version:

This RemoteApp version is compatible with the following Boxilla versions

- bxa 4.6.1

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:

N/A.

Known Issues:

N/A.

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:

N/A.

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:

N/A.

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:

N/A.

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 PChosting 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