



Firmware Revision Information

Product Code(s):

Product Name(s): Emerald RemoteApp 1.2.1

Date Modified: 23rd March 2020

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

You can view the user manual [HERE](#).

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 device. This increases mobility and device access and monitoring in full HD video on the Emerald System.

Changes Since the last release

Remote App 1.2.1.r6730 :

- Resolve issue with connecting via VPN

Software Version

Remote App 1.2.1.r6730 – The release version available on line (*No URL as this is included in the download package, to find the latest RemoteAPP software, go to www.blackbox.com and search for BXAMGR, then under Resources find the latest version of RemoteAPP*).

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:

In order for the RemoteApp to interoperate with the Emerald-SE or InvisaPC transmitters, the transmitter must be configured for absolute mouse.

Compatible Emerald SE and ZeroU transmitter firmware is V5.2.40_6712, V5.2.9.6703

Required Boxilla version:

bx_a_3.4.1_r5118 is the required compatible version of Boxilla.

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.

- While in a connection “Ctl-Alt-Del” does not always lock and unlock the target PC.
- 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
- View Only mode is not supported in remoteApp, in view only connections the Keyboard and Mouse remain active in the connection

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