

Remote Support 19.1.1 Release Notes

April 9, 2019

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- This release requires Base software Base 5.4.0.

New Features and Enhancements:

- The Remote Support software has been updated with the new logo and branding.
- The Support Portal can now be excluded from search engine results.
- Geofluent API servers are now configurable.
- Improvements have been made to Vault scalability.
- Vault and the Endpoint Credential Manager can now be used simultaneously.
- Privacy Screen is now supported on Windows 10.
- macOS 10.14 Mojave is now supported.
- Animated cursor support has been added for Windows cursors.
- The iPad and iPhone device image overlays have been updated.
- A list of recently used Jump Items has been added to the representative console.
- A What's New window appears in the representative console the first time a user logs in after a software update.
- Better zoom control has been added to the representative console.
- For those leveraging privileged credential injection, BeyondTrust can now recommend the most likely credential based on the usage history for the endpoint and list of accounts to which a user has access.
- The representative console has been improved for usability.
 - The representative console now remembers a modified session column layout.
 - The representative console now remembers a modified Jump Item column layout.
 - The representative console now remembers the last used Jumpoint.
 - The representative console now remembers the last used login mechanism.
- Start an RDP session with your specific screen size instead of a predefined resolution.

Issues Resolved:

- **API**
 - Resolved an issue with the Reporting API not returning the hostname field if sessions were started from Click-To-Chat sessions.
 - Resolved an issue with Network Restrictions blocking the Client Scripting API.
- **Atlas**
 - Resolved an issue with the My Accounts page displaying "Unable to Retrieve Platform List" immediately after configuring or disbanding a cluster.

- **Customer Client**
 - Corrected a grammar issue with the Position in Queue message.
 - Resolved an issue with long customer agreements not showing the Accept/Decline radio buttons or the OK button when viewed with high scaling.
 - Resolved an issue with using the paper clip button on the customer client to transfer files.
 - Resolved an issue with windows not being visible while dragging.
 - Resolved an issue with CTRL+ key combinations not working correctly when sent to a customer client running on CentOS.
- **Jump Item**
 - Resolved an issue with customer presence detection where the default language is not set to English.
 - Resolved an issue with a carriage return in the Add/Remove Programs listing.
- **Jumpoint**
 - 32-bit Jumpoints have been deprecated and will be removed in a future release.
 - Resolved an issue with sometimes being unable to browse the Jumpoint's network.
 - Resolved an issue with Jumpoints sometimes failing to install behind authenticating proxies.
 - Resolved an issue with being prompted for credentials every time a Jump is being performed.
- **macOS**
 - Resolved an issue with the customer client and Support Button not having focus upon session start on Macs.
 - Updated the prompt for full screen access on macOSes to also provide a link to the settings location.
 - Resolved an issue with the Send File button not working properly on older macOSes.
 - Resolved an issue with installing macOS upgrades if an elevated Jump Client was installed.
- **RDP**
 - RDP rendering is now paused when screen sharing is not active.
 - Resolved an issue with using Unicode characters on an RDP Jump Item from a macOS.
 - Resolved an issue with the Cancel button not working when prompted to pin an RDP session.
 - Resolved an issue with RDP connections failing to connect behind proxies.
 - Resolved an issue with remote RDP sessions disabling remote sound instead of just local playback.
 - Resolved an issue with single and double quote key injection into Remote RDP sessions.
- **Representative Console**
 - Resolved an issue with the screen sharing spinner not going away if the customer selected only the customer client to share with the representative.
 - Resolved an issue with the mouse cursor showing the wrong cursor image while in a Show My Screen session.
 - Resolved an issue with the representative console not setting its window name in a way that other programs could find.
 - Resolved an issue with viewing events through system info after pressing the refresh button multiple times.
 - Resolved an issue with artifacts being left behind while scrolling in Actual View mode.
- **Security Providers**
 - Resolved an issue with DisplayName being used instead of UserName during credential injection.
 - Resolved an issue with two-factor authentication after a user is moved to a new OU in Active Directory.

- Resolved an issue with switching two-factor applications.
- **Shell Jump**
 - Resolved an issue with exiting a Shell Jump session in a tab causing the tab to remain open until the representative console is restarted.
 - Resolved an issue with holding down the arrow key in vi during Shell Jump sessions causing the session to disconnect.
- **Smart Card**
 - Resolved an issue with the Virtual Smart Card feature having problems with the Windows login interface after the SmartCard is plugged in.
- **Syslog**
 - Resolved an issue with adding or removing two-factor authentication not being logged to syslog.
- **Vault**
 - Local accounts can now be automatically rotated after use.
 - Resolved an issue with an error message being displayed when trying to inject local administrator credentials into a UAC prompt.
 - Resolved an issue with Vault credential permissions being removed from Group Policies after the site had been upgraded.
 - Resolved an issue with the key icon not always being present for credential injection.
- **Web Rep Console**
 - Resolved an issue with multiple prompts appearing when attempting to run a Shell Jump session from the web rep console.
- **Miscellaneous**
 - Embassies have been deprecated and will be removed in a future release.
 - Resolved an issue with the %NEXT_BUSINESS_DAY% variable not working properly on the support portal.
 - Resolved an issue with changes to the support portal not showing up immediately on the session recordings pages.
 - In the Support Button dialog, updated the translation for the Next button in Simplified Chinese.
 - Updated the Geofluent Spanish (Latin America) code to be “es”.
 - Resolved an issue with the placement of text when manually downloading mobile clients from /login.
 - Added endpoints and Vault accounts to the warning message when deleting Jump Groups.
 - Resolved an issue with sessions spawned behind proxies sometimes not using the proxy to connect to the appliance.
 - Resolved an issue with the Jump shortcuts import progress bar always showing 0%.
 - Resolved an issue with the Integration Client not populating the Issues column.

Notes:

- Supports upgrades from Remote Support 18.1.3+.
- The API version has been increased to 1.19.0.
- Requires Integration Client 1.6.3+.
- Requires Endpoint Credential Manager 1.2.4+.

- This release is certified with the following mobile versions:
 - [iOS Rep Console 2.2.11](#)
 - [iOS Customer Client 2.2.10](#)
 - [iOS Presentation Client 2.2.1](#)
 - [Android Rep Console 2.2.11](#)
 - [Android](#) and [LG Android](#) Customer Clients 2.2.10
 - [Samsung Android](#) and [HTC Android](#) Customer Clients 2.2.8
 - [Android Presentation Client 2.2.1](#)
 - [Android Jump Client 2.2.3](#)