Remote Support 19.2.6 Release Notes

November 17, 2020

Requirements:

- This version of Remote Support has been certified for virtual BeyondTrust Appliances and cloud deployment models.
- RS 19.2.6 requires Base 5.5.0 or Base 6.0.0.

Issues Resolved:

- Resolved line break issue with custom terms and conditions.
- Resolved a screen sharing issue when client runs as system service.
- Resolved security provider save issue when using substring search option.
- Resolved SNOW integration issue.
- Resolved a failure to send alert emails.
- Resolved an issue with credential store display when ECM credential used during remote jump sessions.
- Resolved issue with local jump VSC authentication.
- Resolved issue with saving rep picture.

Notes:

- RS 19.2.6 with Base 5.6 is FIPS 140-2 Level 1 certified.
- RS 19.2.6 supports upgrades from Remote Support 18.2.9+.
- RS 19.2.6 requires Integration Client 1.7.1.
- RS 19.2.6 requires ECM 1.5.0.
- RS 19.2.6 is certified with the following mobile versions:
  - iOS Rep Console 2.2.12
  - iOS Customer Client 2.2.15
  - iOS Presentation Client 2.2.2
  - Android Rep Console 2.2.14
  - Android Customer Client 2.2.15
  - LG Android Customer Client 2.2.10
  - Samsung Android and HTC Android Customer Clients 2.2.8
  - Android Presentation Client 2.2.2
  - Android Jump Client 2.2.5

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1

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