

Remote Support 21.3.2 Release Notes

September 28, 2021

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 21.3.2 requires Base software Base Base 6.1.1.

New Features and Enhancements:

- Completed the first phase of a look-and-feel refresh to the /login interface.
- Added a Microsoft Teams integration, which enables users to chat with their Remote Support representatives directly through Microsoft Teams.
- Admins can now run a report for historical events on Jump Items that belong to a Jump Group.
- Added option to make team chat messages persistent across representative console logins. Up to 1000 chat messages can be replayed, for up to 8 hours.
- Session queue enhancements.
- Team Chat is now available in the SendChat API and Outbound Events.
- Added Vault account rotation in Azure AD environments.
- Personal Vault account limit has been increased to 25.
- Added Polish language support.
- Added representative console credential search feature.
- Added copy Jump Item API command.
- Added Appliance migration feature.
- Added configurable rep status codes.
- Updated web rep console translations and some UI styles.
- Jumpoint Proxy is now available on Linux Jumpoints.
- Session end behavior has moved to a session policy.
- New Public Portal setting to disable the Customer Client Uninstall message.
- Added *Username* in parenthesis next to *Account Name* in the **Credential Store** dropdown menu.
- BRCS functions now work in the web rep console.

Issues Resolved:

Administration Interface

- **Session Permission Policies**
 - Resolved an issue in which updating a user's Chat permission sometimes did not save correctly.
- **Reporting**
 - Resolved an issue with representative search permissions in which the rep could not view their own reports even though the user had the **View His/Her Teams** permission.
 - Resolved an issue in which Session Summary Reports sometimes showed incorrect averages in some time zones.

- **API**
 - Updated API version to 1.21.1.
 - Resolved an issue in which the **Name** field was required in the Jump Client Configuration API when it should not have been.
 - Username and Password authentication has been removed from API access.
 - Resolved issue with incorrect IP usage during chat bot virtual customer connections.
- **Group Policies**
 - Resolved an issue with deleting group policies with blank names.
- **Vault**
 - Resolved an issue with browsing a search path for Vault accounts where the OU names contained special characters.
 - Resolved an issue with rotation while a Jump Client was offline. Now RS only schedules the rotation if the Jump Client is online and adds a timeout if the Jump Client goes offline during the rotation.
 - Resolved an issue with some Discovery jobs failing due to timeouts.
- **Failover**
 - Resolved an issue with cluster sync sometimes failing due to daily maintenance running at the same time.
- **Miscellaneous**
 - UI elements are more consistent across the products.
 - Resolved an issue with not being able to set the **Canned Message** category to **None** while editing a canned message.
 - Updated the /login help information for Jumpoint RDP service accounts.

Clients

- **Rep Console**
 - Resolved an issue with editing the Support Button's Public Portal through the rep console if the Public Portal's name contained a space.
 - Resolved an issue in which elevation prompts would not be displayed to the rep if an Automatic Elevation Service from another site was installed on the customer's system.
 - Resolved an issue with using a period in screen sharing with Italian language installed on endpoint.
 - Resolved an issue in which screen sharing did not work when a session was pushed and Automatic Elevation Service was running on the remote machine.
- **Customer Client**
 - Resolved an issue in which bad banner files caused the customer client to crash.
 - Resolved Passive Jump Client certificate cache issue.
- **Web Rep Console**
 - Resolved an issue in which the monitor layout sometimes did not display correctly.
 - Resolved an issue in which the Home and End keys did not work properly in the web rep console during Shell Jump.
 - Resolved an issue with a session ending while the Canned Message window was visible, causing the window to remain open.
 - Resolved an issue with **Time In Queue** not resetting after transferring a session in the web rep console.

- **Support Button**
 - Resolved an issue in which Support Buttons did not work properly if the user name contained special characters.
 - Attempting to install a Support Button silently that requires elevation with a user that does not have elevated permissions now returns an error message.
 - Resolved an issue in which Support Buttons did not launch correctly when the Display Name was longer than 64 characters.
- **Jumpoint**
 - Resolved an issue in which the Jumpoint would sometimes crash during a Push if the connection was lost.
- **Mac**
 - Resolved an issue with copy and pasting from a Mac rep console to Windows endpoint.
- **Linux**
 - Resolved an issue with System Info not showing the Network Sockets on Ubuntu 20.04 and SLED 15.
 - If a **System Info** command fails on Linux it now returns an error.
 - Resolved an issue with Linux Jump Clients continually going offline.
- **Virtual Smart Card**
 - Resolved an issue with the Rep Console sometimes crashing when loading credentials from a Smart Card.
 - Resolved an issue with running different versions of the Virtual Smart Card on the rep console and customer client.
 - Resolved an issue with some PIV cards showing the same subject for each certificate, thus making it difficult to select the correct one.
 - Resolved an issue with Microsoft Virtual Smart Cards that used long serial numbers.
 - Resolved an issue with sharing more than one Virtual Smart Card during a session.
- **Miscellaneous**
 - Updated the capitalization of *Authenticator App* to *authenticator app* to be more consistent across other products.

Notes:

- Supports upgrades from Remote Support 20.1.3+.
- RS 21.3.2 requires Integration Client 1.7.3.
- RS 21.3.2 supports ECM Protocol 1.5.
- RS 21.3.2 requires ECM 1.5.0+.
- This release is certified with the following mobile versions:
 - [iOS Rep Console 2.2.12](#)
 - [iOS Customer Client 2.2.17](#)
 - [iOS Presentation Client 2.2.2](#)
 - [Android Rep Console 2.2.16](#)
 - [Android Customer Client 2.2.17](#)
 - [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](#)