

Remote Support 21.3.4 Release Notes

December 21, 2021

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 21.3.4 requires Base software Base 6.1.1 or Base 6.2.0.

Issues Resolved:

- Resolved an issue with frequent service interruptions that occurred during Vault account rotation.
- Resolved an issue with missing proxy settings after client installations through a proxied Jumpoint.
- Resolved an issue with missing customer data when a session started through API.
- Resolved an issue with excessive appliance CPU consumption when the Teams integration was enabled with an empty configuration.
- Resolved an issue with cursor visibility for view-only Android sessions in the Web Rep Console.
- Resolved a paste issue with the Windows 10 secure desktop User Account Control (UAC) prompt.
- Resolved an issue with post-reboot session reconnection.
- Resolved a copy/paste issue with text containing URLs.
- Resolved an issue with sessions using peer-to-peer connections.
- Resolved an issue with rep status change detection.
- Improved privacy screen support on Windows 10 and Windows 11.

Notes:

- Supports upgrades from Remote Support 20.1.3+.
- RS 21.3.4 requires Integration Client 1.7.3.
- RS 21.3.4 supports ECM Protocol 1.5.
- RS 21.3.4 requires ECM 1.5.0+.
- RS 21.3.4 includes VSC 1.2.5.3.
- 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](#)