

Remote Support 22.2.3 Release Notes

October 27, 2022

Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- RS 22.2.3 requires software Base 6.2.0.

Issues Resolved:

- Partially resolved unexpected reset of on-screen login credentials on macOS. An additional fix for full resolution is coming soon, and a patch is available on request.
- Improved elevated action handling on macOS endpoints.
- Resolved occasional image ghosting during screen sharing.
- Resolved key mapping issue on macOS endpoints from iOS Rep Console.
- Resolved issue in which changes to the **Active Jump Client Statistics Update Interval** dropdown on the **Jump > Jump Clients** page in /login was not saving.
- Resolved issue with non-admin session failures with elevated Support Buttons in custom installation paths.
- Resolved issue in which account rotation failure occurred when many accounts had expired.
- Resolved key validation issue that could cause probe failures in failover environments.
- Resolved issue with macOS Touch Bar during screen sharing.
- Resolved issue with lost *Customer Info* when calling Virtual Customer API.
- Resolved HTTP 500 error that occurred when session key was submitted through API-only public portal.
- Resolved issue with silent uninstall of Jump Client MSI.
- Resolved occasional web console service interruption.
- Resolved issue that caused a blank post-session landing page when there were no survey questions.
- Resolved key release issue with right **Ctrl** key.
- Resolved connection issue with NTLM authenticating proxy.
- Resolved issue with sporadic file transfer failures in web rep console.
- Resolved timing issue that could cause the **Start Command Shell** button to erroneously be disabled in iOS Rep Console.
- Re-added **autocomplete="off"** to login form inputs to avoid false positives from some security scanners.
- The following four items resolve issues with Jamf Connect and similar systems:
 - Partially resolved unexpected reset of on-screen login credentials on macOS. An additional fix for full resolution is coming soon, and a patch is available on request.
 - Improved elevated action handling on macOS endpoints.
 - Resolved occasional image ghosting during screen sharing.
 - Resolved key mapping issue on macOS endpoints from iOS Rep Console.

Notes:

- Supports upgrades from Remote Support RS 21.1.3+.
- RS 22.2.3 requires Integration Client 1.7.3.
- RS 22.2.3 supports ECM Protocol 1.6.
- RS 22.2.3 requires ECM 1.6.0+.
- RS 22.2.3 includes VSC 1.2.5.3.
- This release is certified with the following mobile versions:
 - [iOS Rep Console 3.1.1](#)
 - [iOS Customer Client 2.2.17](#)
 - [iOS Presentation Client 2.2.2](#)
 - [Android Rep Console 2.2.16](#)
 - [Android Customer Client 2.2.18](#)
 - [Android Customer Client 2.2.18+](#)
 - [Android Presentation Client 2.2.2](#)
 - [Android Jump Client 2.2.7](#)