

Remote Support 22.3.1 Release Notes

October 4, 2022

Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- RS 22.3.1 requires software Base 6.2.0.

New Features and Enhancements:

- Click-to-chat functionality is now enabled by default on new Remote Support sites.
- Global search for settings and sections is now available in /login
- Web rep console now supports RDP file transfer.
- Web rep console now supports dark mode.
- We have added the ability to disable/control how Jump Clients upgrade. Disabling automatic upgrades will require the Jump Client to update before a session will start.
- Jump Clients can now connect through Atlas environment traffic nodes.
- The personal Vault account limit has been increased to 50.
- Command shell display settings. Users can now change their font, color, and size of displayed text.
- Linux Jumpoints now support VNC.
- Headless Linux Jumpoints and Jump Clients now include an optional system template file to aid in easier system service creation.
- Vault discovery jobs now detect any changes in the read-only attributes from previously imported accounts or endpoints and automatically update their data.
- Existing Jump Clients can now be used to start ad hoc sessions rather than forcing another customer client download.
- Vault users now have the option to fix any out-of-sync management credentials via the new **wrench** icon on the **Domains** page.
- Made improvements to Shell Jump file transfer speed.
- Made improvements to Command shell logging.
- Made improvements to RDP Clipboard file transfer from the endpoint machine to the user's machine.
- **Outbound Events Improvements:**
 - Improved the retry logic for outbound events.
 - Added a column on the **Outbound Events** page that shows a count of queued events as well as relevant errors.

- Configuration API additions and enhancements:

- **Security Providers:**

API Call	Description
GET security-provider <id>	Returns all attributes of a security provider matching with given <id>.
DELETE security-provider <id>/saml	Removes existing <i>Available Groups</i> from a SAML provider matching with given <id>.
PATCH security-provider <id>	Updates attributes of a provider with the given <id>.



Note: For 22.3, only the **available_groups** attribute for SAML providers is supported. Attempting to update attributes on non-SAML providers or attempting to update any other attribute besides **available_groups** will result in an error response.

Issues Resolved:

Administrative Interface

- **Reporting**
 - Resolved issue with the Vault Reporting page *Back to Search* sometimes not saving the search criteria.
- **Support Portal**
 - Now doing simple URL validation for SAML public portal providers.
 - Resolved issue with spaces and other special characters that caused session keys to be returned as invalid.
- **Vault:**
 - Now only reports endpoints that RS can connect to during discovery.
 - Resolved issue with upgrading the site while rotation retry attempts were not complete.
 - Resolved issue with scheduled rotation failing when there were a large number of expired accounts.
 - Resolved issue with discovery failing with large numbers of OUs.
- **Chatbot**
 - Resolved issue in which the customer information was not being forwarded correctly to the Chatbot Virtual Customer.
- **Text Updates**
 - Updated the **Help** text for RDP Jump Items to include the lossless video format.
- **Miscellaneous**
 - The Jump Client **Global connection rate for Jump Clients** option has been moved from the **Upgrade** section to the **Miscellaneous** section.
 - Resolved issue with various search boxes in /login not filtering the percent (%) character correctly.
 - Resolved issue with LastPass preventing the saving of fields on certain pages.
 - We now prompt to overwrite existing canned scripts if the name already exists.
 - Resolved issue with the Jump Client **Statistics Update Interval** not always saving correctly.

Clients

- **Rep Console**
 - Various dark mode tweaks.
 - Resolved issue in which the wrong error message was displayed when the rep console needed to be redownloaded from /login.
 - Resolved a graphical issue with selecting the **System Info** tab first after starting a session.
 - Sorting by **installed on** is now disabled on the **System Info > Programs** tab as per Microsoft's recommendation of the data in that field.
 - Resolved issue with **Ctrl +** character key combinations during screen sharing with the endpoint system using a Hebrew keyboard.
- **Web Rep Console**
 - Resolved issue with long names not formatting correctly in the columns of the web rep console.
 - Resolved issue in which unassociated accounts were not working properly during credential injection in the web rep console.
- **Click-to-Chat**
 - Resolved issue in which click-to-chat prompted for a name when a name was already entered on the support portal.
- **Jump Client**
 - Resolved issue with Jump Client silent uninstall displaying a window during uninstall.
- **Shell Jump**
 - Made Shell Jump session performance and responsiveness improvements.
- **Mac**
 - Resolved issue that occurred when a rep running Windows pressed the **Insert** key, which caused the customer session running on a Mac to enter Mac Help Mode.
 - Resolved issue with the Support Button on Macs not showing the correct version information.
 - Resolved issue with the MacBook Touch Bar being disabled during screen sharing sessions.
- **RDP**
 - Resolved issue with a timeout error being displayed prematurely if the user waited more than 30 seconds to accept a certificate warning.

Notes:

- Supports upgrades from Remote Support RS 22.1.3+.
- RS 22.3.1 requires Integration Client 1.7.3.
- RS 22.3.1 supports ECM Protocol 1.6.
- RS 22.3.1 requires ECM 1.6.0+.
- RS 22.3.1 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](#)