

# Remote Support 22.3.3 Release Notes

March 7, 2023

## Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- RS 22.3.3 requires software Base 6.2.0.
- 22.3.3 RS requires Integration Client 1.7.3.
- 22.3.3 RS requires ECM 1.6.0.

## Issues Resolved:

- Resolved sporadic vault credential injection failures.
- Resolved unexpected reset of on-screen login credentials on macOS.
- Resolved issues with Shell Jump when Jumpoint is installed on older Windows servers.
- Resolved issue with SAML authentication and signed messages.
- Resolved issue with *Restrict customer access...* behavior on machines with touchpads.
- Resolved hang when attempting to file share from chat window on macOS endpoints.

## Notes:

- 22.3.3 RS is verified for GA.
- 22.3.3 RS supports upgrades from 22.1.3 RS+.
- 22.3.3 RS supports ECM Protocol 1.6.
- 22.3.3 RS includes VSC 1.2.5.3.
- This release is certified with the following mobile versions:
  - [iOS Rep Console 3.1.2](#)
  - [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 2.2.8](#)