

Remote Support 23.2.3 Release Notes

August 4, 2023

Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- Requires software Base 7.0.0.
- Requires Integration Client 1.7.5.
- Requires ECM 1.6.0.



For a list of supported platforms for the latest version of Remote Support, please see the [Supported Platforms Guide](https://www.beyondtrust.com/docs/remote-support/updates/supported-platforms.htm) at <https://www.beyondtrust.com/docs/remote-support/updates/supported-platforms.htm>.

Supported Platforms Guides for previous versions of Remote Support can be found in the [Remote Support Documentation Archive](https://www.beyondtrust.com/docs/archive/remote-support/index.htm) at <https://www.beyondtrust.com/docs/archive/remote-support/index.htm>.

New Features and Enhancements:

This is a maintenance release. There are no new features to note.

Issues Resolved:

- Resolved conflict between appliance rate-limiting and client upgrade requests.
- Resolved issue with SAML login erroneously triggering file download.
- Resolved incorrect DUO compatibility setting.
- Resolved Web Representative Console service interruption.
- Resolved login failure when SCIM and SAML were both used for authentication.
- Added DHCP as valid source for proxy configuration.
- Restored the auto-populate behavior of the credential dialog when there was a domain name entered but no user name entered.
- Resolved service interruption if post-session survey was submitted with blank entries.
- [\[KB0020207\]](#) Resolved security vulnerability BT23-05 (TRY-21041).

Known Issues:

None.

Notes:

- Supports upgrades from 22.2.1 RS+.
- Supports ECM Protocol 1.6.

- Includes VSC 1.2.6.1.
- This release is certified with the following mobile versions:
 - [iOS Rep Console 3.1.3](#)
 - [iOS Customer Client 2.2.18](#)
 - [iOS Presentation Client 2.2.2](#)
 - [Android Rep Console 2.2.17](#)
 - [Android Customer Client 2.2.19](#)
 - [Android Customer Client 2.2.19+](#)
 - [Android Presentation Client 2.2.2](#)
 - [Android Jump Client 2.2.9](#)