

Remote Support 23.2.4 Release Notes

December 14, 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 an issue where cluster node tables can be truncated if the master brain is down while a cluster sync is in progress.
- Resolved an issue where slow connections prevented screen share from starting.
- All downloaded session reports had times in GMT. Resolved so that all downloaded session reports have times based on the time zone selected on the **/login > Status** page.
- Some customers using an evaluation version were unable to close Jump Client sessions with screen sharing. This was resolved, and these sessions close correctly in evaluation versions.
- Resolved an issue with logging in through a console using SAML with network restrictions enabled.
- When installing Jump Clients via **/login** and attaching "jc-session-policy" parameter to the installation file, it can fail and doesn't install the Jump Client on Windows or macOS. Resolved this issue.
- Resolved an issue where Rep or Access Console fail to close after a Jump Client session with screen sharing.
- Incorrect character showing as numeric separator in some fields when host machine OS is set to French. Corrected the character set.

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 3.1.4](#)
 - [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](#)