Remote Support 23.3.2 Release Notes

November 21, 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 1.7.3.
- Requires ECM 1.6.0.

> ℹ️ For a list of supported platforms for the latest version of Remote Support, please see the _Supported Platforms Guide_ at _https://www.beyondtrust.com/docs/remote-support/updates/supported-platforms.htm_.
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> Supported Platforms Guides for previous versions of Remote Support can be found in the _Remote Support Documentation Archive_ at _https://www.beyondtrust.com/docs/archive/remote-support/index.htm_.

New Features and Enhancements:

- The hidden mode for sessions can be enabled only if the customer has explicitly requested this feature.
- Added Request Signing ability for SAML providers.

Issues Resolved:

- If using multiple addresses for the same portal, the secondary hostname was not attempted when primary was not accessible. Resolved so that all addresses are detected.
- 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.
- After starting screen sharing with a macOS customer, **Customer Control** button is enabled while in a non-elevated support session. Corrected so that the button is not enabled in this case.
- Resolved an issue where a second error message appears if a MacOS customer client is unable to connect to the Secure Remote Appliance and clicks Retry.
- Resolved various minor issues causing service interruptions or elevation failures in some circumstances.
- Resolved an issue where links in the Customer Client On-Hold Message was not displaying correctly.
- Incorrect character showing as numeric separator in some fields when host machine OS is set to French. Corrected the character set.
- Some characters not working correctly for Web Console Remote RDP sessions in German. Corrected the character set.
- Resolved an issue were Nudge function was not spawning the minimized customer client window when clicked.
- Resolved an issue where pinning a jump client from remote jump session prevents the session from ending correctly.
- Resolved an issue where **Show My Screen** was not working for elevated ad-hoc session on Windows.
- Resolved an issue causing occasional Remote RDP failures.

TC: 11/17/2023

Known Issues:

- Partially resolved an issue where using any of the drawing tools in the **Annotations** menu does not work for Windows customers. Drawing tools are now working, but may stop working if the quality settings are changed or the window moved.

Notes:

- This release is certified for GA.
- Supports upgrades from 22.2.2 RS+.
- Supports ECM Protocol 1.6.
- Includes VSC 1.2.6.1.