

Remote Support 23.3.4 Release Notes

February 13, 2024

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. or 7.1.0.
- Requires Integration Client 1.7.3.
- Requires ECM 1.6.0.

i For a list of supported platforms for the latest version of Remote Support, see the [Supported Platforms](#).
Supported Platforms for previous versions of Remote Support can be found in the [Remote Support Documentation Archive](#).

New Features and Enhancements:

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

Issues Resolved:

- Resolved an issue where a SAML public portal provider with request signing could not be created.
- Resolved an issue where click-to-chat sessions could not be started on iOS using the `start_session.js` API.
- Resolved an issue where failover was not working due to change in the `grep` command line utility.
- Added `Content-Length` header in RESPMOD response headers for ICAP request, to meet requirements of a security solutions product used by some customers.
- Resolved an issue where Windows file transfer failed with symbolic linked files.
- Resolved an issue where underscores in an API name could lead to the API not working.
- Resolved a issue where Remote Support could not be reached using the MS Teams integration.
- In some circumstances, a user may accidentally start a second click-to-chat session, and then if canceling the second session be unable to type in the original session. This has been resolved such that in these circumstance, the user can continue to chat with the rep in the original session.
- Resolved an issue where slow connections prevented screen share from starting. Screen sharing may require several minutes to start with slow or poor connections.
- Resolved an issue where the `Shift + Enter` key command was not sent correctly from user correctly.
- During a session, if the Customer Client is minimized, then **Show My Screen** is selected, the Customer Client may not display correctly. This has been resolved.

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.