Remote Support 24.1 Supported Platforms

Android

Android Version	Customer Client	Presentation Attendee	Jump Client	Representative Console
Android 7 - 13	✓	✓	✓	✓

iOS – iPhone, iPad, iPod

iOS Version	Customer Client	Presentation Attendee	Representative Console
14.x	✗	✗	✓
15.x	✗	✗	✓
16.x	✓	✓	✓
17.x	✓	✓	✓

Linux Desktop

Linux Version	Customer Client	Jump Client	Representative Console
Debian 11 and 12	✓	✓	✗
Fedora 38 - 39	✓	✓	✗
RHEL 8.8 and 8.9	✓	✓	✓
RHEL 9.2 and 9.3	✓	✓	✓
Ubuntu 20.04 LTS	✓	✓	✓
Ubuntu 22.04 LTS	✓	✓	✓

Note: To be considered certified by BeyondTrust, the specified Linux distribution and version must be installed in a standard configuration (all included libraries are left in place, environment variables are unchanged, etc.). A non-standard configuration could prevent BeyondTrust from functioning properly.

Other Linux distributions, configurations, and versions not specifically certified by BeyondTrust may work, given the proper dependencies.

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> **Note:** RHEL 8.9 and 9.3 no longer ship with an OpenGL dependency needed to run the Access Console. In order to install the console on those versions, you must first install libglvnd-opengl.

Linux Server

Linux Version	Headless Jump Client	Customer Client	Jump Client	Representative Console
Debian 11 and 12	✓	✗	✗	✗
Fedora 38 - 39	✓	✗	✗	✗
RHEL 8.8 and 8.9	✓	✗	✗	✗
RHEL 9.2 and 9.3	✓	✗	✗	✗
Ubuntu 20.04 LTS	✓	✗	✗	✗
Ubuntu 22.04 LTS	✓	✗	✗	✗
Amazon Linux 2 (AL2)	✓	✗	✗	✗
Amazon Linux 2023 (AL2023)	✓	✗	✗	✗

Raspberry Pi

Raspberry Pi Version	Headless Jump Client	Customer Client	Jump Client	Representative Console
Raspberry Pi OS Desktop (10-Buster)	✗	✗	✗	✗
Raspberry Pi OS Lite (10-Buster)	✗	✗	✗	✗
Raspberry Pi OS Desktop (11-Bullseye)	✓	✗	✗	✗
Raspberry Pi OS Lite (11-Bullseye)	✓	✗	✗	✗
Raspberry Pi OS Desktop (12-Bookworm)	✓	✗	✗	✗
Raspberry Pi OS Lite (12-Bookworm)	✓	✗	✗	✗

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macOS

macOS Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
macOS 10.15 (Catalina)	✓	✓	✓
macOS 11 (Big Sur) x86 or Apple silicon	✓	✓	✓
macOS 12 (Monterey) x86 or Apple silicon	✓	✓	✓
macOS 13 (Ventura) x86 or Apple silicon	✓	✓	✓
macOS 14 (Sonoma) x86 or Apple silicon	✓	✓	✓

> 📌 **Note:** *All macOS clients are 64-bit as of Remote Support 18.1.*

Windows Desktop

Windows Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
Windows 7 SP1	✓	✓	✗
Windows 10 (21H1 and lesser)	✗	✗	✗
Windows 10 (21H2 and 22H2)	✓	✓	✓
Windows 11 (21H2 lesser)	✗	✗	✗
Windows 11 (22H2 and 23H2)	✓	✓	✓

Windows Server

Windows Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
Windows Server Core	✗	✗	✗
Windows Server 2016	✓	✓	✗
Windows Server 2019	✓	✓	✗
Windows Server 2022	✓	✓	✗

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📌 **Note:** *The above listed versions assume both 32 and 64-bit versions where applicable and reasonable.*

Virtual Desktop Environments

Platform	Customer Client	Jump Client	Representative Console
Citrix XenDesktop 7	✓	✓	✓
VMWare Horizon 8	✓	✓	✓
Citrix XenApp 6.5	✓	✓	✓

📌 **Note:** *Virtual desktop environment support assumes that Remote Support clients work in a supported OS environment, virtual or otherwise.*

Browsers (OS)

Browser OS Version	/login	/console	/appliance	Public Portal	C2C	C2c - Screen Shared
Edge (Chromium)	✓	✓	✓	✓	✓	✓
Firefox	✓	✓	✓	✓	✓	✗
Safari 16.x and 17.x (Mac)	✓	✓	✓	✓	✓	✗
Safari (iOS)	✗	✗	✗	✓	✓	✗
Google Chrome	✓	✓	✓	✓	✓	✓
Chrome (iOS)	✗	✗	✗	✓	✓	✗
Chrome (Android)	✗	✗	✗	✓	✓	✗
Chrome (OS)	✓	✓	✓	✓	✓	✓

Jumpoint

Operating System	JP Host	JP Target
Windows Server 2016	✓	✓
Windows Server 2019	✓	✓
Windows Server 2022	✓	✓
Windows 10	✓	✓

Operating System	JP Host	JP Target
Ubuntu 20.04	✓	✓
Ubuntu 22.04	✓	✓
RHEL 8	✓	✓
Red Hat 9	✓	✓
Amazon Linux 2 (AL2)	✓	✓
Amazon Linux 2023 (AL2023)	✓	✓
Debian 11	✓	✓
Debian 12	✓	✓

Note: Remote Support supports only Microsoft's RDP server implementation built into Windows operating systems and Remote Desktop Session (formerly Terminal Services) Hosts.

Connection Agent

Operating System	
Windows Server 2016	✓
Windows Server 2019	✓
Windows Server 2022	✓
Windows 10	✓

Supported Platforms for Other Features

Some product features may have additional platform requirements, restrictions, or conditions. Refer to the documentation for that product feature for more information.