

# Android Customer Client 2.2.18 Release Notes

July 28, 2022



## IMPORTANT!

*Due to a new Google policy for apps submitted to the Play Store, the file transfer feature has been removed from the Android Customer Client app that is submitted to the Google Play Store.*

*As a workaround for our customers that must have the file transfer feature, we now have the Android Customer Client 2.2.18+ app, a separate app which is managed by BeyondTrust Support.*

*For the release Android Customer Client 2.2.18+ release notes, please see <https://www.beyondtrust.com/docs/release-notes/remote-support/android/android-customer-client-2-2-18-plus.htm>.*



*For more information on the file transfer feature, please see [File Transfer To and From the Android Device](https://www.beyondtrust.com/docs/remote-support/getting-started/customer-client/android/android-filetransfer.htm) at <https://www.beyondtrust.com/docs/remote-support/getting-started/customer-client/android/android-filetransfer.htm>.*

### Issues Resolved:

- Resolved issue in which the Play Store would incorrectly flag some devices as incompatible.
- Resolved issue with Customer Agreements being enabled, causing sessions to not connect to the rep on some devices.
- Android customer client will now let the rep console know when to display a hand pointer during screen sharing.
- Resolved issue in which Knox screen sharing was sometimes stretched.

### Requirements:

The BeyondTrust Android Customer Client 2.2.18 works with:

- Android devices running 6.0 or later.
- Existing BeyondTrust Remote Support installations, version 19.1 or later.
- BeyondTrust Android Customer Client 2.2.18 uses ThinClient Protocol 2.2.

### Notes:

- The Android Customer Client 2.2.18 is available for download in [Google Play](#).