Remote Support 19.1.7 Release Notes

September 17, 2019

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- This release requires Base software Base 5.4.0/5.5.0.

Issues Resolved:

- Resolved an issue where entering an incorrect password during a local push would cause the Rep to start the process over again instead of just asking for another password
- Resolved an issue with URL not redirecting to session recording if required to login again
- Resolved issue where macOS updates through munki fail to install when an elevated Jump Client is installed
- Resolved issue where key injection not passing through Linux Jump Client sessions when remote is non English
- Resolved issue with directory navigation in Shell Jump
- Resolved issue with remote shell stall on macOS

Notes:

- Supports upgrades from Remote Support 18.1.3+.
- Requires Integration Client 1.6.3+.
- Requires Endpoint Credential Manager 1.2.4+.
- This release is certified with the following mobile versions:
    - iOS Rep Console 2.2.11
    - iOS Customer Client 2.2.13
    - iOS Presentation Client 2.2.1
    - Android Rep Console 2.2.12
    - Android and LG Android Customer Clients 2.2.10
    - Samsung Android and HTC Android Customer Clients 2.2.8
    - Android Presentation Client 2.2.1
    - Android Jump Client 2.2.3