

# Remote Support 19.2.2 Release Notes

January 21, 2020

## Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 19.2.2 requires Base software Base 5.5.0.

## Issues Resolved:

- Resolved session start issue from Passive Jump Clients immediately after an upgrade.
- Resolved Issue Submission Form not passing fields when session is submitted.
- Fixed scroll bar in categories section under Canned Scripts.
- Resolved Issue Submission Form not passing fields with Support Button.
- Resolved Display Name not being filled in Issue Submission Form when using Public Portal Authentication.

## Notes:

- RS 19.2.2 Supports upgrades from Remote Support 18.2.9+.
- RS 19.2.2 requires Integration Client 1.7.1.
- RS 19.2.2 requires ECM 1.5.0.
- RS 19.2.2 is certified with the following mobile versions:
  - [iOS Rep Console 2.2.12](#)
  - [iOS Customer Client 2.2.15](#)
  - [iOS Presentation Client 2.2.2](#)
  - [Android Rep Console 2.2.14](#)
  - [Android Customer Client 2.2.13](#)
  - [LG Android Customer Client 2.2.10](#)
  - [Samsung Android](#) and [HTC Android](#) Customer Clients 2.2.8
  - [Android Presentation Client 2.2.2](#)
  - [Android Jump Client 2.2.5](#)