

Remote Support 20.1.1 Release Notes

July 14, 2020

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 20.1 requires Base software Base 6.0.

New Features and Enhancements:

- Upgraded click-to-chat screen sharing to include view-only screen sharing for Chromium-based browsers.



Note: Prior to version 20.1.1, screen sharing for Chromium-based browsers was not possible during a click-to-chat session. Click-to-chat functionality has been upgraded to include screen sharing if a chrome-based browser is in use. This new functionality replaces the need to install a browser extension for Chrome OS device support. When starting a click-to-chat session, you can switch to the **Web Chat** tab in the rep console to prompt the customer to download the customer client, which allows view and control for operating systems that support view and control.

- Added support for native Linux certificate stores.
- Vault now supports SSH Public Key Certificate authentication.
- Logging Session Assignment Alert IDs now in Reports.
- Automatically associate Windows Jump Clients installed on domain-joined machines with Vault Endpoints.
- Optionally create Remote RDP Jump Items during domain discovery.
- Automatically associate local Windows accounts with Jump Clients and ad-hoc sessions on domain-joined machines.
- Remote RDP Jump Items associated with Vault endpoints can now be deleted through the rep console.
- Login directly from SAML IdP to /console.
- Granular Session Inactivity Timeout.
- Linux Jumpoint.
- Vault now supports importing up to 2,000 endpoints, 2,000 local accounts, and 2,000 domain accounts simultaneously.
- Added ITSM workflow.
- Added a new setting to disable chat replay on the **Management->Security** page.
- Customer client chat sounds can now be enabled and disabled per public portal setting.
- Added additional error messages to Vault domain discovery.
- Added scheduled rotation to Vault.
- Added support for outbound HTTP Proxy.
- Toast messages are now shown when a discovery job finishes.
- Reports can now be filtered by Jump Group.
- The elevation service has been deprecated.
- Configuration API documentation is now also available in HTML format at **/login/apidocs.html**.
- Added support for Intel vPro AMT 12.



Note: Customers must install the root certificate in the local Windows Certificate Store for encrypted connections to work.

- Improvements to screen sharing with customer clients running on Windows systems.
- Added the ability for a representative to continue to work in non-elevated screen sharing sessions while waiting for an elevation request to be responded to.
- Checked-out Vault accounts now show in the **Credential Injection** dropdown menus. An appropriate error message is displayed if the checked-out credential is not available for injection.
- Added additional options for storing the Vault encryption key.
- Chatbot API additions:
 - **send_chat_message** command API
 - **leave_session** command API
 - **create_virtual_customer** command API
 - **terminate_representative** command API
 - **support_conference_chat_message** outbound event
 - **support_conference_chat_elevation_request** outbound event
 - **send_chat_message** API logging and reporting changes
- Configuration API additions:
 - Jump Group
 - GET Jump Group user
 - POST Jump Group user
 - DELETE Jump Group user
 - PATCH Jump Group user
- Jump Client
 - The **jump_group_type** attribute has been added to support personal Jump Groups.
- Remote RDP
 - The **jump_group_type** attribute has been added to support personal Jump Groups.
- Shell Jump
 - The **jump_group_type** attribute has been added to support personal Jump Groups.
- Security Provider
 - GET Security Provider
- Group Policy
 - GET Group Policy Jumpoint
 - POST Group Policy Jumpoint
 - DELETE Group Policy Jumpoint
 - GET Group Policy team
- Jumpoint
 - GET Jumpoint nodes
 - GET Jumpoint user

- Team
 - GET team user
- Vault Account API
 - POST Vault account checkout
 - POST Vault account force checkin
 - POST Vault account rotate
- Web rep console users can now cancel Remote Jump and other session-start operations.
- Jump authorization requests can now be canceled in the web rep console.
- When viewing reports, the column headers are now fixed while scrolling.
- Vault discovery results columns and Vault account list columns are now resizable.
- Increased the number of credentials shown to the user during credential injection from 250 to 2,000.
- Added a toolbar button to allow copy and pasting of files and folders from RDP sessions to local Mac and Linux file systems.
- Bulk credential rotation.

Issues Resolved:

Administrative Interface

- Reporting
 - Resolved an issue in which the **Details** link was enabled for non-admin Vault users.
- API
 - Resolved an issue with not displaying an error message with POST jump-client API when using an invalid attended session policy.
 - Resolved an issue in which the GET jump-item role was missing some attributes.
 - Resolved an issue with **get_api_info** on chat-only sites returning wrong information.
 - Resolved an issue with the **Location** header being returned in response to POST group policy team.
 - Resolved an issue with the **Location** header being returned in response to POST group policy Jump Group.
- Support Portal
 - Resolved an issue saving exit survey options after deleting an option.
- Security Providers
 - Resolved an issue with Group, SCIM, and SAML providers being sortable.
 - Resolved an issue with a clustered RADIUS provider using a clustered LDAP group provider for group lookup, which caused the warning message *Some users do not have a public or private display name* to be displayed.
 - Resolved an issue in which clustered LDAPS providers sometimes returned an internal error.
 - Resolved several issues regarding whether LDAP cache was enabled or disabled.
- Group Policies
 - Resolved an issue in which a Vault account did not show the group policies that affected its membership.
- Vault
 - Reordered the tabs under **Vault** in /login.

- Failover
 - Resolved an issue with failover syncs rarely becoming hung.
- Atlas
 - Resolved an issue in Atlas deployments in which some session recordings were not deleted after a GDPR operation to delete a customer or user.
 - Resolved an issue with iOS sessions not starting correctly when Click-to-Chat was disabled in Atlas deployments.
- Text Updates
 - Added a *space* to the verbiage on the **Configuration->Skills** page to be grammatically correct.
 - Resolved an issue with an API response which contained *Bomgar* instead of *BeyondTrust*.
 - Updated the help text *Create New Jump Item*.
 - Corrected a grammar mistake to read *Support Session Queuing Options*.
 - Corrected some incorrect information in the **openapi.yml** document for group policy member API.
- Miscellaneous
 - Resolved an issue with the Vault encryption key options being displayed on the **Backup** and **Restore** page for chat-only sites.
 - Resolved an issue with the validation and error message for the user account display number.
 - Resolved an issue with logging options being displayed in chat-only sites.
 - Resolved an issue in which users that had only the **Allowed to Edit Skills** permission were not able to see other users' skills.
 - Resolved an issue in which the **Maximum Estimated Wait Time** value was displayed in the wrong section of the **Customer Client** configuration page.
 - Resolved an issue with resetting the Administrator Jump Item role.

Clients

- Rep Console
 - Disabled window dragging optimizations in **Full Color** and **Video Optimized** screen sharing settings since it was interfering with other software.
 - Resolved an issue in which real-time chat translations disconnections did not notify the Rep or customers that are were in sessions. Recovery from temporary disconnects has been improved as well.
 - Resolved an issue with **CTRL + Shift** key input occasionally not working through screen sharing.
 - Resolved an issue in which pasting an external invite did not use the currently selected site or public portal.
 - Blacklisted Intel HD 600 graphics series video cards from using privacy screen, as they do not support it.
 - Resolved an issue with using Vault credential injection with Azure Active Directory.
 - Resolved an issue in which drag and drop file sharing did not follow the **Allowed to send files using the chat interface** setting.
 - Resolved an issue in which the **BIOS** field was blank on some systems when running System Info.
 - Resolved an issue in which the chat window did not show in the rep console when the rep had only the permission **Allowed to provide Chat support**.
 - The rep console no longer allows elevation during a session after it has been pinned.

- Customer Client
 - Improved proxy detection for elevated customer clients.
 - Resolved an issue in which UAC prompts during credential injections occasionally caused the customer client to crash.
 - Resolved an issue in which file system errors occasionally appeared after using credential injection with Run As.
- Web Rep Console
 - Resolved an issue with text spacing in **Jump Item Tool Tips** in the web rep console.
 - Resolved an issue in which keyboard input was slow when using web rep console to start an RDP session to access a native rep console inside the RDP session.
 - Resolved an issue in which only a black screen was displayed if the rep jumped to the same Jump Item that they were already in a session with.
- Click-to-Chat
 - Resolved an issue in which the **Full Terms & Conditions** link was not disabled after it was accepted.
- Jump Client
 - Resolved an issue in which passive Jump Clients occasionally attempted to reconnect repeatedly and often after a site upgrade.
- Shell Jump
 - Resolved an issue in which entering credentials during a Shell Jump occasionally timed out.
- Mac
 - Mac tethering to iOS device has been deprecated and removed from the product.
 - Resolved an issue in which starting a session on a Mac from a BeyondTrust Button occasionally displayed the error *Customer Client is already running*.
 - Resolved an issue in which deploying a user menu BeyondTrust Button did not create the user's **Applications** folder correctly.
 - Resolved an issue with detection if **Fast User Switching** was disabled.

Known Issues:

- Credential injection is not available during Remote Jump sessions that are initiated via injection of an ECM-sourced credential. Contact BeyondTrust Support for a patch to be made available.

Notes:

- Supports upgrades from Remote Support 19.1.8+.
- RS 20.1.1 requires Integration Client 1.7.3.
- RS 20.1.1 supports ECM Protocol 1.5.
- RS 20.1.1 requires ECM 1.5.0+.
- This release is certified with the following mobile versions:
 - [iOS Rep Console 2.2.12](#)
 - [iOS Customer Client 2.2.14](#)
 - [iOS Presentation Client 2.2.2](#)
 - [Android Rep Console 2.2.14](#)
 - [Android Customer Client 2.2.12](#)

- [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](#)