Remote Support 20.1.3 Release Notes

December 9, 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:

- Added macOS 11 (Big Sur) support.

Issues Resolved:

- Resolved incorrect screen sharing state after RDP logout.
- Removed incorrect restrictions on Security Provider names.
- Resolved VDI-related crash with screen sharing.
- Resolved issue with credential injection on Windows systems.
- Resolved grey screen issue for system-level sessions.
- Resolved SNOW integration issue.
- Resolved Linux Jumpoint crash when injecting SSH key.
- Improved endpoint robustness in hard power-off scenarios.
- Resolved missing rep exit survey in some circumstances.
- Resolved extra session creation after failed authentication attempts.
- Resolved several issues with remote copy/paste.
- Improved messaging around deprecated AES-related downloads.
- Resolved issue with public portal session policy update.
- Resolved issue with discrete GPU utilization on macOS.
- Resolved issue with ChatBot **create_virtual_customer** API.
- Resolved issues with smart card authentication.
- Resolved issue with Atlas node selection by network prefix.
- Resolved timing issue with pinned client configuration reload.
- Resolved spurious console errors when editing local security provider.
- Resolved an issue with Vault password rotation in Azure environments.
- Resolved issues with Security Provider testing.
- Restored missing line breaks in custom pre-login agreement.

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

- 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.