Remote Support 21.2.2 Release Notes

June 1, 2021

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 21.2.2 requires Base software Base 6.1.0 or Base 6.1.1.

New Features and Enhancements:

- Accounts can now be checked out directly from the representative console.
- Pre-Login Agreement is now available in the native representative console.
- Added new product icons.
- Passwords are now masked in the **Check Out** window in **/login** and in the representative console.
- Vault accounts now have a **Status** column in **/login**, on the **Vault > Accounts** page.
- Added an option under Teams to restrict Dashboard Session access based on the **Start Session** permission.
- Added a Direct Download link to the **Create Jump Client Deployment** page in **/login**.
- Added a **Search** box to the existing **Policy Members** side of the **Edit Policy** page in **/login**.
- Configuration API additions:
    - **Vault:**
        - **GET /vault/account-group**
        - **POST /vault/account-group**
        - **GET /vault/account-group/<id>**
        - **PATCH /vault/account-group/<id>**
        - **DELETE /vault/account-group/<account_group_id>/account/<account_id>**
        - **POST /vault/account-group/<account_group_id>/account**
        - **GET /vault/account-group/<account_group_id>/account/<account_id>**
        - **GET /vault/account-group/<id>/account**
        - **DELETE /vault/account-group/<account_group_id>/user/<user_id>**
        - **PATCH /vault/account-group/<account_group_id>/user/<user_id>**
        - **POST /vault/account-group/<account_group_id>/user**
        - **GET /vault/account-group/<account_group_id>/user/<user_id>**
        - **GET /vault/account-group/<id>/user**
        - **GET /vault/account/<id>/user**
        - **DELETE /vault/account/<account_id>/user/<user_id>**

Issues Resolved:

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- **Administrative Interface**

  - Reporting

    - Resolved reporting errors caused by extraneous web tokens.
    - Resolved an issue with License Usage Reports.

  - API

    - User API access is being deprecated. New sites will have User API access disabled, but existing sites that are upgraded will not be affected.
    - Updated the Vault Account Group API to handle Personal Vault accounts better.
    - Resolved an issue with the network restrictions for **/login** affecting the API accounts.

  - Vault

    - Resolved issue with being able to change a checked-out password if an **Edit Password** window was left open.
    - Resolved issue in which long Account Group names were not displayed correctly.
    - Resolved issue in which the password age was not displayed correctly for disabled accounts displayed after a Discovery operation on Jumpoints.
    - Resolved issue in which Scheduled Rotation did not into account the **Automatically Rotate Credentials after Check In** setting.
    - Resolved issue in which an error message was displayed during a Jump Client Discovery when the Vault Admin had permissions for Jump Groups, but not Edit Jump Groups.

  - Failover

    - Resolved issue in which failover sometimes took longer than expected in virtual environments.

  - Text Updates

    - Updated MSI Installer examples to include double quotes around the **KEY_INFO** value.
    - Updated an error message that occurred during Jump Client Discovery.

  - Miscellaneous

    - Resolved internal authorization issue during Jump Client deployment.
    - Resolved display issue with cluster configuration page.
    - Updated the Jump Navigation icon.
    - Resolved issue in which the progress bar did not update when upgrading through **/login**.
    - Resolved issue in which Automatic Session Assignment could get disabled when it should not have been.

- **Clients**

  - Representative Console

    - Resolved issue with **AltGr** character injection in Jump Client sessions.
    - Resolved sporadic disconnects during remote RDP sessions.
    - Resolved missing ownership changes in web rep recordings.
    - Resolved issue with Screen Sharing in some VDI environments.
    - The representative console now exits Full Screen mode after clicking links in Chat that launch external applications.
    - The representative console now displays a spinner if there is a lot of data to display, such as Pre-Login Agreements.

- Resolved issue in which **AltGr** key combinations did not work in Remote VNC.
- Resolved issue in which Screen Sharing did not start automatically after running a lot of sessions.
- Resolved issue with using key combinations such as **Control-A** or **Command-A** to copy all of the text from the representative console chat window.
- Resolved issue with Dashboard Team Leads being able to monitor Team Managers.
- Added an error message to VSC elevation that lets the rep know the VSC Reader is not shared.
- The rep console's cache directory is now cleared out during rep console upgrades.
- Resolved issue in which switching between Scaled and Actual Screen Sharing sizes caused a delay in user input to be received.

- Jump Client

  - Resolved semaphore leak in headless Jump Client.
  - Resolved issue in which Windows Jump Clients sometimes left behind Add/Remove Program entries after an upgrade.
  - Now attempts to remove any unused Windows Jump Client service names.
  - Resolved issue in which Linux Jump Clients sometimes timed out when a session was started.

- Jumpoint

  - Resolved issue in which Linux Jumpoints did not add SSH fingerprints to the Jumpoint's **known_hosts** file.
  - Resolved issue in which some clients disconnected behind a Jump Zone Proxy.
  - Resolved issue with Jumpoints installed in domains without a **DnsDomainName**.
  - Resolved issue with connecting to vPro sessions when Session Recordings were enabled.

- Miscellaneous

  - Updated Virtual Smart Card version to 1.2.2.2.

Known Issues:

- Local RDP times out from Mac rep console.

Notes:

- Supports upgrades from Remote Support 20.1.1+.
- RS 21.2.2 requires Integration Client 1.7.3.
- RS 21.2.2 supports ECM Protocol 1.5.
- RS 21.2.2 requires ECM 1.5.0+.
- This release is certified with the following mobile versions:

  - iOS Rep Console 2.2.12
  - iOS Customer Client 2.2.16
  - iOS Presentation Client 2.2.2
  - Android Rep Console 2.2.16
  - Android Customer Client 2.2.16
  - LG Android Customer Client 2.2.10
  - Samsung Android and HTC Android Customer Clients 2.2.8

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- - Android Presentation Client 2.2.2
  - Android Jump Client 2.2.5