

Remote Support 21.2.3 Release Notes

July 1, 2021

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 21.2.3 requires Base software Base 6.1.0 or Base 6.1.1.

Issues Resolved:

- Resolved race condition when editing outbound events.
- Resolved crash in ad-hoc customer client.
- Resolved erroneous warnings for cluster synchronization.
- Resolved obscured file names in session reports.
- Resolved several issues with copy/paste functionality.
- Resolved local RDP failure on Mac rep console.

Notes:

- Supports upgrades from Remote Support 20.1.1+.
- RS 21.2.3 requires Integration Client 1.7.3.
- RS 21.2.3 supports ECM Protocol 1.5.
- RS 21.2.3 requires ECM 1.5.0+.
- This release is certified with the following mobile versions:
 - [iOS Rep Console 2.2.12](#)
 - [iOS Customer Client 2.2.17](#)
 - [iOS Presentation Client 2.2.2](#)
 - [Android Rep Console 2.2.16](#)
 - [Android Customer Client 2.2.17](#)
 - [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](#)