

Remote Support 21.2.4 Release Notes

October 14, 2021

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 21.2.4 requires Base software Base 6.1.0 or Base 6.1.1.

Issues Resolved:

- Resolved credential mismatch issue that occurred when running domain discovery.
- Resolved internal server error that occurred when browsing search path containing non-ASCII characters.
- Resolved several non-working key combinations that occurred when using local VNC.
- Resolved issue in which duplicate Mac modifier key was sent to all detached sessions.
- Resolved potential socket handling loop that could cause high CPU usage.
- Resolved file copy/paste issue that occurred via RDP when using Linux Jumpoint.
- Improved passive Jump Client certificate handling.
- Resolved incorrect IP usage issue that occurred during chat bot virtual customer connections.
- Resolved issue in which window drag content display setting was lost after session.
- Resolved Support Button focus issue.
- Increased keep-alive frequency to improve experience with Azure endpoints.
- Improved behavior of admin password reset with respect to admin-owned object.
- Resolved issue rebooting into safe mode on slow systems.
- Resolved issue with stuck function keys on macOS during screen sharing.
- Resolved a stuck key issue with interleaved shift keys and mouse clicks.
- Resolved an invisible mouse issue that occurred during session replay.
- Resolved screen sharing issue that occurred on some endpoints that had no physical monitors attached.
- Resolved rep console display issues that occurred when scaling was set to 150%.
- Resolved issue with Vault discovery timeout.
- Resolved focus highlight issues that occurred during session transitions on macOS.
- Resolved issue in which crash occurred in click-to-chat session when displaying multiple prompts.

Notes:

- Supports upgrades from Remote Support 20.1.1+.
- RS 21.2.4 requires Integration Client 1.7.3.
- RS 21.2.4 supports ECM Protocol 1.5.
- RS 21.2.4 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](#)