Remote Support 21.3.3 Release Notes

October 21, 2021

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 21.3.3 requires Base software Base 6.1.1.

New Features and Enhancements:

- Added Windows 11 support for Jump Clients, Jumpoints, and rep consoles.
- Added macOS 12 Monterey support for Jump Clients, rep consoles, and customer clients.

Issues Resolved:

- Resolved frequent service interruptions that occurred during Vault account rotation.
- Resolved issue in which a screen sharing show content option was not restored after session ended.
- Resolved issue in which copy/paste permission was disabled after upgrade.
- Privacy Screen functionality is currently disabled on Windows 11 endpoints.

Notes:

- Supports upgrades from Remote Support 20.1.3+.
- RS 21.3.3 requires Integration Client 1.7.3.
- RS 21.3.3 supports ECM Protocol 1.5.
- RS 21.3.3 requires ECM 1.5.0+.
- RS 21.3.3 includes VSC 1.2.5.3
- 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

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