

# Remote Support 21.3.5 Release Notes

February 8, 2022

## Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 21.3.5 requires Base software Base 6.1.1 or Base 6.2.0.

## Issues Resolved:

- Resolved traffic node connection issue in Atlas clusters.
- Resolved potentially incorrect status of recently copied Jump Items.
- Resolved client download issue with Atlas clusters using timezone offsets.
- Resolved gaps in VT100 command shell recordings.
- Resolved occasional excessive Jump Client CPU usage issue.

## Notes:

- Supports upgrades from Remote Support 20.1.3+.
- RS 21.3.5 requires Integration Client 1.7.3.
- RS 21.3.5 supports ECM Protocol 1.5.
- RS 21.3.5 requires ECM 1.5.0+.
- RS 21.3.5 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](#)
  - [Android Presentation Client 2.2.2](#)
  - [Android Jump Client 2.2.6](#)