

Remote Support 22.1.1 Release Notes

February 22, 2022

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 22.1.1 requires software Base 6.2.0.

New Features and Enhancements:

- Manual association of accounts with Jump Items.
- Vault account policies.
- Vault scheduled discovery.
- Increased Vault account limits to 60,000 accounts for import, management, and rotation.
- Vault discovery error enhancements.
- Vault account index page now lets users configure which columns are displayed.
- The **Username** column is now shown in the Vault **Account** view and search filters are remembered after editing.
- Password Safe integration.
- Session policies for All Jump Items.
- Added Dark Mode for the desktop rep console.
- Web rep console now supports System Information.
- Web rep console now supports External Rep Invite.
- Web rep console now supports larger file sizes in File Transfer.
- New Privacy Screen for Windows 10 20H1+.
- /console to /login authentication improvements.
- Added load balancing to ECM clients to reduce response times.
- Reports are now sorted newest first.
- Click-To-Chat now highlights the section of the client that has focus.
- Various UI updates to /login, web rep console, and Click-To-Chat.
- Added new option to the **Power Control** options **Special Actions** menu to bypass automatic login. This option is displayed only if the **ForceAutoLogon** registry entry is set to **1**, and the representative has the **Allow Elevated Access to Tools and Special Actions on the Endpoint** permission.
- Windows 11 is now supported.
- macOS 12 Monterey is now supported.
- Nutanix is now supported as a hypervisor for Virtual Appliance deployment.

Issues Resolved:

Administrative Interface

- **Reporting**
 - Resolved issue with the **Details** link under **Rep Anonymization** when viewing Team Activity results.

- **API**
 - Increased API Version to 22.1.
- **Vault**
 - Resolved issue with canceling a discovery job that showed two status messages.
 - Resolved issue with incrementing rotation attempts.
- **Security Providers**
 - Resolved issue with prompts from an RSA server that did not show line breaks in /login.
 - Removed the **Confirm New Password** and **Email Password Reset Link to User** options from the **User Edit** page for external security providers.
- **Group Policies**
 - Resolved issue with non-admin users not able to edit Jump Groups if the site had ECM enabled.
- **Failover/Clustering/Migration**
 - Resolved issue with invalid hostname errors clearing out the input form.
 - Resolved issue with Jump Item events created on a site in failover showing duplicate Jump Item events run by SYSTEM after sync had been performed.
- **Miscellaneous**
 - Presentation is deprecated and will be removed in a future release. A warning message is now displayed if Presentation is still enabled.
 - Resolved issue with the checkmarks no longer being displayed in some autosave fields.
 - Resolved issue with using apostrophes in outbound event emails.

Client

- **Rep Console**
 - Resolved issue with closing a session while a file is being transferred in File Transfer.
 - Resolved issue with the tab order in the web rep console.
 - The web rep now falls back to **Performance and Quality** instead of **Best Performance** when the rep's default quality is set to **Video Optimized**.
- **Support Button**
 - Resolved issue with session spawned from Support Buttons that did not receive focus properly.
- **Shell Jump**
 - Increased default Shell Jump terminal size to 132 x 42.
- **Mac**
 - macOS 10.13 is no longer supported. macOS 10.14 is now the minimum supported version of macOS.
 - Resolved issue with rep console running on a Mac and sending dead keys to the customer.
- **RDP**
 - Added larger fixed RDP screen sizes.
- **Linux**
 - Removed support for 32-bit Linux clients.

- **Miscellaneous**

- Resolved issue with the Microsoft Teams integration description field's character limit.

Notes:

- Supports upgrades from Remote Support RS 21.2.3+.
- RS 22.1.1 requires Integration Client 1.7.3.
- RS 22.1.1 supports ECM Protocol 1.6.
- RS 22.1.1 requires ECM 1.6.0+.
- RS 22.1.1 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](#)