

Remote Support 22.1.2 Release Notes

April 5, 2022

Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- RS 22.1.2 requires software Base 6.2.0.

Issues Resolved:

- Resolved rare rep console installation failure.
- Resolved client download issue with Atlas clusters using time zone offsets.
- Resolved issue with gaps in VT100 command shell recordings.
- Resolved reporting failure involving extremely long UTF hostnames.
- Resolved incorrect notification suppression issue on macOS.
- Resolved issue with incomplete team activity report download.
- Resolved potential memory leak in macOS rep console.
- Resolved timestamp issue in Finnish Click-to-chat session.
- Resolved issue in which 2FA failures occurred on backup node of HA failover pair.
- Resolved potential appliance-side memory leak.
- Resolved issue in which rep console notifications were missing for new sessions.
- Resolved issue in which authentication failures occurred when 2FA and network restrictions were both enabled.
- Resolved authentication failures involving PingID RADIUS and OT.
- Restored the ability to share SSH Vault key.
- You can now enable rep console elevation requests for chat bot sessions.

Notes:

- Supports upgrades from Remote Support RS 21.2.3+.
- RS 22.1.2 requires Integration Client 1.7.3.
- RS 22.1.2 supports ECM Protocol 1.6.
- RS 22.1.2 requires ECM 1.6.0+.
- RS 22.1.2 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 2.2.7](#)