

Remote Support 22.1.4 Release Notes

June 21, 2022

Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- RS 22.1.4 requires software Base 6.2.0.

Issues Resolved:

- Removed errant dock icon and menu bar for Mac clients out of session.
- Resolved SAML authorization issues with web access console when network restrictions were enabled.
- Resolved issue in which customer agreement prompt was missing.
- Resolved issue with incorrect values in license reports.
- Improved auto-login bypass on elevated Windows endpoints.
- Resolved issue with hourly license reports.

Notes:

- Supports upgrades from Remote Support RS 21.2.3+.
- RS 22.1.4 requires Integration Client 1.7.3.
- RS 22.1.4 supports ECM Protocol 1.6.
- RS 22.1.4 requires ECM 1.6.0+.
- RS 22.1.4 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](#)