

# Remote Support 22.2.2 Release Notes

May 31, 2022

## Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- RS 22.2.2 requires software Base 6.2.0.

## New Features and Enhancements:

- Password Safe Integration, Phase 2.
  - Multiple Jumpoints can now be utilized with External Jump Items.
- Microsoft Teams Integration, v2.
- Added Apple silicon support.
- Added lossless video support.
- Added option to display session chat translation dropdown menu on the public portal, if GeoFluent real-time chat translations are enabled.
- Vault configurable password length now allows administrators to define the password length requirements for Windows local, domain, and Azure AD accounts currently managed by Vault.
- Syslog reports can now be downloaded from /login.
- **Vault > Endpoints** page now lets users configure which columns are displayed.
- Vault Discovery:
  - Search has been added to Vault Discovery.
  - The operating system is now included in Discovery results.
  - Distinguished Name of Endpoint now included in Discovery results.
- Search filters have been added to the **Jump Groups** page.
- Screenshot capabilities have been added to the web access console.
- Session anonymization improvements allow sessions to be anonymized multiple times.
- Added a notification animation when deleting a traffic node from an Atlas configuration.
- The Copy Jump Item API has been updated to allow the name of the new Jump Item to be specified and also returns the new Jump Item's ID.
- The chat bot API now supports session elevation, to improve bot-to-representative hand-off for faster support and to provide more granular options for session initiation.
- Reverted the Jump Client System Tray icon back to the previous image.
- Configuration API additions and enhancements:
  - Group Policy:
    - **GET group-policy**
    - **GET group-policy <id>**
    - **POST group-policy**
    - **PATCH group-policy <id>**

**Important Information for This Release:**

**Note:** This update removes support for Jumpoint and desktop rep console installs on Windows 7, Win7POS, and Server 2012 and 2012R2.

**Issues Resolved:****Administrative Interface**

- **Reporting**
  - Resolved issue with the Jump Item name sometimes not showing up in session reports.
  - Resolved issue with License Usage reports sometimes not being accurate.
  - Resolved issue with downloading the License Usage report in Excel 2007+ format.
  - Resolved issue with Jump Item report missing some events.
- **API**
  - API version updated to 1.22.2.
- **Vault**
  - Resolved issue with Jump Client discovery not showing a toast message when discovery finished.
  - Resolved issue with editing the name or hostname of an endpoint not updating the associated RDP Jump Items.
  - Resolved issue with sometimes getting a *Credentials Invalid* error message when the ECM failed to respond.
  - Resolved issue that would sometimes cause performance problems on the appliance after doing an import or rotation in Vault.
- **Group Policies**
  - Resolved issue with group policies disabling extended availability.
- **Text Updates**
  - Resolved issue with Web Jump being mentioned on the Jumpoint page of a Remote Support site.
  - Updated the text of the user's reporting permission to **View Only Their Events**.
  - Corrected a typo for *Appliance* on the **/login > Management > Cluster** page.
- **Miscellaneous**
  - Resolved issue with the **Management > Site Configuration > HTTP Site** address box not highlighting after being selected.
  - Resolved issue with the **Rep Status** name appearing blank on the **/login > Support Team** page.
  - The **Days to keep Jump Item Logging Information** permission has been moved to the **Management > Security** page.
  - Resolved issue with resetting the admin account not clearing the MFA settings.
  - Resolved issue in which the ACH Credential Provider only supported one active customer client.
  - ClickOnce has been deprecated and disabled.

**Clients**

- **Rep Console**
  - Resolved issue with using Korean toggle keys.
  - Resolved issue in which copying a Jump Client to a new group always showed the Jump Client as online.

- Resolved issue with representatives getting locked out of sessions if they did not have the elevated tools permission and the system locks.
- Made minor Dark Mode adjustments.
- **Customer Client**
  - A registry entry can now disable the customer client from attempting to activate the logon screen.
  - Resolved issue with the process of checking for elevation sometimes flagging security scanners.
  - Resolved focus issue with customer client in "quiet mode".
- **Click-to-Chat**
  - Resolved issue with chat bot sessions showing the Windows OS icon in web rep console sessions.
- **Shell Jump**
  - Resolved issue with **Alt+** not bringing up the last command.
- **Mac**
  - Resolved issue with URLs sent through chat from the rep to the customer opening twice when clicked by the customer.
  - Resolved issue in which the rep console on Macs crashed when the user's keyboard layout was set to Chinese and any characters were typed through screen sharing.
  - Resolved issue with the Support Button icon appearing small on Mac.
  - Resolved issue with Support Button on Mac having an incorrect version string.

**Notes:**

- Supports upgrades from Remote Support RS 21.1.3+.
- RS 22.2.2 requires Integration Client 1.7.3.
- RS 22.2.2 supports ECM Protocol 1.6.
- RS 22.2.2 requires ECM 1.6.0+.
- RS 22.2.2 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](#)