

Remote Support 22.3.2 Release Notes

January 17, 2023

Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- RS 22.3.2 requires software Base 6.2.0.

New Features:

- Added macOS Ventura support.

Issues Resolved:

- Resolved issue with hang at Windows login screen.
- Resolved issue that caused Jump Clients to unexpectedly uninstall.
- Resolved reporting issue caused by internal database change .
- Resolved incorrect access to screen sharing tools when at the Windows login screen.
- Resolved issue that caused 500 error when start_session API called with **platform** parameter.
- Resolved issue with **Ctrl-Alt-Del** injection not working in RDP sessions.
- Resolved web rep file upload issue.
- Resolved blocked Jump Client upgrades when Legacy SSL was enabled.
- Resolved hang in Shell Jump when displaying diacritic characters.
- Resolved intermittent client crashes caused by extremely short banner.
- Resolved extraneous *Path does not exist* error on initiation of some web rep sessions.
- Resolved pagination issue with API calls returning large numbers of results.
- Resolved non-admin session failures with elevated Support Buttons in custom installation paths.
- Resolved lost *Customer Info* when calling Virtual Customer API.
- Resolved discovery-related Jumpoint crash.
- Resolved issue with missing field when Group Policy was copied via API.
- Resolved issue with Mac rep consoles going offline when downgrading from 22.3.
- Improved handling of malformed SAML responses.
- Disabled dynamic update of Jump Client upgrade status in web rep due to performance issues.
- Resolved intermittent client crash after exiting a command window in session.
- Resolved hang during import of very large number of Vault accounts.
- Improved clipboard error handling during RDP file transfer.
- Updated Configuration API version to 1.5.

Notes:

- 22.3.2 RS is verified for GA.
- 22.3.2 RS supports upgrades from 22.1.3 RS+.
- 22.3.2 RS requires Integration Client 1.7.3.
- 22.3.2 RS supports ECM Protocol 1.6.
- 22.3.2 RS requires ECM 1.6.0.
- 22.3.2 RS includes VSC 1.2.5.3.
- This release is certified with the following mobile versions:
 - [iOS Rep Console 3.1.1](#)
 - [iOS Customer Client 2.2.17](#)
 - [iOS Presentation Client 2.2.2](#)
 - [Android Rep Console 2.2.16](#)
 - [Android Customer Client 2.2.18](#)
 - [Android Customer Client 2.2.18+](#)
 - [Android Presentation Client 2.2.2](#)
 - [Android Jump Client 2.2.7](#)