Remote Support 23.2.1 Release Notes

May 9, 2023

> ⚠ **IMPORTANT!**
>
> *This release has been removed due to a critical issue. An updated release will be made available as soon as possible. For more information, please see KB0020207 at https://beyondtrustcorp.service-now.com/csm?id=kb_article_view&sysparm_article=KB0020207.*

Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- 23.2.1 RS requires software Base 7.0.0.
- 23.2.1 RS requires Integration Client 1.7.3.
- 23.2.1 RS requires ECM 1.6.0.

New Features and Enhancements:

- FIDO2 authentication now supported in /login, rep console, and web rep console.
- ICAP support added for file transfer.
- Multiple SAML providers can now be configured.
- SAML is now allowed to use external group providers.
- Streamlined SAML authentication in the rep console.
- Web rep console can now create, edit, copy, and delete Jump Items.
- Added ephemeral Jump Clients. This allows administrators to override the offline time of Jump Clients, creating short-lived installers that provide our non-ephemeral Jump Clients access to ephemeral machines but are automatically removed when the endpoint is torn down.
- Added Terraform module, which allows users to interact with the Remote Support Configuration API to manage access to the resources under management.
- Added dark mode for /login and click-to-chat.
- Jump Client installers are now listed in /login.
- Users now have additional options available when using Command shell within a Jump Client session, including Windows Command Prompt, PowerShell, Zsh, Bash, sh, fish, and tcsh.
- Shell Jump now supports MFA.
- OAuth 2 support added for /login email configurations.
- Chatbot API now supports a **Locale** parameter.
- CLI tool now available, making it easier to leverage and interact with the Configuration APIs.
- Manually associate RDP Jump Items with Vault endpoints.
- Linux client upgrade improvements.

- A new API for downloading Syslog reports has been created. Also, a new permission has been added to the API account.
- Added a new session policy setting for automatically starting the privacy screen.
- The **Run As** Special Action now logs the command in session reports.
- The macOS customer client now supports the screen sharing watermark.
- The Configuration API User Rate Limit per Hour has been increased from 15,000 to 60,000.
- Added **<enter>** and **<delete>** keyboard shortcuts to the native rep console. **<enter>** now starts a session with the selected Jump Item and **<delete>** now removes the selected Jump Item.
- Jump Item export in the rep console now allows you to select **Export All**, **Export Current View**, or **Export Selected**.
- The elevation tooltip in the rep console now displays why the **Elevation** button is disabled.
- Configuration API additions and enhancements:
  - VNC Jump Items
    - GET jump-item/remote-vnc
    - GET jump-item/remote-vnc/<id>
    - POST jump-item/remote-vnc
    - PATCH jump-item/remote-vnc/<id>
    - DELETE jump-item/remote-vnc/<id>
    - COPY jump-item/remote-vnc/<id>
  - Vault Account Jump Item association
    - GET vault/endpoint
    - GET vault/endpoint/<id>/remote-rdp-jump-item-candidates
    - POST vault/endpoint/<id>/remote-rdp-jump-item-association
    - UPDATE jump-item/remote-rdp
  - Associate Vault Accounts with Jump Items
    - GET vault/account/<id>/jump-item-association
    - PATCH vault/account/<id>/jump-item-association
    - POST vault/account/<id>/jump-item-association
    - DELETE vault/account/<id>/jump-item-association/jump-item
    - POST vault/account/<id>/jump-item-association/shared-jump-group
    - POST vault/account/<id>/jump-item-association/jump-item
    - DELETE vault/account/<id>/jump-item-association
    - DELETE vault/account/<id>/jump-item-association/shared-jump-group
    - DELETE vault/account/<id>/jump-item-association/jump-item
  - Vault Account Group Jump Item association:
    - GET vault/account-group/<id>/jump-item-association
    - PATCH vault/account-group/<id>/jump-item-association
    - POST vault/account-group/<id>/jump-item-association/shared-jump-group

- POST vault/account-group/<id>/jump-item-association/jump-item
- DELETE vault/account-group/<id>/jump-item-association/jump-item
- DELETE vault/account-group/<id>/jump-item-association/shared-jump-group

- Added **connected** state to Jumpoint
  - GET jumpoint
  - GET jumpoint/<id>

- Extended GET user to include all permissions:
  - GET user

- Return a list of all API accounts and permissions:
  - GET api-account

- Manage Group Policy membership for Account Groups
  - GET group-policy/<id>/vault-account-group
  - POST group-policy/<id>/vault-account-group
  - DELETE group-policy/<group_policy_id>/vault-account-group/<account_group_id>
- Added **public_key** to Vault accounts.

Issues Resolved:

Administrative Interface

- **Reporting**
  - Resolved an issue with License reports sometimes showing inconsistent results.
- **API**
  - Increased API version to 1.23.1.
  - Resolved an issue with sessions started with **create_virtual_customer** not setting the **Issue Description** correctly in the **Session Details**.
  - Resolved an issue with POST group-policy returning an error when **id** is specified.
  - Resolved an issue with Skills not showing up in **create_virtual_customer**.
- **Support Portal**
  - Resolved an issue with Holiday Portal Schedules sometimes not saving correctly.
- **Vault**
  - Resolved an issue with checking out a local account at the same time a discovery is being run on that domain.
  - Resolved an issue with importing accounts overwriting the previously imported accounts if their account names were changed.
  - Resolved an issue with deleting domain with large numbers of endpoints taking longer than expected.

- Vault performance improvements.
- Resolved an issue with not displaying all discovery errors.
- Resolved an issue with the **Discovery Results** page showing local accounts for endpoints that are not reachable.

- **Group Policies**

  - Made performance improvements to Group Policies in /login when there are large numbers of Group Policies and Jump Groups.

- **Search**

  - Resolved an issue with spaces counting as characters.

- **Text Updates**

  - Updated some of the verbiage on the **Backup Setting** page.
  - In /login, renamed the left navigation link for **Downloads** to **Consoles & Downloads**, and the left navigation link for **RepConsole** to **Console Settings**.
  - Resolved an issue with extra characters being displayed in the Edit Service Principal error message under **Vault > Domains**.

- **Miscellaneous**

  - Resolved an issue with toggling **Allowed to provide Remote Support** for a new user, in which it was not displaying all of the individual permissions.
  - Resolved an issue with Chatbot API not working correctly with Real-Time Chat Translations.
  - Resolved an issue with the Android Mass Deploy Jump Client link.
  - Resolved an issue with the language selection icon showing on sites that don't have any languages.
  - Resolved an issue with the customizable strings on the **Customer Client** page not saving correctly for non-English languages.
  - Added Vault Service Principal to the warning message that is displayed when configuring an outbound proxy.
  - Resolved an issue with users who had only **Allowed to Edit iOS Profiles** permissions getting browser console errors when viewing the **iOS Profiles** page.
  - Updated the error message received when using the password reset link when the password was expired.

Clients

- **Rep Console**

  - Resolved an issue with Jump Clients that had not yet been upgraded showing as *Pending* in the rep console.
  - Resolved an issue with the rep console sometimes crashing after pinning a session.
  - Resolved an issue with the rep console sometimes crashing when the network connection dropped.
  - Resolved an issue with the rep console sometimes crashing while editing a registry value during registry access.
  - Resolved an issue with the rep console randomly crashing during customer client download.
  - Resolved an issue with **Shift** + **F10** not passing through screen sharing.
  - Resolved an issue with the **Time in Queue** icon not being dark in dark mode.
  - Resolved an issue with spacing on the **Invite External Representatives** window.
  - Resolved an issue with Jump Item details not being displayed correctly with long comments.

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- **Customer Client**
  - Resolved an issue with Windows clipboard history not being cleared at the end of a session.

- **Web Rep Console**
  - Resolved an issue with time counters not continuing when the web rep console page was hidden.
  - Resolved an issue with screenshots not working in some Firefox versions.
  - Resolved an issue with slow UI responsiveness when there were large numbers of Jump Groups.

- **Click-To-Chat**
  - Click-To-Chat now provides additional information in the parenthesis after the error message *Failed to obtain video stream*.
  - Click-To-Chat now shows a connection error if the system has gone to sleep. Clicking **Dismiss** redirects the session back to the Public Portal.
  - Resolved an issue with an elevated customer client failing to start after being spawned from a Click-To-Chat session.

- **vPro**
  - Resolved an issue with vPro sessions sometimes disconnecting and not reconnecting.

- **Jump Client**
  - The ability to install and run multiple Jump Clients for the same user and site has been deprecated. There are other means available now to attain the same functionality.
  - Passwords have been removed from Jump Clients.
  - Resolved an issue with starting a Jump Client session while a Jump Client discovery is in process.

- **Shell Jump**
  - Resolved an issue with the authentication error message not showing when the wrong credentials have been used to start a Shell Jump session.

- **Mac**
  - Resolved an issue with upgrading the rep console if it was originally installed by a non-admin user.
  - Resolved an issue with granting **Accessibility** permission if **Screen Recording** permission wasn't granted first.
  - Resolved issue with Jump Clients that were not restarting automatically being granted permissions by the System Settings app.
  - Resolved an issue with the customer client failing to extract because of a comma in the customer client file name in German.
  - Resolved an issue with sending **AltGr** keys through screen sharing on Macs.

- **RDP**
  - Resolved an issue with backslash character (\) not being copied into the native Windows Security window.
  - Resolved an issue with RDP file downloads when multiple reps, native rep console and web rep console, are in the same RDP session.
  - Updated the error message displayed when a rep tries to start an RDP session without the proper permissions.
  - Resolved an issue in which RDP was failing with certain certificates.

- **Miscellaneous**
  - Resolved an issue in which vPro sessions were not generating session reports.

Notes:

- 23.2.1 RS supports upgrades from 22.2.1 RS+.
- 23.2.1 RS supports ECM Protocol 1.6.
- 23.3.1 RS includes VSC 1.2.6.1.
- This release is certified with the following mobile versions:
  - iOS Rep Console 3.1.3
  - 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 2.2.8