

# Remote Support 23.2.2 Release Notes

June 13, 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](https://beyondtrustcorp.service-now.com/csm?id=kb_article_view&sysparm_article=KB0020207) at [https://beyondtrustcorp.service-now.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0020207](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.
- 23.2.2 RS requires software Base 7.0.0.
- 23.2.2 RS requires Integration Client 1.7.5.
- 23.2.2 RS requires ECM 1.6.0.

## Issues Resolved:

- Resolved incorrect enforcement of Group Lookup name for SAML providers.
- Resolved spurious error message during SAML portal login.
- Incorporated recent changes to Eastern European Summer Time.
- Resolved issue in which Shell Jump stalls when connecting to some SFTP servers.
- Resolved potential login failure due to scaling issue in database table.
- Resolved rare issue that prevented access to Jump menu in /login.
- Resolved crash in customer client when copying *Full Terms & Conditions* text.
- Resolved rep console scaling issue that could result in overly large text.
- Resolved issue with Android and iOS sessions starting from public portal.
- Resolved upgrade failure with rep consoles set to use SAML login.
- Resolved issue with live updates that required software restart when increasing maximum Jump Clients on non-clustered sites.

## Notes:

- 23.2.2 RS supports upgrades from 22.2.1 RS+.
- 23.2.2 RS supports ECM Protocol 1.6.
- 23.3.2 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 2.2.18](#)

- [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 2.2.9](#)