


Remote Support 24.1.1 Release Notes

March 5, 2024

Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- Requires software Base 7.1.0.
- Requires Integration Client 1.7.3.
- Requires ECM 1.6.1.
- This version includes essential security upgrades to OpenSSH 9.7, libssh 0.10.6, and OpenSSL 3.0. Operating systems dependent on legacy encryption methods such as SHA-1, TLS 1.1, or TLS 1.0 may not be accessible. Before upgrading, confirm the operating systems of your endpoints are capable of newer encryption methods.

 For a list of supported platforms for the latest version of Remote Support, see the [Supported Platforms](#).
Supported Platforms for previous versions of Remote Support can be found in the [Remote Support Documentation Archive](#).

New Features and Enhancements:

- Web Console can now connect to Atlas Traffic nodes.
- Increased the maximum number of supported Shared Vault accounts to 100K.
- New Ad-hoc Customer Client for Linux.
- The New Customer Client is now launched from Jump Clients as well as Ad-hoc sessions.
- Jump Item filter and search improvements in the Rep Console.
- Representatives can now invite more than one Representative at a time to join their sessions.
- Rep Console now supports wildcard searches of Password Safe endpoints.
- No longer requires Full Screen mode to send hot keys or special keyboard shortcuts while screen sharing. Now just hover the mouse over the screen sharing portion of the Rep Console and keyboard bindings pass through to the remote system.
- New Command API to log out Representatives from the Rep Console.
- New Configuration API to return a user's Group Policy memberships.
- Updated icons.
- Added **Open SFTP Client** button for Shell Jump sessions.
- The BT CLI tool can now be run from the Windows **Run...** window.
- Debian 11 and 12 are now supported.

Issues Resolved:

Administrative Interface

Reporting

- Fixed an issue with the 1.00x speed option missing when viewing recordings.
- Fixed an issue with setting the time zone to UTC causing some license reports not display.

API

- Configuration API version increased to 1.9.
- Command and Reporting API version increased to 1.24.1.
- API documentation updated for User password min and max length.

Vault

- Fixed an issue with filtering based on **Inherited** not working properly on the Vault Accounts page.
- No longer accepting SHA1 based SSH keys when saving a Vault account with a SSH private key. More secure keys should be used.

Security Providers

- Fixed an issue with saving invalid SMTP OAuth Client secrets and then attempting to validate the email configuration.
- Fixed an issue with displaying disabled SAML providers on the login page.
- Added a new error message for unrecognized FIDO2 devices.

Atlas

- Fixed an issue with the Customer Client sometimes failing to automatically download in Atlas environments.

Text Updates

- Added help text to the **Only keys in OpenSSH formats are valid** section when editing an SSH key.
- Added **Jump Item Installers** to the warning messages for deleting Jump Groups.
- Updated ServiceNow integration verbiage.
- Updated the Download and Install instructions for the Rep Console on Linux.

Misc

- Fixed an issue with the page flashing briefly when clicking on the Jump Policies tab.
- Fixed an issue with the spacing in the Jump Group listing when there are two or fewer Jump Groups.
- Fixed an issue with the number of items to display on Jump Groups page not saving correctly.
- Fixed an issue with the Jump Client Installer list sometimes listing Override values as **No** incorrectly.

Clients

Rep Console

- Fixed an issue with the highlight coloring for the Accept/Reject window while in Dark Mode.
- Fixed an issue with Dark Mode not showing the CLI folder selection properly.
- Fixed an issue with the Rep Console minimizing to the System Tray after being disconnected.
- Fixed an issue with Dark Mode not highlighting the column header when your mouse hovers over it.
- Fixed an issue with Dark Mode not highlighting the Copy Session Key button when the mouse hovers over it.
- Now providing better error messages when Copying or Moving Jump Items and there is a failure.
- Fixed an issue with the **Jump Items total** and **Jump Clients total** sometimes being inaccurate on clustered sites.
- Fixed an issue with the color of the Size slider in the Command Shell Display settings section in Dark Mode.
- Fixed an issue with a blue box appearing next to Canned Messages in Dark Mode.
- Fixed an issue with starting Ad-hoc sessions from a Jump Client displaying a prompt to accept the session.
- Fixed an issue with pressing the **Enter** key while a session in the Personal queue is selected not changing the focus to that session's tab.
- Fixed an issue with the **Backspace/Delete** key not deleting the selected Jump Item.
- Fixed an issue with the Rep Console crashing sometimes while loading the Login Agreement.
- Fixed an issue with the cursor being offset slightly when allowing the Customer to control the Representative's screen through **Show my Screen**.
- The default iPad overlays have been updated.
- Fixed an issue with Windows Search not working correctly when Application Sharing Restrictions were enabled.
- Fixed an issue with Korean keys not being displayed on the Customer Client side correctly.
- Fixed an issue with exporting a Jump Group that doesn't have any Jump Items.

Customer Client

- Fixed an issue with the exit survey appearing even though the customer selected **Do Not Accept** on the full Terms and Conditions.
- Fixed an issue with Elevation on Terminal Services endpoints not running as System.
- Fixed an issue with the Customer Client not installing correctly into some directories with special Unicode characters.
- Fixed an issue with pressing the **End your session** button in the MS Teams Bot session sometimes not exiting properly.

Web Rep Console

- Fixed an issue with External Jump Items queue not being listed under the Personal queue.

Click-To-Chat

- Fixed an issue with custom banners not displaying correctly on top of the background colors.

Jumpoint

- Fixed an issue with Jump Zone Proxies sometimes having problems forwarding Jump Client connections.

Mac

- Fixed an issue where there was no feedback being displayed after the CLI tool was installed on Macs.

Linux

- Now reporting a failure message for Linux Jumpoints if they fail to install correctly.

Misc

- Fixed an issue with the Connection Agent sometimes not uninstalling properly.

Known Issues:

None.

Notes:

- This release is certified for GA.
- Supports upgrades from 22.3.4 RS+.
- Supports ECM Protocol 1.6.
- Includes VSC 1.2.6.1.