Remote Support 24.1.2 Release Notes

May 7, 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 1.7.5.
- 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.

> **i** *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:

- This is a maintenance release. There are no new features.

Issues Resolved:

- Syslog does not record events after upgrade.
- Group policy count item does not show correctly after changing the rank order.
- Error when trying to remove a traffic node from a cluster.
- Local accounts not showing after performing Jump Client discovery.
- Tool prompting for client sessions started within an RDP session are not sent to the end user.
- Jump Clients might give error message , **Could not locate existing support session**, after prompting to join an existing session.
- Console invitation to external users does not accept some email address domain suffixes.
- Console error, **The server connection closed unexpectedly**.
- Incorrect scrolling when spanning a session across multiple monitors.
- Alt+Space special keys not working when screen sharing with the Representative Console on Windows.
- Special keys not working between multiple sessions tab in screen sharing with the Representative Console on Windows.
- CAPS lock causing problems if representative on Windows and client on macOS
- Error in macOS uninstall logic prevents full endpoint cleanup.
- Session termination behavior not working as expected.
- Intermittent and customer-specific crashes.

- Multiple issues related to elevation.
- MS Teams bot connection closes when unsupported ServiceNow message received.

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.

TC: 5/2/2024