

# BeyondTrust Remote Support 19.2 Available Features

## Features for Support Representatives

Feature Name	Description	
<b>Multi-Platform Support</b>	Customer	Representative
<b>Windows</b>	Windows XP - Windows 10 Server 2008 SP2 - 2016 Windows POSReady 7	Windows 7 - Windows 10 Server 2008 SP2 - 2016
<b>Mac OS X</b>	OS X 10.7 - 10.15	OS X 10.9 - 10.15
<b>Linux</b>	Fedora 9 - 27 RedHat Enterprise 5 - 7 SLED 11 SP4 - 12 SLES 11 SP4 - 12 Ubuntu 14.04 - 17.04 Ubuntu 17.10 and 18.04 LTS	Fedora 9 - 27 RedHat Enterprise 5 - 7 SLED 11 SP4 - 12 SLES 11 SP4 - 12 Ubuntu 14.04 - 17.04 Ubuntu 17.10 and 18.04 LTS
<b>Chrome OS Devices</b>	Chrome OS 56 +	Support systems through the web rep console.
<b>Mobile Devices</b>	Apple iOS 13 (iPhone, iPad, iPod touch)	Apple iOS 13 (iPhone, iPad, iPod touch)
	Android 4.0+ (Phone, Tablet)	Android 4.0+ (Phone, Tablet)
	Android HTC 4.0+	Android HTC 4.0+
	Android Samsung 4.0+ Android LG 4.0+	Android Samsung 4.0+ Android LG 4.0+
<b>Virtual Desktop Environments</b>	Citrix XenDesktop 5 and 7 VMWare View 5 VMWare Horizon View 6 and 7 Citrix XenApp 6.5 and 7.5 (Windows Server 2008 R2)	Citrix XenDesktop 5 and 7 VMWare View 5 VMWare Horizon View 6 and 7 Citrix XenApp 6.5 and 7.5 (Windows Server 2008 R2)
<b>Virtual Appliances</b>	vSphere 5.1 - 6.5 Hyper-V Server 2012 R2 - 2016 Windows Server 2012 R2 - 2016 with Hyper-V role enabled	
<b>Attended Systems</b>	Laptops, Desktops, Mobile Devices	
<b>Unattended Systems</b>	Laptops, Desktops, Servers, ATMs, Kiosks, POS Systems, Android, etc.	
<b>Network Devices</b>	Routers, Switches and Devices via SSH/Telnet	
<b>Multi-Language Support</b>	View BeyondTrust applications and interfaces in English, German, Latin American Spanish, EU Spanish, Finnish, EU French, Italian, Dutch, Brazilian Portuguese, EU Portuguese, Swedish, Turkish, Japanese, Simplified Chinese, Traditional Chinese, and Russian. BeyondTrust supports international character sets.	
<b>Support Toolset</b>	Use advanced troubleshooting tools to interact with remote systems.	
<b>3D Touch for iOS</b>	The BeyondTrust mobile representative console uses iOS 3D Touch Support capabilities offered by the 6s and 6s Plus devices to start sessions faster and more efficiently.	

Feature Name	Description
<b>Annotations</b>	While screen sharing, use annotation tools to draw on the remote user's screen. Drawing tools, including a free-form pen and scalable shapes, can aid in training remote users. The Annotations tool is also available during presentations.
<b>Application Sharing</b>	Allow customers to restrict screen sharing to specific applications.
<b>Automatic Elevation Service</b>	Pre-deploy the elevation service to automatically elevate the BeyondTrust customer client when ad-hoc sessions are started. This saves time in each session and enables reps to perform certain administrative tasks (via special actions and canned scripts) on end-user systems without giving full admin rights to each rep. It also allows you to leverage the BeyondTrust Smart Card driver in an ad-hoc session so that admin tasks can be performed using the rep's privileged account.
<b>BeyondTrust Cloud URL <span style="color: red;">New</span></b>	Bomgar Cloud is now BeyondTrust Cloud. New Cloud customers will now receive a beyondtrustcloud.com URL when they sign up for BeyondTrust Cloud. As before, Cloud customers can choose to use a custom DNS name for their site, if desired.
<b>Support Button</b>	Deploy a "Get support" button on remote computers and mobile devices. Centrally manage and report on all deployed Support Buttons.
<b>BeyondTrust InSight</b>	During a support session, an iOS or Android customer can stream live video to the representative from their mobile device using BeyondTrust InSight. Sharing remote, live camera footage while an issue is taking place provides the representative with an additional way to assist the customer in finding a resolution to their problem. While viewing the footage, the representative can make video annotations, freezing the frame and allowing the customer to view the camera annotation and take any necessary action while camera sharing.
<b>Canned Scripts</b>	Use pre-written scripts from either the Command Shell interface or the Screen Sharing interface, increasing session effectiveness.
<b>Collaborative Browser Sharing</b>	Use real-time interaction with remote customers by co-browsing the web without using a full-support screen-sharing session.
<b>Command Shell</b>	Directly access the command shell for system diagnostics, network troubleshooting, or low-bandwidth support, without screen sharing.
<b>Console Usability Updates</b>	Several enhancements were made to the Representative Console to improve usability, such as remembering the last security provider used for login, remembering column layouts, and showing the last time an endpoint was rebooted.
<b>Custom Links</b>	From within a session, click a button to open your browser to an associated CRM record or help desk ticket.
<b>Custom Special Actions</b>	Create representative console special action shortcuts for tasks specific to your environment, streamlining the effort for your team to complete repetitive tasks.
<b>Customer Chat Sounds <span style="color: red;">New</span></b>	Chat sounds are now always-on for your end users. Previously, a nudge that shakes the customer's screen may have been required to get the attention of your end user if they didn't notice the highlighted chat window. Now, they will always hear a chat sound when the Representative sends a chat message. This new feature is also helpful for organizations that need to comply with ADA (Americans with Disabilities Act) requirements.
<b>Customizable Rep Notifications</b>	Granularly configure which events trigger alerts in the representative console and upload custom audio files.
<b>Elevate Customer Client</b>	Elevate the customer client to have administrative rights. Special actions can be run in the current user context or in system context.

Feature Name	Description
<b>Embedded Support Button</b>	Embed a Support Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.
<b>Favorite Credentials Used for Injection</b>	For users with the Credential Injection feature enabled, the Representative Console now displays the most likely credential needed for credential injection, based on usage history and account permissions. The recommended credentials will appear at the top of the credential drop down list, enabling users to get into sessions and elevate permissions faster.
<b>File Transfer</b>	Transfer files to and from the remote file system.
<b>iCloud Access for Mobile Apps</b>	During a support session, an iOS customer can share files from the iCloud Drive or any other document storage provider available from their mobile device.
<b>Mobile Device Management (MDM) Support for iOS Customer Client <b>New</b></b>	The iOS Customer Client has been improved for deployment through Mobile Device Management solutions, such as Microsoft Intune. The Remote Support site URL can be pre-configured when deployed through a MDM. Representatives no longer need to type the URL when support is needed. In addition, the Remote Support site URL can be set as read-only so that your representatives can only connect to your appliance.
<b>Multi-Monitor Support</b>	View multiple monitors on the remote desktop.
<b>Multi-Session Support</b>	Run multiple simultaneous support sessions.
<b>Peer-to-Peer Sessions</b>	Establish a direct connection between a support representative and an end-user, enhancing the performance of screen sharing, file transfer, and remote shell.
<b>Public Portal Authentication <b>New</b></b>	You can require authentication for users accessing the Public Portal online. By using SAML (Security Assertion Markup Language), an open standard for exchanging authentication and authorization data between parties, representatives are able to gather information about users requesting support, such as their name, login name, and a recognizable email before starting a session. This not only eliminates the inconvenience of the user having to provide these details when the session starts, but it also gives representatives confidence in the identity of the person for whom they are providing support. By validating authentication, users and admins are able to gather additional data to satisfy internal and external compliance requirements.
<b>Reboot/Auto-Reconnect<sup>1</sup></b>	Reboot and automatically reconnect to the remote computer. The end-user can specify login credentials.
<b>Remote Registry Editor</b>	Access and edit the remote Windows registry without requiring screen sharing.
<b>Remote Screenshot</b>	Capture a screenshot of the remote system.
<b>Representative Console</b>	Support remote computers, systems, and mobile devices through an interface designed specifically for support professionals and equipped with troubleshooting tools.
<b>Restrict End-User Interaction<sup>2</sup></b>	Disable the end-user's mouse and keyboard input to avoid customer interference. Account permissions determine whether the customer can or cannot see the screen while you are working.
<b>Session Notes</b>	Enter notes about support interactions. Session notes are accessible to collaborating representatives and appear in session reports.
<b>Smart Card Support</b>	In a support session, use authentication credentials contained on a smart card that physically resides on the representative's system.

<sup>1</sup>Reboot/Auto-reconnect is not supported on Mac computers.

<sup>2</sup>Restrict End-User Interaction is limited to disabling the mouse and keyboard on Windows 8. From a mobile representative console, Restrict End-User Interaction is limited to fully disabling the mouse, keyboard, and screen display.

Feature Name	Description
<b>SMS Session Start</b>	Send a session key via SMS to begin a remote support session with a mobile device.
<b>Special Actions</b>	Access common actions such as Registry Editor, Event Viewer, System Restore, etc. Perform actions in User or System context.
<b>Streamlined iOS Screen Sharing</b>	It is now easier than ever to start iOS screen sharing sessions with your end users. A new streamlined workflow is available for screen sharing using the updated iOS Customer Client for iOS 12.
<b>System Generated Email Invites</b>	Leverage the powerful BeyondTrust support session invitation email feature by sending email either through the representative's local email account or directly from a central email address. Even representatives without email access or representatives with enterprise email policy restrictions can send session emails.
<b>System Information</b>	View in-depth system information in an easily navigable interface. Interact with services and processes and uninstall software without requiring screen sharing.
<b>Touch ID for iOS</b>	Log into the mobile representative console using iOS's Touch ID capabilities.
<b>Training &amp; Presentation</b>	Give presentations to multiple attendees. In a support session, use Show My Screen to share your desktop with your customer.
<b>View or Control</b>	View or control remote computers, servers and mobile devices.
<b>Virtual Pointer</b>	Display a pointer on the customer's screen, even in view-only mode.
<b>Wake-on-LAN</b>	Remotely support computers, even when they are turned off. Send Wake-on-LAN packets to a Jump Client host to turn on that computer, if the capability is enabled on the computer and its network.
<b>Web Rep Console</b>	Support remote systems through a web-based representative console. The web rep console removes the requirement of having to download and install the BeyondTrust representative console client, enabling quicker access.
<b>Windows 10 Privacy Screen</b>	Privacy Screen helps prevent data leak by blanking the physical screen for endpoints that may have a monitor attached. Privacy screen support during a BeyondTrust session has been extended to Windows 10 endpoints.
<b>Collaboration</b>	Work with other representatives and experts to resolve support cases.
<b>Access Sponsor</b>	Request a sponsor to elevate your permissions on the remote system by joining the session to enter credentials on your behalf.
<b>Embassy</b>	When supporting products or services provided by a third-party vendor, utilize the vendor's support resources.
<b>Equilibrium</b>	Receive support session assignments based on comparative idle time and session load. Prioritize session routing automatically based on the areas of expertise covered by your representatives. By matching an issue to a skill set, you can prioritize the routing of support sessions to the best equipped representatives instead of merely the next available representative.
<b>Extended Availability</b>	Representatives can be in notification mode. If invited to share a session, you will receive an email notification.
<b>Intelligent Collaboration</b>	Resolve issues more effectively by quickly engaging support collaboration with additional representatives based upon both their skill-sets and their availability.
<b>Queues</b>	Accept support requests from team queues. Your personal queue contains both your active and pending sessions.

Feature Name	Description
<b>Rep Invite</b>	Invite anyone - internal or external - into a shared session with one-time, limited access.
<b>Rep-to-Rep Screen Sharing</b>	Collaborate with other representatives by instantly sharing your screen with a team member.
<b>Session Sharing &amp; Transfer</b>	Collaborate with other representatives by sharing a session, or transfer a session to another representative or team.
<b>Support Teams</b>	Collaborate with other representatives who share similar skill sets or areas of expertise. Based on issue type or severity, a support request may be routed to a team specialized to handle such problems.
<b>Jump Technology</b>	Access unattended remote desktops, servers, and other systems.
<b>Intel® vPro</b>	Gain in-depth control of remote systems, using Intel® vPro features such as BIOS access, IDE-R, remote KVM, and remote power options.
<b>Jump Client</b>	Access any Windows, Mac, or Linux system. Add password-protection for security. Centrally manage and report on all deployed Jump Clients.
<b>Scripted Jump</b>	Automatically initiate a remote support session from an external program by launching a Jump Client on a remote computer.
<b>Jumpoint</b>	Access unattended Windows systems on a network, with no pre-installed client. Connect through proxy servers by storing credentials.
<b>Jumpoint Clustering</b>	Cluster Jumpoints to provide redundancy and load-balancing.
<b>Jump Shortcuts (Desktop and Mobile)</b>	Use Jump shortcuts for Local and Remote Jump, Shell Jump, RDP, VNC, and vPro to quickly access Jumpoints from the desktop or mobile version of the representative console.  <div style="border: 1px solid black; padding: 5px; background-color: #e6f2ff;">  <b>Note:</b> <i>In the mobile representative console, Jump Shortcuts are available only for Remote Jump, Shell Jump, VNC, and RDP.</i> </div>
<b>Jump Zone Proxy</b>	Use a Jumpoint as a proxy to access systems on a remote network that do not have a native internet connection.
<b>Microsoft Remote Desktop Protocol (RDP) Integration</b>	Conduct remote desktop protocol (RDP) sessions through BeyondTrust, with no configuration of endpoints required. Representatives can collaborate in sessions, and sessions can be automatically audited and recorded.
<b>Most Recently Used Jump Items</b>	Most Recently Used Jump Items provides an easy way to find your most frequently accessed Jump Items which saves time by not having to search for frequently accessed endpoints.
<b>Shell Jump</b>	Connect to SSH/telnet-enabled network devices through a deployed Jumpoint.
<b>VNC Integration</b>	Connect to VNC servers through BeyondTrust. Users can collaborate in sessions, and sessions can be automatically audited and recorded.
<b>Chat and Messaging</b>	Communicate easily with customers and other support personnel.
<b>Click-to-Chat</b>	Start support sessions with web-based chat, requiring no customer download. Sessions can be elevated if deeper support is needed.
<b>Customer Client</b>	Chat with customers during both support and training sessions.
<b>Canned Messages</b>	Access a library of chat responses to common questions.
<b>Nudge Customer Client</b>	Send audible and visual alerts through the customer client when end-user interaction is needed.

Feature Name	Description
<b>Real-Time Chat Translations</b>	Integrate with your GeoFluent account to have chat messages between a customer and a representative translated in real time.
<b>Rep Avatar</b>	Display a representative photo in the customer client during a session, as well as in the /login interface.
<b>Spell Check</b>	Catch misspellings and view suggested corrections.
<b>URL/File Push</b>	Push a URL through the chat interface to launch a browser on the remote computer. Pushing a file through the chat interface prompts the customer to accept the download.
<b>Team Chat</b>	Chat with all representatives on a team or with an individual.

***Features for Remote Support Representatives***

## Features for Support Managers

Feature	Description
<b>Support Portal</b>	Define and automate customer interaction.
<b>Administrative Interface (/login) Redesign and Update <span style="color: red;">New</span></b>	The /login UI has been re-branded and redesigned to improve user experience. In an effort to streamline user workflow, changes in visual elements, layouts, and basic functionality contribute to a lighter, faster, and easier to use interface. The new design also allows for a more direct path to the most used features.
<b>Agreements/Messages</b>	Customize messages for each portal. Options include: Customer Legal Agreement, Customer Greeting, On Hold Message, Orphaned Session Message, and Redirect URL.
<b>Support Button</b>	Customize BeyondTrust's single-click "Get support" icon.
<b>Click-to-Chat</b>	Brand BeyondTrust's no-download, web-based chat option.
<b>Connection Options</b>	Define how sessions begin for each portal: Representative List, Presentation List, Session Keys, Issue Submission, Click-to-Chat.
<b>Customer Client</b>	Customize the branding and behavior of the BeyondTrust customer client, which is used by customers in remote sessions.
<b>Custom Issue Submission</b>	From /login, create custom issue submissions to include in the issue submission form on your public portal.
<b>Custom Watermark</b>	Customize the in-session watermark using any image you like to personalize the support experience and to increase your customers' trust in the support you provide.
<b>Exit Surveys</b>	Monitor customer satisfaction, and require representative comments on support sessions.
<b>HTML Template</b>	Edit the HTML of the public site, uploading linked files to the file store.
<b>Apple iOS Configuration Profiles</b>	Offer public or private, administrator-configured profiles to Apple iOS device users.
<b>Customer Downloads</b>	Provide links for the customer to download the chat transcript and a video of the screen sharing session.
<b>Customer Notices</b>	Post important notifications to the top of your support portal, additionally pushing these messages to all active customer clients.
<b>Embedded Support Button</b>	Embed a Support Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.
<b>Feedback to Customers in Queue</b>	Provide real-time status updates to waiting customers, informing them of their position in queue and the estimated wait time.
<b>Multi-Language Support</b>	View BeyondTrust applications and interfaces in English, German, Latin American Spanish, EU Spanish, Finnish, EU French, Italian, Dutch, Brazilian Portuguese, EU Portuguese, Swedish, Turkish, Japanese, Simplified Chinese, Traditional Chinese, and Russian. BeyondTrust supports international character sets.
<b>Post-Session Redirect</b>	Define a URL to automatically open when a customer exits a session.
<b>Support Workflow</b>	Use the representative survey to create detailed workflows, allowing representatives to complete the survey and follow up on steps provided by the administrator while the session is live.

Feature	Description
<b>User Management</b>	Centrally manage users and groups.
<b>Access Sponsor</b>	Allow a lower tier representative to gain elevated privileges by requesting a sponsor to join the session to enter credentials on their behalf.
<b>Administrative Dashboard</b>	Oversee team support activity, monitor representatives' sessions or desktops, and join, take over, or transfer sessions owned by someone else. See which team members are available to take sessions, are idle, are busy, or have session assignment disabled.
<b>API Accounts</b>	Granularly define the accounts used for API access to the specific roles they serve. OAuth 2.0 is used for authenticating API accounts.
<b>Configurable Login Banner</b>	Configure a banner to display before users can log into either the /login interface or the /appliance interface. If the banner is enabled, then users attempting to access either /login or /appliance must agree to the rules and restrictions you specify before being allowed to log in.
<b>Delegated Password Administration</b>	Delegate the task of resetting local users' passwords to privileged users, without also granting full administrator permissions.
<b>Embassy (External Support Teams)</b>	Grant limited access to teams of vendors to receive support or utilize vendors' resources in support calls.
<b>Group Policies</b>	Define BeyondTrust user account permissions for entire groups of users. Group policies integrate easily with external directory stores to assign permissions based on your existing structures.
<b>Inactive Session Timeout</b>	Remove an idle representative from a support session after a specified time of inactivity.
<b>License Monitoring</b>	Receive email alerts on license usage and run reports on peak license utilization.
<b>License Pools</b>	License pools provide expanded flexibility to license management. Configure pools to reflect the structure of your support organization and ensure that each pool has the exact licenses to which it is entitled.
<b>Message Broadcast</b>	Send a pop-up message to all users logged into the representative console.
<b>Multi-Factor Authentication</b>	Gain the security of multi-factor authentication for your local and LDAP user accounts by enabling time-based, one-time passwords. When logging into BeyondTrust, users must provide a one-time password generated by a separate device or app.
<b>Multiple /appliance User Accounts</b>	Create multiple user accounts for the /appliance interface. Set rules regarding account lockouts and password requirements.
<b>Representative Console Device Verification</b>	Enforce the networks on which your representative consoles may be used, or require two factor authentication to log into the representative console.
<b>Rep Invite</b>	Create profiles so that representatives can invite anyone - internal or external - into a shared session with one-time, limited access.
<b>Rep Login Schedule</b>	Exert control over access to the representative console, restricting when representatives can be logged into the representative console.
<b>Restrict Rep Access to Customer Client</b>	To strengthen security, prevent representatives from interacting with the customer client while screen sharing.
<b>Separate Display Names for Reps</b>	Protect representatives' privacy by allowing them to set two display names - one for internal use and one for external use.



Feature	Description
<b>Session Permission Policies</b>	Customize support session security permissions to fit specific support scenarios, not just specific representatives. You can change the permissions allowed in a support session based on the support portal the customer came through or even the specific endpoint being supported. Session permission policies provide flexibility in building the security model for each specific support scenario.
<b>Support Teams</b>	Create support teams based on skill set or experience level.
<b>Team Collaboration</b>	Define how multiple teams may interact.
<b>Templates</b>	Copy an existing security provider, session policy, or group policy to create a new object with similar settings. You also can export a session policy or group policy and import those permissions into a policy on another site.
<b>User Accounts</b>	Create an unlimited number of named rep accounts.
<b>User Account Details Reporting</b>	Export account information about your representatives for auditing purposes.
<b>User Collaboration</b>	Define support session sharing and transfer options.
<b>Routing Automation</b>	Automate routing of support requests, and balance support load.
<b>Automatic Session Distribution</b>	Quickly and effectively route support sessions to the most appropriately skilled representative.
<b>Equilibrium</b>	Receive support session assignments based on comparative idle time and session load. Prioritize session routing automatically based on the areas of expertise covered by your representatives. Alert representatives of sessions with high wait times or route overdue sessions to overflow queues.
<b>Intelligent Collaboration</b>	Resolve issues more effectively by quickly engaging support collaboration with additional representatives based upon both their skill-sets and their availability.
<b>Issue Submission</b>	Implement issue submission on your public site to direct support requests to the team designated to handle the selected issue.
<b>Persistent Queue</b>	Allow queues to be available for customer sessions to start even when no representatives are available. This provides additional flexibility for custom session routing management.
<b>Queues</b>	Assign issues to support teams so that customers facing a particular type of problem will be routed to the correct team queue.
<b>Support Toolset</b>	Equip your support representatives on a user, team, or site basis.
<b>Canned Messages</b>	Store responses to common questions to help representatives be more efficient and consistent while chatting with customers.
<b>Canned Scripts and Custom Special Actions</b>	Create command shell scripts and custom special actions for representatives to run during sessions, increasing efficiency by automating common processes.
<b>Centralized Representative Console Settings</b>	Define the representative console settings for your entire help desk. Enforce settings to ensure a consistent support experience.

Feature	Description
<b>Jump Technology</b>	<p>Create Jump Item Roles to easily assign distinct sets of Jump Item permissions to users.</p> <p>Collect Jump Items into Jump Groups, granting members varying levels of access to those items.</p> <p>Set expiration dates for Jumpoints.</p> <p>Create Jump Policies to enforce when Jump Items can be accessed.</p> <p>Jump Clients unable to connect to the appliance are automatically marked as lost, allowing an administrator to diagnose the reason for the lost connection. Both the lost date and the date at which a Jump Item is deleted can be configured.</p> <p>After a software update, Jump Clients update automatically. Representatives can see which Jump Clients have completed upgrade and can access them right away. While a Jump Client is awaiting upgrade, representatives can still modify properties without having to wait for the upgrade to complete.</p>
<b>Post Session Lock</b>	Set the customer client to automatically lock or log out the remote Windows computer when an elevated support session ends.
<b>Representative Permissions</b>	Restrict or enable toolset components (ex., View or Control, File Transfer, System Information, Reboot, etc.)
<b>Reports</b>	Report on all session activity; customize, filter and export reports.
<b>Jump Group Details added to Reports <span style="color: red;">New</span></b>	Jump Group details are now part of session reports in the Reporting sections of Remote Support. Now admins and Support Team leaders have the ability to gather additional data to satisfy internal and external compliance requirements.
<b>Reporting Permissions</b>	Manage each user's reporting privileges.
<b>Support Session Reports</b>	View details of each support session, including a complete chat transcript, permissions requested, and files transferred.
<b>Session Recording Videos</b>	Record annotated videos of support sessions, show my screen sessions, command shell sessions, and presentations.
<b>Support Summary Reports</b>	See an overview of support activity over time, categorized by representative, team, or public site.
<b>Exit Survey Reports</b>	Monitor customer and representative surveys.
<b>Team and Embassy Reports</b>	View details of activity within a team or embassy, including login and logout times, team chats, and files shared.
<b>License Usage Reports</b>	Run reports to view peak usage of BeyondTrust licenses.
<b>GDPR Pseudonymization Support</b>	Allow your organization to meet its GDPR initiatives with pseudonymization support in BeyondTrust. BeyondTrust administrators can respond to Right to Erasure requests by searching for specific criteria supplied by the requester. Once reviewed, the results can be anonymized with an automatically generated term or a custom replacement.

**Features for Support Managers**

## Features for System Administrators

Feature	Description
<b>Mass Deployment</b>	Install BeyondTrust applications on multiple systems simultaneously
<b>Extractable Representative Console and Jump Clients</b>	Download a mass-deployable representative console and Jump Clients installer to distribute to representatives and systems prior to or in parallel with upgrading the Secure Remote Access Appliance.
<b>Mass Deployment Installers</b>	Create mass deployable installer packages for representative consoles and Jump Clients (Windows and Mac). Also create MSI packages for Session Recording Viewers and Support Buttons (Windows only).
<b>Mass Import of Jump Shortcuts</b>	Import and configure large numbers of Jump shortcuts.
<b>Identity Management</b>	Define BeyondTrust accounts using existing data on directory servers.
<b>LDAP/Active Directory</b>	Use LDAP/Active Directory to manage BeyondTrust users.
<b>RADIUS [Multifactor]</b>	Use RADIUS for two factor authentication.
<b>Kerberos [Single Sign-on]</b>	Use Kerberos for single sign-on.
<b>SAML [Single Sign-on]</b>	Use SAML with an Identity Provider to authenticate BeyondTrust users. SAML authentication works with desktop, Android, and iOS.
<b>Password Managers</b>	Use a password manager such as 1Password to log into the iOS representative console.
<b>BeyondTrust Vault</b>	Use the built-in BeyondTrust Vault credential manager to store and inject credentials into support sessions.
<b>Vault - Domain Filtering in Vault Discovery <span style="color: red;">New</span></b>	Users can traverse Organizational Units (OUs) within the targeted Active Directory Domain when using the Vault Discovery functionality. Vault Discovery allows administrators to discover credentials in the specified network. Administrators can then import credentials into Vault, enabling users to inject and use the discovered credentials within Remote Support sessions.
<b>Vault - Local User Account Automatic Rotation <span style="color: red;">New</span></b>	The Remote Support Vault has been enhanced to include automatic credential rotation. This helps to mitigate the potential for password re-use threats related to stolen credentials. Administrators can configure automatic rotation of local user account credentials in the Vault tab.
<b>Vault - New User Permissions <span style="color: red;">New</span></b>	It is now possible to define which Vault users can inject credentials while in a session and which Vault users can view credentials when checked out in <b>/login</b> . Previously, these permissions were grouped together, but now administrators have more control when it comes to user permissions.
<b>Let's Encrypt</b>	Let's Encrypt is a service provided by the Internet Security Research Group (ISRG). It is a free, automated, and open certificate authority (CA). In /appliance, you can request and automatically renew SSL/TLS certificates used by your Secure Remote Access appliance. Let's Encrypt is configured in the SSL/TLS Configuration section in /appliance for on-premises deployments and the Appliance tab for Cloud deployments.
<b>Backup and Redundancy</b>	Monitor and back up the Secure Remote Access Appliance.
<b>Appliance Failover</b>	Define and automate redundancy and failover options.
<b>Automatic Installation of Critical Updates</b>	Set up your Secure Remote Access Appliance to automatically install critical updates.

Feature	Description
<b>BeyondTrust Atlas Cluster Technology</b>	Use one BeyondTrust site across multiple Secure Remote Access Appliances to enhance responsiveness across wide geographic deployments.
<b>Backup Integration Client</b>	Schedule automatic retrieval and storage of software backups.
<b>Data at Rest Encryption</b>	Choose to encrypt session data stored on your appliance. This feature is available on Cloud appliances, virtual appliances, and physical appliances.
<b>NIC Teaming</b>	Combine your system's physical network interface controllers (NICs) into a single logical interface, adding an additional layer of fault tolerance for your Secure Remote Access Appliance.
<b>Integration</b>	Integrate BeyondTrust with external systems.
<b>API</b>	Integrate with external systems and set API permissions. Authenticate API accounts using OAuth 2.0.
<b>Configuration API <span style="color: red;">New</span></b>	Make use a new set of APIs that enable Remote Support admins to automate and orchestrate administrative tasks within <b>/login</b> and the Representative Console. Specific methods exposed via an API enable a programmatic way to create, list, update, and delete certain configuration items in Remote Support. For example, Remote Support admins can use the API to create local user accounts, or delete Jump Clients that have been offline for a specified number of days.
<b>Custom Fields</b>	Create custom API fields to gather information about your customer, enabling you to more deeply integrate BeyondTrust into your support center. You can also make fields and their values visible in the representative console.
<b>Custom Links</b>	Configure custom links to include a variable for a session's external key, pointing the URL to an associated CRM record or help desk ticket. A representative can access this link from within a session.
<b>Embedded Remote App Support for Android and iOS</b>	Embed BeyondTrust remote support technology in your iOS and Android applications to support your mobile applications remotely.
<b>Integration Client</b>	Transfer session logs, session recordings, and software backups from the Secure Remote Access Appliance to an external system. Supported systems are Windows-based file systems and Microsoft SQL server. Schedule data transfers to take place automatically.
<b>Real-Time Reporting API</b>	Gain more efficient, comprehensive reporting through Real-time Dashboard and Representative Activity Reporting. Develop deep, real-time reporting to quickly analyze support center activity in your organization. Report on support representative activity regardless of whether they are in a support session or not, with metrics such as time available, busy, in concurrent sessions, etc.
<b>SNMP Monitoring</b>	Monitor the Secure Remote Access Appliance using Simple Network Management Protocol (SNMP).
<b>Syslog Integration</b>	Send log messages to an external syslog server.

**Features for System Administrators**

## Additional Integration Options

Additional integration options are available to BeyondTrust customers, as well. Some integrations must be purchased separately from the BeyondTrust software. Contact BeyondTrust Sales for details.

Integration Option	Requirements
<b>Service Desk/Systems Management Integrations</b>  Automate your integration of BeyondTrust with various service desk and systems management tools by requesting pre-packaged integration adapters, drastically reducing integration time.	<b>BeyondTrust-Maintained Integrations</b>
	Autotask
	BMC Footprints
	BMC Remedy
	BMC Remedyforce
	CA Service Desk
	HEAT
	JIRA Service Desk
	Microsoft Dynamics CRM
	Salesforce.com
	ServiceNow
	Zendesk
	<b>3rd Party Integrations</b>
	Agiloft
	BMC ServiceDesk Express
	Cherwell
	EasyVista
	Freshservice
	Hornbill
	ISILOG
	iSupport
	SunView ChangeGear
	Symantec Endpoint Management
	SysAid
	TeamDynamix
	TOPdesk
	<b>CRM/Ticketing Integration</b>
Use the BeyondTrust API to create a simple integration between your CRM or ticketing system and BeyondTrust, allowing support reps to access a CRM record or help desk ticket directly from the BeyondTrust representative console.	For a list of which API versions correspond with which BeyondTrust software versions, see <a href="http://www.beyondtrust.com/docs/remote-support/how-to/integrations/api/api-version-reference.htm">www.beyondtrust.com/docs/remote-support/how-to/integrations/api/api-version-reference.htm</a>

Integration Option	Requirements
<b>3rd Party Professional Integration Services</b> Because BeyondTrust's API and Integration Client conform to industry protocols, it is possible for customers to contract with a third-party professional services provider to outsource integration needs.	Contact BeyondTrust Sales for References.
<b>BeyondTrust Professional Services</b> Contract with BeyondTrust for custom integration needs.	Contact BeyondTrust Sales.

***Additional Integration Options for BeyondTrust***