

BeyondTrust Remote Support 19.2 Features Compatibility

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
Representative Console	✓	✓	✓	✓	✓	✓
Representative Console Device Verification	✓	✓	✓	✓	✓	✓
3D Touch Support for iOS	✗	✗	✗	✗	Limited to iPhone 6s/6s Plus	✗
Access Sponsor	✓	✓	✓	✗	✗	✗
Administrative Dashboard	✓	✓	✓	✗	iPad	✗
Annotations	✓	✓	✓	✗	✓	✗
Application Sharing	✓	✓	✓	✓	✓	✓
Automatic Session Distribution	✓	✓	✓	✓	✓	✗
BeyondTrust InSight	✓	✓	✓	✗	✗	✗
Canned Messages	✓	✓	✓	✗	✗	✗
Canned Scripts	✓	✓	✓	✓	✓	✓
Command Shell	✓	✓	✓	✓	✓	✓
Console Usability Updates	✓	✓	✓	✗	✗	✗
Connect to RDP Servers	✓	✓	✓	✗	✗	✓
Connect to VNC Servers	✓	✓	✓	✗	✗	✓
Custom Links	✓	✓	✓	✗	✗	✗
Equilibrium	✓	✓	✓	✓	✓	✗
Extended Availability	✓	✓	✓	✓	✓	✓
Favorite Credentials Used for Injection	✓	✓	✓	✓	✓	✓
File Transfer	✓	✓	✓	✗	✗	✓
Intel® vPro	✓	✓	✓	✗	✗	✗
Intelligent Collaboration	✓	✓	✓	✓	✓	✗
Jump Shortcuts	✓	✓	✓	✓	✓	✓
Jump via Jumpoint	✓	✓	✓	✗	✗	✗
License Pools	✓	✓	✓	✓	✓	✓

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
Login via LDAP, RADIUS, SAML, or Kerberos	✓	✓	✓	LDAP, RADIUS, SAML	LDAP, RADIUS, SAML	✓
Most Recently Used Jump Items	✓	✓	✓	✓	✓	✓
Multi-Factor Authentication	✓	✓	✓	✓	✓	✓
Multi-Monitor Support	✓	✓	✓	✓	✓	✓
Nudge Customer Client	✓	✓	✓	✗	✗	✗
Persistent Queue	✓	✓	✓	✓	✓	✓
Post-Session Lock	✓	✓	✓	✓	✓	✓
Presentation	✓	✓	✓	✗	✗	✗
Public Portal Authentication	✓	✓	✓	✓	✓	✓
Queues	✓	✓	✓	✓	✓	✓
Real-Time Chat Translations	✓	✓	✓	English Only	English Only	English Only
Reboot/Reconnect	✓	✓	✓	✓	✓	✓
Remote Registry Editor	✓	✓	✓	✗	✗	✗
Remote Screen Shot	✓	✓	✓	✗	✗	✗
Remote System Control	✓	✓	✓	✓	✓	✓
Rep Invite	✓	✓	✓	✗	✓	✓
Rep Login Schedule	✓	✓	✓	✓	✓	✓
Representative Survey	✓	✓	✓	✗	✗	✗
Rep-to-Rep Screen Sharing	✓	✓	✓	✗	✗	✗
Restrict End-User Interaction (Privacy Screen)	✓	✓	✓	✓	✓	✓
Restrict Rep Access to Customer Client	✓	✓	✓	✓	✓	✓
Screen Sharing	✓	✓	✓	✓	✓	✓
Separate Display Names for Reps	✓	✓	✓	✓	✓	✓
Session Notes	✓	✓	✓	✓	✓	✓
Session Recording	✓	✓	✓	✓	✓	✓
Session Sharing & Transfer	✓	✓	✓	✓	✓	✓
Shell Jump	✓	✓	✓	✓	✓	✓

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
Show My Screen	✓	✓	✓	✗	✗	✗
Smart Card Support	✓	✗	✗	✗	✗	✗
SMS Session Start	✓	✓	✓	✗	✗	✗
Special Actions	✓	✓	✓	✓	✓	✓
Spell Check for Chat	✓	✓	✓	✓	✓	✗
Support for Virtualized Environments	✓	✗	✓	✗	✗	✗
Support Workflow	✓	✓	✓	✗	✗	✗
System Generated Email Invitation	✓	✓	✓	✓	✓	✓
System Information	✓	✓	✓	✓	✓	✗
System Information Actions	✓	✓	✓	✗	✗	✗
Team Chat	✓	✓	✓	✓	✓	✗
Touch ID Authentication for iOS	✗	✗	✗	✗	✓	✗
UAC Handling	✓	✓	✓	✗	✗	✗
URL/File Push	✓	✓	✓	✗	✗	✗
Virtual Pointer	✓	✓	✓	✗	✗	✗
Wake-on-LAN	✓	✓	✓	✗	✗	✗

Customer Features	Windows	Mac	Linux	Chrome OS	Android	Apple iOS
Annotations	✓	✓	✗	✗	✗	✗
Apple iOS Configuration Profiles	✗	✗	✗	✗	✗	✓
Application Sharing	✓	✓	✗	✗	✗	✗
Automatic Elevation Service	✓	✗	✗	✗	✗	✗
Support Button	✓	✓	✓	✗	✗	✗
BeyondTrust InSight	✗	✗	✗	✗	✓	✓
Chat/Session Recording Downloads	✓	✓	✓	✓	✗	✗
Click-to-Chat	✓	✓	✓	✓	✓	✓
Collaborative Browser Sharing	✓	✓	✓	✗	✗	✗
Command Shell	✓	✓	✓	✗	✗	✗
Custom Special Actions ¹	✓	✓	✓	✗	✗	✗

Customer Features	Windows	Mac	Linux	Chrome OS	Android	Apple iOS
Customer Chat Sounds	✓	✓	✓	✓	✓	✓
Customer Client	✓	✓	✓	✓	✓	✓
Customer Exit Survey	✓	✓	✓	✓	✗	✗
Customer Notices	✓	✓	✓	✓	✓	✓
Elevation to Administrative Rights	✓	✓	✗	✗	✗	✗
Embedded Support Button	✓	✗	✗	✗	✗	✗
Feedback to Customers in Queue	✓	✓	✓	✓	✓	✓
File Push	✓	✓	✓	✗	✗	✗
File Transfer	✓	✓	✓	✗	✓	✓
Intel® vPro	✓	✗	✓	✗	✗	✗
Issue Submission	✓	✓	✓	✓	✓	✓
Jump Client	✓	✓	✓	✗	✓	✗
Jump Client Policy	✓	✓	✓	✗	✓	✗
Mobile Device Management (MDM) Support for iOS Customer Client	✗	✗	✗	✗	✓	✗
Nudge Customer Client	✓	✓	✓	✗	✗	✗
Post-Session Lock	✓	✗	✗	✗	✗	✗
Post-Session Redirect	✓	✓	✓	✓	✗	✗
Presentation Client	✓	✓	✓	✗	✓	✓
RDP Integration	✓	✗	✗	✗	✗	✗
Reboot/Reconnect	✓	✓	✓	✗	✗	✗
Remote Registry Editor	✓	✗	✗	✗	✗	✗
Remote Screenshot	✓	✓	✓	✓	✓	✓
Remote System Control	✓	✓	✓	✗	Samsung Dell Venue and HTC ²	✗
Rep Avatar	✓	✓	✓	✗	✗	✗
Restrict End-User Interaction (Privacy Screen)	✓	✓	✗	✗	✗	✗
Screen Sharing ³	✓	✓	✓	✓	Samsung Dell Venue and HTC	Limited
Session Recording	✓	✓	✓	✓	✓	✓

Customer Features	Windows	Mac	Linux	Chrome OS	Android	Apple iOS
SMS Session Start	✗	✗	✗	✗	✓	✓
Special Actions	✓	✓	✓	✗	✗	✗
Streamlined iOS Screen Sharing	✗	✗	✗	✗	✓	✗
System Information	✓	✓	✓	✗	✓	✓
System Information Actions	✓	✓	✓	✗	✓	✗
Virtual Pointer	✓	✓	✓	✗	✗	✗
Wake-on-LAN	✓	✓	✓	✗	✗	✗

¹Custom special actions can be created for iOS and Android apps using the Mobile SDKs.

²Remote System Control and Screen Sharing available on Dell Venue 8 and 10 Android and HTC 4.0+.

³On iOS and all Android devices except Dell Venue 8 and 10 and Samsung, the representative can co-browse the Internet and view selected screenshots. On HTC devices, a web browser can be shared at the OS level. View only screen sharing is available on Android devices on OS 5.0 or later, and full control is available on Dell Venue 8 and 10 and Samsung Android. Also, iOS and Android apps can use the Mobile SDK to enable limited screen sharing.