BeyondTrust Remote Support 20.1 Available Features

Features for Support Representatives

Feature Name	Description	
Multi-Platform Support	Customer	Representative
Windows	Windows XP - Windows 10 Server 2008 SP2 - 2016 Windows POSReady 7	Windows 7 - Windows 10 Server 2008 SP2 - 2016
Mac OS X	OS X 10.7 - 10.15	OS X 10.9 - 10.15
Linux	Fedora 10-30 RedHat Enterprise 6-8 SLED 11 SP4 - 12 and 15 SLES 11 SP4 - 12 and 15 Ubuntu 14.04 - 19.04 Ubuntu 17.10 and 18.04 LTS	Fedora 10-30 RedHat Enterprise 6-8 SLED 11 SP4 - 12 and 15 SLES 11 SP4 - 12 and 15 Ubuntu 14.04 - 19.04 Ubuntu 17.10 and 18.04 LTS
Chrome OS Devices	Chrome OS 56 +	Support systems through the web rep console.
Mobile Devices	Apple iOS 13 (iPhone, iPad, iPod touch)	Apple iOS 13 (iPhone, iPad, iPod touch)
	Android 4.0+ (Phone, Tablet) Android HTC 4.0+ Android Samsung 4.0+ Android LG 4.0+	Android 4.0+ (Phone, Tablet) Android HTC 4.0+ Android Samsung 4.0+ Android LG 4.0+
Virtual Desktop Environments	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)
RS Virtual Appliances	vSphere 5.1 - 6.5 Hyper-V Server 2012 R2 - 2016 Windows Server 2012 R2 - 2016 with Hyper-V role enabled	
Attended Systems	Laptops, Desktops, Mobile Devices	
Unattended Systems	Laptops, Desktops, Servers, ATMs, Kiosks, POS Systems, Android, etc.	
Network Devices	Routers, Switches and Devices via SSH/Telnet	
Multi-Language Support	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.	
Support Toolset	Use advanced troubleshooting tools to interact with remote systems.	
3D Touch for iOS	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
NEW! **Android Support Client (Samsung)**	The Android Support Client has been updated to support full control on Samsung devices.
Annotations	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.
Application Sharing	Allow customers to restrict screen sharing to specific applications.
BeyondTrust Cloud URL	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.
Support Button	Deploy a "Get support" button on remote computers and mobile devices. Centrally manage and report on all deployed Support Buttons.
BeyondTrust InSight	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.
Canned Scripts	Use pre-written scripts from either the Command Shell interface or the Screen Sharing interface, increasing session effectiveness.
Collaborative Browser Sharing	Use real-time interaction with remote customers by co-browsing the web without using a full-support screen-sharing session.
Command Shell	Directly access the command shell for system diagnostics, network troubleshooting, or low-bandwidth support, without screen sharing.
Console Usability Updates	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.
Custom Links	From within a session, click a button to open your browser to an associated CRM record or help desk ticket.
Custom Special Actions	Create representative console special action shortcuts for tasks specific to your environment, streamlining the effort for your team to complete repetitive tasks.
Customer Chat Sounds	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.
Customizable Rep Notifications	Granularly configure which events trigger alerts in the representative console and upload custom audio files.
Elevate Customer Client	Elevate the customer client to have administrative rights. Special actions can be run in the current user context or in system context.
Embedded Support Button	Embed a Support Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.

Feature Name	Description
Favorite Credentials Used for Injection	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.
File Transfer	Transfer files to and from the remote file system.
iCloud Access for Mobile Apps	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.
NEW! **ITSM Workflow**	It is possible to require a ticket as part of a session start, instead of letting the session create the ticket ID once it is sent to an ITSM.
Mobile Device Management (MDM) Support for iOS Customer Client	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.
NEW! **Mobile Device Management (MDM) Support for the Android Representative Console**	The Android Representative Console 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 access is required. In addition, the Remote Support site URL can be set as read-only so that representatives can only connect to your appliance.
Multi-Monitor Support	View multiple monitors on the remote desktop.
Multi-Session Support	Run multiple simultaneous support sessions.
Peer-to-Peer Sessions	Establish a direct connection between a support representative and an end-user, enhancing the performance of screen sharing, file transfer, and remote shell.
Public Portal Authentication	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.
Reboot/Auto-Reconnect[1]	Reboot and automatically reconnect to the remote computer. The end-user can specify login credentials.
Remote Registry Editor	Access and edit the remote Windows registry without requiring screen sharing.
Remote Screenshot	Capture a screenshot of the remote system.
Representative Console	Support remote computers, systems, and mobile devices through an interface designed specifically for support professionals and equipped with troubleshooting tools.

[1] Reboot/Auto-reconnect is not supported on Mac computers.

Feature Name	Description
Restrict End-User Interaction[1]	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.
Session Notes	Enter notes about support interactions. Session notes are accessible to collaborating representatives and appear in session reports.
Smart Card Support	In a support session, use authentication credentials contained on a smart card that physically resides on the representative's system.
SMS Session Start	Send a session key via SMS to begin a remote support session with a mobile device.
Special Actions	Access common actions such as Registry Editor, Event Viewer, System Restore, etc. Perform actions in User or System context.
Streamlined iOS Screen Sharing	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.
System Generated Email Invites	Leverage the powerful BeyondTrustsupport 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.
System Information	View in-depth system information in an easily navigable interface. Interact with services and processes and uninstall software without requiring screen sharing.
Touch ID for iOS	Log into the mobile representative console using iOS's Touch ID capabilities.
Training & Presentation	Give presentations to multiple attendees. In a support session, use Show My Screen to share your desktop with your customer.
View or Control	View or control remote computers, servers and mobile devices.
Virtual Pointer	Display a pointer on the customer's screen, even in view-only mode.
Wake-on-LAN	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.
Web Rep Console	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.
Windows 10 Privacy Screen	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.
Collaboration	Work with other representatives and experts to resolve support cases.
Access Sponsor	Request a sponsor to elevate your permissions on the remote system by joining the session to enter credentials on your behalf.
Embassy	When supporting products or services provided by a third-party vendor, utilize the vendor's support resources.

[1] 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
Equilibrium	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.
Extended Availability	Representatives can be in notification mode. If invited to share a session, you will receive an email notification.
Intelligent Collaboration	Resolve issues more effectively by quickly engaging support collaboration with additional representatives based upon both their skill-sets and their availability.
Queues	Accept support requests from team queues. Your personal queue contains both your active and pending sessions.
Rep Invite	Invite anyone - internal or external - into a shared session with one-time, limited access.
Rep-to-Rep Screen Sharing	Collaborate with other representatives by instantly sharing your screen with a team member.
Session Sharing & Transfer	Collaborate with other representatives by sharing a session, or transfer a session to another representative or team.
Support Teams	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.
Jump Technology	Access unattended remote desktops, servers, and other systems.
Intel® vPro	Gain in-depth control of remote systems, using Intel® vPro features such as BIOS access, IDE-R, remote KVM, and remote power options.
Jump Client	Access any Windows, Mac, or Linux system. Add password-protection for security. Centrally manage and report on all deployed Jump Clients.
Scripted Jump	Automatically initiate a remote support session from an external program by launching a Jump Client on a remote computer.
ENHANCED! **Jumpoint**	Access unattended Windows and Linux systems on a network, with no pre-installed client. Connect through proxy servers by storing credentials.
Jumpoint Clustering	Cluster Jumpoints to provide redundancy and load-balancing.
Jump Shortcuts (Desktop and Mobile)	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. ***Note:*** *In the mobile representative console, Jump Shortcuts are available only for Remote Jump, Shell Jump, VNC, and RDP.*
Jump Zone Proxy	Use a Jumpoint as a proxy to access systems on a remote network that do not have a native internet connection.
Microsoft Remote Desktop Protocol (RDP) Integration	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.
Most Recently Used Jump Items	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.

Feature Name	Description
Shell Jump	Connect to SSH/telnet-enabled network devices through a deployed Jumpoint.
VNC Integration	Connect to VNC servers through BeyondTrust. Users can collaborate in sessions, and sessions can be automatically audited and recorded.
Chat and Messaging	Communicate easily with customers and other support personnel.
NEW! **Chatbot**	A set of APIs is available to handle inbound chat handoff and chat history from a bot. These APIs allow for an integration between the solutions so that end user experience can transition easily from one solution to another without needing to re-explain their issue.
ENHANCED! **Click-to-Chat**	Start support sessions with web-based chat, requiring no customer download. Sessions can be elevated if deeper support is needed. With the click of a button on the user's site, customers can immediately connect with their IT or customer service team. This feature has been enhanced to achieve a more modern framework.
NEW! **Chrome Browser Sharing**	We have added the ability to allow for view-only screen sharing through click-to-chat sessions without a client download. This not only allows for greater support on the Chromebook but also applies to all Chrome browser click-to-chat sessions, which gives a better support experience and increased support. This feature helps with the transition of not needing to download a client for basic co-browse use cases.
Customer Client	Chat with customers during both support and training sessions.
Canned Messages	Access a library of chat responses to common questions.
Nudge Customer Client	Send audible and visual alerts through the customer client when end-user interaction is needed.
Real-Time Chat Translations	Integrate with your GeoFluent account to have chat messages between a customer and a representative translated in real time.
Rep Avatar	Display a representative photo in the customer client during a session, as well as in the /login interface.
Spell Check	Catch misspellings and view suggested corrections.
URL/File Push	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.
Team Chat	Chat with all representatives on a team or with an individual.

Features for Remote Support Representatives

Features for Support Managers

Feature	Description
Support Portal	Define and automate customer interaction.
Administrative Interface (/login) Redesign and Update	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.
Agreements/Messages	Customize messages for each portal. Options include: Customer Legal Agreement, Customer Greeting, On Hold Message, Orphaned Session Message, and Redirect URL.
Support Button	Customize BeyondTrust's single-click "Get support" icon.
Click-to-Chat	Brand BeyondTrust's no-download, web-based chat option.
Connection Options	Define how sessions begin for each portal: Representative List, Presentation List, Session Keys, Issue Submission, Click-to-Chat.
Customer Client	Customize the branding and behavior of the BeyondTrust customer client, which is used by customers in remote sessions.
Custom Issue Submission	From /login, create custom issue submissions to include in the issue submission form on your public portal.
Custom Watermark	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.
Exit Surveys	Monitor customer satisfaction, and require representative comments on support sessions.
HTML Template	Edit the HTML of the public site, uploading linked files to the file store.
Apple iOS Configuration Profiles	Offer public or private, administrator-configured profiles to Apple iOS device users.
Customer Downloads	Provide links for the customer to download the chat transcript and a video of the screen sharing session.
Customer Notices	Post important notifications to the top of your support portal, additionally pushing these messages to all active customer clients.
Embedded Support Button	Embed a Support Button within applications deployed throughout your enterprise, giving your customers direct, streamlined access to remote support sessions.
Feedback to Customers in Queue	Provide real-time status updates to waiting customers, informing them of their position in queue and the estimated wait time.
Multi-Language Support	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.
Post-Session Redirect	Define a URL to automatically open when a customer exits a session.
Support Workflow	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
User Management	Centrally manage users and groups.
Access Sponsor	Allow a lower tier representative to gain elevated privileges by requesting a sponsor to join the session to enter credentials on their behalf.
Administrative Dashboard	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.
API Accounts	Granularly define the accounts used for API access to the specific roles they serve. OAuth 2.0 is used for authenticating API accounts.
Configurable Login Banner	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.
Delegated Password Administration	Delegate the task of resetting local users' passwords to privileged users, without also granting full administrator permissions.
Embassy (External Support Teams)	Grant limited access to teams of vendors to receive support or utilize vendors' resources in support calls.
Group Policies	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.
Inactive Session Timeout	Remove an idle representative from a support session after a specified time of inactivity.
License Monitoring	Receive email alerts on license usage and run reports on peak license utilization.
License Pools	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.
Message Broadcast	Send a pop-up message to all users logged into the representative console.
Multi-Factor Authentication	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.
Multiple /appliance User Accounts	Create multiple user accounts for the /appliance interface. Set rules regarding account lockouts and password requirements.
Representative Console Device Verification	Enforce the networks on which your representative consoles may be used, or require two factor authentication to log into the representative console.
Rep Invite	Create profiles so that representatives can invite anyone - internal or external - into a shared session with one-time, limited access.
Rep Login Schedule	Exert control over access to the representative console, restricting when representatives can be logged into the representative console.
Restrict Rep Access to Customer Client	To strengthen security, prevent representatives from interacting with the customer client while screen sharing.
Separate Display Names for Reps	Protect representatives' privacy by allowing them to set two display names - one for internal use and one for external use.

Feature	Description
Session Permission Policies	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.
Support Teams	Create support teams based on skill set or experience level.
Team Collaboration	Define how multiple teams may interact.
Templates	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.
User Accounts	Create an unlimited number of named rep accounts.
User Account Details Reporting	Export account information about your representatives for auditing purposes.
User Collaboration	Define support session sharing and transfer options.
Routing Automation	Automate routing of support requests, and balance support load.
Automatic Session Distribution	Quickly and effectively route support sessions to the most appropriately skilled representative.
Equilibrium	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.
Intelligent Collaboration	Resolve issues more effectively by quickly engaging support collaboration with additional representatives based upon both their skill-sets and their availability.
Issue Submission	Implement issue submission on your public site to direct support requests to the team designated to handle the selected issue.
Persistent Queue	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.
Queues	Assign issues to support teams so that customers facing a particular type of problem will be routed to the correct team queue.
Support Toolset	Equip your support representatives on a user, team, or site basis.
Canned Messages	Store responses to common questions to help representatives be more efficient and consistent while chatting with customers.
Canned Scripts and Custom Special Actions	Create command shell scripts and custom special actions for representatives to run during sessions, increasing efficiency by automating common processes.
Centralized Representative Console Settings	Define the representative console settings for your entire help desk. Enforce settings to ensure a consistent support experience.

Feature	Description
Jump Technology	Create Jump Item Roles to easily assign distinct sets of Jump Item permissions to users.
	Collect Jump Items into Jump Groups, granting members varying levels of access to those items.
	Set expiration dates for Jumpoints.
	Create Jump Policies to enforce when Jump Items can be accessed.
	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.
	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.
Post Session Lock	Set the customer client to automatically lock or log out the remote Windows computer when an elevated support session ends.
Representative Permissions	Restrict or enable toolset components (ex., View or Control, File Transfer, System Information, Reboot, etc.)
Reports	Report on all session activity; customize, filter and export reports.
Jump Group Details added to Reports	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.
Reporting Permissions	Manage each user’s reporting privileges.
NEW! **Reporting Permissions by Jump Group**	Jump groups contain specific endpoints a user or group can access, as well as the specific methods to access the endpoints with associated policies for those sessions. Jump Group Reporting enables users to view access sessions associated with this grouping by selecting it as a filter.
Support Session Reports	View details of each support session, including a complete chat transcript, permissions requested, and files transferred.
Session Recording Videos	Record annotated videos of support sessions, show my screen sessions, command shell sessions, and presentations.
Support Summary Reports	See an overview of support activity over time, categorized by representative, team, or public site.
Exit Survey Reports	Monitor customer and representative surveys.
Team and Embassy Reports	View details of activity within a team or embassy, including login and logout times, team chats, and files shared.
License Usage Reports	Run reports to view peak usage of BeyondTrust licenses.
GDPR Pseudonymization Support	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
Mass Deployment	Install BeyondTrust applications on multiple systems simultaneously
Extractable Representative Console and Jump Clients	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.
Mass Deployment Installers	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).
Mass Import of Jump Shortcuts	Import and configure large numbers of Jump shortcuts.
Identity Management	Define BeyondTrust accounts using existing data on directory servers.
NEW! **AWS Encryption key support (Cloud)**	AWS Key Management Service (KMS) makes it easy for you to create and manage cryptographic keys and control their use across a wide range of AWS services and in your applications. AWS KMS is a secure and resilient service that uses hardware security modules. The vault encryption key can be stored in AWS.
LDAP/Active Directory	Use LDAP/Active Directory to manage BeyondTrust users.
RADIUS [Multifactor]	Use RADIUS for two factor authentication.
Kerberos [Single Sign-on]	Use Kerberos for single sign-on.
ENHANCED! **SAML [Single Sign-on]**	Use SAML with an Identity Provider to authenticate BeyondTrust users. SAML authentication works with desktop, Android, and iOS. By using SAML, representatives can log directly into /console from a SAML IdP. Admins have the ability to set what the behavior is for either launching the /login or the /console interfaces after using an IdP.
NEW! **Authentication Option for /Appliance**	By using SAML, administrators can log directly into /appliance from a SAML IdP. Previously, we only had local authentication for /appliance. This enhancement gives users the ability to use non-local accounts to authenticate to the appliance interface to increase security and usability. Admins and Users don't have to remember or manage the local accounts so they can use more modern authentication methods.
NEW! **Outbound Proxy Support**	Proxy servers act as a firewall and web filter, provide shared network connections, and cache data to speed up common requests. Proxy servers can provide a high level of privacy and security for the user's network. You now have the ability to use a proxy to send outbound connections to a single destination instead of needing to open communication to other applications directly. This feature allows admins to control the data flow for the information they are sending off the appliance.
Password Managers	Use a password manager such as 1Password to log into the iOS representative console.
NEW! **TLS1.3 (Transportation Layer Security)**	We have integrated the newest version of the encryption standards for TLS which is critical in today's environment.
BeyondTrust Vault	Use the built-in BeyondTrust Vault credential manager to store and inject credentials into support sessions.

Feature	Description
NEW! **Vault - Associate Credentials to Endpoint**	Customers need a better way for local account and specific account to only be associated to that endpoint. To do that, you can add a credential to a discovered endpoint. This feature allows for a better experience when selecting a system to Jump(TM) to and have the needed credential at the top of the list.
Vault - Domain Filtering in Vault Discovery	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.
Vault - Local User Account Automatic Rotation	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.
Vault - New User Permissions	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 **/login**. Previously, these permissions were grouped together, but now administrators have more control when it comes to user permissions.
NEW! **Vault - Scheduled Rotation**	The Remote Support Vault has been enhanced to include a simple and efficient method to rotate user-selected groups of credentials or all Vault credentials at one time, making it simpler for our customers to manage large numbers of credentials with Vault and removing time-consuming individual manual rotation.
Let's Encrypt	Let's Encrypt is a service provided by the Internet Security Research Group (ISRG). It is a free, automated, and open cert bificate 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.
Backup and Redundancy	Monitor and back up the Secure Remote Access Appliance.
Appliance Failover	Define and automate redundancy and failover options.
Automatic Installation of Critical Updates	Set up your Secure Remote Access Appliance to automatically install critical updates.
BeyondTrust Atlas Cluster Technology	Use one BeyondTrust site across multiple Secure Remote Access Appliances to enhance responsiveness across wide geographic deployments.
Backup Integration Client	Schedule automatic retrieval and storage of software backups.
Data at Rest Encryption	Choose to encrypt session data stored on your appliance. This feature is available on Cloud Appliances, RS Virtual Appliances, and physical appliances.
NIC Teaming	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.
Integration	Integrate BeyondTrust with external systems.
API	Integrate with external systems and set API permissions. Authenticate API accounts using OAuth 2.0.

Feature	Description
Configuration API	Make use a new set of APIs that enable Remote Support admins to automate and orchestrate administrative tasks within **/login** 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.
Custom Fields	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.
Custom Links	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.
Embedded Remote App Support for Android and iOS	Embed BeyondTrust remote support technology in your iOS and Android applications to support your mobile applications remotely.
Integration Client	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.
Real-Time Reporting API	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.
SNMP Monitoring	Monitor the Secure Remote Access Appliance using Simple Network Management Protocol (SNMP).
Syslog Integration	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
Service Desk/Systems Management Integrations Automate your integration of BeyondTrust with various service desk and systems management tools by requesting pre-packaged integration adapters, drastically reducing integration time.	**BeyondTrust-Maintained Integrations**
	Autotask
	BMC Footprints
	BMC Remedy
	BMC Remedyforce
	CA Service Desk
	HEAT
	JIRA Service Desk
	Microsoft Dynamics CRM
	Salesforce.com
	ServiceNow
	Zendesk
	3rd Party Integrations
	Agiloft
	BMC ServiceDesk Express
	Cherwell
	EasyVista
	Freshservice
	Hornbill
	ISILOG
	iSupport
	SunView ChangeGear
	Symantec Endpoint Management
	SysAid
	TeamDynamix
	TOPdesk
CRM/Ticketing Integration 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 BeyondTrustrepresentative console.	BeyondTrust API 1.18.0+ For a list of which API versions correspond with which BeyondTrust software versions, see www.beyondtrust.com/docs/remote-support/how-to/integrations/api/api-version-reference.htm

Integration Option	Requirements
3rd Party Professional Integration Services 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.
BeyondTrust Professional Services Contract with BeyondTrust for custom integration needs.	Contact BeyondTrust Sales.

Additional Integration Options for BeyondTrust