

BeyondTrust Remote Support Version 21.1

New and Updated Features

BeyondTrust Remote Support empowers help desk teams to quickly and securely access and fix any remote device, on any platform, with a single solution. Organizations of all sizes can boost service desk productivity, efficiency, and security by consolidating and standardizing help desk support with BeyondTrust.

Remote Support version 21.1 introduces NEW market-leading features and enhanced capabilities to simplify workflows and extend the capabilities of the user to allow them to connect fearlessly to broader types of systems and devices. NEW features like support for unattended and attended devices like Zebra Support or Raspberry Pi OS are now available to allow users to maintain, control and manage these devices using the power of digital technology and computing. In this release customers will also benefit from additional enhancements to our credentials Vault with improved security and additional functionalities like the ability to create personal accounts and extending discovery and rotation in the Vault. Please see the release notes for additional details on these important enhancements.

New Feature Highlights

NEW! Raspberry Pi OS Support

BeyondTrust's Secure Remote Access Jump Client Technology has added headless support for the Raspberry Pi OS. Raspberry Pi is a series of single board computers used to perform many different functions. It is a low cost, credit-card sized computer that enables endless possibilities. Raspberry Pi is often used by several industries, for example, for equipment or machine monitoring of industrial applications or even as an edge gateway solution thanks to its low power requirements and high processing capabilities.

BeyondTrust Remote Support enables Raspberry Pi secure access to allow privileged users to connect to more types of unattended systems, perform administrative actions, and secure who has access to manage these devices.

NEW! Zebra Device Support

BeyondTrust's integration with Zebra Technologies gives IT service desks representatives the power to access, troubleshoot and support Zebra devices. These devices are constantly on the move or situated in remote locations and are critical to supporting employees' work activities

and business productivity. They make business operations effective, make business more efficient, and increase customer satisfaction. However, the process of supporting these devices—ensuring proper configurations, and effectiveness—is time consuming, expensive, and prone to errors. What if users could support all these functions within their network, from anywhere in the world, at any time? Attended or Unattended - Troubleshoot and solve problems fast to avoid downtime? While maintaining a high level of security and auditability of access? That is the power of Remote Support and Zebra Technologies. Better together!

NEW! BeyondTrust Vault

Included with Remote Support at no additional cost, the BeyondTrust Vault protects privileged credentials with discovery, management, rotation, auditing and monitoring for any privileged account — from local or domain shared administrator, to a user’s personal admin account, even SSH keys, cloud and social media accounts. Get detailed password usage reporting and more.

The Remote Support Vault has been enhanced to include:

- **Jump Client Discovery & Rotation**
 - Jump Clients can now perform discovery and rotation of local credentials (Windows only). This new functionality allows administrators to manage machines individually and set who has access to those machines without the need to set up a local or shared account on the remote system. This new feature is to complement the use of Jumpoints in the network for domain-based rotation but also allow for more singular control over smaller groups of machines.
- **Vault Link in Representative Console**
 - The Desktop and Web Representative Consoles now include a new top-level menu item labeled “Vault”, which includes a link to the Vault interface in /login. This link enables users in each console to easily access Vault to check in or check out credentials when necessary, either during a session or on the user’s local machine.
- **Account Groups**
 - Vault administrators can now organize Vault accounts into account groups, providing a better management experience. Admins can now assign account groups to group policies, rather than only individual Vault accounts. Additionally, Vault accounts can be assigned to an account group during the import process.

- **Personal Accounts**
 - Remote Support users can now create private generic accounts in Vault. This functionality improves the daily lives of users by allowing them to manage their own Vault accounts privately for use during remote sessions or for quick access to other tools. Users can store Generic Credentials that are not managed, rotated, or visible to anyone else but themselves. These credentials are then useable for injection or check out by that user and that user only.
- **Reporting**
 - Vault reporting has been updated to allow for more search options and the ability to directly download the report results. The reporting API has been updated to support this new functionality.

NEW! Assign Public Portals to Support Teams

BeyondTrust Remote Support allows you to create internal or external facing web portals, or public facing web sites. These portals allow your customers or employees to request support. Each portal can be configured with the organization's branding and support processes. This includes customizing logos and allowing customers to start a BeyondTrust session using click-to-chat. In this release, Admins can now restrict what portals are used by a support team. This new functionality will create more granular control and dynamic possibility on how a team interacts with the sites.

NEW! Extended ADPU Smart Card Support Option

During a support session, a support representative may need to operate with administrative rights to effectively troubleshoot the remote computer. Within environments where security implementations require smart card use for authentication, BeyondTrust enables the representative to pass administrative credentials to the remote computer from a smart card resident on the representative's local system. In this release, we have updated the Virtual Smart Card feature to support Extended APDU.

NEW! Copy Jump Item

BeyondTrust Jump Technology enables privileged users to connect to an unattended remote system to start a session—without end-user assistance. Dependent upon the representative's permissions, the user may access any computer on their LAN/VPN or on a network with a Jump Point agent. In this release, Jump Items can now be copied and can belong to multiple Jump Groups. This new functionality does include Jump Client items, providing administrators with the ability to set separate policies and group permissions without requiring an additional Jump Client installation on the target endpoint.

NEW! Mac Support

BeyondTrust has supported Mac OS X since 2007. And, unlike some remote support solutions that stop with basic support, BeyondTrust offers largely the same functionality for Mac as it does for Windows. With BeyondTrust, remote Mac support is integrated into all your other support systems and processes. In this release we have included:

- **Mac Support Overlay**
 - New overlay during a support session to address the configuration requirements in real time for macOS operating systems so they can be supported and controlled. This new help menu is for guiding end users to the correct location so that the required task as part of the support function can be enabled or disabled.
- **MacOS Big Sur Support**
 - The macOS Representative Console and the Customer Client now fully support macOS Big Sur, including changes to support its new security requirements. The Apple Silicon architecture is also supported through Apple's Rosetta 2 technology.

NEW/ENHANCED! RDP Multi Monitor Support

Multiple monitor support allows users to open a Remote Support connection expanded across all the monitors on the client computer regardless of the client monitor configuration. With this feature, the user can fully utilize all the monitors connected to the client computer. In this release we have included the ability of RDP screen sizing and scaling of a session across multiple monitors.

Enhanced Feature Highlights

ENHANCED! Outbound Proxy Test

The Outbound Proxy feature now allows you to test the connection to verify your settings are correct.

ENHANCED! Android

BeyondTrust Remote Support provides view and control for Android devices. Users can support Android phones and tablets with remote control, troubleshoot, screen sharing, file transfer, chat support and more. In this release we have included additional enhancements for Android.

- **Android Notifications**
 - The Android Support Client session now has chat notifications during the session with the end user when the app is in the background.

- **Android Full Control**
 - The Android Support Client supports view and control on Android-based devices.

ENHANCED! Rep Console Default Authentication Method

Administrators can set the default authentication method that is selected in the Representative Console's login dialog when a user first runs the application, so the user does not need to know what method to select.

ENHANCED! Click-to-Chat

With the click of a button on the user's site, their customers can immediately connect with their IT or customer service team. The Chatbot API has been updated to allow for Click-to-Chat session start instead of starting the full client to maintain chat.

ENHANCED! Granular Clipboard Group Policy

Administrators can now configure the direction of clipboard syncing with more granular control through a session policy.

ENHANCED! Configurations API

Configuration APIs have been added or enhanced for managing Jump Groups, users, group policies, and Vault accounts.