

BeyondTrust Remote Support Version 21.2

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 21.2 introduces NEW integrations and enhanced capabilities to our credential management vault. Please see the release notes for additional details on these important enhancements.

New Feature Highlights

NEW! BeyondTrust Vault – Rep Console Access

Included with Privileged Remote Access 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 administrators, to users' personal admin accounts, even SSH keys, cloud, and social media accounts. Get detailed password usage reporting and more.

The BeyondTrust Vault has been enhanced to include:

- Representative Console Access
 - When users login to their representative consoles after upgrading to the 21.2 release, they will see a new Vault tab. The Vault section enables users to check in and out Vault accounts that the administrator has defined. This enables users to leverage Vault accounts for session activity or locally on their own device, improving user experience and productivity by enabling access to Jump Items and Vault accounts from one location.

NEW! Product Integration with BeyondTrust DevOps Secret Safe

BeyondTrust DevOps Secrets Safe enables secure, centralized management and auditing of secrets and other privileged credentials used by applications, tools, and other non-human identities. Drive peak agility while controlling secure credentials and other secrets used across the CI/CD tool chain, including passwords, keys, certificates, applications, and other automated processes. With this release there is now an integration to DevOps Secrets Safe in the /appliance

interface, expanding the options for storing secrets off the appliance for expanded security. For more information, see <https://www.beyondtrust.com/resources/datasheets/devops-secrets-safe>. Remote Support & DevOps Better together!

Enhanced Feature Highlights

ENHANCED! Desktop Console Login Agreement

The Login Agreement is now presented for the Desktop Access Console login as well as the existing Web Access Console Login Agreement. The Login Agreement is a global setting, and the same agreement is presented for both the Desktop and Web Access Consoles, allowing users to maintain compliance and integrity with third party vendors and users.

ENHANCED! TLS 1.3 for Sessions

TLS provides secure communication between web browsers and servers. The connection itself is secure because symmetric cryptography is used to encrypt the data transmitted. The keys are uniquely generated for each connection and are based on a shared secret negotiated at the beginning of the session. TLS 1.3 support has been enhanced to now include all sessions-based communication.

ENHANCED! SNMP v3 Support

With the update to Base 6.1, users can now setup SNMP v3 and v2 on the /appliance interface. For customers that want to use SNMP v2 and v3, this change allows for flexibility as they migrate the configuration.