

BeyondTrust Remote Support 21.3 Features Compatibility

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
Representative Console	✓	✓	✓	✓	✓	✓
Representative Console Device Verification	✓	✓	✓	✓	✓	✓
3D Touch Support	✗	✗	✗	✗	✓	✗
Access Sponsor	✓	✓	✓	✗	✗	✗
Administrative Dashboard	✓	✓	✓	✗	iPad	✗
Annotations	✓	✓	✓	✗	✓	✗
Application Sharing	✓	✓	✓	✓	✓	✓
Automatic Session Distribution	✓	✓	✓	✓	✓	✗
Canned Messages	✓	✓	✓	✗	✗	✓
Canned Scripts	✓	✓	✓	✓	✓	✓
Command Shell	✓	✓	✓	✓	✓	✓
Console Usability Updates	✓	✓	✓	✗	✗	✗
Connect to RDP Servers	✓	✓	✓	✗	✗	✓
Connect to VNC Servers	✓	✓	✓	✗	✗	✓
Credential Store Search	✓	✓	✓	✗	✗	✓
Custom Links	✓	✓	✓	✗	✗	✗
Equilibrium	✓	✓	✓	✓	✓	✗
Extended Availability	✓	✓	✓	✓	✓	✓
Favorite Credentials Used for Injection ¹	✓	✓	✓	✓	✓	✓
File Transfer	✓	✓	✓	✗	✗	✓
Intel® vPro	✓	✓	✓	✗	✗	✗
Intelligent Collaboration	✓	✓	✓	✓	✓	✗
Jump Shortcuts	✓	✓	✓	✓	✓	✓
Jump via Jumpoint	✓	✓	✓	✗	✗	✗

¹Credential injection is only available in the Mac representative console when accessing a Windows-based endpoint.

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
License Pools	✓	✓	✓	✓	✓	✓
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 Support Camera Sharing	✓	✓	✓	✗	✗	✗
Remote System Control	✓	✓	✓	✓	✓	✓
Rep Invite	✓	✓	✓	✗	✓	✓
Rep Status Codes	✓	✓	✓	✗	✗	✗
Rep Login Schedule	✓	✓	✓	✓	✓	✓
Representative Survey	✓	✓	✓	✗	✗	✗
Representative Team Chat History	✓	✓	✓	✗	✗	✗
Rep-to-Rep Screen Sharing	✓	✓	✓	✗	✗	✗
Restrict End-User Interaction (Privacy Screen)	✓	✓	✓	✓	✓	✓
Restrict Rep Access to Customer Client	✓	✓	✓	✓	✓	✓
Screen Sharing	✓	✓	✓	✓	✓	✓
Separate Display Names for Reps	✓	✓	✓	✓	✓	✓

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
Session Notes	✓	✓	✓	✓	✓	✓
Session Recording	✓	✓	✓	✓	✓	✓
Session Sharing & Transfer	✓	✓	✓	✓	✓	✓
Shell Jump	✓	✓	✓	✓	✓	✓
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
Android Support Client (Samsung)	✗	✗	✗	✗	✓	✗
Annotations	✓	✓	✗	✗	✗	✗
Apple iOS Configuration Profiles	✗	✗	✗	✗	✗	✓
Application Sharing	✓	✓	✗	✗	✗	✗
Support Button	✓	✓	✓	✗	✗	✗

Customer Features	Windows	Mac	Linux	Chrome OS	Android	Apple iOS
Chat/Session Recording Downloads	✓	✓	✓	✓	✗	✗
Chrome Browser Sharing	✓	✓	✓	✓	✗	✗
Click-to-Chat	✓	✓	✓	✓	✓	✓
Collaborative Browser Sharing	✓	✓	✓	✓	✗	✗
Command Shell	✓	✓	✓	✗	✗	✗
Custom Special Actions ¹	✓	✓	✓	✗	✗	✗
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 Support (MDM) for Android Representative Console	✗	✗	✗	✗	✓	✗
Mobile Device Management (MDM) Support for iOS Customer Client	✗	✗	✗	✗	✗	✓
Nudge Customer Client	✓	✓	✓	✗	✗	✗
Post-Session Lock	✓	✗	✗	✗	✗	✗
Post-Session Redirect	✓	✓	✓	✓	✗	✗
Presentation Client	✓	✓	✓	✗	✓	✓
RDP Integration	✓	✗	✗	✗	✗	✗

Customer Features	Windows	Mac	Linux	Chrome OS	Android	Apple iOS
Reboot/Reconnect	✓	✓	✓	✗	✗	✗
Remote Registry Editor	✓	✗	✗	✗	✗	✗
Remote Screenshot	✓	✓	✓	✓	✓	✓
Remote Support Camera Sharing	✗	✗	✗	✗	✓	✓
Remote System Control ²	✓	✓	✓	✗	✓	✗
Rep Avatar	✓	✓	✓	✗	✗	✗
Restrict End-User Interaction (Privacy Screen)	✓	✓	✗	✗	✗	✗
Screen Sharing ³	✓	✓	✓	✓	✓	Limited
Session Recording	✓	✓	✓	✓	✓	✓
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.