



BeyondTrust Remote Support Version 21.3

Remote Support version 21.3 introduces a **NEW** integration to Microsoft Teams, enhancements to the user interface (UI) and further enhancements to our credential management Vault.

New and Enhanced Features

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

Remote Support version 21.3 introduces a **NEW** integration to Microsoft Teams, new UI enhancements to deliver a more cohesive user experience and further enhancements to our credential management Vault.

With this release, customer will benefit from the Microsoft Teams integration that enables users to seamlessly elevate to a Remote Support session through the Microsoft Teams chat. Customers will also benefit from additional enhancements to our credentials Vault with improved security and new functionalities like credential search, extending the discovery and rotation in Azure AD. Please see the release notes for additional details on these important enhancements.

New Feature Highlights

NEW! Microsoft Teams Integrations

Microsoft Teams is an enterprise communication tool that takes the waste out of traditional office collaboration. BeyondTrust is introducing new functionality that allows companies to extend their support capabilities within Microsoft Teams to enable seamless elevation to a Remote Support session through the Teams chat. Users can now benefit from secure screen sharing and audit log capabilities during their sessions.

NEW! Web and Login Console UI Updates

We have refreshed and updated the /login and /console interfaces to improve user experience by making it lighter, faster, and easier to use. To streamline the user workflow, we have cleaned up some visual elements, layouts, and basic functionalities to provide a more direct path to the most-used features. As always, we continue to listen to our customer feedback, and we have

more design updates coming soon. This change is in alignment with BeyondTrust's Universal Privilege Portfolio products providing the same look and user experience.

- **Web Console Translations**

The Web Console is now translated into additional languages supported already by the rest of the product.

NEW! Vault - Account Rotation Azure AD Domain Services

As organizations adopt a cloud-first approach to meet all their standard IT requirements, organizations continue to shift towards Azure Domain Services or pure Azure AD-managed orgs. With this release, Remote Support enables organizations to properly manage and inject credentials managed by Azure AD Domain Services. Administrators can now leverage the SRA Vault to discover and rotate account credentials managed by Azure Active Directory Domain Services. This new functionality is an addition to the existing ability to discover credentials managed by Azure AD Domain Services.

- **NEW! Vault - Credential Store Search**

Vault users can now search the credential list when Jumping into a remote system. To leverage this new functionality, a user must only begin typing an account name and the Credential Store presents the matching credentials to the user. This search functionality is limited to credentials that are available in the representative console.

- **ENHANCED! Vault - Personal Account Increase**

In our previous release of Remote Support, we introduced the ability for users to store 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 usable for injection or check-out by that user only. In this release, the maximum limit of Personal Accounts per user has been increased from ten (10) to twenty-five (25).

NEW! User Team Chat History

The Team Chat feature within the representative console now preserves the chat history, allowing representatives/users to pick up the conversations between other team members so that the history is available when they log back into the console. The administrator can configure a minimum time that this information is replayed in the representative console.

NEW! Representative Status Codes

Remote Support teams can now create Rep status codes for their teams to use when doing projects or during sessions to better service their success metrics. These Rep status codes are customizable to the teams' needs and allow for integration to other tools using the Command API. Managers can now obtain better visualization of their workload and staffing needs by utilizing custom codes beyond out-of-the box selections like Busy or Away.

NEW! Jump Item Reporting

Administrators can now leverage a new report type specific to the administration and configuration of Jump Items. For example, reports can be run for historical Jump Item events, such as creation, deletion, copy, move, etc.

NEW! Polish Language Support

Due to the international demand for our products and our commitment to build a stronger connection with users from other countries, Remote Support now includes Polish language translations for all product components, making our Secure Remote Access solutions accessible to other countries.

NEW! Appliance Migration tool

The global pandemic has accelerated the move to the cloud and has increased demand from customers to migrate from one appliance to another. We have created an application migration tool for customers who want to move from an on-premises to a cloud-based appliance, as well as customers who want to migrate from a physical appliance deployment to a different deployment type. This functionality can be setup under the new section at /login > Management > Software > Site Migration. It allows API-based communication between the appliances and supports migrations from version 19.2.4 to current.

ENHANCEMENTS

NEW/ENHANCED! Session Queue Enhancements

The session queue screen has been updated to add color and icons for visibility improvements.

ENHANCED! Linux Jumpoint - Proxy



The Linux Jumpoint now includes proxy support. This functionality is no longer limited to Windows Jumpoints.

ENHANCED! Outbound event to include “Team Chat” API

Administrators can configure the Team Chat functionality to use outbound events to groups like Microsoft Teams chats. Events can be sent to tools capable of receiving messages, improving communication.

ENHANCED! Copy Jump Item API

New Configuration APIs have been added related to the Copy Jump Item functionality.

ENHANCED! Session End Behavior – Session Policy

New Configuration APIs have been added related to the Copy Jump Item functionality.