

BeyondTrust Remote Support 22.1 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 | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Dark Mode – Desktop Console | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Equilibrium | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ |
| Extended Availability | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| External Endpoint Search - Password Safe Integration | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Favorite Credentials Used for Injection ¹ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| File Transfer | ✓ | ✓ | ✓ | ✗ | ✗ | ✓ |
| Intel® vPro | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Intelligent Collaboration | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ |

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 |
|--|---------|-----|-------|--------------------|--------------------|--------------|
| Jump Shortcuts | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Jump via Jumpoint | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| 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 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

| Representative Features | Windows | Mac | Linux | Android | Apple iOS | Web Console |
|--------------------------------------|---------|-----|-------|---------|-----------|-------------|
| Screen Sharing | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Separate Display Names for Reps | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Session Notes | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Session Recording | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Session Sharing & Transfer | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Session Policies for All Jump Items | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| 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 | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Vault – Account Policies | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Vault – Jump Item Association | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Vault – Scheduled Discovery | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| 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 | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Chat/Session Recording Downloads | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Chrome Browser Sharing | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Click-to-Chat | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 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 | ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |

¹Custom special actions can be created for iOS and Android apps using the Mobile SDKs.

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|--|---------|-----|-------|-----------|---------|-----------|
| Nudge Customer Client | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Post-Session Lock | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Post-Session Redirect | ✓ | ✓ | ✓ | ✓ | ✗ | ✗ |
| Presentation Client | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ |
| RDP Integration | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Reboot/Reconnect | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Remote Registry Editor | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Remote Screenshot | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Remote Support Camera Sharing | ✗ | ✗ | ✗ | ✗ | ✓ | ✓ |
| Remote System Control ¹ | ✓ | ✓ | ✓ | ✗ | ✓ | ✗ |
| Rep Avatar | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Restrict End-User Interaction (Privacy Screen) | ✓ | ✓ | ✗ | ✗ | ✗ | ✗ |
| Screen Sharing ² | ✓ | ✓ | ✓ | ✓ | ✓ | Limited |
| Session Recording | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| SMS Session Start | ✗ | ✗ | ✗ | ✗ | ✓ | ✓ |
| Special Actions | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Streamlined iOS Screen Sharing | ✗ | ✗ | ✗ | ✗ | ✓ | ✗ |
| System Information | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ |
| System Information Actions | ✓ | ✓ | ✓ | ✗ | ✓ | ✗ |
| Virtual Pointer | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |
| Wake-on-LAN | ✓ | ✓ | ✓ | ✗ | ✗ | ✗ |

¹Remote System Control and Screen Sharing available on Dell Venue 8 and 10 Android and HTC 4.0+.

²On iOS and all Android devices except Dell Venue 8 and 10 and Samsung, the representative can view selected screenshots. 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.