



# BeyondTrust Remote Support Version 22.1

## New and Updated Features

**BeyondTrust Remote Support** empowers IT/Service Desk teams to access and resolve 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 22.1 introduces a slew of new market-leading features and enhancements to its password management Vault, included with Remote Support. The 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. New features like discovery and import of Windows service accounts for management, scheduled discovery, account policies, Jump Item association, and more.

In this release, customers will also benefit from new functionalities like Dark Mode and additional enhancements to our UX. Please see the release notes for additional details on these important enhancements.

## New Feature Highlights

### **NEW! Dark Mode – Desktop Access Console**

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Our most requested feature becomes a reality! Users can now select Dark Mode in the desktop console, letting those who prefer to avoid bright screens and reduce eye strain enjoy the updated colors and icons optimized for this theme. In Dark Mode, our solution uses a darker color palette for all screens, views, menus, and controls, and it uses more vibrancy to make foreground content stand out against the darker backgrounds. Dark Mode supports all features of the product.

## **NEW! Vault - Service Account Management**

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Service accounts are a special type of non-human privileged account used to execute applications and run automated services, virtual machine instances, and other processes. Service accounts can be privileged local or domain accounts, and in some cases, they may have domain administrative privileges. This high level of privilege facilitates the smooth operation of many IT workflows, but a single service account can easily be referenced in many applications or processes. This interconnection, along with the critical nature of their usage, makes them very difficult to manage. Vault can now discover and import Windows service accounts for management. Administrators can leverage this new discovery functionality to gain visibility into the service accounts in the domains managed by Vault, as well as the descriptions and associated services for the accounts.

## **NEW! Vault – Jump Item Association**

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Administrators can limit the credentials available for injection in a Jump session by associating Vault accounts and Vault account groups with Jump Items. Associations can be direct or dynamic with the help of match criteria based on Jump Item properties.

## **NEW! Scheduled Discovery**

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The Vault administrator can define a preset day and time to automatically run Vault domain discovery jobs. This feature can provide continuous visibility for administrators regarding domain accounts, endpoints, and local accounts associated with discovery jobs. Accounts and endpoints found in the new discovery job can then be imported into Vault for management.

## **NEW! Vault – Account Policies**

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Vault account policies can be assigned to Vault accounts or Vault account groups, providing administrators with additional granularity regarding Vault account settings. Vault account policies can define whether the account is included in scheduled password rotation, the account's maximum password age, automatic rotation after check-in, and whether the account is available for simultaneous checkout.

## **NEW! Windows 11 Support**

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Remote Support fully supports Windows 11 systems. Windows 11 will be available through a free upgrade for eligible Windows 10 PCs and on new PCs beginning this holiday.



## **NEW! MacOS Monterey Support**

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BeyondTrust has supported Mac OS X since 2007. And, unlike other Secure Remote Access solutions that stop with basic support, BeyondTrust offers largely the same functionality for Mac as it does for Windows. Remote Support now fully supports macOS Monterey systems.

## **NEW! Nutanix Support**

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Base Software 6.1.1+ adds support for the Nutanix hypervisors for virtual appliance deployment. Please see the deployment information for more details on requirements and sizing.

Nutanix delivers the simplicity and agility of public cloud alongside the performance, security, and control of private cloud. Whether on-prem or hybrid, build the exact cloud you want, with unified management and operations, one-click simplicity, intelligent automation, and always-on availability.

## **ENHANCEMENTS**

### **ENHANCED! Privacy Screen**

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The Privacy Screen feature of Remote Support has been updated to support Windows 10 20H1+ and Windows 11, without the need for a secondary driver.

### **ENHANCED! Web Rep Console – System Information**

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System Information is now available for sessions within the web representative console. This functionality was previously limited to the desktop representative console.

### **ENHANCED! Web Rep Console – Rep Invite**

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Users can now invite external users or vendors into their existing session for collaboration from the web rep console. This functionality was previously limited to the web rep console.

### **ENHANCED! Vault – Configurable Columns**

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Vault administrators can now customize and configure the columns which are shown on the Vault Accounts page.

### **ENHANCED! Vault Scalability**

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Vault can now import, rotate, and manage up to 60,000 accounts. Previously it was 50,000.



## **ENHANCED! Web Rep Console Authentication Improvements**

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The web rep console's authentication is now separate from the /login interface. This enhancement also prevents users from being logged out of /login while using the /console interface.

## **ENHANCED! Report Sort Order Changed**

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Items listed on the Reporting pages are ordered from newest to oldest.