BeyondTrust Remote Support 22.3 Features Compatibility

For more information on individual features, high-level descriptions are provided in the Available Features guide.

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	✔	✔	✔	✔	✔	✔
Command Shell Display Settings	✔	✔	✔	✔	✔	✔
Console Usability Updates	✔	✔	✔	✘	✘	✘
Connect to RDP Servers	✔	✔	✔	✘	✘	✔
Connect to VNC Servers	✔	✔	✔	✘	✘	✔
Credential Store Search	✔	✔	✔	✘	✘	✔
Custom Links	✔	✔	✔	✘	✘	✘
Dark Mode – Desktop Console	✔	✔	✔	✘	✘	✘
Dark Mode - Web Rep Console	✔	✔	✔	✘	✘	✘
Equilibrium	✔	✔	✔	✔	✔	✘

BeyondTrust

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
Extended Availability	✔	✔	✔	✔	✔	✔
External Endpoint Search - Password Safe Integration	✔	✔	✔	✔	✔	✔
Face ID Authentication for iOS	✘	✘	✘	✘	✔	✘
Favorite Credentials Used for Injection[1]	✔	✔	✔	✔	✔	✔
File Transfer	✔	✔	✔	✘	✘	✔
Group Policy/Jump Group Search	✔	✔	✔	✔	✔	✔
Intel® vPro	✔	✔	✔	✘	✘	✘
Intelligent Collaboration	✔	✔	✔	✔	✔	✘
iOS Representative 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	✔	✔	✔	✔	✔	✔
Public Portal Authentication	✔	✔	✔	✔	✔	✔
Queues	✔	✔	✔	✔	✔	✔

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

TC: 3/10/2023

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
RDP File Transfer - Web Rep Console	✔	✔	✔	✘	✘	✘
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	✔	✔	✔	✔	✔	✔
Session Notes	✔	✔	✔	✔	✔	✔
Session Recording	✔	✔	✔	✔	✔	✔
Session Chat Translation Selection	✔	✔	✔	✔	✔	✔
Session Sharing & Transfer	✔	✔	✔	✔	✔	✔
Session Policies for All Jump Items	✔	✔	✔	✘	✘	✘
Shell Jump	✔	✔	✔	✔	✔	✔

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
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 – Auto Update Stale Data	✓	✗	✓	✗	✗	✗
Vault- Configurable Password Length	✓	✗	✓	✗	✗	✗
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	✓	✓	✓	✓	✓	✓

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

Customer Features	Windows	Mac	Linux	Chrome OS	Android	Apple iOS
Jump Client	✓	✓	✓	✗	✓	✗
Jump Client Policy	✓	✓	✓	✗	✓	✗
Lossless Video	✓	✓	✓	✓	✓	✓
Microsoft Teams Remote Session Initiation	✓	✓	✓	✓	✓	✓
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	✓	✗	✗	✗	✗	✗
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

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

[2]On 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.

Customer Features	Windows	Mac	Linux	Chrome OS	Android	Apple iOS
Session Recording	✔	✔	✔	✔	✔	✔
SMS Session Start	✖	✖	✖	✖	✔	✔
Special Actions	✔	✔	✔	✖	✖	✖
Streamlined iOS Screen Sharing	✖	✖	✖	✖	✔	✖
System Elevation for Existing Agents	✔	✔	✖	✖	✖	✖
System Information	✔	✔	✔	✖	✔	✔
System Information Actions	✔	✔	✔	✖	✔	✖
Virtual Pointer	✔	✔	✔	✖	✖	✖
Wake-on-LAN	✔	✔	✔	✖	✖	✖