

BeyondTrust Remote Support Version 22.3

New and Updated Features

BeyondTrust Remote Support empowers IT/Service Desk teams to access and resolve issues on 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.

Remote Support version 22.3 introduces `/login` search that allows administrators, both those new to the system and seasoned pros, to save time and eliminate frustration when working in the administrative `/login` interface.

The new elevation for existing agents features streamlines connections for reps. This new feature allows the elevated status of existing Jump Clients to be leveraged for ad hoc sessions. This is a time saver from a session start perspective, and this feature reduces the number of clients needed for this type of elevation.

Please see the [release notes](#) for additional details on these important enhancements.

New Feature Highlights

NEW! Search Functionality in `/login`

Users can now search for specific sections and settings throughout the administrative interface. This new functionality allows easier discovery and access to various information and configuration that would have previously been more difficult to find. This functionality is available everywhere in the `/login` interface.

NEW! Customer Initiated System Elevation

On-demand sessions started through the public portal can now leverage an existing elevated Jump Client, avoiding the need for downloading a support client and providing credentials or approval to elevate the client.



NEW! Jump Client Upgrade Flexibility

Administrators can now control when their Jump Clients upgrade after upgrading their site to a newer version. Administrators can also test the upgrades of a few endpoints before rolling out the new version to the rest of their environment.

NEW! Atlas – Jump Client Traffic Node Connectivity

Customers using the Atlas configuration have new functionality that permits Jumps Clients to route through an Atlas traffic node, enabling greater scalability and geo-specific connections.

NEW! Web Representative Console – Dark Mode

Dark Mode has been extended to the web representative console, allowing those who prefer it to enjoy the updated colors while avoiding bright screens and reducing eye strain.

NEW! Web Representative Console – RDP File Transfer

Users can now send and receive files in RDP sessions from the web representative console. This functionality was previously limited to the desktop representative console.

NEW! iOS Representative Console

The iOS representative client has undergone a refresh and has improved appearance and functionality.

NEW! Vault – Auto Update Stale Data

New discovery jobs automatically detect and update stale read-only attributes on accounts or endpoints that have been onboarded into Vault.

ENHANCED! HTTP Outbound Event Status

Administrators can now view the latest status of existing HTTP outbound recipients and have visibility into the number of events queued for each configured recipient.

ENHANCED! Headless Linux Jump Client and Jumpoint Persistence

The headless Linux Jump Client and Linux Jumpoint now include an optional systemd template file to enable easier system service creation on various Linux distributions.



ENHANCED! Linux Jumpoint – VNC support

The Linux Jumpoint now supports VNC Jump shortcuts. Previously, this functionality was available only with the Windows Jumpoint.

ENHANCED! Vault – Personal Account Increase

The maximum limit of personal accounts per user increased from 25 to 50.

ENHANCED! RDP and SSH File Transfer Speed Enhancements

The file transfer speeds of RDP and SSH sessions have been increased, reducing the time necessary to complete system administration and increasing the use of available bandwidth.

ENHANCED! SAML Security Provider API

The Configuration API has been extended to enable updates to the available group names within a SAML provider. This facilitates automating the onboarding of new user groups.