

Remote Support 23.2

What's New Documentation

Release Date – May 9th, 2023

BeyondTrust Remote Support is a single solution that enables the service desk to access and repair any remote device, running any platform, anywhere in the world, quickly and securely. Consolidate and standardize your organization's service desk into one solution with centralized management, monitoring, and reporting. Remote Support is secure by design, making least privilege protocol and granular control beyond simple to facilitate. Empower your service desk reps beyond fast, secure access with chat support, remote camera sharing, and robust ITSM integrations.

This release enables your admins to do more with seamless authentication, admin capabilities, and improvements for your day-to-day responsibilities. Please see the release notes for additional details.

Seamless Authentication

New – Passwordless Authentication

Up to 50% of all IT help desk tickets are for password resets, and users might resort to risky security behaviors such as password and account sharing to get around the bottleneck caused by forgetting passwords. Reduce the hassle caused by creating, managing, and resetting passwords with passwordless authentication and empower your organization to focus on what matters with a quick, seamless, and secure login flow. With passwordless authentication, organizations can prevent risky security behaviors such as password and account sharing. This release is available for local users.

Enhanced – SAML Improvements

As part of our commitment to make authentication as smooth as possible, we've included multiple capabilities that promote better just-in-time policy provisioning for SAML users. Organizations can now move faster than ever by getting entire user groups up and running simultaneously with new capabilities that provide automatic onboarding of SAML users to their appropriate group policies. Supporting multiple SAML security providers simultaneously simplifies onboarding across the organization.

More Admin Capabilities

New – ICAP Integration

With this new update, appliances can now be integrated with an ICAP server for in-transit file scanning. This greatly increases the level of security for organizations by enabling them to point files to a separate ICAP endpoint for scanning before they arrive at their destination endpoint. This additional layer of security enables organizations to trust file transfers and improve their auditing.

Enhanced – Auto Privacy Screen

Make security easier for users accessing endpoints that might be visible to passersby. Systems that support privacy screens can now be configured to automatically start sessions with the privacy screen enabled. Don't let any personal, private, or proprietary data be exposed, by ensuring that privacy is guaranteed from start to finish of a session.

Enhanced – APIs and Automating with API Cookbooks

API cookbooks enable admins with code examples of prebuilt scripts to automate more specific use cases, especially with AWS, AD, Azure, and managing Jump Items. To make management of Jump Items even easier, new APIs have been added to create VNC Jump Items and manage Jump Item associations with Vault accounts.

Ease of Use

New – Ephemeral Jump Clients

As more teams migrate their operations to the cloud, security solutions need to adapt to keep up with resources that are being consistently spun up, then torn down. Admins can continue to empower teams to provide stellar service, even in the cloud, with this new update that enables admins to mark Jump Clients as “ephemeral”. Enjoy the same reliable Jump Client access, with all the same policies, to ephemeral machines.

Enhanced – Consolidated Controls

For admins managing multiple Jump Client installers, there is now one page to view all created Mass Deploy Jump Client installers. From there, admins can view all Jump Client installer information at once, and even extend expiration dates.

We've made the admin experience more powerful as there is now the capability to view, download, delete, and even extend their created Jump Client installers in the Web Console. With this update, admins have the flexibility to extend the reach of their service and provide stellar service, regardless of the endpoint.

Enhanced – Day to Day Usability

BeyondTrust is committed to giving users a streamlined, enjoyable experience. We've incorporated quick start options like default Command shell settings within Jump Client sessions – users can set their preferred settings and experience a more uninterrupted workflow. For macOS, we've added the capability to display a watermark during the session. For hardened Linux systems, we've enabled clients to auto-update by downloading to their own install location, making the update process more seamless.

This release also includes a fan favorite, dark mode, now available for the admin console and Click-to-Chat.

About BeyondTrust

BeyondTrust is the worldwide leader in intelligent identity and access security, empowering organizations to protect identities, stop threats, and deliver dynamic access to empower and secure a work-from-anywhere world. Our integrated products and platform offer the industry's most advanced privileged access management (PAM) solution, enabling organizations to quickly shrink their attack surface across traditional, cloud, and hybrid environments.

BeyondTrust protects all privileged identities, access, and endpoints across your IT environment from security threats, while creating a superior user experience and operational efficiencies. With a heritage of innovation and a staunch commitment to customers, BeyondTrust solutions are easy to deploy, manage, and scale as businesses evolve. We are trusted by 20,000 customers, including 75 of the Fortune 100, and a global partner network. Learn more at www.beyondtrust.com.