

Remote Support 23.3 Supported Platforms

Android

Android Version	Customer Client	Presentation Attendee	Jump Client	Representative Console
Android 7 - 13	✓	✓	✓	✓

iOS – iPhone, iPad, iPod

iOS Version	Customer Client	Presentation Attendee	Representative Console
12.x	✗	✓	✗
13.x	✓	✓	✗
14.x	✓	✓	✗
15.x	✓	✓	✓
16.x	✓	✓	✓

Linux Desktop

Linux Version	Customer Client	Jump Client	Representative Console
Fedora 37 - 38	✓	✓	✗
RHEL 7.8 and 7.9	✓	✓	✗
RHEL 8.7 and 8.8	✓	✓	✓
RHEL 9.1 and 9.2	✓	✓	✓
Ubuntu 20.04 LTS	✓	✓	✓
Ubuntu 22.04 LTS	✓	✓	✓

Linux Server

Linux Version	Headless Jump Client	Customer Client	Jump Client	Representative Console
Fedora 37 - 38	✓	✗	✗	✗
RHEL 8.7 and 8.8	✓	✗	✗	✗

Linux Version	Headless Jump Client	Customer Client	Jump Client	Representative Console
RHEL 9.1 and 9.2	✓	✗	✗	✗
Ubuntu 20.04 LTS	✓	✗	✗	✗
Ubuntu 22.04 LTS	✓	✗	✗	✗
Amazon Linux 2 (AL2)	✓	✗	✗	✗

Raspberry Pi

Raspberry Pi Version	Headless Jump Client	Customer Client	Jump Client	Representative Console
Raspberry Pi OS Desktop (10-Buster)	✓	✗	✗	✗
Raspberry Pi OS Lite (10-Buster)	✓	✗	✗	✗
Raspberry Pi OS Desktop (11-Bullseye)	✓	✗	✗	✗
Raspberry Pi OS Lite (11-Bullseye)	✓	✗	✗	✗

macOS

macOS Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
macOS 10.15 (Catalina)	✓	✓	✓
macOS 11 (Big Sur) x86 or Apple silicon	✓	✓	✓
macOS 12 (Monterey) x86 or Apple silicon	✓	✓	✓
macOS 13 (Ventura) x86 or Apple silicon	✓	✓	✓
macOS 14 (Sonoma) x86 or Apple silicon	✓	✓	✓



Note: All macOS clients are 64-bit as of Remote Support 18.1.

Windows Desktop

Windows Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
Windows 7 SP1	✓	✓	✗
Windows 10 (21H1 and 21H2)	✓	✓	✓
Windows 11 (21H2 and 22H2)	✓	✓	✓

Windows Server

Windows Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
Windows Server Core	✗	✗	✗
Windows Server 2016	✓	✓	✗
Windows Server 2019	✓	✓	✗
Windows Server 2022	✓	✓	✗



Note: The above listed versions assume both 32 and 64-bit versions where applicable and reasonable.

Virtual Desktop Environments

Platform	Customer Client	Jump Client	Representative Console
Citrix XenDesktop 7	✓	✓	✓
VMWare Horizon 8	✓	✓	✓
Citrix XenApp 6.5	✓	✓	✓



Note: Virtual desktop environment support assumes that Remote Support clients work in a supported OS environment, virtual or otherwise.

Browsers

Browser OS Version	/login	/console	/appliance	Public Portal	C2C	C2c - Screen Shared
Edge (Chromium)	✓	✓	✓	✓	✓	✓
Firefox	✓	✓	✓	✓	✓	✗
Safari 15.6 and 16.4 (Mac)	✓	✓	✓	✓	✓	✗
Safari (iOS)	✗	✗	✗	✓	✓	✗
Google Chrome	✓	✓	✓	✓	✓	✓
Chrome (iOS)	✗	✗	✗	✓	✓	✗
Chrome (Android)	✗	✗	✗	✓	✓	✗

Jumpoint

Operating System	JP Host	JP Target
Windows Server 2016	✓	✓
Windows Server 2019	✓	✓
Windows Server 2022	✓	✓
Windows 10	✓	✓
Ubuntu 20.04	✓	✓
Ubuntu 22.04	✓	✓
RHEL 8	✓	✓
Red Hat 9	✓	✓
Amazon Linux 2 (AL2)	✓	✓



Note: Remote Support supports only Microsoft's RDP server implementation built into Windows operating systems and Remote Desktop Session (formerly Terminal Services) Hosts.

Connection Agent

Operating System	
Windows Server 2016	✓
Windows Server 2019	✓
Windows Server 2022	✓
Windows 10	✓