

Remote Support 19.1.5 Release Notes

July 23, 2019

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- This release requires Base software Base 5.4.0.

Issues Resolved:

- Time zone settings are now correctly honored in outbound event emails.
- Resolved an issue with Vault endpoint discovery when the domain and NetBIOS names did not match.
- Resolved issue with directory navigation in Shell Jump.
- The Support Button user interface now scales better on high-resolution displays.

Notes:

- Supports upgrades from Remote Support 18.1.3+.
- Requires Integration Client 1.6.3+.
- Requires Endpoint Credential Manager 1.2.4+.
- This release is certified with the following mobile versions:
 - [iOS Rep Console 2.2.11](#)
 - [iOS Customer Client 2.2.13](#)
 - [iOS Presentation Client 2.2.1](#)
 - [Android Rep Console 2.2.12](#)
 - [Android](#) and [LG Android](#) Customer Clients 2.2.10
 - [Samsung Android](#) and [HTC Android](#) Customer Clients 2.2.8
 - [Android Presentation Client 2.2.1](#)
 - [Android Jump Client 2.2.3](#)