

Remote Support 19.1.8 Release Notes

October 15, 2019

Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 19.1.8 requires Base software Base 5.4.0/5.5.0.

New Features

- Support for macOS 10.15 Catalina.

Issues Resolved:

- Fixed the inability to rotate credentials using UPN logon suffix with the Vault module.
- Now Support Buttons can be deployed in Window login screen.
- Fixed the inability to deploy Jump Clients in older Linux distros.
- Fixed a vPro Client crash issue.

Notes:

- Supports upgrades from Remote Support 18.1.3+.
- Supports ThinClient Protocol 2.1 and 2.2.
- RS 19.1.8 requires Integration Client 1.6.3.
- RS 19.1.8 requires ECM 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 Customer Client 2.2.11](#)
 - [LG Android Customer Client 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](#)