

# Remote Support 19.2.1 Release Notes

November 19, 2019

## Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 19.2 requires Base software Base 5.5.0.

## New Features:

- The administrative interface, /login, has been updated with a brand new UI.
- The public portal can be configured to require customers to authenticate with an identity provider before initiating a session.
- Configure Vault users to be able to inject an account into a session or to also be able to check out that account.
- View documentation for the API using their preferred OpenAPI tool, such as Swagger, Postman, or RediDoc.
- You can now use credential injection from the ECM to customer-initiated sessions.
- Vault can now be used for automatic rotation of local accounts.
- Custom fields can now be configured and sent out with outbound events.
- The built-in Vault functionality now provides users the ability to specify which Active Directory OUs or specific LDAP queries to target for Discovery and Import into the Vault.

## Other Enhancements:

- macOS 10.15 Catalina is now supported.
- Embassies have been removed.
- Added a License Pool column to the Status > Representatives page.
- get\_api\_info now returns a product identifier.
- New customer client chat sounds have been added.
- Added an option for case-insensitive comparisons of NameIDs on the SAML Security Providers page.
- When starting a Jump Item session, increased the number of Vault credentials displayed in the rep console from 250 to 2000.
- Implemented performance improvements to Vault when discovering local accounts.
- You can now perform substring searches on the Group Policy Edit pages.
- Fully Qualified Domain Names can now be used to match Jump Clients in BRCS calls.
- Jump Group ID and Jump Group Name have been added to the reports in /login and to the SupportSession xml in the Reporting API.
- Cloud customers can now decrease the Jump Client update interval to 15 minutes.
- Users can now move session tabs in the rep console.
- The enumeration of the Jump Item list in the rep console has been improved.
- File transfer and screen sharing performance have been improved, especially in high-latency environments.

## Issues Resolved:

- **Customer Client**
  - Resolved an issue with error messages displayed in the customer client not wrapping correctly.

- **Jumpoint**
  - Resolved an issue with Jumpoints not detecting that the install file had been removed properly after a site upgrade.
  - Resolved an issue with sessions started through Jumpoints always using the default banner.
- **Linux**
  - Resolved an issue with installing a Service Mode Jump Client on Ubuntu 18.04 running under Hyper-V.
- **Mac**
  - Resolved an issue with a Keychain error message being displayed after ending a customer client session on macOS 10.13.
  - Resolved an issue with the logout special action not working on Macs.
  - Resolved an issue with the post-session landing page not opening on Macs for non-elevated sessions.
  - Resolved an issue with BeyondTrust application names not displaying correctly in the Application Sharing list on macOS 10.15.
  - Resolved an issue with installing Jump Clients sent through email on macOS 10.15.
  - Resolved an issue with logout being aborted by another application.
- **Presentation Client**
  - Resolved an issue with the desktop presentation client not being able to “Chat with Presenter Only.”
- **Rep Console**
  - Resolved an issue with using bad domain credentials in a special action causing the bad password count for that user to be incremented twice.
  - Default Jump Group has been changed to “My Jump Groups”.
  - Resolved an issue with the rep console crashing if it could not download the list of acceptable authentication methods.
  - Resolved an issue with slow file transfer speeds with Azure hosted VMs.
  - Resolved an issue with key injection into VMs running on Mac hosts.
  - Resolved an issue with injecting Alt+Space and Alt+Numpad combinations through screen sharing.
  - Resolved an issue with not being able to create or import Jump Shortcuts if the Jumpoint associated with the shortcut is offline.
  - Resolved an issue with slow updates seen in session recordings if the representative switched away from the tab that was being recorded.
- **Shell Jump**
  - Resolved an issue with file transfer during a Shell Jump not being able to access a directory that the user has access to if it is nested inside a directory the user does not have access to.
  - Resolved an issue with copying an extra blank space during copy and paste operations through Shell Jump.
- **Support Portal**
  - Resolved an issue with reports having invalid formats because of invalid issue submission data.
  - Resolved an issue with underline tags not being displayed in customer notices.
  - Resolved an issue with customizable issues submission causing upgrade and integration problems.
- **Vault**
  - Resolved an issue with canceling an endpoint or domain discovery operation but the status still showing as running.

- **Web Rep Console**
  - Resolved an issue with the session key not being present in the emails sent from the web rep console.
- **Miscellaneous**
  - Resolved an issue with various delays occurring for customers that don't allow their BeyondTrust clients to access the internet.
  - Resolved an issue with "Preferred Chat Language" for real-time chat translations not being set correctly on upgraded sites.
  - Resolved an issue with an extra "t" in a German translated string.
  - Resolved an issue with chat-only sites showing the backup Vault encryption key options.
  - Added the %SUPPORT\_PORTAL% macro help information to the Public Portals > HTML Templates page.
  - Resolved an issue with UI scaling on the Group Policy page.
  - Resolved an issue with the link for the command shell recording in the outbound events email not working.
  - Resolved an issue with the "Allow Public Site to be Framed by Other Websites" setting not being available after site upgrades.
  - No longer retaining the field information from previous runs of the Support Button.

**Notes:**

- API version has been increased to 1.19.2.
- New Configuration API allows admins to programmatically configure certain /login and Rep Console features. Documentation for the Configuration API can be viewed using customer's preferred OpenAPI tool, such as Swagger, Postman, or RediDoc.
- Supports upgrades from Remote Support 18.2.9+.
- RS 19.2.1 requires Integration Client 1.7.1.
- RS 19.2.1 requires ECM 1.5.0.
- This release is certified with the following mobile versions:
  - [iOS Rep Console 2.2.12](#)
  - [iOS Customer Client 2.2.14](#)
  - [iOS Presentation Client 2.2.2](#)
  - [Android Rep Console 2.2.14](#)
  - [Android Customer Client 2.2.12](#)
  - [LG Android Customer Client 2.2.10](#)
  - [Samsung Android](#) and [HTC Android](#) Customer Clients 2.2.8
  - [Android Presentation Client 2.2.2](#)
  - [Android Jump Client 2.2.5](#)