

# Remote Support 21.1.1 Release Notes

January 21, 2021

## Requirements:

- This version of Remote Support has been certified for physical BeyondTrust Appliances, virtual BeyondTrust Appliances, and cloud deployment models.
- RS 21.1.1 requires Base software Base 6.0.1.

## New Features and Enhancements:

- Portal Access by Team.
- Jump Client based Account Management.
- Headless Jump Client support on Raspberry Pi OS.
- RS now supports macOS 11 Big Sur.
- Default first login option for native Rep Console.
- Added a Test button to the Outbound Proxy configuration.
- Added Full Screen and Multiple-Monitor support to RDP.
- Added High DPI support to the Rep Console and Jumpoint Configuration.
- We now display a Failed Login count and Lockouts for API accounts.
- Virtual Smart Card now has extended APDU support.
- Web Rep Console can now view and send Canned Messages.
- Updated ChatBot API to allow create\_virtual\_customer to also return a Click-To-Chat URL.
- Better multi-select support added to **Discovery Results** page.
- Granular Clipboard permissions.
- Vault Reporting Enhancements.
  - Vault Account activity may now be downloaded.
  - Added the **System** filter for use when searching Vault Reports.
  - Added the **User**, **API Account**, and **System** prefixes to the **Performed by** column.
  - We now display the Endpoint name beside the Account name in Vault Activity Reports.
  - The API can now be used to download Vault Activity Reports.
- Added Credential Grouping.
- Added Vault Link to Rep Console and Web Rep Console.
- Added Personal Vault Accounts.
- Added API account information to the Vault Report filter.
- Added Elevated Tool Access Granularity.
- Added more information icons to fields on the **Vault > Discovery** and **Vault > Domain** pages.
- Changing the Search Term or Password Age Filter now also clears any selected Vault Accounts.
- Added Copy Jump Items.

- Configuration API additions:
  - Vault
    - Added **account\_group\_id** to the Vault Account Configuration APIs
    - DELETE Vault Account ID
    - PATCH Vault Account ID
  - Group Policy
    - POST Group Policy ID provision
  - Jumpoint
    - GET Jumpoint Node
    - GET Jumpoint Node <filter>

#### Important Information for This Release:

- The 32-bit version of the Rep Console is planned for deprecation in 2021. When downloaded, it now displays a warning message that this installer will be removed in a future release.
- Microsoft Internet Explorer 11 is no longer supported in /login.
- Virtual Smart Card no longer supports Windows XP and Vista.



**Note:** Due to changing industry standards, XP client support has been removed in 21.1. Customers who require client support for this operating system should remain on Remote Support version 20.1.3.

#### Issues Resolved:

##### Administrative Interface

- **Reporting:**
  - Resolved an issue with some historical date/times shown with the wrong UTC time zone offset.
- **API:**
  - Updated API version to 1.21.0.
- **Security Providers:**
  - Resolved an issue with not being able to save SAML providers with the German language selected.
  - Resolved an issue with errors not being displayed if a synchronization fails.
- **Group Policies:**
  - RS now displays a warning message when a group policy is about to be saved that would remove all of the Admins from a site.
  - Resolved an issue with Filter warning message not going away sometimes when filtering on the **Group Policies** page.
- **Vault:**
  - Resolved an issue with Domain Discovery in Azure.
  - Resolved an issue with the Vault tab being shown to non-Vault admins when overridden by a group policy.

- **Text Updates:**

- Added a missing colon to the Group Policy label when editing Teams.
- Updated MSI Installer examples to include quotes around the **KEY\_INFO** value.

- **Miscellaneous:**

- Resolved an issue with an extra spinner showing when viewing the **Security** page in Safari.
- Resolved an issue with the Proxy Configuration password field not behaving similarly to other password fields.
- Resolved an issue with the Inter-Appliance Pre-Shared Key field not behaving similarly to other password fields.

## Clients

- **Rep Console:**

- Resolved an issue with Jumping to Windows systems Assigned Access Mode (Kiosk) enabled.
- Resolved an issue with being able to detach the **Home** tab.
- Resolved an issue with CTRL key combos not working properly in VNC.
- Resolved an issue with **Session Details** not being copied into the clipboard correctly.

- **Customer Client:**

- RS now disables the *paper clip* File Transfer button on the Customer Client when no Reps are able to receive the transferred file, such as Reps running on mobile devices or the Web Rep Console.

- **Web Rep Console:**

- Resolved an issue in which the link to open the native Rep Console did not work correctly.
- Resolved an issue with authentication failing when using the Web Rep Console and a Credential Store to access a Linux Jumpoint.

- **Click-to-Chat:**

- Resolved an issue with click-to-chat Screen Sharing prompting.

- **Jumpoint:**

- 32-bit Jumpoints are no longer supported.
- Resolved an issue with SSH not being upgraded properly when the Jumpoint upgrades.

- **Mac:**

- Rep Console on Macs now requires macOS 10.13 or greater.
- Resolved an issue with the OK button sometimes not working while editing a Jump Item on Macs.
- Resolved an issue with BRCS files not automatically logging in the Web Rep Console on Macs.
- Resolved an issue with Num Lock not working correctly through screen sharing when the Rep Console is running on Macs.

- **Miscellaneous:**

- Resolved an issue with directories sometimes being left behind on elevated Windows clients.
- Resolved an issue with displaying Windows 10 versioning.

## Notes:

- Supports upgrades from Remote Support 19.2.2+.
- RS 21.1.1 requires Integration Client 1.7.3.

- RS 21.1.1 supports ECM Protocol 1.5.
- RS 21.1.1 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 2.2.16](#)
  - [Android Customer Client 2.2.16](#)
  - [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](#)