# Remote Support 23.3.3 Release Notes

## January 11, 2024

## Requirements:

- This version of Remote Support has been certified for Physical BeyondTrust Appliances, Virtual BeyondTrust Appliances, and cloud deployment models.
- Requires software Base 7.0.0.
- Requires Integration Client 1.7.3.
- Requires ECM 1.6.0.

> ℹ️ *For a list of supported platforms for the latest version of Remote Support, please see the Supported Platforms Guide at https://www.beyondtrust.com/docs/remote-support/updates/supported-platforms.htm.*
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> *Supported Platforms Guides for previous versions of Remote Support can be found in the Remote Support Documentation Archive at https://www.beyondtrust.com/docs/archive/remote-support/index.htm.*

## New Features and Enhancements:

This is a maintenance release. There are no new features.

## Issues Resolved:

- Resolved an issue where SAML providers could not be edited or disabled.
- Resolved a security vulnerability in special action execution during remote support sessions.
- Resolved an issue where some stapled macOS Jump Clients did not automatically upgrade.

## Known Issues:

- Partially resolved an issue where using any of the drawing tools in the **Annotations** menu does not work for Windows customers. Drawing tools are now working, but may stop working if the quality settings are changed or the window moved.

## Notes:

- This release is certified for GA.
- Supports upgrades from 22.2.2 RS+.
- Supports ECM Protocol 1.6.
- Includes VSC 1.2.6.1.

TC: 1/11/2024