

## BeyondTrust Remote Support 18.2 Features Compatibility

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
Representative Console	✓	✓	✓	✓	✓	✓
Representative Console Device Verification	✓	✓	✓	✓	✓	✓
3D Touch Support for iOS	✗	✗	✗	✗	Limited to iPhone 6s/6s Plus	✗
Access Sponsor	✓	✓	✓	✗	✗	✗
Administrative Dashboard	✓	✓	✓	✗	iPad	✗
Annotations	✓	✓	✓	✗	✗	✗
Application Sharing	✓	✓	✓	✓	✓	✓
Automatic Session Distribution	✓	✓	✓	✓	✓	✗
BeyondTrust InSight	✓	✓	✓	✗	✗	✗
Canned Messages	✓	✓	✓	✗	✗	✗
Canned Scripts	✓	✓	✓	✓	✓	✓
Command Shell	✓	✓	✓	✓	✓	✓
Connect to RDP Servers	✓	✓	✓	✗	✗	✓
Connect to VNC Servers	✓	✓	✓	✗	✗	✓
Custom Links	✓	✓	✓	✗	✗	✗
Equilibrium	✓	✓	✓	✓	✓	✗
Extended Availability	✓	✓	✓	✓	✓	✓
File Transfer	✓	✓	✓	✗	✗	✓
Intel® vPro	✓	✓	✓	✗	✗	✗
Intelligent Collaboration	✓	✓	✓	✓	✓	✗
Jump Shortcuts	✓	✓	✓	✓	✓	✓
Jump via Jumpoint	✓	✓	✓	✗	✗	✗
License Pools	✓	✓	✓	✓	✓	✓
Login via LDAP, RADIUS, SAML, or Kerberos	✓	✓	✓	LDAP, RADIUS, SAML	LDAP, RADIUS, SAML	✓
Multi-Factor Authentication	✓	✓	✓	✓	✓	✓

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
Multi-Monitor Support	✓	✓	✓	✓	✓	✓
Nudge Customer Client	✓	✓	✓	✗	✗	✗
Persistent Queue	✓	✓	✓	✓	✓	✓
Post-Session Lock	✓	✓	✓	✓	✓	✓
Presentation	✓	✓	✓	✗	✗	✗
Queues	✓	✓	✓	✓	✓	✓
Real-Time Chat Translations	✓	✓	✓	English Only	English Only	English Only
Reboot/Reconnect	✓	✓	✓	✓	✓	✓
Remote Registry Editor	✓	✓	✓	✗	✗	✗
Remote Screen Shot	✓	✓	✓	✗	✗	✗
Remote System Control	✓	✓	✓	✓	✓	✓
Rep Invite	✓	✓	✓	✗	✓	✓
Rep Login Schedule	✓	✓	✓	✓	✓	✓
Representative Survey	✓	✓	✓	✗	✗	✗
Rep-to-Rep Screen Sharing	✓	✓	✓	✗	✗	✗
Restrict End-User Interaction (Privacy Screen)	✓	✓	✓	✓	✓	✓
Restrict Rep Access to Customer Client	✓	✓	✓	✓	✓	✓
Screen Sharing	✓	✓	✓	✓	✓	✓
Separate Display Names for Reps	✓	✓	✓	✓	✓	✓
Session Notes	✓	✓	✓	✓	✓	✓
Session Recording	✓	✓	✓	✓	✓	✓
Session Sharing & Transfer	✓	✓	✓	✓	✓	✓
Shell Jump	✓	✓	✓	✓	✓	✓
Show My Screen	✓	✓	✓	✗	✗	✗
Smart Card Support	✓	✗	✗	✗	✗	✗
SMS Session Start	✓	✓	✓	✗	✗	✗
Special Actions	✓	✓	✓	✓	✓	✓
Spell Check for Chat	✓	✓	✓	✓	✓	✗

Representative Features	Windows	Mac	Linux	Android	Apple iOS	Web Console
Support for Virtualized Environments	✓	✗	✓	✗	✗	✗
Support Workflow	✓	✓	✓	✗	✗	✗
System Generated Email Invitation	✓	✓	✓	✓	✓	✓
System Information	✓	✓	✓	✓	✓	✗
System Information Actions	✓	✓	✓	✗	✗	✗
Team Chat	✓	✓	✓	✓	✓	✗
Touch ID Authentication for iOS	✗	✗	✗	✗	✓	✗
UAC Handling	✓	✓	✓	✗	✗	✗
URL/File Push	✓	✓	✓	✗	✗	✗
Virtual Pointer	✓	✓	✓	✗	✗	✗
Wake-on-LAN	✓	✓	✓	✗	✗	✗

Customer Features	Windows	Mac	Linux	Chrome OS	Android	Apple iOS
Annotations	✓	✓	✗	✗	✗	✗
Apple iOS Configuration Profiles	✗	✗	✗	✗	✗	✓
Application Sharing	✓	✓	✗	✗	✗	✗
Automatic Elevation Service	✓	✗	✗	✗	✗	✗
Bomgar Button	✓	✓	✓	✗	✗	✗
BeyondTrust InSight	✗	✗	✗	✗	✓	✓
Chat/Session Recording Downloads	✓	✓	✓	✓	✗	✗
Click-to-Chat	✓	✓	✓	✓	✓	✓
Collaborative Browser Sharing	✓	✓	✓	✗	✗	✗
Command Shell	✓	✓	✓	✗	✗	✗
Custom Special Actions <sup>1</sup>	✓	✓	✓	✗	✗	✗
Customer Client	✓	✓	✓	✓	✓	✓
Customer Exit Survey	✓	✓	✓	✓	✗	✗
Customer Notices	✓	✓	✓	✓	✓	✓
Elevation to Administrative Rights	✓	✓	✗	✗	✗	✗
Embedded Bomgar Button	✓	✗	✗	✗	✗	✗

Customer Features	Windows	Mac	Linux	Chrome OS	Android	Apple iOS
Feedback to Customers in Queue	✓	✓	✓	✓	✓	✓
File Push	✓	✓	✓	✗	✗	✗
File Transfer	✓	✓	✓	✗	✓	✓
Intel® vPro	✓	✗	✓	✗	✗	✗
Issue Submission	✓	✓	✓	✓	✓	✓
Jump Client	✓	✓	✓	✗	✓	✗
Jump Client Policy	✓	✓	✓	✗	✓	✗
Nudge Customer Client	✓	✓	✓	✗	✗	✗
Post-Session Lock	✓	✗	✗	✗	✗	✗
Post-Session Redirect	✓	✓	✓	✓	✗	✗
Presentation Client	✓	✓	✓	✗	✓	✓
RDP Integration	✓	✗	✗	✗	✗	✗
Reboot/Reconnect	✓	✓	✓	✗	✗	✗
Remote Registry Editor	✓	✗	✗	✗	✗	✗
Remote Screenshot	✓	✓	✓	✓	✓	✓
Remote System Control	✓	✓	✓	✗	Samsung Dell Venue and HTC <sup>2</sup>	✗
Rep Avatar	✓	✓	✓	✗	✗	✗
Restrict End-User Interaction (Privacy Screen)	✓	✓	✗	✗	✗	✗
Screen Sharing <sup>3</sup>	✓	✗	✓	✓	✓	Limited
Session Recording	✓	✓	✓	✓	✓	✓
SMS Session Start	✗	✗	✗	✗	✓	✓
Special Actions	✓	✓	✓	✗	✗	✗
System Information	✓	✓	✓	✗	✓	✓
System Information Actions	✓	✓	✓	✗	✓	✗
Virtual Pointer	✓	✓	✓	✗	✗	✗
Wake-on-LAN	✓	✓	✓	✗	✗	✗

<sup>1</sup>Custom special actions can be created for iOS and Android apps using the Mobile SDKs.

<sup>2</sup>Remote System Control and Screen Sharing available on Dell Venue 8 and 10 Android and HTC 4.0+.

<sup>3</sup>On iOS and all Android devices except Dell Venue 8 and 10 and Samsung, the representative can co-browse the Internet and view selected screenshots. On HTC devices, a web browser can be shared at the OS level. View only screen sharing is available on Android devices on OS 5.0 or later, and full control is available on Dell Venue 8 and 10 and Samsung Android. Also, iOS and Android apps can use the Mobile SDK to enable limited screen sharing.