



BeyondTrust

Remote Support 18.2 What's New

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Updates for Support Administrators

BeyondTrust 18.2 contains the following updates for BeyondTrust administration.

Feature
BeyondTrust Vault Add-On BeyondTrust Vault is an on-appliance credential store that enables your technicians to access privileged credentials. Eliminate the need for technicians to memorize or manually track passwords, increasing productivity and security - a password that is not known can't be shared. You can manually enter privileged credentials. Or, try the built-in discovery tool and automatically find Active Directory and local credentials.
Click-to-Chat Enhancements In addition to consolidating the configuration settings, the name prompt, which appears to users at the start of click-to-chat sessions, is now customizable. You can customize the prompt to ask for an email address or employee ID to start support sessions. This is a more helpful data point that allows you to get the right information you need for your organization.
Customizable Issue Submission Fields Define which fields are shown when using issue submissions to start a support session. Only capture the necessary information relevant for your support organization.
Faster Jump Client Reconnect When active Jump Clients lose their connection, built-in logic ensures a staged reconnect back to the appliance. Improvements to the Jump Client reconnect logic have significantly reduced the amount of time needed for large-scale deployments to reconnect to the appliance.
Idle Timeout Warning for /login Improved idle timeout warnings in the /login interface prevent administrators from being logged out before changes are complete. A new idle timeout dialog gives you 90 seconds to acknowledge that you are still working.
Improved License History Report Gain better insight into your BeyondTrust Remote Support license usage. Administrators can view license usage history by hour, day, or month, providing visibility into your peak support hours.
Public Portal Scheduling Options Configure times for your public portal to be "open for business" and indicate when users can start a support session. Administrators can define schedules for all public portals. Users who visit the portal during "off" times will be provided information on support availability.

BeyondTrust Vault Add-On

BeyondTrust Vault is an on-appliance credential store that enables your technicians to access privileged credentials. Eliminate the need for technicians to memorize or manually track passwords, increasing productivity and security - a password that is not known can't be shared. You can manually enter privileged credentials. Or, try the built-in discovery tool and automatically find Active Directory and local credentials.

STATUS	MY ACCOUNT	CONFIGURATION	JUMP™	VAULT	REP CONSOLE	USERS & SECURITY	REPORTS	PUBLIC PORTALS	LOCALIZATION	MANAGEMENT
							INFORMATION	ADD-ONS	REPRESENTATIVES	WHAT'S NEW

Add-Ons :: Trials

Vault

Bomgar Vault securely stores credentials on your dedicated Bomgar appliance. Credentials can be injected directly into endpoints during a Bomgar session.

- Discover credentials used in your organization and automatically import them for use in Bomgar.
- Store shared credentials, such as admin accounts.
- Stored credentials can be used for initial access to a system and/or elevation of permissions during a Bomgar session.
- Credentials can also be "checked out" for use outside of a Bomgar session.
- Credentials can be configured to automatically rotate after each use.
- Reporting is available to provide a detailed history of credential usage by your Bomgar technicians.
- All credentials are stored with AES 256 bit encryption.

More information on Bomgar Vault can be found on our [website](#).

NOTE: When your Bomgar Vault trial expires, discovery, rotation, and the ability to use stored credentials in a Bomgar session is disabled until you decide to purchase.

Your Vault trial expires June 6, 2018 04:36:05 PM UTC - 30 day(s) from now.

[Contact Sales](#)

[End Trial and Delete Vault](#)

Clicking this button will end the Vault trial and permanently delete the Vault configuration and all discovered Domains, Endpoints, and Accounts from your Bomgar appliance.

Related Pages:

- [Add-Ons: Trials](#)
- [Vault: Store and Discover Endpoint and Account Information](#)
- [Reports: Vault Account Activity](#)

Click-to-Chat Enhancements

In addition to consolidating the configuration settings, the name prompt, which appears to users at the start of click-to-chat sessions, is now customizable. You can customize the prompt to ask for an email address or employee ID to start support sessions. This is a more helpful data point that allows you to get the right information you need for your organization.

Customer Client :: Click-to-Chat

Name Prompt

Elevation Prompt

NOTE: The %REP_NAME% macro will be replaced with the public display name of the representative who is requesting elevation.

HTML <head> Injection

Related Pages:

- [Customer Client: Modify the Invitation Email, Display Options, Connection Options](#)

Customizable Issue Submission Fields

Define which fields are shown when using issue submissions to start a support session. Only capture the necessary information relevant for your support organization.

API :: Custom Fields
[Create New Field](#)
Configure up to 30 custom fields. Custom field values can be configured for individual support sessions using the Public Portal Issue Submission configuration as well as certain API operations and are visible in the Bomgar Representative Console.

Related Pages:

- [Custom Fields: Create and Modify Fields for Public Portal Issue Submissions](#)
- [Public Sites: Customize the Support Portal](#)
- [Public Site: Request Support](#)
- [Choose Connection Options](#)

Faster Jump Client Reconnect

When active Jump Clients lose their connection, built-in logic ensures a staged reconnect back to the appliance. Improvements to the Jump Client reconnect logic have significantly reduced the amount of time needed for large-scale deployments to reconnect to the appliance.

Global connection rate for Jump Clients

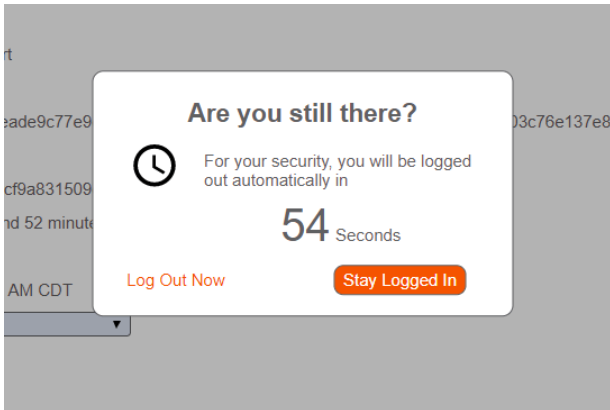
NOTE: When a Jump Client goes offline, it knows that it needs to reconnect as soon as possible, but a single Jump Client doesn't know if it's the only one offline or if all Jump Clients are offline. The global connection rate setting is used by disconnected Jump Clients as a clue to know how aggressively to try to reconnect.

Related Pages:

- [Configure Jump Client Settings](#)

Idle Timeout Warning for /login

Improved idle timeout warnings in the /login interface prevent administrators from being logged out before changes are complete. A new idle timeout dialog gives you 90 seconds to acknowledge that you are still working.



Improved License History Report

Gain better insight into your BeyondTrust Remote Support license usage. Administrators can view license usage history by hour, day, or month, providing visibility into your peak support hours.

Reports :: Representative Licenses
Range Start: Apr 01, 2018
 Duration: to present
 Range End: May 01, 2018
Group by: Hour
[Show Report](#) [Download Report](#) [Reset](#)

Related Pages:

- [Licensing: Report on Peak License Usage](#)

Public Portal Scheduling Options

Configure times for your public portal to be “open for business” and indicate when users can start a support session. Administrators can define schedules for all public portals. Users who visit the portal during “off” times will be provided information on support availability.

Regular Portal Schedules							
<p>NOTE: Public portal schedules define hours when the public portal is considered open. Outside of these defined hours the schedule message will be displayed on the public portal and users will not be allowed to start sessions using the rep list or issue submission survey (if those are configured).</p>							
<p>Add New Schedule</p>							
Schedule Name	Schedule		Portal Closed Message	Holidays	Applies to (Public Sites)		
UK Schedule	Open	Close	Our office is currently closed. Please come back on %NEXT_BUSINESS_DAY% at %NEXT_BUSINESS_OPEN_TIME_12%.	<ul style="list-style-type: none"> Christmas Day 	<ul style="list-style-type: none"> Remote Site 	Edit	Delete
	Monday 8:00	Monday 17:00					
	Tuesday 8:00	Tuesday 17:00					
	Wednesday 8:00	Wednesday 17:00					
	Thursday 8:00	Thursday 17:00					
	Friday 8:00	Friday 17:00					
Time Zone: Europe/London							
US Schedule	Open	Close	Our office is currently closed. Please come back on %NEXT_BUSINESS_DAY% at %NEXT_BUSINESS_OPEN_TIME_12%.	<ul style="list-style-type: none"> Christmas Day Independence Day 	<ul style="list-style-type: none"> Default Support Site 	Edit	Delete
	Monday 6:00	Monday 18:00					
	Tuesday 6:00	Tuesday 18:00					
	Wednesday 6:00	Wednesday 18:00					
	Thursday 6:00	Thursday 18:00					
	Friday 6:00	Friday 18:00					
Time Zone: US/Central							

Related Pages:

- [Schedule: Set Public Portal Open Hours](#)
- [Show Notices and Business Hours on the Public Portal](#)

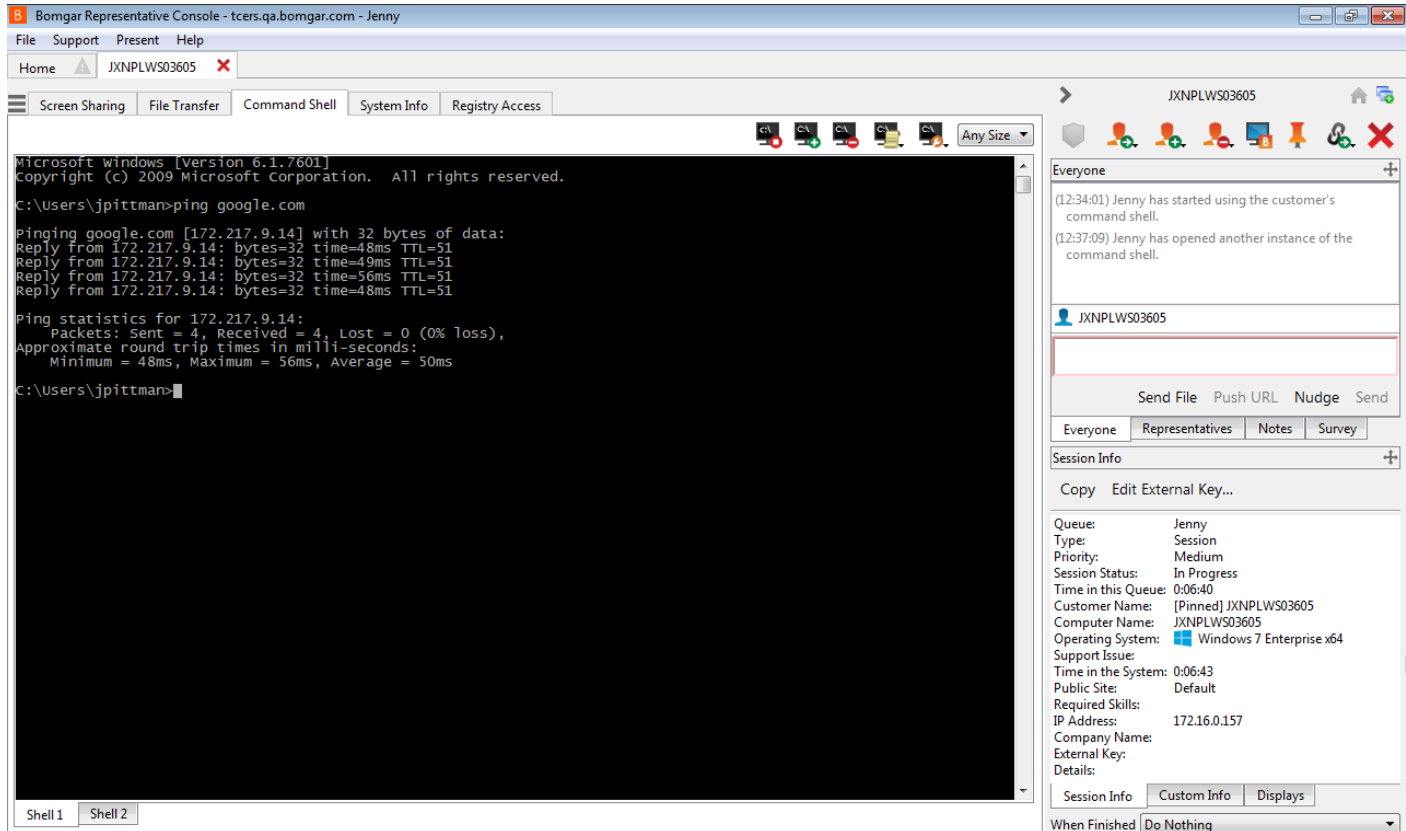
Updates for Support Representatives

BeyondTrust 18.2 contains the following updates for BeyondTrust representatives.

Feature
Command Shell Improvements Support technicians who use command shell are no longer limited to viewing just the last 50 lines of console history. They can now scroll back through thousands of lines of history and have access to a more extensive history of their command shell session.
Direct Web Rep Console Login Directly access the web rep console from a new /console URL. By providing a simplified URL to access the web rep console, technicians can start supporting users faster. Administrators can now apply more granular network restrictions to web rep console users.
Rep Console User Interface Visual Enhancements Several UI enhancements have been added to the rep console to improve the day-to-day working experience for support technicians. The Session Alert icon on the Home and Session tabs has been updated. The Generate Session Key dialog displays a much larger Session Key number, making it easier to see and quickly share with end users. New Copy icons has also been added to allow one-click copying.

Command Shell Improvements

Support technicians who use command shell are no longer limited to viewing just the last 50 lines of console history. They can now scroll back through thousands of lines of history and have access to a more extensive history of their command shell session.



The screenshot displays the Bomgar Representative Console interface. The main window shows a command shell session with the following text:

```
Microsoft windows [version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\jpittman>ping google.com

Pinging google.com [172.217.9.14] with 32 bytes of data:
Reply from 172.217.9.14: bytes=32 time=48ms TTL=51
Reply from 172.217.9.14: bytes=32 time=49ms TTL=51
Reply from 172.217.9.14: bytes=32 time=56ms TTL=51
Reply from 172.217.9.14: bytes=32 time=48ms TTL=51

Ping statistics for 172.217.9.14:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 48ms, Maximum = 56ms, Average = 50ms

C:\Users\jpittman>
```

The right-hand sidebar contains session information for user Jenny:

- Queue: Jenny
- Type: Session
- Priority: Medium
- Session Status: In Progress
- Time in this Queue: 0:06:40
- Customer Name: [Pinned] JXNPLWS03605
- Computer Name: JXNPLWS03605
- Operating System: Windows 7 Enterprise x64
- Support Issue:
- Time in the System: 0:06:43
- Public Site: Default
- Required Skills:
- IP Address: 172.16.0.157
- Company Name:
- External Key:
- Details:

Related Pages:

- [Access the Remote Command Shell](#)
- [Access the Command Shell on the Remote System through the Web Rep Console](#)
- [Open the Command Shell on the Remote Endpoint Using the Applie iOS Rep Console](#)
- [Open the Command Shell on a Remote Endpoint Using the Android Rep Console](#)

Direct Web Rep Console Login

Directly access the web rep console from a new /console URL. By providing a simplified URL to access the web rep console, technicians can start supporting users faster. Administrators can now apply more granular network restrictions to web rep console users.

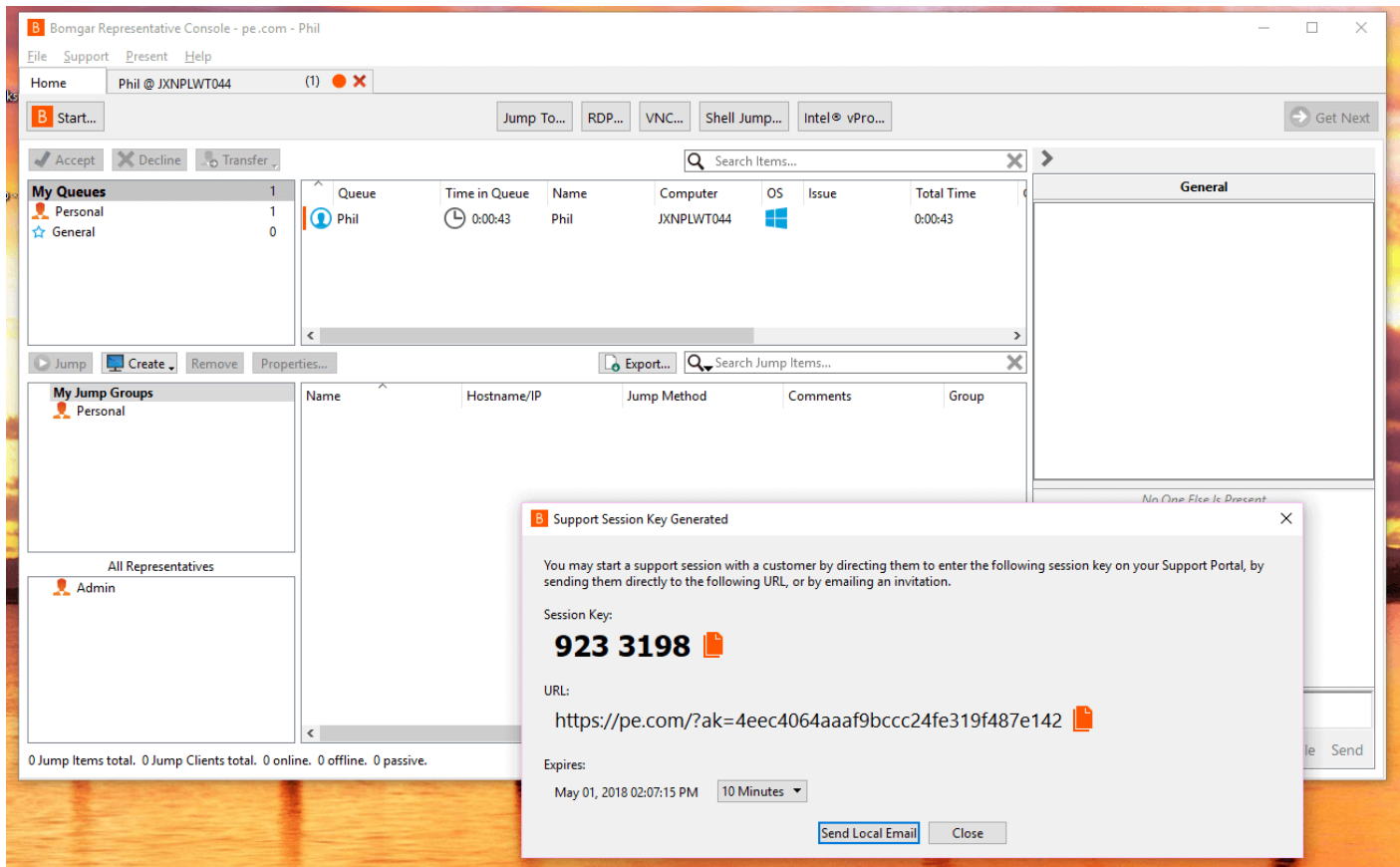


Related Pages:

- [Launch the Web Rep Console through /login](#)
- [Security: Manage Security Settings](#)

Rep Console User Interface Visual Enhancements

Several UI enhancements have been added to the rep console to improve the day-to-day working experience for support technicians. The **Session Alert** icon on the **Home** and **Session** tabs has been updated. The **Generate Session Key** dialog displays a much larger **Session Key** number, making it easier to see and quickly share with end users. New **Copy** icons has also been added to allow one-click copying.



Related Pages:

- [Representative Console User Interface](#)
- [View Support Sessions in Queue](#)