

Remote Support 24.1

What's New Documentation

Release Date – March 5th, 2024

BeyondTrust Remote Support is the preferred service desk solution to securely service, repair, and support any remote device, on any platform, anywhere in the world, on and off network.

BeyondTrust Remote Support elevates your security posture from the top down with our proprietary Jump technology, an industry-leading credentials vault, and more. Remote Support also empowers service desks with thoughtful features like chat support, multi-rep sessions, remote camera sharing, robust ITSM integrations, and more.

This release brings innovative integration capabilities to your service desk, with thoughtful capabilities designed for organizations that scale.

Please see the [release notes](#) for additional details.

Release Highlights

Collaborate live with anyone through multiplayer mode:

- Multi-user invite enables collaboration with simultaneous invitations for shared support sessions.

Usability Improvements:

- Web Rep Console on Atlas: improved performance for the web console to scale large deployments
- Rely on the Vault as your first destination for credential management, discovery, and rotation with expanded accommodation for up to 100k credentials.
- Create custom search and filter views so your extensive collection of Jump Items is always organized and accessible, exactly how you need them.
- Keyboard shortcuts and hotkeys are now extended to sessions running in windowed mode.
- Improvements for light/dark mode
- Linux Customer Client: better performance and faster launch times for Linux users
- Support for Debian OS 11 and 12.
- Keyboard shortcuts and hotkeys are now extended to sessions running in windowed mode.

Expanded API sets:

- Force the logging out of users - great if building API connectors leveraging anomaly detection.
- List user group policy membership, making it easier to control access programmatically.

About BeyondTrust

BeyondTrust is the worldwide leader in intelligent identity and access security, enabling organizations to protect identities, stop threats, and deliver dynamic access. We offer the only

platform with both intelligent identity threat detection and a privilege control plane that delivers zero-trust based least privilege to shrink your attack surface and eliminate security blind spots. BeyondTrust protects identities, access, and endpoints across your organization, while creating a superior customer experience and operational efficiencies. We are leading the charge in innovating identity-first security and are trusted by 20,000 customers, including 75 of the Fortune 100, plus a global ecosystem of partners. Learn more at www.beyondtrust.com.