

## Remote Support 23.2 Supported Platforms

### Android

Android Version	Customer Client	Presentation Attendee	Jump Client	Representative Console
Android 7 - 13	✓	✓	✓	✓

### iOS – iPhone, iPad, iPod

iOS Version	Customer Client	Presentation Attendee	Representative Console
12.x	✗	✓	✓
13.x	✓	✓	✓
14.x	✓	✓	✓
15.x	✓	✓	✓
16.x	✓	✓	✓

### Linux Desktop

Linux Version	Customer Client	Jump Client	Representative Console
Fedora 34 - 35	✓	✓	✗
RHEL 7.8 and 7.9	✓	✓	✗
RHEL 8.4 and 8.5	✓	✓	✓
RHEL 9.0	✓	✓	✓
Ubuntu 18.04 LTS	✓	✓	✓
Ubuntu 20.04 LTS	✓	✓	✓
Ubuntu 22.04 LTS	✓	✓	✓

### Linux Server

Linux Version	Headless Jump Client	Customer Client	Jump Client	Representative Console
Fedora 34 - 35	✓	✗	✗	✗
RHEL 7.8 and 7.9	✓	✗	✗	✗

Linux Version	Headless Jump Client	Customer Client	Jump Client	Representative Console
RHEL 8.4 and 8.5	✓	✗	✗	✗
RHEL 9.0	✓	✗	✗	✗
Ubuntu 18.04 LTS	✓	✗	✗	✗
Ubuntu 20.04 LTS	✓	✗	✗	✗
Ubuntu 22.04 LTS	✓	✗	✗	✗

## Raspberry Pi

Raspberry Pi Version	Headless Jump Client	Customer Client	Jump Client	Representative Console
Raspberry Pi OS Desktop (10-Buster)	✓	✗	✗	✗
Raspberry Pi OS Lite (10-Buster)	✓	✗	✗	✗
Raspberry Pi OS Desktop (11-Bullseye)	✓	✗	✗	✗
Raspberry Pi OS Lite (11-Bullseye)	✓	✗	✗	✗

## macOS

macOS Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
macOS 10.14 (Mojave) macOS 10.15 (Catalina)	✓	✓	✓
macOS 11 (Big Sur) x86 or Apple silicon	✓	✓	✓
macOS 12 (Monterey) x86 or Apple silicon	✓	✓	✓



**Note:** All macOS clients are 64-bit as of Remote Support 18.1.

## Windows Desktop

Windows Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
Windows 7 SP1	✓	✓	✗
Windows 10 (21H1 and 21H2)	✓	✓	✓

Windows Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
Windows 11 (21H2)	✓	✓	✓

## Windows Server

Windows Version	Customer Client & Presentation Attendee	Jump Client	Representative Console
Windows Server Core	✗	✗	✗
Windows Server 2016	✓	✓	✗
Windows Server 2019	✓	✓	✗
Windows Server 2022	✓	✓	✗



**Note:** The above listed versions assume both 32 and 64-bit versions where applicable and reasonable.

## Virtual Desktop Environments

Platform	Customer Client	Jump Client	Representative Console
Citrix XenDesktop 7	✓	✓	✓
VMWare Horizon 8	✓	✓	✓
Citrix XenApp 6.5	✓	✓	✓



**Note:** Virtual desktop environment support assumes that Remote Support clients work in a supported OS environment, virtual or otherwise.

## Browsers

Browser OS Version	/login	/console	/appliance	Public Portal	C2C	C2c - Screen Shared
Edge (Chromium)	✓	✓	✓	✓	✓	✓
Firefox	✓	✓	✓	✓	✓	✗
Safari 14.1-15 (Mac)	✓	✓	✓	✓	✓	✗
Safari (iOS)	✗	✗	✗	✓	✓	✗
Google Chrome	✓	✓	✓	✓	✓	✓

Browser OS Version	/login	/console	/appliance	Public Portal	C2C	C2c - Screen Shared
Chrome (iOS)	✗	✗	✗	✓	✓	✗
Chrome (Android)	✗	✗	✗	✓	✓	✗

## Jumpoint

Operating System	JP Host	JP Target
Windows Server 2016	✓	✓
Windows Server 2019	✓	✓
Windows Server 2022	✓	✓
Windows 10	✓	✓
Ubuntu 18.04	✓	✓
Ubuntu 20.04	✓	✓
RHEL 8	✓	✓



**Note:** Remote Support supports only Microsoft's RDP server implementation built into Windows operating systems and Remote Desktop Session (formerly Terminal Services) Hosts.