BeyondTrust Remote Support Version 19.2

New and Updated Features

BeyondTrust Remote Support, powered by Bomgar, enables help desk teams to quickly and securely access and fix any remote device, running any platform, located anywhere in the world—all through one solution. With BeyondTrust, organizations of all sizes can consolidate and standardize help desk support on one solution, improving help productivity and reducing costs.

Remote Support version 19.2 introduces NEW market-leading features and enhanced capabilities to simplify workflows and improve security. This release also includes significant design enhancements to the UI. Please see the release notes for additional details on these important enhancements.

New Feature Highlights

NEW! Login (Administrative Interface) Redesign & Update

We have re-branded and refreshed our login UI to improve user experience by making it lighter, faster, and easier to use. In an effort to streamline the user workflow, we have cleaned up some visual elements, layouts, and basic functionalities to provide a more direct path to the most-used features. As always, we continue to listen to our customer feedback, and we have more design updates coming soon.

NEW! Public Portal Authentication

It is now possible to require authentication for users accessing the Public Portal online. By using SAML, (Security Assertion Markup Language) an open standard for exchanging authentication and authorization data between parties, representatives will now be able to gather information about users requesting support, such as their name, login name, and a recognizable email before starting a session. This not only eliminates the inconvenience of the user having to provide these details when the session starts, but it also gives your representative confidence in the identity of the person for whom they are providing support. This is an optional feature to ensure our customers are providing the most the secure remote support possible. By validating authentication, users and admins will be able to gather additional data to satisfy internal and external compliance requirements.

NEW! macOS Catalina Support

The macOS Remote Support Representative Console and Endpoint Client now fully support macOS Catalina, the sixteenth major release of macOS, Apple's desktop operating system for Macintosh computers. In this release, you will also find security changes based on the new security requirements of Catalina. These new requirements state that the applications that perform screen sharing must whitelisted by the user in macOS, be notarized by Apple, and follow additional new restrictions around access to certain file system paths like Desktop, Downloads, and Documents.

NEW! iOS 13 Support

With this release, the Remote Support iOS Customer Client and iOS Representative Console now support iOS 13, including support for new iPhone 11/11 Pro and iPad models.

NEW! Customer Chat Sounds

Chat sounds are now always-on for your end users. Previously, a nudge that shakes the customer's screen may have been required to get the attention of your end user if they didn't notice the highlighted chat window. Now, they will always hear a chat sound when the Representative sends a chat message. This new feature is helpful for organizations that need to comply with ADA (Americans with Disabilities Act) requirements.

NEW! Vault, Local User Account Automatic Rotation

The Remote Support Vault has been enhanced to include automatic credential rotation. This helps to mitigate the potential for password re-use threats related to stolen credentials. No more manual efforts for Admins! Now administrators can configure automatic rotation of local user account credentials in the Vault tab.

NEW! Added "Jump Group" Details to Reports

BeyondTrust Jump Technology enables privileged users to connect to an unattended remote system to start a session—without end-user assistance. Dependent upon the representative's permissions, the user may Jump to any computer on their LAN/VPN or on a network with a Jumpoint agent. In Remote Support 17.1, we introduced Jump Groups, which provide a more flexible way for you to organize your Jump Items. However, it wasn't easy to report on access to particular Jump Groups. In Remote Support 19.2, Jump Group details are now part of session reports in the Reporting sections of Remote Support. Now, admins and Support Team leaders will have the ability to gather additional data to satisfy internal and external compliance requirements.

Enhanced Feature Highlights

Vault, Domain Filtering in Vault Discovery

Users can now traverse Organizational Units (OUs) within the targeted Active Directory Domain when using the Vault Discovery functionality. Vault Discovery allows administrators to discover credentials in the specified network. Administrators can then import credentials into Vault, enabling users to inject and use the discovered credentials within Privileged Remote Access sessions.

Being able to traverse the OUs you wish to manage might be one of the most critical features for Vault, period. Instead of running a general discovery to the domain, admins can specifically target the OUs of the teams and credentials that they wish to manage with Vault, decreasing the number of managed credentials in Vault and making it easier to use and control the most important credentials.

Vault, New Users Permissions

It is now possible to define which Vault users can inject credentials while in a session and which Vault users can view credentials when checked out in /login. Previously, these permissions were grouped together, and we heard feedback that some customers wished to make this more granular. We are listening!

BeyondTrust Cloud Highlights

BeyondTrust Cloud URL

Bomgar Cloud is now BeyondTrust Cloud. New Cloud customers will now receive a beyondtrustcloud.com URL when they sign up for BeyondTrust Cloud. As before, Cloud customers can choose to use a custom DNS name for their site, if desired.