

Release Note

Release Information

Product Platform: **macOS**

Product Version: **5.1**

Date: **10 December 2024**

Mac 5.1

Introduction

Admin By Request for Mac 5.1 contains important bug fixes and several new features. The most important fix resolves a conflict between the Admin By Request System Extension and Microsoft Defender, and two significant new features are Platform SSO and Support Assist force close on timeout.

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Refer to the [Admin By Request Documentation Center](#) for full details on these new features or any other aspect of Admin By Request.

Prerequisites

Organizations wishing to evaluate endpoints running Mac 5.1 need the following:

- One or more devices running Apple **macOS 10.15 (Catalina)** or higher
- Credentials to access the Admin By Request portal at <https://adminbyrequest.com/login>
- Admin By Request for **Mac 5.1** client software, downloaded from the portal and available to each endpoint

Support for macOS 15 (Sequoia)

Admin By Request Mac 5.1 has been tested on, and officially supports, macOS 15 (Sequoia).

Platform SSO support

Admin By Request will now detect if Platform SSO is enabled and use this to identify which user is logged on to the endpoint. When organizations enable Platform SSO, users can sign-in to their managed Mac devices using their Microsoft Entra ID credentials, and Admin By Request will automatically identify them.

The following pages provide more information:

- Microsoft Learn: [Configure Platform SSO for macOS devices](#)
- Apple Platform Deployment: [Platform Single Sign-on for macOS](#)

Support Assist force close

Support Assist can now be configured with a session timeout, so that any open sessions are terminated if the length of time for which they have been running is reached.

It's also possible to enable or disable Support Assist for individual subgroups.

Refer to [using Support Assist](#) for more information.

Performance improvements

A small number of customers experienced a performance degradation when certain anti-virus products would collide with the Admin By Request System Extension. These issues have now been resolved.

Bug fixes

Several minor bugs have been fixed in ABR Mac 5.1. Inaccurate text and screenshots have also been updated in the portal.

How does the Update Process work?

Admin By Request software updates are deployed using our [Auto-Update](#) process. However, when we release a new version we do not deploy it right away to all customers via auto-update. This is simply to mitigate any issues that arise after beta testing.

Our rule-of-thumb is to activate auto-update of new releases within 4 - 8 weeks of release, but this is subject to change, depending on feedback and any potential issues that might arise.

[Contact us](#) if you wish to receive the latest version right now. You can also raise a support ticket requesting the latest update.

You can also visit the [Download Archive](#) for previous versions of Admin By Request.