

Release Note

Release Information

Product Platform: **macOS**

Product Version: **5.2**

Date: **TBA**

Mac 5.2

Introduction

Admin By Request (ABR) for Mac 5.2 contains bug fixes, performance improvements and several new features. The most important new feature is support for ABR's Secure Remote Access, including both *Unattended Access* and *Remote Support*.

In this document

"Prerequisites" on the next page

"Secure Remote Access" on the next page

"Okta-based User Identification." on the next page

"Account Separation" on the next page

"Performance and stability improvements" on page 3

"Bug fixes" on page 3

"How does the Update Process work?" on page 3

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 ABR Mac 5.2 need the following:

- One or more devices running Apple **macOS 11 (Big Sur)** or higher
- Credentials to access the Admin By Request portal at <https://adminbyrequest.com/login>
- **ABR Mac 5.2** client software, downloaded from the portal and available to each endpoint

Secure Remote Access

Secure Remote Access is now available for Mac endpoints, including both *Unattended Access* and *Remote Support*. These features work in the same way as for Windows endpoints.

Secure Remote Access leverages familiar approval flows and features to enable secure, browser-based, Just-In-Time (JIT) connections to workstations, servers, and network devices, as well as remote support for end users. This enables IT administrators to manage and access critical systems by eliminating reliance on traditional VPNs and jump servers, while maintaining a secure and segregated setup, with all features and configurations accessible from the intuitive and familiar Admin By Request portal.

Refer to [Secure Remote Access](#) for more information.

Okta-based User Identification.

Users can now be authenticated against Okta on the endpoint for sub-setting scoping.

If Platform SSO is enabled, Admin By Request uses this to identify which user is logged-in to the endpoint. Organizations using Platform SSO can have users login to their managed Mac devices using their Okta credentials, and Admin By Request will automatically identify them.

The following pages provide more information:

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

Account Separation

Account Separation for Cyber Essentials Plus compliance is now available on Mac endpoints, allowing administrators to enforce that privilege elevation requires an account that is different from the day-to-day account used on the endpoint.

Refer to [Cyber Essentials Plus](#) for more information.

DRAFT

Performance and stability improvements

A small number of customers experienced performance and stability issues - these have been resolved and communicated directly to the customers concerned.

Bug fixes

Several bugs have been fixed in ABR Mac 5.2. Mac Global and Sub Settings pages 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 unforeseen issues.

Our rule-of-thumb for a new release is to activate auto-update 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.

Visit the [Download Archive](#) for previous versions of Admin By Request.

DRAFT