

Release Note

Release Information

Product Platform: **Windows**

Product Version: **8.5**

Date: **20 January 2025**

Windows 8.5

Introduction

Admin By Request for Windows 8.5 adds support for ARM processors and three more Identity and Access Management (IAM) connectors for Google, JumpCloud and Okta.

The *Support Assist* feature now includes the ability to terminate all elevated processes at the end of a session, as well as a "force close" countdown timer.

Secure Remote Access now has an option to select which monitor to use in a multi-monitor setup, and either user in a Support Assist scenario can temporarily blank the screen for privacy if necessary.

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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 ABR for Windows 8.5 need the following:

- One or more devices running Microsoft **Windows 10** or higher.
- Credentials to access the Admin By Request portal at <https://adminbyrequest.com/login>.
- Admin By Request for **Windows 8.5** client software (Windows Endpoints), downloaded from the portal and available to each device.

Additional IAM Connectors

ABR for Windows 8.5 provides support for three further IAM (Identity and Access Management) connectors:

- Google Identity
- JumpCloud
- Okta

These are IAM solutions used to group users and devices and, by enabling connectors to these on a tenant, Admin By Request retrieves groups from the services which can be used to set sub-setting scopes.

The relevant settings are found in the portal at **Settings > Tenant Settings**, which has settings for all four identity providers (Entra ID plus the three new ones).

Refer to [Tenant Settings > Identity](#) for more information.

Windows ARM Support

Admin By Request now installs and runs perfectly on Windows endpoints running with ARM processors.

This is something our sales team has had numerous requests for lately, so we're excited to add these devices to our supported list.

Support Assist Lockdown

Support assist now has its own tab in the portal. New setting **Endpoint Privilege Management > Settings > Windows Settings > Lockdown > SUPPORT ASSIST** provides the ability to allow or disallow *Support Assist*, as well as an option to specify a session timeout.

This feature is the same as the Mac equivalent, except the Windows setting adds the "Force applications close at end" option, which kills any processes spawned during the session.

Refer to [Windows Settings > Lockdown > SUPPORT ASSIST](#) for more information.

Bug fixes and improvements

The 8.5 release includes fixes for customer-specific issues where customers have already been directly informed, or will be directly informed by support at launch.

Secure Remote Access updates

Specifically related to Secure Remote Access, ABR for Windows 8.5 also enables the following new features:

- *Remote Support* now offers an option to select which monitor to share, if multiple monitors are connected.
- Additionally, an icon in the session timer window allows the user to temporarily blank the screen, in the event that they need to perform any actions that should be hidden from the other person's view.
- Bug fixes and minor improvements, including improved UAC prompt handling.

Refer to [Initiating Remote Support \(end user or IT admin\)](#) for more information.

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.