

From: s9(2)(a) <[redacted]>
To: s9(2)(a) <[redacted]>
Subject: RE: BeyondTrust follow up
Date: Monday, 22 May 2023 1:51:58 pm
Attachments: [redacted].png
[redacted].png
[redacted].png
[redacted].png
[redacted].png
[redacted].png
[redacted].png
[redacted].png
[redacted].png

Hi Richard,

No worries at all, please see responses below in red. Happy to assist with any other queries if required.

Cheers,
s9(2)(a) <[redacted]>
Enterprise Account Manager

BeyondTrust
beyondtrust.com



From: Richard Atkinson <[redacted]>
Sent: Monday, May 22, 2023 6:59 AM
To: s9(2)(a) <[redacted]>, Francis Brady <[redacted]>, Francis Brady <[redacted]>
Cc: s9(2)(a) <[redacted]>
Subject: Re: BeyondTrust follow up

This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning s9(2)(a) <[redacted]>

Great to e-meet you too.

We're still working through the business case variation stuff, but I can say that we have selected BeyondTrust Remote Access as our preferred option for remote access and support.

Just need to confirm a couple of things with you too - so Francis connecting us is useful:

s9(2)(b)(ii) [redacted]

Happy to jump on a call if that's easier for you.

Richard

From: s9(2)(a) <[redacted]>
Sent: Friday, 19 May 2023 9:43 pm
To: Francis Brady <[redacted]>, Francis Brady <[redacted]>, Richard Atkinson <[redacted]>
Cc: s9(2)(a) <[redacted]>
Subject: RE: BeyondTrust follow up

Hi Francis,

Just confirming the eval site eval-0af85ca3.beyondtrustcloud.com has been powered back on. The expiration will be in 14-days, so you can export the config between now and then.

Richard - it's nice to meet you over email. Please do let me know if there's anything I can assist with regarding the business case or anything else.

Cheers,
s9(2)(a) <[redacted]>
Enterprise Account Manager

BeyondTrust
beyondtrust.com



From: Francis Brady <[redacted]>
Sent: Thursday, May 18, 2023 3:03 PM
To: s9(2)(a) <[redacted]>, Francis Brady <[redacted]>, Richard Atkinson <[redacted]>
Cc: s9(2)(a) <[redacted]>
Subject: RE: BeyondTrust follow up

This email originated from outside of the organisation. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi s9(2)(a) <[redacted]>

Sorry I missed your last email - I noticed a few days ago that the eval tenant UAT is no longer resolving so I'm guessing it's already been decommissioned? Other priorities have taken over this testing at the moment as our work on modern managed devices has ramped up.

If the tenant hasn't fully been decommissioned, I wouldn't mind getting back in to export some configuration but I'm sure it's nothing we can't recreate if the time comes.

The tenancy has been very useful for demoing the product. We have a business case in progress at the moment for a remote access tool, so I've included the Devices workstream tech lead @Richard Atkinson in this email to make some introductions to you both, as he's been working on this business case.

Thanks again to you and s9(2)(a) <[redacted]> for all your help so far.

Francis Brady
Systems Engineer, Digital Workplace - Te Atea Matihiko
Ministry of Social Development, s9(2)(a) <[redacted]>
Aurora Centre, 58 The Terrace, Level 1, Auckland

From: s9(2)(a) <[redacted]>
Sent: Thursday, 18 May 2023 3:36 pm
To: Francis Brady <[redacted]>, Francis Brady <[redacted]>
Cc: s9(2)(a) <[redacted]>
Subject: RE: BeyondTrust follow up

Hi Francis,

Following up on below. I just wanted to confirm the tenant is fine to be decommissioned now?

Cheers,
s9(2)(a) <[redacted]>
Enterprise Account Manager

BeyondTrust
beyondtrust.com



From: s9(2)(a) <[redacted]>
Sent: Friday, April 28, 2023 9:08 AM
To: Francis Brady <[redacted]>, Francis Brady <[redacted]>
Cc: s9(2)(a) <[redacted]>
Subject: RE: BeyondTrust follow up

Hi Francis,

I hope you're keeping well.

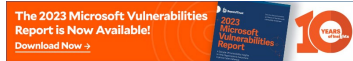
With the eval tenant due to expire next week, I wanted to check to see how the evaluation and internal sessions have been progressing? Beyond 5th May we can likely extend once more, but wanted to give a heads up that it'll be difficult to get approval after that seeing as there is a cost involved for us hosting this trial.

If there's any further technical queries or follow-up sessions we can assist with, then please do let me know.

Cheers,
s9(2)(a) <[redacted]>
Enterprise Account Manager

BeyondTrust

beyondtrust.com



From: s9(2)(a) <>
Sent: Wednesday, 5 April 2023 12:21 PM
To: Francis Brady <s9(2)(a)>; Francis Brady <s9(2)(a)> > s9(2)(a)
Cc: s9(2)(a)
Subject: RE: BeyondTrust follow up

Hi Francis,

I found the url from our previous emails. eval-Qal8Sca3.beyondtrustcloud.com

New date is set to 5th May 2023.

s9(2)(a)
Solutions Engineer

BeyondTrust
Tel: s9(2)(a)
beyondtrust.com

From: s9(2)(a) <>
Sent: Wednesday, 5 April 2023 10:04 am
To: Francis Brady <s9(2)(a)>; Francis Brady <s9(2)(a)> > s9(2)(a)
Cc: s9(2)(a)
Subject: RE: BeyondTrust follow up

Hi Francis,

Will you be able to send me the URL of the instance? I'll get that extended for another 30 days for you.

s9(2)(a)
Solutions Engineer

BeyondTrust
Tel: s9(2)(a)
beyondtrust.com

From: Francis Brady <s9(2)(a)> >
Sent: Wednesday, 5 April 2023 7:32 am
To: s9(2)(a) <>; Francis Brady <s9(2)(a)> > s9(2)(a)
Cc: s9(2)(a)
Subject: RE: BeyondTrust follow up

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the contents is safe.

Hi s9(2)(a)

thanks for this info - came in handy during the demo.

MSD are still assessing remote access tool options, and it would be helpful if we can extend out this test tenant for another month or two.

The trial is due to expire today I believe.

I still need to do some testing around MacOS and packaging jump clients for Intune deployment, and will likely need to do a few more demos of the product to various teams and architects here.

Cheers
Francis

Hop

From: s9(2)(a) <>
Sent: Tuesday, March 7, 2023 4:57 PM
To: Francis Brady <s9(2)(a)>; Francis Brady <s9(2)(a)> > s9(2)(a)
Cc: s9(2)(a)
Subject: RE: BeyondTrust follow up

Hey Francis,
The canned scripts don't support powershell scripts, it only does cmd commands.
If you are looking to run PS scripts you need to invoke "powershell" in the command sequence and then you have to end it with "exit".
Reason for that is at the end of the canned script, RS sends a "pause & exit" command via cmd, this command is not recognized by powershell and it will throw an error.

```
Microsoft Windows [Version 10.0.19044.2480]
(c) Microsoft Corporation. All rights reserved.

C:\Users\Kevin> powershell
Windows PowerShell
Copyright (c) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/powershell

PS C:\Users\Kevin> ipconfig

Windows IP Configuration

Ethernet adapter Ethernet:

   Connection-specific DNS Suffix  . : localdomain
   IP Address . . . . .               : 172.16.1.129
   Subnet Mask . . . . .              : 255.255.255.0
   Default Gateway . . . . .          : 172.16.1.2

Ethernet adapter Bluetooth Network Connection:

   Media State . . . . .               : Media disconnected
   Connection-specific DNS Suffix  . :

PS C:\Users\Kevin> exit

C:\Users\Kevin>
```

Kevin Pang
Solutions Engineer
BeyondTrust
Tel: s9(2)(a)
beyondtrust.com

From: s9(2)(a) <>
Sent: Friday, 3 March 2023 12:31 pm
To: Francis Brady <s9(2)(a)>; Francis Brady <s9(2)(a)> > s9(2)(a)
Cc: s9(2)(a)
Subject: RE: BeyondTrust follow up

Hi Francis,
I know what's going on here. The cred store which appeared for me, didn't appear for you because the vault is not configured with the credential, which is why you'd only see the "prompt customer" option.
I have a slot next tues 7th March at 1pm Sydney Time. I could go through the settings to get that done if you are avail.
Let me know. Thanks!

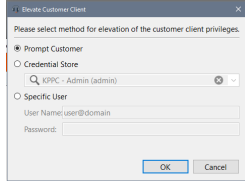
s9(2)(a)
Solutions Engineer
BeyondTrust
Tel: s9(2)(a)
beyondtrust.com

From: Francis Brady <s9(2)(a)> >
Sent: Friday, 3 March 2023 9:31 am
To: s9(2)(a) <>; Francis Brady <s9(2)(a)> > s9(2)(a)

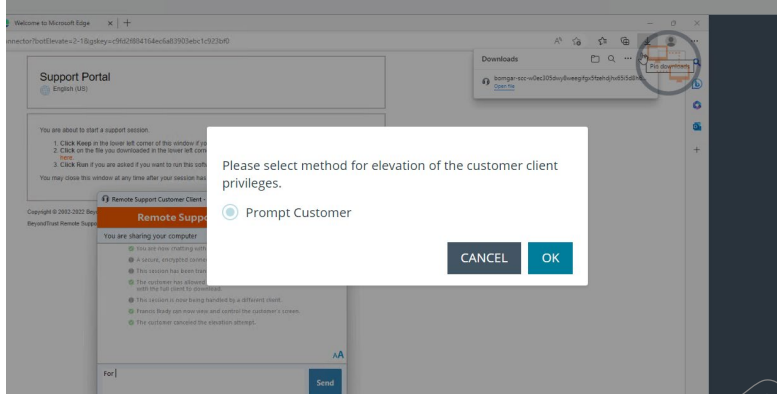
Cc:s9(2)(a)

Subject: RE: BeyondTrust follow up

Thank you s9(2)(a).
When I try to elevate, the only option I have here is prompt customer:



Is there a setting somewhere to enable these additional methods? They're missing from the web console also. Elevating to administrator is core functionality required for our techs to use this product



From s9(2)(a)

Sent: Thursday, 2 March 2023 10:01 pm

To: Francis Brady s9(2)(a) > Francis Brady s9(2)(a) > s9(2)(a)

Cc:s9(2)(a)

Subject: RE: BeyondTrust follow up

Hi Francis,

In a typical setting, when doing a remote access to an end user's machine or an unattended server (thru Jump Point/Jump Client) you should be able to see this prompt or the "shield" icon on the top right available.

Do note that if the account already has admin privileges, these prompts will be greyed out.

If the account is a standard user and the prompts are greyed out, that would be an issue we will need to look into. Let me know.

SAML integration do not pass the device administrator across. SAML integration is the authenticating part to authenticate the Support Rep into the RS console. Device administrator is a separate thing.

The other day we talk about silent install of the Rep Console, here are the arguments <https://www.beyondtrust.com/docs/remote-support/getting-started/signing-in-account.htm>



With regards to deploying via software distribution, ensure that the following is checked in the screenshot below.

Unfortunately I don't have any scripts that can do make deployment.

On that note on using Intune to deploy you have to use the IntuneWin. That's because our MSI isn't truly an MSI but rather a packaged exe and I suspect that could be why you will be expected to

face the issue that the person in the link performed where Intune thinks it has been installed but doesn't actually install.

There has been a feature request on how to make the MSI into a proper MSI but there aren't any dates yet.

JUMP CLIENT MASS DEPLOYMENT WIZARD

Wizard configuration form for Jump Client Mass Deployment. Fields include: Required field, Jump Group (1 user), Public Portal (Default: vtan.bongar.com), Name, Comments, Allow Override During Installation, Jump Policy (None), Customer Present Session Policy (None), Connection Type (Active), Jumpoint Proxy (Currently, none of your jumpoints have proxying enabled), Attempt an Elevated install if the Client Supports it (checked), Prompt for Elevation Credentials if Needed (checked), Password, Confirm Password, Start Customer Client Minimized When Session is Started (unchecked).

s9(2)

Solutions Engineer

BeyondTrust

Te:s9(2)(a)

[beyondtrust.com](https://www.beyondtrust.com)

From: Francis Brady s9(2)(a)

Sent: Thursday, 2 March 2023 11:21 am

To: Francis Brady s9(2)(a) > Francis Brady s9(2)(a) > s9(2)(a)

Cc:s9(2)(a)

Subject: RE: BeyondTrust follow up

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you s9(2)

I gave a demo of the Beyond Trust product today to MSD's wintel team, but was unable to elevate to administrator privileges. Is this something we could look at in another session? I thought that SAML integration passed device administrator rights through, but it's been a while since I've used the product.

Also just following up on whether you were able to provide any advice around the bongar rep install/uninstall commands for Intune deployment.

I haven't tried packaging and deploying an unattended Jump client install yet, but I suspect it'll run into similar problems to the user in this forum here with device context and will likely need to wrap the MSI as IntuneWin. Just wondering if you have a script created for deploying the client in your own tenancy that you might be able to share?

[\[SOLVED\] Issues Deploying BeyondTrust Remote Support Jump Client via Intune - Microsoft Intune \(spiceworks.com\)](#)

Cheers

Francis

From s9(2)(a)

Sent: Tuesday, February 28, 2023 9:24 PM

To: Francis Brady s9(2)(a) > Francis Brady s9(2)(a) > s9(2)(a)

Cc:s9(2)(a)

Subject: RE: BeyondTrust follow up

Hi Francis,

Thanks! The new expiration date is set to 4th Apr 2023.

s9(2)

Solutions Engineer

BeyondTrust

Te [§9\(2\)\(a\)](#)

[beyondtrust.com](#)

From: Francis Brady [§9\(2\)\(a\)](#)

Sent: Tuesday, 28 February 2023 4:08 pm

To: [§9\(2\)\(a\)](#); Francis Brady [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Cc: [§9\(2\)\(a\)](#)

Subject: RE: BeyondTrust follow up

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Cheers

From: [§9\(2\)\(a\)](#)

Sent: Tuesday, February 28, 2023 8:53:10 PM

To: Francis Brady [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Cc: [§9\(2\)\(a\)](#); Francis Brady [§9\(2\)\(a\)](#)

Subject: RE: BeyondTrust follow up

Hi Francis,

May I get the URL of the Remote Support instance that you are testing? I will need to use that to do a search on your instance to extend the trial.

As for the other required information, I will get that over to you shortly

[§9\(2\)](#)

Solutions Engineer

BeyondTrust

Tel: [§9\(2\)\(a\)](#)

[beyondtrust.com](#)

From: Francis Brady [§9\(2\)\(a\)](#)

Sent: Tuesday, 28 February 2023 6:28 am

To: [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Cc: [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Subject: RE: BeyondTrust follow up

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Cheers [§9\(2\)](#)

Arguments for a silent uninstall would be great too thank [§9\(2\)](#)

Here's what I've tried when packaging the app for Intune and it deploys, but requires user interaction

[All services](#) > [Apps | Windows](#) > [Windows | Windows apps](#) > [Bomgar Representative Console](#)

Bomgar Representative Console | Properties

Client Apps

Search

Overview

App information Edit

Manage

Name

Bomgar Representative Console

Properties

Description

bomgar-rep-installer.exe

Monitor

Device install status

Publisher

Beyond Trust

User install status

App Version

1.0

Dependency viewer

Category

--

Supersede viewer

Show this as a featured app in the Company Portal

No

Information URL

--

Privacy URL

--

Developer

--

Owner

--

Notes

--

Logo

--

Program Edit

Install command

bomgar-rep-installer.exe --silent

Uninstall command

"%AppData%\Local\Bomgar\Bomgar-rep-installer\04f85a83.beyondtrust.com\Software\remove.exe" --silent

Install behavior

User

From: [§9\(2\)\(a\)](#)

Sent: Tuesday, February 28, 2023 11:22 AM

To: Francis Brady [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Cc: [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Subject: RE: BeyondTrust follow up

Hi Francis,

Adding [§9\(2\)](#) our Solutions Engineer who will be assisting on the call today.

[§9\(2\)](#) is something you'd be able to send across to Francis prior to our 1pm call? If not we can run through this then anyway.

Cheers,

[§9\(2\)\(a\)](#)

Regional Sales Manager, Australia & New Zealand

BeyondTrust

Tel: [§9\(2\)\(a\)](#)

[beyondtrust.com](#)



From: Francis Brady [§9\(2\)\(a\)](#)

Sent: Tuesday, 28 February 2023 9:34 AM

To: [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Cc: [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Subject: RE: BeyondTrust follow up

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Thank [§9\(2\)](#)

Can you please send me the bomgar-rep-installer.exe arguments for a silent, user-based install that unchecks the boxes to run on startup and immediately launch the app?

I could only find documentation on the jump client.

Cheers

From: [§9\(2\)\(a\)](#)

Sent: Monday, February 27, 2023 1:56 PM

To: Francis Brady [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Cc: [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Subject: RE: BeyondTrust follow up

Thanks Francis,

Yes, we can definitely look at that tomorrow also.

Cheers,

[§9\(2\)\(a\)](#)

Regional Sales Manager, Australia & New Zealand

BeyondTrust

Tel: [§9\(2\)\(a\)](#)

[beyondtrust.com](#)



From: Francis Brady [§9\(2\)\(a\)](#)

Sent: Monday, 27 February 2023 7:31 AM

To: [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Cc: [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Subject: RE: BeyondTrust follow up

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Thanks Simon.

Yep that time works for me, I've just sent you a meeting invite from my MSD email.

Possibly we could import those policies into my tenant if you send them to me as XML?

From: [§9\(2\)\(a\)](#)

Sent: Friday, February 24, 2023 5:41 PM

To: Francis Brady [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Cc: [§9\(2\)\(a\)](#); [§9\(2\)\(a\)](#)

Subject: RE: BeyondTrust follow up

Hi Francis,

Are you free Tues 28th 3pm – 4pm NZDT?

Cheers,

[§9\(2\)\(a\)](#)

Regional Sales Manager, Australia & New Zealand

BeyondTrust

Tel: [§9\(2\)\(a\)](#)

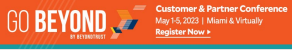
[beyondtrust.com](#)



From: s9(2)(a) <[redacted]>
 Sent: Friday, 24 February 2023 3:38 PM
 To: Francis Brady <[redacted]>
 Cc: s9(2)(a) <[redacted]>
 Subject: Re: BeyondTrust follow up

Hi Francis,
 Ah, that's frustrating. Let me check in with one of our engineers and get back to you with some time/day options to schedule a session. Will come back to you ASAP.

Cheers,
 s9(2)(a)
 Regional Sales Manager, Australia & New Zealand
 BeyondTrust
 Te s9(2)(a) <[redacted]>
 beyondtrust.com



From: Francis Brady <[redacted]>
 Sent: Friday, 24 February 2023 3:11 PM
 To: s9(2)(a) <[redacted]>
 Cc: s9(2)(a) <[redacted]>
 Subject: Re: BeyondTrust follow up

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Simon,
 Thanks for the new tenant and the extended trial with this one, I'm still having the same issue though.
 Here's what I'm expecting based on the kickstart video for configuring a tenant for the first time:
 https://tyme.beyondtrustcloud.com/login/group_policy

The only group available my new tenant is General Members, same as the old one:

I think the SAML integration guide also needs to be updated - I haven't been able to get SAML sign in to Beyond Trust to work with my Azure tenancy yet due to the attributes error that I described earlier.
 Cheers
 Francis

From: s9(2)(a) <[redacted]>
 Sent: Friday, February 24, 2023 3:34 PM
 To: Francis Brady <[redacted]>
 Cc: s9(2)(a) <[redacted]>
 Subject: Re: BeyondTrust follow up

Hi Francis,
 I can see this should just now have come through. Let me know if we need to extend this beyond 10th March or not also and I can arrange that closer to the expiration.
 Also, for your request on pricing, please see below:

- s9(2)(b)(ii) <[redacted]>

Thanks and let me know how you go with the SAML integration on this one and if needed I'm happy to arrange a session with one of our engineers.

Cheers,
 s9(2)(a)
 Regional Sales Manager, Australia & New Zealand
 BeyondTrust
 Te s9(2)(a) <[redacted]>
 beyondtrust.com



From: s9(2)(a) <[redacted]>
 Sent: Friday, 24 February 2023 10:11 AM
 To: Francis Brady <[redacted]>
 Cc: s9(2)(a) <[redacted]>
 Subject: Re: BeyondTrust follow up

Hi Francis,
 Apologies for the delay. This should come through today and we can then arrange a session for SAML if needed sometime next week.
 Just to confirm also: is this to go to your 365 email or is there a Ministry one this should be sent to?

Cheers,
 s9(2)(a)
 Regional Sales Manager

From: Francis Brady <[redacted]>
 Sent: Friday, February 24, 2023 10:08 am
 To: s9(2)(a) <[redacted]>
 Cc: s9(2)(a) <[redacted]>
 Subject: Re: BeyondTrust follow up

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Simon,
 Are you still looking to provision me with a new Beyond Trust evaluation tenant with the full functionality?

There's quite a bit of interest here in showing a working prototype with Azure SAML integration.
Cheers,
Francis.

From: Francis Brady <[REDACTED]>
Sent: Wednesday, February 22, 2023 4:28 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: BeyondTrust follow up
Hi [REDACTED]
Yes it is.

Thanks, once you've provisioned the new one, do you think we could look at setting up the SAML integration with Azure together?
I've followed all the instructions but I'm getting a SAML failure, here are the logs:

Users & Security

Remote Support

Admin

SECURITY PROVIDERS

Your software license will expire in 12 days. Please contact BeyondTrust for more information. [BeyondTrust Remote Support](#)

BACK TO SECURITY PROVIDERS

SECURITY PROVIDER LOG: SAML FOR REPRESENTATIVES

The log is automatically refreshed every 15 seconds.

14 Items

Time	Status	Message
Wed, Feb 22, 2023 2:15 AM UTC	455	Invalid user name: SAML assertion does not contain 'Username'. Verify if configured attribute name is correct.
Wed, Feb 22, 2023 2:15 AM UTC	455	Invalid user name: SAML assertion does not contain 'Username'. Verify if configured attribute name is correct.
Wed, Feb 22, 2023 2:12 AM UTC	0	Finished syncing group memberships.
Wed, Feb 22, 2023 2:12 AM UTC	0	Synced 0 memberships.
Wed, Feb 22, 2023 2:12 AM UTC	0	Syncing group memberships.
Wed, Feb 22, 2023 2:12 AM UTC	0	Finished syncing users.
Wed, Feb 22, 2023 2:12 AM UTC	0	Synced 0 relationships.
Wed, Feb 22, 2023 2:12 AM UTC	0	Inserted 0 users. Updated 0 users.
Wed, Feb 22, 2023 2:12 AM UTC	0	Starting user sync.
Wed, Feb 22, 2023 2:12 AM UTC	0	Finished syncing groups.
Wed, Feb 22, 2023 2:12 AM UTC	0	Synced 0 relationships.
Wed, Feb 22, 2023 2:12 AM UTC	60	No groups were synced. Verify the group search base DN, browse query, and object classes in the group schema settings.
Wed, Feb 22, 2023 2:12 AM UTC	0	Inserted 0 groups. Updated 0 groups.

From: [REDACTED]
Sent: Wednesday, February 22, 2023 3:10 PM
To: Francis Brady <[REDACTED]>
Cc: [REDACTED]
Subject: Re: BeyondTrust follow up
Thanks [REDACTED]
Hi Francis,

Nice to meet you over email.
Just to confirm, is this event tenant one you've had provisioned recently just via request from our website? If so, I may need to have a separate new one provisioned that has the full functionality available.
Cheers,

[REDACTED]
Regional Sales Manager, Australia & New Zealand
BeyondTrust
[REDACTED]
[beyondtrust.com](#)



From: Francis Brady <[REDACTED]>
Sent: Tuesday, 21 February 2023 3:15 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: BeyondTrust follow up

This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thanks [REDACTED]
Can you provide the template group policies to me?
My trial is missing them:

Users & Security

Remote Support

Admin

GROUP POLICIES

Your software license will expire in 13 days. Please contact BeyondTrust for more information. [BeyondTrust Remote Support](#)

GROUP POLICIES + ADD

Search Group Policies

1 Item

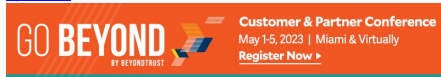
Name
General Members

Showing items 1 - 1 of 1

From: [REDACTED]
Sent: Tuesday, February 21, 2023 3:49 PM
To: Francis Brady <[REDACTED]>
Cc: [REDACTED]
Subject: BeyondTrust follow up
Hi Francis,

Thank you for your time today to discuss your requirements and solution needed with BeyondTrust. I have contacted my Enterprise Account Manager [REDACTED], who will be taking this conversation forward.
As mentioned, here is the link that provides all the relevant documentation on how to set up and get started on the Remote Support trial. Link can be found [here](#).
If you have any further questions/requirements, please do not hesitate to reach out.

Regards,
[REDACTED]
Sales Development Representative
BeyondTrust
[beyondtrust.com](#)



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