



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA

11 June 2024

Tēnā koe

### **Official Information Act Request**

Thank you for your email of 13 May 2024, requesting copies of all communication between the Ministry of Social Development (the Ministry) and Cyberark.com and beyondtrust.com between November 2022 and November 2023.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

One email chain was found between Beyondtrust.com and the Ministry during the time frame. This email chain is attached, named *20230522 RE\_Beyondtrust follow up*.

Some information is withheld under section 9(2)(b)(ii) of the Act as, if released, it would be likely to prejudice the commercial position of the person who supplied or who is the subject of the information. The greater public interest is in ensuring that the commercial position can be maintained.

Other information is redacted under section 9(2)(a) of the Act in order to protect the privacy of natural persons. The need to protect the privacy of these individuals outweighs any public interest in this information.

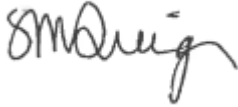
We found an additional 39 subscription emails sent from Cyberark.com and Beyondtrust.com sent to Ministry staff between November 2022 and November 2023. I have not included copies of these in the response, as I consider these to fall out of the scope of your request as they are not communications between the Ministry and the two named companies. Please advise if this was not the intent of your request.

I will be publishing this decision letter, with your personal details removed, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'M O'Neill', written in a cursive style.

pp.

Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**

From: [REDACTED]  
To: [REDACTED]  
Subject: [REDACTED]  
Date: Monday, 22 May 2023 1:01:28 pm  
Attachments: [REDACTED]

Hi Richard,

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

Cheers,  
[REDACTED]  
Enterprise Account Manager

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



From: Richard Atkinson [REDACTED]  
Sent: Monday, May 22, 2023 1:05 AM  
To: [REDACTED]; Francis Brady [REDACTED]; Richard Atkinson [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.

Good morning [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 timely:

[REDACTED]

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

Richard

From [REDACTED]  
Sent: Friday, 19 May 2023 9:43 pm  
To: Francis Brady [REDACTED]; Richard Atkinson [REDACTED]  
Cc: [REDACTED]  
Subject: RE: BeyondTrust follow up

Hi Francis,

Just confirming the eval site eval-0u55ca3.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,  
[REDACTED]  
Enterprise Account Manager

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



From: Francis Brady [REDACTED]  
Sent: Thursday, May 18, 2023 3:03 PM  
To: [REDACTED]; Richard Atkinson [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.

Hi [REDACTED]

Sorry I missed your last email - noticed a few days ago that the eval site on tenant URL 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 in the UAT tenant if the time comes.

The tenancy has been very useful for deming 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 [REDACTED] for all your help so far.

Francis Brady  
Systems Engineer | Digital Workplace - Te Aroa Matihiko  
Ministry of Social Development | [REDACTED]  
Aurora Centre, 58 The Terrace, Level 4, Auckland

From [REDACTED]  
Sent: Thursday, 18 May 2023 3:36 pm  
To: Francis Brady [REDACTED]; [REDACTED]  
Cc: [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,  
[REDACTED]  
Enterprise Account Manager

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



From [REDACTED]  
Sent: Friday, April 28, 2023 9:08 AM  
To: Francis Brady [REDACTED]; Francis Brady [REDACTED]  
Cc: [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,  
[REDACTED]  
Enterprise Account Manager

BeyondTrust

[beyondtrust.com](https://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-Qaf85ca3.beyondtrustcloud.com

New date is set to 5<sup>th</sup> May 2023.

s9(2)

(-) Solutions Engineer

BeyondTrust

Tel: s9(2)(a)

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

From s9(2)  
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)

(-) Solutions Engineer

BeyondTrust

Tel: s9(2)(a)

[beyondtrust.com](https://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

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Hi s9(2)

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 this 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

Hi 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 this 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.

EDIT CANNED SCRIPT

Script Name: IPConfig Powershell

Description: IPConfig using Powershell

Command Sequence: powershell ipconfig && exit

Team Availability:  Available to all users

```
Microsoft Windows [Version 10.0.19H4.2488]
(c) Microsoft Corporation. All rights reserved.

C:\Users\Kevin>powershell
C:\Users\Kevin>powershell
C:\Users\Kevin>powershell ipconfig && exit
C:\Users\Kevin>ipconfig

Ethernet adapter Ethernet:
    Connection-specific DNS Suffix . : localdomain
    IPv4 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 . :
    IPv4 Address. . . . . :
    Subnet Mask . . . . . :
    Default Gateway . . . . . :

C:\Users\Kevin>
```

Kevin Pang

Solutions Engineer

BeyondTrust

Tel: s9(2)(a)

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

From: Francis Brady 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 is because the vault is not configured with the credential, which is why you'd only see the "prompt customer" option.

I have avail slot next tues 7<sup>th</sup> 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)

(-) Solutions Engineer

BeyondTrust

Tel: s9(2)(a)

[beyondtrust.com](https://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)

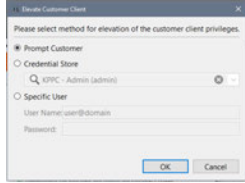
Cc:s9(2)(a)

Subject: RE: BeyondTrust follow up

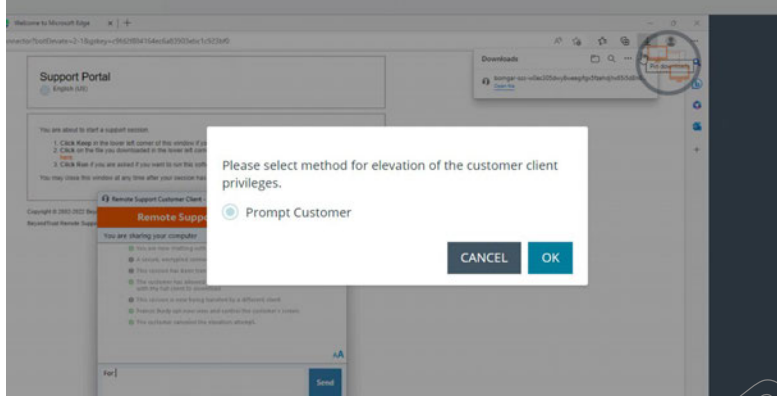
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Thank you s9(2)(a)

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-up-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 will 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 support is just installed.

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

s9(2)(a)

Francis Brady

Engineer

BeyondTrust

Te:s9(2)(a)

beyondtrust.com

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

Sent: Thursday, 2 March 2023 11:21 am

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

Cc:s9(2)(a)

Subject: RE: BeyondTrust follow up

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Thank you s9(2)(a)

I gave s9(2)(a) 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 bomgar 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 issue in your form 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)(a)

Francis Brady

Engineer

BeyondTrust

Te **s9(2)(a)**

[beyondtrust.com](mailto:beyondtrust.com)

From: Francis Brady **s9(2)(a)** >

Sent: Tuesday, 28 February 2023 4:08 pm

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

Cc: **s9(2)(a)**

Subject: RE: BeyondTrust follow up

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Cheers

From **s9(2)(a)**

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

To: Francis Brady **s9(2)(a)**; **s9(2)(a)**

Cc: **s9(2)(a)**; Francis Brady **s9(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

**s9(2)**

Solutions Engineer

BeyondTrust

Tel: **s9(2)(a)**

[beyondtrust.com](mailto:beyondtrust.com)

From: Francis Brady **s9(2)(a)** >

Sent: Tuesday, 28 February 2023 6:28 am

To: **s9(2)(a)**; **s9(2)(a)**

Cc: **s9(2)(a)**; **s9(2)(a)**

Subject: Re: BeyondTrust follow up

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Cheers **s9(2)**

Arguments for a silent uninstall would be great too thank **s9(2)**

Here's what I've tried when packaging the app for Intune **s9(2)** deploys, but requires user interaction

All services > Apps | Windows > Windows apps > Bomgar Representative Console

**Bomgar Representative Console | Properties**

Client Apps

Search

Overview

Manage

Properties

Monitor

Device install status

User install status

Dependency viewer

Supersede viewer

App information Edit

Name	Bomgar Representative Console
Description	bomgar-rep-installer.exe
Publisher	Beyond Trust
App Version	1.0
Category	--
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\eval\04B55a33.beyondtrust.com\Software\remove.exe\" --silent

Install behavior: User

From **s9(2)(a)**

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

To: Francis Brady **s9(2)(a)**; **s9(2)(a)**; **s9(2)(a)**

Cc: **s9(2)(a)**; **s9(2)(a)**; **s9(2)(a)**

Subject: RE: BeyondTrust follow up

Hi Francis,

Adding **s9(2)** our Solutions Engineer who will be assisting on the call today

**s9(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

**s9(2)(a)**

Regional Sales Manager, Australia & New Zealand

BeyondTrust

Tel: **s9(2)(a)**

[beyondtrust.com](mailto:beyondtrust.com)



From: Francis Brady **s9(2)(a)** >

Sent: Tuesday, 28 February 2023 9:34 AM

To: **s9(2)(a)**

Cc: **s9(2)(a)**; **s9(2)(a)**

Subject: RE: BeyondTrust follow up

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Thank **s9(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 **s9(2)(a)**

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

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

Cc: **s9(2)(a)**; **s9(2)(a)**; **s9(2)(a)**

Subject: RE: BeyondTrust follow up

Thanks Francis,

Yes, we can definitely look at that tomorrow also.

Cheers,

**s9(2)(a)**

Regional Sales Manager, Australia & New Zealand

BeyondTrust

Tel: **s9(2)(a)**

[beyondtrust.com](mailto:beyondtrust.com)



From: Francis Brady **s9(2)(a)** >

Sent: Monday, 27 February 2023 7:31 AM

To: **s9(2)(a)**

Cc: **s9(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 **s9(2)(a)**

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

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

Cc: **s9(2)(a)**

Subject: RE: BeyondTrust follow up

Hi Francis,

Are you free Tues 28<sup>th</sup> 3pm - 4pm NZDT?

Cheers,

**s9(2)(a)**

Regional Sales Manager, Australia & New Zealand

BeyondTrust

Tel: **s9(2)(a)**

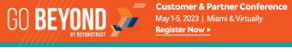
[beyondtrust.com](mailto:beyondtrust.com)



From s9(2)(a)  
 Sent: Friday, 24 February 2023 3:38 PM  
 To: Francis Brady s9(2)(a) >  
 Cc: s9(2)(a)  
 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)  
 beyondtrust.com



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

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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 experiencing on the kickstart video for configuring a tenant for the first time:

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)  
 Sent: Friday, February 24, 2023 3:34 PM  
 To: Francis Brady s9(2)(a) >  
 Cc: s9(2)(a)  
 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 10<sup>th</sup> 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)

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)  
 beyondtrust.com



From s9(2)(a)  
 Sent: Friday, 24 February 2023 10:11 AM  
 To: Francis Brady s9(2)(a) >  
 Cc: s9(2)(a)  
 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 s9(2)(a) >  
 Sent: Friday, February 24, 2023 10:08 am  
 To: 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

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 s9(2)(a) >  
Sent: Wednesday, February 22, 2023 4:28 PM  
To: s9(2)(a)  
Cc: s9(2)(a)  
Subject: Re: BeyondTrust follow up  
Hi s9(2)(a)  
Yes!

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

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.

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: s9(2)(a) >  
Sent: Wednesday, February 22, 2023 3:10 PM  
To: Francis Brady s9(2)(a) >  
Cc: s9(2)(a)  
Subject: Re: BeyondTrust follow up  
Thanks s9(2)(a)  
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,  
s9(2)(a)  
Regional Sales Manager, Australia & New Zealand  
BeyondTrust  
Te s9(2)(a)  
[beyondtrust.com](mailto:s9(2)(a)@beyondtrust.com)



From: Francis Brady s9(2)(a) >  
Sent: Tuesday, 21 February 2023 3:15 PM  
To: 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.

Thanks s9(2)(a)  
Can you provide the template group policies to me?  
My trial is missing them:

**Users & Security**  
Remote Support

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

GROUP POLICIES + Add

Search Group Policies

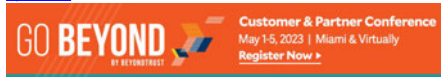
Name
General Members

Showing items 1 - 1 of 1

From: s9(2)(a) >  
Sent: Tuesday, February 21, 2023 3:49 PM  
To: Francis Brady s9(2)(a) >  
Cc: s9(2)(a)  
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 s9(2)(a), 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,  
s9(2)(a)  
Sales Development Representative  
BeyondTrust  
[beyondtrust.com](mailto:s9(2)(a)@beyondtrust.com)



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