Jump[™] Technology

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Overview

Bomgar's Jump Technology is a revolutionary solution for supporting any unattended computer. Jump enables a remote support technician to access and control unattended computers in any network dynamically and remotely and includes both a client-based and a clientless solution. In many cases, remote control can be established even when there is no pre-installed software client on the remote computer.

Bomgar's patent-pending Jump Technology is baked into Bomgar's core product and included in all license offerings. When clientless, Jump can provide remote access to unattended computers in a local network and remote networks via a Jumpoint[™]. When client-based, Jump provides remote access to unattended computers by establishing sessions via a pre-installed Jump Client. The clientless and client-based solutions of Bomgar's Jump Technology enable access to any unattended computer in any network.





Jumpoint vs. Jump Client

Bomgar's Jump Technology offers support representatives two means of virtually accessing remote computers. With the clientless solution, support representatives can Jump to (i.e., access and control) any Windows computer in a remote network via a pre-deployed Jumpoint. (Within the local area network, the support representative's computer functions as a Jumpoint.)

In contract, the client-based solution enables support technicians to Jump to any computer running a pre-deployed Jump Client, regardless of network location. This client-based solution enables remote access to multiple operating systems and is network independent.

Both solutions are easy to use, but it is important to understand the differences in order to use each solution effectively for your organization's needs.

	Jumpoint Clientless Solution	Jump Client Client-based Solution
When to Use	To gain access to an unattended Windows computer on a known remote network.	To gain access to any unattended computer regardless of operating system and in any network, known or unknown.
Requirement	Single installation of a Jumpoint on a computer within a local area network. Supports Windows only.	Installation of a Jump Client on each remote computer being accessed. Supports Windows, Mac, and Linux.
How to Deploy It	Download a Jumpoint agent onto a single computer on a remote network via your / login administrative interface.	Create Jump Clients for mass deployment via your /login web interface or install a Jump Client from within a support session.

Jumpoint Clientless Jump Technology Solution

Jumpoint enables a support technician to connect dynamically to any Windows computer on a local or remote network. The Jumpoint functions as a remote agent which extends the reach of the Jump feature to computers on a remote network.

A Jumpoint-enabled Bomgar session involves three computers:

- 1. The support technician's computer
- 2. A Windows-based computer that hosts the Jumpoint agent
- 3. The unattended Windows computer targeted for remote control

Jumpoint Prerequisites

- The administrator deploying the Jumpoint must have administrative privileges on the computer hosting the Jumpoint agent.
- The support technician must have administrative access to the target computer.
- In the /login administrative interface of the Bomgar Box, one or both of the following conditions must be true:
 - The support technician's user account permission **Allowed to Jump on the local network without a Jumpoint** must be enabled.
 - The support technician must be granted access to one or more Jumpoints, either individually or via group policy.

Jumpoint Configuration

- 1. From your /login administrative interface, go to the **Jumpoint** page under the **Configuration** tab.
- 2. Click Add New Jumpoint.

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London	No	Fri Nov 14, 2008 08:00	Never Uninstalls	Online since November 14, 2008 08:00:00 AM CST	Edit Delete
Ontario	No	Mon Nov 3, 2008 08:00	Wed Nov 12, 2008 17:30	Offline since November 12, 2008 05:30:00 PM CST	Edit Delete
Sydney	No	Always Active	Never Uninstalls	Download Installer Windows® (30-bit) executable	Edit Delete
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- 3. Give this Jumpoint a name and grant permission to at least one user who should be allowed to access this Jumpoint. After the Jumpoint is created, you can also grant access to groups from the **Group Policies** page under **Users & Security**.
- 4. Click the **Add Jumpoint** button. Your new Jumpoint should appear in the list of configured Jumpoints, and a confirmation message should be displayed.



Jumpoint Installation and Deployment

Now that your Jumpoint is configured, you will need to install the Jumpoint on a single system in the remote network you wish to access. This system will serve as the gateway for Jump sessions with other computers on the remote network. You can either install the Jumpoint agent directly to the host or email the installer to a user at the remote system.

Download the Installation Package

- 1. From your /login web interface, go to the **Jumpoint** page under the **Configuration** tab.
- Find the appropriate Jumpoint and click the Download Installer link to download the Jumpoint installer file [bomgar-jpt-{uid}.exe].
- 3. NOTE: Users of some browsers such as Mozilla or Opera may need to save the .exe before opening or running it.
- 4. Continue with the steps in the **Complete the Installation** section below.

Email the Installation Package

- 1. From your /login web interface, go to the **Jumpoint** page under the **Configuration** tab.
- Find the appropriate Jumpoint and click the Download Installer link to download the Jumpoint installer file [bomgar-jpt-{uid}.exe]. If you are given the option to Run or Save the file, select Save.
- Attach the file to an email and send it to the remote user to deploy on the system that will host the Jumpoint agent.
- 4. Continue with the steps in the **Complete the Installation** section below.

		STATUS MY	ACCOUNT CONFIGURATION	USERS & SECURITY REPORTS PUBLICPORTALS LO	CALIZATION MANAG
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Complete the Installation

1. From the system that will host the Jumpoint agent, run the installation package. When the installation wizard appears, click **Next**.

2. Read and accept the license agreement. If you do not accept the license agreement, you will not be able to proceed with the installation.

3. Read and agree to the disclaimer.

Bomgar Jumpoint Setup	
	Welcome to the Bomgar Jumpoint Setup Wizard
	This wizard will guide you through the installation of Bomgar Jumpoint.
	It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
R	Click Next to continue.
	Next > Cancel
Bomgar Jumpoint Setup	
Waiver Agreement	
Please review the waiver term	is before installing Bomgar Jumpoint.
Press Page Down to see the r	est of the agreement.
WAIVER AGREEMENT	
PLEASE REVIEW THESE TEAM INDIVIDUALLY AND AS AN AL TERMS OF USE SET FORTH B "Bomgar Software") is about control session between an o clicking "Accept", you are aut Software to your computer a	IN OF OSE CAREFULLY, BY CLICKING ACCEPT, YOU, THORIZED OFFICER, OF YOUR COMPANY AGREE TO THE ELOW. Bomgar Corporation proprietary software (the to be downloaded to your computer to allow a remote perator and a computer or computers on your network. By horizing a remote operator to download the Bomgar nd you understand that the nermitted operator will have
If you accept the terms of the agreement to install Bomgar J	agreement, select the first option below. You must accept the umpoint. Click Next to continue.
 I accept the agreement I do not accept the agreer 	nent
Bomgar.com	
	< Back Next > Cancel
Remar lumpoint Setup	
D: 1:	
Disclaimer Please review the following di	sclaimer before installing Bomgar Jumpoint.
NOTICE TO CUSTOMER	
CUSTOMER'S LICENSED USE AND CONDITIONS OF BOMO CUSTOMER IS SOLELY RESP AT ALL TIMES USE THE SOF BOMGAR DISCLAIMS ANY LI OF THE SOFTWARE.	: of the software is solely pursuant to the terms Sar's end user licensor agreement. 'Onsible for its use of the software and shall tware in compliance with all applicable laws. IABILITY for customer's improper use
If you accept the terms of the agreement to install Bomgar J	disclaimer, click I Agree to continue. You must accept the umpoint.

Cancel

< Back I Agree

 Choose where you would like the Jumpoint agent to download. The default location is C:\Program Files\Bomgar\Jumpoint.

5. For a Jumpoint to be deployed on a remote LAN that is behind a proxy, appropriate proxy information may be necessary for the Jumpoint to connect back to the Bomgar Box. Configure proxy settings here. The Jumpoint supplies this proxy information whenever Jumping to another system on the remote network, providing the authority necessary to download and run the customer client.

You also may specify a date and time when the Jumpoint should become active and when it should automatically uninstall. Setting these delimiters determines the duration of time for which permitted representatives can access the remote network through this Jumpoint.

Once the Jumpoint has been installed, this settings dialog can be accessed again by clicking the Jumpoint's **Change** button in the **Add or Remove Programs** menu of the host system.

6. After installing the Jumpoint agent, you will receive a confirmation message. Click **Finish**.

Once the configuration and deployment are complete, the Jumpoint should be ready for use.

🖥 Bomgar Jumpoin	t Setup	_ □ 🛛
Choose Install Lo Choose the folder	ication in which to install Bomgar Jumpoin	ıt. 📕
Setup will install Bo Browse and select	mgar Jumpoint in the following fol another folder. Click Install to sta	lder. To install in a different folder, click rt the installation.
Destination Folde	er	
C:\Program Fil	es\Bomgar\Jumpoint\docs.qa.bon	Browse
Space required: 5. Space available: 14	6MB 4.6GB	
Bomgar.com ———		< Back Install Cancel
Bomgar Jumpoint	Configuration	×
BOMGAR		Jumpoint* Configuration
	Version: 10.3	.0 (18652)
Client Proxy Proxy Type: None		
Proxy Host:	Prox	y Port:
Username:		
Password: •••	•••••	
Activation		
Alway	s Active	
U DO NO	L'ACTIVATE OFICI	3/3/2009 11:00 AM
Uninstall		
Do No Autor	t Automatically Uninstall natically Uninstall At	3/16/2009 11:06 AM
		<u>OK</u> Cancel
🛃 Bomgar Jumpoin	t Setup	_ D X
	Completing Setup Wiza	the Bomgar Jumpoint rd
	Bomgar Jumpoint h	as been installed on your computer.
	Click Finish to close	this wizard.

< Back

Finish

Cancel

Using the Jumpoint

- 1. From the Bomgar representative console, open the Jump dialog from:
 - the **Support** menu of the representative console
 - the **Start** button above your personal queue
 - the **Jump To...** button above the Jump interface
 - the right-click menu of the system tray icon
- 2. From the **Jumpoint** drop down, select the network that hosts the computer you wish to access. You can access your local network or any network on which you have installed a Jumpoint agent.
- Next, either enter the remote computer's hostname or IP address or browse to it from the network directory. Once you have located the computer to which you wish to connect, click Jump. Your Bomgar Box will push the customer client files to the remote system and attempt to start a session.

📙 Bomgar - Ju	mp 🔀
This will attempt	to Jump to the remote machine you specify here.
You must have A	dministrator credentials on the remote machine for this to succeed.
Jumpoint:	Local Network 🔫
Hostname / IP:	▼
	Jump Cancel

	Sudoa			
📩 🚚 (Tabiya Mahuyad)	Sydne	<i>у</i>		
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🕒 🚎 Microsoft V	Windows Network			
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- 📒 A3	35AM-01			
💻 B3	35TB-01			
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👅 D2	27CO-01			
	ISAL-01			
F 8	3KT-01			
	1805-03			
		_		
Refresh		OK	Cance	

4. You will be required to provide valid credentials before you can access the remote system. Once the customer client is started, you can access and control the remote computer.

<u> 1</u> Enter Cr	edentials 🛛 🔀
When pushi domain nam	ng to a system attached to a Windows domain, please be sure to include the e as part of your username (Domainname\Username).
Username:	
Password:	
	OK Cancel



Jump Client Client-Based Jump Technology Solution

A Jump Client is an application or service that enables a support representative to connect to any unattended remote computer on any network. Jump Clients may be used on Windows, Mac, and select Linux-based computers.

A Bomgar[™] session using a Jump Client involves two computers:

- 1. The support technician's computer.
- 2. The unattended computer with a Jump Client installed, targeted for remote access.

Jump Client Configuration/Installation

There are two possible ways of installing a Jump Client. Jump Clients can be installed during a support session or pre-installed via mass deployment when the need to access multiple unattended computers virtually is anticipated. These two methods of installation are outlined below.

During a Support Session

A Jump Client may be installed during a standard virtual support session. This will permit the support technician to access the unattended remote computer at a later time. This method of installation is also known as session pinning and may be achieved by clicking on the **Pin as Jump Client** button.

NOTE: A Jump Client pinned in an elevated state in which the support representative has administrative rights to the remote computer will allow a system to be always available. This applies to Windows computers.

- 1. From within a support session, click the **Pin as Jump Client** button in the session toolbar at the top right corner of the representative console.
- 2. Select whether to pin the session to your personal queue, to a team queue, or to the general queue.
- If prompting is enabled, the customer will receive a message that the representative is requesting to install a Jump Client. The customer must allow or refuse the request.
- 4. Once the Jump Client is installed, the remote computer will appear in the Jump interface of the representative console.





Prior to Support

Jump Clients can be pre-installed on remote computers in anticipation of the need for virtual support. This method of installation may be applied to one system or multiple systems simultaneously.

- 1. From your /login web interface, go to the **Jump Clients** page under the **Configuration** tab.
- 2. Pinning the Jump Clients to your personal queue means that only you can access these remote computers through their Jump Clients. You can also choose to pin the Jump Clients to the general queue to allow access to all representatives or to a specific team to allow access to only those support team members.
- Adding a Group Name helps to organize your Jump Clients into categories within the representative console. You can also add Comments, which can be helpful in searching for and identifying remote computers.
- 4. The Jump Client will remain available for installation only as long as specified in Mass Deployment Duration. If someone should attempt to run the Jump Client installer after this time, installation will fail, and a new Jump Client installer will have to be issued.
- 5. If Attempt an Elevated Install is selected, the Jump Client will attempt to install with administrative rights, as a system service. If the elevated installation attempt is unsuccessful or if this option deselected, the Jump Client will install with user rights, as an application. This option applies only to Windows operating systems.
- Once you click **Deploy**, you can install the Jump Client immediately if you are at the computer that you need to later access. You can also email the installer to one or more remote users. Multiple recipients can install the Jump Client from the same link.

BOW	GAR		USER LOGIN
OPTIC	STATUS MYACCOUNT CON DNS SUPPORT TEAMS ACCESS SPONSO	FIGURATION USERS & SECURITY RS JUMPOINT™ JUMP CLIENTS	REPORTS PUBLICPORTALS LOCALIZATION MANAGEM
Jump Client Mass Dep	loyment Wizard		
N Attempt an elevated inst	Pin this client to: Personal Group Name Comments Mass deployment duttion 10 Minutes M Itali if the client supports it Deptoy		
Jump Client Statistics Select which statistics will I OS Screen	I be collected by Jump clients:	CPU	V Disk
Configure			
Jump Client Settings			
Jump Client Settings	Jump Client Statistics Update Interval 11 M	linute ♥ TE: This setting determines how often Ju	imp clients update their information on this appliance. As the
Jump Client Settings Maximum n Allow simultaneous repr	Jump Client Statistics Update Interval 11 th HOT norm umber of concurrent Jump Client upgrades 10 HOT var upg esentative sccess to a single Jump Client []	Invae) (E: This setting determines how often J. bet of deployed Jump clients increases (Sorg (E: This setting determines how many J E: This setting determines how many J the to V will in effect duable Jump client rades.	ing clients update their information on this appliance. As the this value may need to be increased to save bandwidth, ung Clients are allowed to upgrade at the same time. Setting this upgrades. Leaving this value blankwill allow unlimited concurrent

BOMGAR	USER LOGIN
STATUS MYACCOUNT CONFIGURATION USERS & SECURITY	REPORTS PUBLICPORTALS LOCALIZATION MANAGEMENT
OPTIONS SUPPORT TEAMS ACCESS SPONSORS JUMPOINT™ JUMP CLIENTS	BOMGAR BUTTON™ CANNED MESSAGES CANNED SCRIPTS
Jump Client Mass Deployment Wizard	
Download or Install the Client Now:	
Download/Install	
Deploy to Email Recipients:	
Email	

Using the Jump Client

- In the representative console, Jump Clients are grouped according to who can access them – only the representative, a particular team, or all representatives. You can further organize Jump Clients by categorizing them in groups.
- 2. Browse through groups or dynamically search for computers. The search tool looks across all text fields associated with Jump Clients, including group and owner name, comments, platform, etc.
- 3. Once you have found the computer you wish to access, click the **Jump** button. This will attempt to start a session with the remote computer. Once the customer client is started, you can access and control the remote computer.

Sessions (2:9)	Access Reques	ts (0:3) 🚫 1	an Fletcher @ JXNPL	XP031						
Dashboard 😥	Personal (2)	General (4)	Administrators (3) 💮 Internet	Problems (2)				All Documents being	
		- Chuch			Courter New	Durant 🖛	A	Transfer	All Representatives	
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