

Bomgar Box™ Disaster Recovery

Two key concerns of any strategic hardware deployment are availability and uptime. In the event of a disaster, your transition time to recovery can be decreased if you have already taken steps to prepare. In the event of a disaster, Bomgar™ will provide you access to temporary hosted services until your appliance is once more operational. Please follow these best practices to help you recover with minimal downtime.

Step 1 – Save a Backup

Architecturally, the Bomgar Box consists of both the physical hardware and also the software that runs on it. The software component includes company-specific information such as user accounts, security settings, site aliases, and session logs. It is important to frequently save a backup of your software configuration so that you always have the latest version on hand. This can be done either manually or automatically.

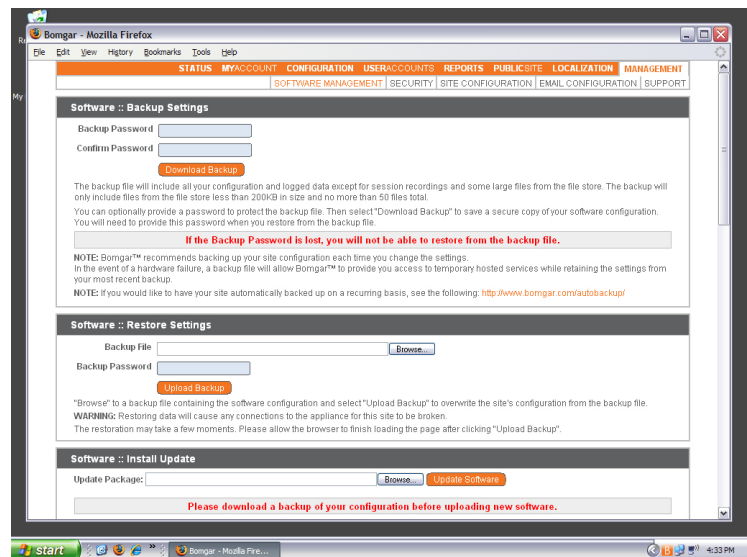
NOTE: To moderate backup size, not all files in the file store may be backed up, and session recordings are not saved in the backup configuration.

Manual Backup

1. From the **Management** page of your **/login** site, click on the **Software Management** tab.
2. To keep your backup secure, create and confirm a backup password. If you choose create a password, this password will be required before you can restore the backup.
3. Download the backup to a secure location.

Autobackup

The Bomgar Backup Scheduler is a utility you can use to automatically back up your appliance settings on a scheduled basis. The utility is available to customers using Bomgar version 9.2 and higher. For complete information and a guide on setting up the Backup Scheduler, please visit www.bomgar.com/autobackup.



Step 2 – Set Up a Temporary Site

If the service for your appliance goes down for any reason – hardware malfunction, natural disaster, etc. – Bomgar can provide you access to temporary hosted services. Having an up-to-date backup enables you to recreate the settings from your most recent backup.

1. Contact Bomgar Support at 1.877.826.6427 x2.
2. If it is likely that your appliance will remain out of service for any length of time, Bomgar will set up a temporary site for you and contact you with your temporary site's hostname and login credentials.
3. From the **Management** page of your temporary site, click on the **Software Management** tab.
4. Under the **Restore Settings** section, browse for the most recent version of your software backup.

5. Enter the backup password you created and then click **Upload Backup**.
6. Your temporary site will now mirror the settings of the site from which the backup was created.
7. In order to determine the best means of operating from your temporary site, it is important to understand the implications of operating from the temporary hostname versus redirecting your permanent hostname to the temp IP.

Operate from Temporary Hostname

Bomgar recommends operating from the temporary hostname, as this will enable you to begin supporting right away without having to wait for your DNS to resolve to a new IP. You will, however, need to redeploy certain aspects of your software.

- a. Representatives will need to download new representative clients from the temporary site.
- b. Previously installed Jump™ clients will not be able to connect to your temporary site. Please redeploy clients that you need to access in this interim.
- c. If you are using LDAP authentication, you may need to configure a Connection Agent to re-establish Security Provider connectivity.

Port Over Permanent Hostname

Alternatively, you can preserve your appliance hostname by porting over your DNS to the temporary site's IP address. Bomgar does **not** recommend this method as the change may take a significant amount of time.

- a. Update your appliance's DNS entry to resolve to the temporary site's IP. If you do not actively control your DNS management, you must submit a change order request to redirect your DNS to the temporary site's IP.
- b. You will now have to wait for the DNS change to propagate. When an A-record is changed in your DNS server, it may take some time for other DNS servers that have cached your old IP address entry to expire and update to the new IP address. You will have to wait for this change to take place both on the front end when the temporary site is created and on the back-end when your appliance comes back online.
- c. If you are using LDAP authentication, you may need to configure a Connection Agent to re-establish Security Provider connectivity. If you are using a Connection Agent currently and the Connection Agent is able to get to the Internet (not just the DMZ where the box is located), then the Connection Agent will continue to work. If you are using direct LDAP to your security provider, you will need to install a Connection Agent.

Step 3 – Restore Your Bomgar Box

Once your Bomgar Box is back in operation, you may or may not need to upload a backup to your appliance. If your appliance's hard drive was replaced and/or if you wish to retain data from your temporary site, such as modified user settings or session logs, you will need to follow the steps below. Additionally, if you redirected your DNS to your temporary site, you will need to reassign it to your public IP. Otherwise, you can simply bring your appliance back into service.

Save Temp Site Configuration

1. From the **Management** page of your temporary site, click on the **Software Management** tab.
2. To keep your backup secure, create and confirm a backup password.
3. Download the backup to a secure location.

Upload Software Backup

1. From the **Management** page of your Bomgar Box **/login** site, click on the **Software Management** tab.
2. Under the **Restore Settings** section, browse for the most recent version of your software backup.
3. Enter the backup password you created and then click **Upload Backup**.
4. The settings you saved from your temporary site will now be loaded into your Bomgar Box.

NOTE: In the very unlikely event that your appliance is out of service for more than 30 days, you will have to redeploy your Jump clients.

Failover Appliance

While this document outlines the basic steps necessary to recover from a disaster, you can increase uptime and security by setting up a second Bomgar Box as a failover appliance. Bomgar recommends this setup for enterprise corporations, companies that must maintain compliance with security regulations such as HIPAA and Sarbanes-Oxley, and companies that rely on support as an integral part of their business operations. For more information, see www.bomgar.com/remotedesktopaccess/bpdualappliance.htm.