

Jumpoint™ Error Message Reference Guide

This document provides a reference for the error messages that may occur while attempting to start a session with a remote computer via a Jumpoint™. It is assumed that a Jumpoint™ agent has already been installed on the remote network from the administrative interface.

Listed below are a few helpful definitions of terms that will be used throughout this document.

Term	Definition
<hostname>	This is a placeholder for the unique name of the remote computer that is referred to in the error messages below. In the actual error message dialogs, this placeholder will be replaced with the unique hostname of the remote computer.
target system	This is the remote computer to which a support representative is attempting to gain access. Because the scope of this document only covers Jumpoints, it is assumed, though not required, that target systems are unattended.

Below is a list of possible error messages that may occur, accompanied by a brief description of each message.

Message	Description
Unknown host <hostname>	The target system could not be found on the network.
An unknown error occurred while trying to contact host <hostname>	The attempt to obtain information about the target system failed. This message is a catch-all for any other failure which is not explicitly defined.
Network error disconnecting from host <hostname>	<p>The Jumpoint™ failed to disconnect a network connection that already existed between its host computer and the target system, most likely because that connection was actively in use.</p> <p>For security reasons, a Jumpoint™ will always disconnect any network connections that exist between the system hosting the Jumpoint™ and the target system (e.g., mapped drives, shared folders, remote registry manipulation, etc.). Otherwise, the Jumpoint™ could potentially perform a Jump™ via the existing network connection. This would create a vulnerability through which a support representative could gain access to a target system to which he or she should not have access.</p> <p>Therefore, this disconnect must occur before the Jump™ connection is made. It is highly recommended that the system hosting the Jumpoint™ not share folders or map drives to any systems to which it might need to Jump™, since those attempts to Jump™ will fail.</p>
Invalid credentials for <hostname>	While attempting to establish a connection to the target system, the credentials were denied by the target system.

Message	Description
Access denied to host <hostname>	The credentials specified did not have sufficient permissions to enable the Jump™ connection to be established. A Windows user account with administrative credentials for the target system is required.
Failed to establish a connection to <hostname>. Please verify the following: <ul style="list-style-type: none"> – remote system is accessible through network (ping) – remote system is running NT or higher (not 9x or XP Home) – you have administrator privileges on the remote system – XP Pro Local Security Policy is using Classic model for authentication (workgroup connections only) 	The attempt to create a connection for a Jump™ has failed for any reason. Several probable reasons are listed.
Access denied for <hostname>	The credentials specified did not have sufficient permissions to enable the Jump™ during the actual Jump™ process. A Windows user account with administrative credentials for the target system is required.
Couldn't push the installer to <hostname>	The Bomgar™ customer client installer was not able to be pushed to the target system.
Couldn't detect host settings for <hostname>	The Jumpoint™ could not read the registry of the target system and therefore could not perform the Jump™.
Failed to communicate properly with <hostname>	Though the Jumpoint™ was able to push the Bomgar™ customer client installer to the target system, it failed to actually install the service on the target system.
Couldn't trigger installation on <hostname>	Though the Jumpoint™ was able to install the Bomgar™ customer client on the target system, it failed to start the service on the target system.
The Jumpoint™ could not download the customer client.	The Jumpoint™ failed to download the customer client from the appliance. The first time that a Jumpoint™ attempts a Jump™, it must download a copy of the Bomgar™ customer client installer. From then on, it pushes that cached customer client to target systems. Note that upgrading a site also causes the Jumpoint™ to download a new customer client.
Another representative is currently pushing to this host. Please try again in a few moments.	Someone else is already attempting to Jump™ to the specified target system via this Jumpoint™.
Sorry, but the Jumpoint™ is too busy at the moment to process your request. Please try again later.	The Jumpoint™ is overloaded with too many Jump™ requests.