



Troubleshoot Deeper at the Virtual Command Line

Remote control can save a support technician hours of time, but sometimes even remote control is not the best option. For many troubleshooting tasks, the rep may need to access the command line for network troubleshooting, system diagnosis or to connect to an adjacent network device.

The command shell in Bomgar has many useful applications including:

- **Running diagnostics and scripts**
- **Supporting a user on a very low bandwidth connection**
- **Accessing network devices**

Bomgar's virtual command shell puts the technician at the command line, without having to open a screen sharing session. The support rep can dig in and diagnose the problem without having to go through the extra steps required with the GUI.

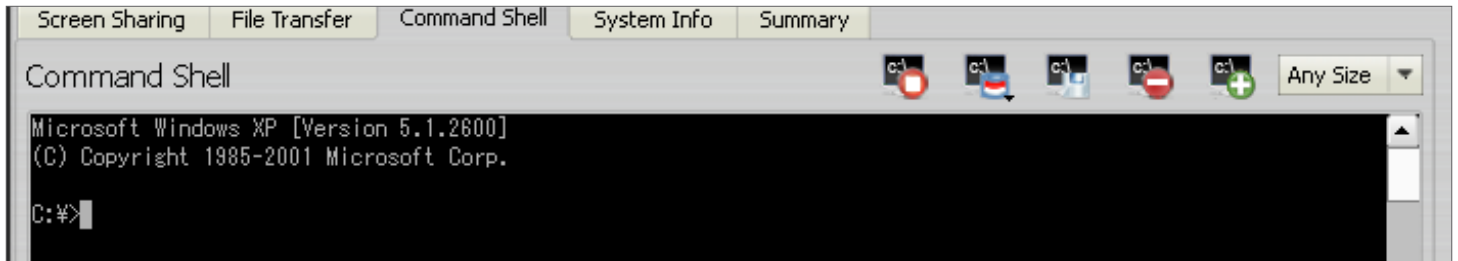


Fig. 1: Access the command line virtually to troubleshoot network issues, diagnose system problems or connect to a network device.

Diagnosing Problems and Running Scripts

With Bomgar's command shell interface, reps can perform many diagnostic tasks more readily than through screen sharing. In addition, for some troubleshooting tasks, access to the command line is an absolute requirement.

When a rep is working in Bomgar, previously written scripts are available in a drop-down menu. When you select a script to run, you will receive a prompt with a brief description of the script. When you click yes, the script will run in the active command shell interface. You and your team can create and share any number of scripts that can be used across platforms to automate troubleshooting tasks.

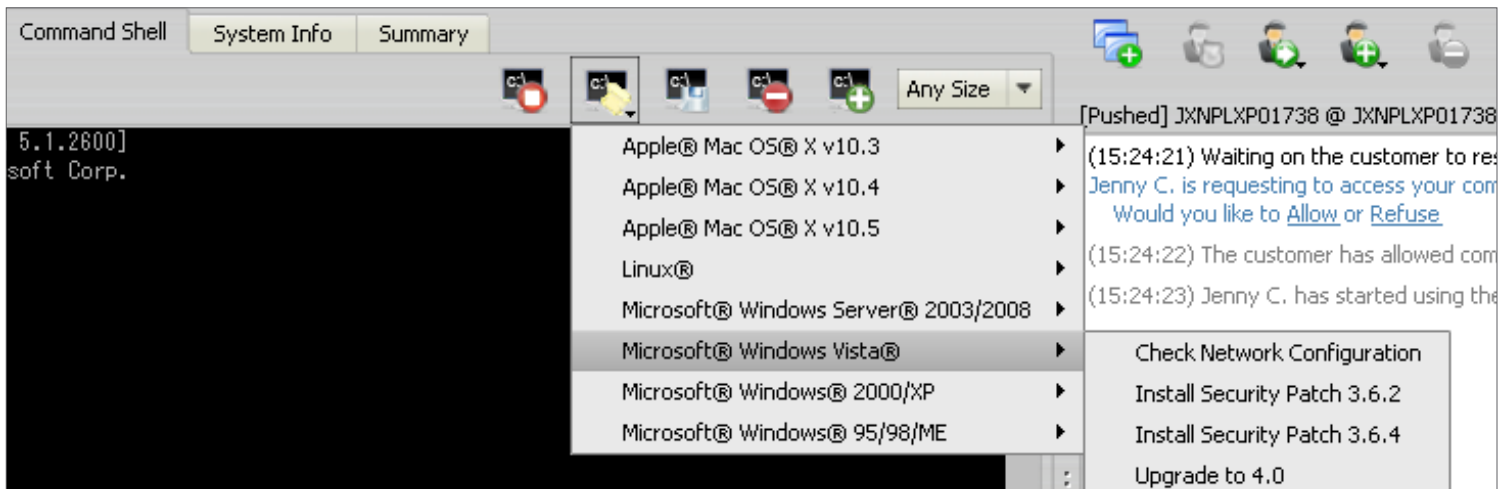


Fig. 2: Canned scripts are a timesaving tool available to reps when they are troubleshooting at the command line.



Supporting Users on Slow Connections

Another instance where Bomgar's command shell interface is a better option than screen sharing is when supporting a user on a very low bandwidth connection. Since command line troubleshooting sends and receives only a fraction of the data of a full screen sharing session, you can work at full speed from the command line even with only a dial-up connection to the user.

Accessing Network Devices

Sometimes a support rep needs to access a network device that only runs from the command shell. For instance, an ISP support rep might remote into a customer's computer and realize there's a problem with the cable modem or router. From the same remote support session, the rep can SSH or Telnet into the customer's modem or router to diagnose the problem.

Useful Command Shell Features

- Use pre-loaded scripts to automate command prompt tasks.
- Access multiple command shell instances from tabs at the bottom of the Rep Console.
- Administrators can set Bomgar to record each command shell session. Flash video recordings are included in the session report.