

BOMGAR™

**Bomgar Connect
Administrative Guide 17.1**

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Connect Administrative Interface

This guide offers a detailed overview of **/login** and is designed to help you administer Bomgar users and your Bomgar software. **/login** serves as the central point of administration and management for your Bomgar software and enables you to log in from anywhere that has internet access in order to download the representative console.

Should you need any assistance, please contact Bomgar Technical Support at help.bomgar.com.

Log into the Connect Administrative Interface

Login

Log into the user administrative interface by going to your site's URL (e.g., example.bomgarconnect.com) followed by **/login**. The user administrative interface enables administrators to create user accounts and configure software settings.

Default Username: **admin**

Default Password: **password**

If two-factor authentication is enabled for your account, enter the code from the authenticator app.

For more information on 2FA, please see [How to Use Two Factor Authentication with Bomgar Connect](http://www.bomgar.com/docs/connect/2fa-how-to-guide-con_17-1.pdf) at www.bomgar.com/docs/connect/2fa-how-to-guide-con_17-1.pdf.

Note: Users who were authenticating using email codes will be automatically upgraded to two-factor authentication (2FA), although they may continue to use email codes until they register an app. Once they begin to use 2FA, the email code option is permanently disabled.

Forgot your password?

To reset your password, click the link, enter and confirm your email address, and then click **Send**. If there is more than one user sharing the same email address, you are required to confirm your username. You will receive an email with a link that takes you back to the login page. On the login screen, enter and confirm your new password, and then click **Change Password**.

Status: View Bomgar Connect Software Details

STATUS MY ACCOUNT JUMP CLIENTS USERS REPORTS SUPPORT PORTAL

Site Status

The main page of the Bomgar Connect /login interface gives an overview of your Bomgar site statistics. When contacting Bomgar Technical Support for troubleshooting purposes, you may be asked to email a screenshot of this page.

Time Zone

An administrator can select the appropriate time zone from a dropdown, setting the correct date and time for the selected region.

Total Active Jump Clients Allowed

Review the total number of Jump Clients which are allowed on your system. If you need more Jump Clients, [contact Bomgar](#).

Note: Jump Clients are an add-on which can be purchased separately from your Bomgar Connect software. For information about purchasing an add-on, contact Bomgar Sales at www.bomgar.com/contact.

Named User Licenses

View the number of licenses available on your Bomgar site. If you need more licenses, please, [contact Bomgar](#).

Restart

You can restart the Bomgar software remotely. Restart your software only if instructed to do so by Bomgar Technical Support.

Client Software Is Built to Attempt

This is the hostname to which your Bomgar client software connects. If the hostname attempted by the client software needs to change, notify Bomgar Technical Support of the needed changes so that Support can build a software update.

Logged In Representatives

View a list of representatives logged into the representative console, along with their login time and whether they are running support or presentation sessions.

Terminate

You can terminate a representative's connection to the representative console.

My Account: Download the Connect Representative Console and Change Password and Username

STATUS MY ACCOUNT JUMP CLIENTS USERS REPORTS SUPPORT PORTAL

Bomgar Representative Console

Choose Platform

Choose the operating system on which you wish to install this software. This dropdown defaults to the appropriate installer detected for your operating system.

Bomgar Web Representative Console

Launch the web rep console, a web-based representative console. Access remote systems from your browser without having to download and install the full representative console.

Download Bomgar Representative Console

Download the Bomgar representative console installer in order to provide remote support.

For system administrators who need to push out the console installer to a large number of systems, the Microsoft Installer can be used with your systems management tool of choice. In your command prompt, when composing the command to install the console using an MSI, change to the directory where the MSI was downloaded and enter the command included on the **My Account** page.

You can include optional parameters for your MSI installation.

- **INSTALLDIR=** accepts any valid directory path where you want the console to install.
- **RUNATSTARTUP=** accepts **0** (default) or **1**. If you enter **1**, the console runs each time the computer starts up.
- **ALLUSERS=** accepts "" (default) or **1**. If you enter **1**, the console installs for all users on the computer; otherwise, it installs only for the current user.
- **SHOULD AUTOUPDATE=1** If you install for only the current user, you can choose to have the console automatically update each time the site is upgraded by entering a value of **1**; a value of **0** (default) does not auto-update, and the console will need to be manually reinstalled when the site is upgraded. If you install the console for all users, it does not auto-update.

*Note: If you use **ALLUSERS=1** with **SHOULD AUTOUPDATE=1**, the representative console should not be expected to auto-update. If you use **SHOULD AUTOUPDATE=1** without **ALLUSERS=1**, the representative console should auto-update without requiring any credentials beyond those of the Bomgar user and the active Windows user. No admin credentials are necessary.*

Change Your Email Settings

Email Address

Enter an email address and password for your account. Email addresses are required for all user accounts.

Password

Enter the password for your /login account, not your email password.

Change Your Password

Bomgar recommends changing your password regularly.

Username, Current Password, New Password

Verify that you are logged into the account for which you want to change the password, and then enter your current password. Create and confirm a new password for your account. The password may be set to whatever you choose, as long as the string contains at least 8 characters and contains at least one uppercase letter, one lowercase letter, one number, and one special character.

Two Factor Authentication

Activate two-factor authentication (2FA) to increase the level of security for users accessing /login and the Bomgar representative console. Click **Activate Two Factor Authentication**, and then use an authenticator app of your choice, such as Bomgar Verify or Google Authenticator, to scan the QR code that displays on the page. Alternatively, you can manually enter the alphanumeric code displayed below the QR code into your authenticator app.

The app automatically registers the account and begins providing you with codes. Enter your password and the code generated by the app you selected, and then click **Activate**. Please note that each code is valid for 60 seconds, after which time a new code is generated. Once you log in, you have the option to switch to a different authenticator app or disable 2FA.

Note: *If 2FA was pushed by your administrator, you do not have the option to disable it.*

For more information on 2FA, please see [How to Use Two Factor Authentication with Bomgar Connect](http://www.bomgar.com/docs/connect/2fa-how-to-guide-con_17-1.pdf) at www.bomgar.com/docs/connect/2fa-how-to-guide-con_17-1.pdf.

Change Your Display Name

Display Name

This is your name as displayed to customers, on chat transcript reports, and so forth.

Jump Clients: Install Jump Clients for Unattended Access in Bomgar Connect

STATUS MY ACCOUNT JUMP CLIENTS USERS REPORTS SUPPORT PORTAL

Note: Jump Clients are an add-on which can be purchased separately from your Bomgar Connect software. For information about purchasing an add-on, contact Bomgar Sales at www.bomgar.com/contact.

Jump Client Mass Deployment Wizard

The Mass Deployment Wizard enables administrators and privileged users to deploy Jump Clients to one or more remote computers for later unattended access.

Mass Deploy Help

For system administrators who need to push out the Jump Client installer to a large number of systems, the Windows, Mac, or Linux executable or the Windows MSI can be used with your systems management tool of choice. You can include a valid custom install directory path where you want the Jump Client to install. You can also set certain installation parameters specific to your needs. These parameters can be specified for both the MSI and the EXE using a systems administration tool or the command line interface. If the installation fails, view the operating system event log for installation errors.

Command Line Parameter	Value	Description
--install-dir	<directory_path>	Specifies a new writable directory under which to install the Jump Client. This is supported only on Windows and Linux. When defining a custom install directory, ensure that the directory you are creating does not already exist and is in a location that can be written to.
--jc-jump-group	user:<username>	This command line parameter sets the Jump Client's group to a specific user.
--jc-tag	<tag-name>	This command line parameter sets the Jump Client's tag.
--jc-comments	<comments ... >	This command line parameter sets the Jump Client's comments.
--silent		If included, the installer shows no windows, spinners, errors, or other visible alerts.

Note: When deploying an MSI installer on Windows using an `msiexec` command, the above parameters can be specified by:

1. Removing leading dashes (-)
2. Converting remaining dashes to underscores (_)
3. Assigning a value using an equal sign (=)

Example:

```
msiexec /i bomgar-scc-win32.msi KEY_INFO=w0dc3056g7ff8d1j68ee6wi6dhwzefggyezh7c40jc90 jc_jump_group=user:admin jc_tag=servers
```

There are two exceptions to this rule:

- `installdir` has a dash in the EXE version but no dashes in the MSI version.
- `/quiet` is used for the MSI version in place of `--silent` in the EXE version.

Download or Install the Client Now

Platform

Choose the operating system on which you wish to install this software. This dropdown defaults to the appropriate installer detected for your operating system.

Note that, unlike the representative console, Jump Clients installed from an MSI do auto-update.

Note: To install a Jump Client in service mode on a Linux system, the Jump Client must be installed as root. This will NOT cause the Jump Client to run as root. A service mode Jump Client allows the user to start a session even if no remote user is logged on, as well as to log off the current remote user and log on with different credentials. A Linux Jump Client installed in user mode cannot be elevated within a session.

Download/Install

You can download the installer immediately if you plan to distribute it using a systems management tool or if you are at the computer to which you need later access.

Deploy to Email Recipients

Email

You can also email the installer to one or more remote users. Multiple recipients can install the client from the same link.

Users: Add User Permissions for a Representative or Admin in Connect

STATUS MY ACCOUNT JUMP CLIENTS **USERS** REPORTS SUPPORT PORTAL

User Accounts

View information about all users who have access to your Bomgar site.

Create New User, Edit, Delete

Create, modify or remove an existing user. You cannot delete your own account.

Search

Search for a specific user account based on username, display name, or email address.

Reset

If a user has one or more failed login attempts, click the **Reset** button beside their name to reset the number back to 0.

User :: Add or Edit

User Settings

Username

Unique identifier used to log in.

Display Name

User's name as shown on the public site, in chats, etc.

Email Address

An email address is required for each account and is used for password reset.

Password

Password used with the username to log in. The password may be set to whatever you choose, as long as the string contains at least 8 characters and contains at least one uppercase letter, one lowercase letter, one number, and one special character.

Password Expires On

Causes the password to expire after a given date or never to expire.

Account Settings

Last Authentication Date

The date and time when this user last logged in.

Two Factor Authentication

Select whether the user is required to use two-factor authentication (2FA) or has the option to do so (default setting). If **Required** is selected, the next time the user tries to log into either the administrative interface or the representative console, a screen displays requiring the activation of two-factor authentication.

For more information on 2FA, please see [How to Use Two Factor Authentication with Bomgar Connect](http://www.bomgar.com/docs/connect/2fa-how-to-guide-con_17-1.pdf) at www.bomgar.com/docs/connect/2fa-how-to-guide-con_17-1.pdf.

Account Disabled

Disables the account so the user cannot log in. Disabling does NOT delete the account.

Permissions

Admin

Grants the user full administrative rights.

Allowed to view session reports

Allows the user to view session reports.

Representative Permissions

Support: Jump Technology

Allowed Jump Methods

Enables the user to Jump to computers using **Jump Clients**, **Local VNC**, and/or **Local RDP**.

Jump Item Permissions: Allowed to start sessions from all Jump Items within the system

Enables the user to Jump to any remote computer with a pinned Jump Item, whether in their personal list of Jump Items or another user's list of Jump Items.

Allowed to deploy, remove, and modify all Jump Items within the system

Enables the user to deploy, modify, and remove Jump Items not only in their personal list of Jump Items but also in other users' lists of Jump Items. This setting affects deploying Jump Clients from both the web interface and the representative console. To deploy a Jump Client from within a session, the **Jump Clients Pinning/Unpinning** session permission must also be allowed.

Session Permissions

Screen Sharing

Screen Sharing

Enable the user to view and control the remote screen.

Annotations

Enables the user to use annotation tools to draw on the remote system's screen.

File Transfer

File Transfer

Enables the user to upload files to the remote system and download files from the remote system.

Other Tools

Elevation

Enables the user to attempt to elevate the customer client to run with administrative rights on the remote system.

Jump Clients Pinning/Unpinning

Enables the user to pin or unpin a Jump Client while in a session. This ability is dependent on the permission **Allowed to deploy, remove and modify all Jump Items within the System** being enabled.

Prompt Settings

Select whether customers should be prompted to allow the representative to access their system in attended and unattended sessions.

Reports: View Connect Session and Presentation Activity

STATUS MY ACCOUNT JUMP CLIENTS USERS REPORTS SUPPORT PORTAL

Reports :: Support

Administrators and privileged users can generate broad, comprehensive reports and also apply specific filtering to customize reported information based on clear-cut needs.

Filters

Apply filtering options as needed to derive customized reports. Enable one or more filters as you wish, but only sessions that match all filters selected will be shown.

Session ID or Sequence Number

This unique identifier requires that you specify the ID (LSID) or sequence number for the single session you seek. You cannot combine this filter with others.

Date Range

Select a start date for which to pull reporting data. Then select either the number of days for which to pull your report or an end date.

Customer

Filter sessions by customer name, computer name, public IP, or private IP.

Representative

Use the dropdown to choose the type of representative participation you want to include. Choose sessions where any representative joined, no representative joined, or a specific representative participated.

Support Session Report

View all sessions that match the criteria specified on the previous page. Session reports include basic session information along with links to session details, chat transcripts, and video recordings of screen sharing.

Note: Session recording requires a purchased add-on. Please contact info@bomgar.com for more information.

Support Session Detail

Session reports detail a record of the full chat transcript, the number of files transferred, and the permissions requested and granted. Other information includes session duration, and local and remote computer names and IP addresses. Reports can be viewed online or downloaded to your local system.

If session recording is enabled, view a video playback of individual sessions, including captions of who was in control of the mouse and keyboard at any given point during the session. All recordings are stored in a raw format and are converted to compressed format when viewed or downloaded.

Reports :: Presentations

Range Start, Duration, Range End

Select a start date for which to pull reporting data. Then select either the number of days for which to pull your report or an end date.

Presentation Report :: All Presentations

View all presentations that match the criteria specified on the previous page. Presentation reports include basic presentation information along with links to presentation details, chat transcripts, and video recordings.

Note: Session recording requires a purchased add-on. Please contact info@bomgar.com for more information.

Presentation Session Details

Presentation session details include the name of the presenter, public and private IPs, a session start/end timestamp, as well as session events, such as members joining and leaving and the time when this took place.

Support Portal: Session Start Methods and Logo Customization in Connect

STATUS MY ACCOUNT JUMP CLIENTS USERS REPORTS SUPPORT PORTAL

Session Start Methods

Display Representative List

The representative list displays the names of all logged-in representatives, sorted according to display number. When a customer clicks a name and runs the customer client, a session immediately appears in that representative's personal queue. If **Start Session Using Click-to-Chat** is selected, sessions started with this method start as web-based chats rather than with the full customer client.

Display Presentation List

The presentation list displays active presentations. For a presentation to be listed here, the representative must have started the presentation and selected to show the presentation on the public site. When a customer clicks a presentation name and runs the client, they will immediately join that presentation.

Display Session Key Form

The session key form enables users to start a session by entering a session key provided by a representative. Sessions started this way go to a general queue, available to all representatives. If **Start Session Using Click-to-Chat** is selected, sessions start as web-based chats rather than with the full customer client.

Display Connect Now Button

If enabled, a **Connect Now Button** appears on the public portal, allowing customers simple, one-step access to an available representative. If **Start Session Using Click-to-Chat** is selected, sessions start as web-based chats rather than with the full customer client.

Support Portal :: Customization

Customize the look of the support portal to match your company's branding.

Logo

Upload a custom logo which appears in the top corner of your support portal.

Preview

Review the changes implemented for your portal by hovering your mouse over the **Preview** pop-up.

Colors

Use the color selectors to choose colors for the support portal's background, headers, borders, text, globe icon, links, and buttons.

Save Customizations

Save all customizations made to the support portal and publish the changes to your live support portal.

Discard Changes

Remove unsaved changes from the support portal.

Revert to Default

Revert the support portal template to the factory default look and feel.

Note: The **Revert to Default** action does not permanently change the support portal to the factory default until you click **Save Customizations**.

Customer Client :: Chat Window Banner

You may upload a custom image file to serve as the customer client chat window banner.

From the **Customer Client :: Chat Window Banner** section of the **Support Portal** page, click **Change Chat Banner** to select your new banner image, and then click **Save Chat Banner**.

Note: This image must be a 256-color (8-bit) Windows Bitmap file (.bmp) and must be 480 pixels wide. The recommended height is 40 pixels.

Once the file is uploaded, all new sessions use that image. Currently running sessions are not affected.

Note: Any changes can be discarded by clicking **Discard Changes**. This removes unsaved changes from the chat banner. The chat window banner can be reverted to the default by clicking **Revert to Default**.

Presentation Attendee Client :: Chat Window Banner

You may upload a custom image file to serve as the presentation attendee chat window banner.

From the **Presentation Attendee Client :: Chat Window Banner** section of the **Support Portal** page, click **Change Attendee Banner** to select your new banner image, and then click **Save Attendee Banner**.

Note: This image must be a 256-color (8-bit) Windows Bitmap file (.bmp) and must be 480 pixels wide. The recommended height is 40 pixels.

Once the file is uploaded, all new sessions use that image. Currently running sessions are not affected.

Note: Any changes can be discarded by clicking **Discard Changes**. This removes unsaved changes from the chat banner. The chat window banner can be reverted to the default by clicking **Revert to Default**.

Localization: Manage Available Languages and Customized Messages

Languages

Bomgar Connect currently supports English, German, Latin American Spanish, EU Spanish, Finnish, EU French, Italian, Dutch, Brazilian Portuguese, EU Portuguese, Swedish, Turkish, Japanese, Simplified Chinese, Traditional Chinese, and Russian. Bomgar supports international character sets.

Note: *Because of translation scheduling, language packs trail slightly behind the English release of any new software version. Also note that for some features localization is limited to 1-byte characters. The use of 2-byte characters (certain language packs) may change expected behavior of some features.*

Enabled

If more than one language package is installed, check the box for each language you want to enable. Checking the option makes that language available from the dropdown in the administrative interface, the representative console, and the public site.

Default Language

If more than one language package is installed, select a language to be displayed by default. Click **Update Languages** to save changes.

Search

View all customizable messages on one page. Enter a word or phrase in the search box to narrow the field. Click on the message you wish to modify to see it displayed in all enabled languages. Each message can be modified individually from this page.

The **Default String** cannot be changed and is meant only as a reference for your custom messages. Should you need to revert a message to its original text, delete all of the text from that message box and save the empty message. The default text in that language will reappear.

Disclaimers, Licensing Restrictions, and Tech Support for Bomgar Connect

Disclaimers

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Licensing Restrictions

One Bomgar Connect license enables one support representative at a time to troubleshoot an unlimited number of remote computers, whether attended or unattended.

Tech Support

At Bomgar, we are committed to offering the highest quality service by ensuring that our customers have everything they need to operate with maximum productivity. Should you need any assistance, please contact Bomgar Technical Support at help.bomgar.com.