

Privileged Access Management 15.2 Available Features

Features for Access Console Users

Feature Name	Description	
Multi-Platform Support	Endpoint	Access Console
Windows	Windows 2000 Pro SP4 Windows XP Pro SP3 Windows XP Home SP3 Windows Vista SP2 Windows Server 2003 SP2 and R2 Windows Server 2008 SP2 and R2 Windows 7 SP1 VDI - Windows 7 SP1 Windows POSReady 7 Windows 8 and 8.1 Windows Surface Pro 3 Windows Server 2012 and 2012 R2	Windows XP Pro SP3 Windows Vista SP2 Windows Server 2003 SP2 and R2 Windows Server 2008 SP2 and R2 Windows 7 SP1 VDI - Windows 7 SP1 Windows 8 and 8.1 Windows Surface Pro 3 Windows Server 2012 and 2012 R2
Mac OS X	OS X 10.7 - 10.10	OS X 10.7 - 10.10
Linux	Fedora Core 21 RedHat Enterprise 6 - 7 SLED 11 SP3 and 12 SLES 10 SP4, 11 SP3, and 12 Ubuntu 14.04.1 LTS, 14.10, and 15.04	Fedora Core 21 RedHat Enterprise 6 - 7 SLED 11 SP3 and 12 SLES 10 SP4, 11 SP3, and 12 Ubuntu 14.10, and 15.04
Mobile Devices	N/A	Apple iOS 7.0+ (iPhone, iPad, iPod touch)
	N/A	Android 2.3+ (Phone) Android 3.0+ (Tablet) Android Samsung 2.3+ (Phone/Tablet)
Unattended Systems	Laptops, Desktops, Servers, ATMs, Kiosks, POS Systems, etc.	
Cloud Access Controls	Securely connect to and manage your cloud infrastructure, including Windows, RedHat, CentOS, and Ubuntu Linux VMs powered by AWS, Azure, VMware, and other IaaS providers. Headless Linux configurations are also supported.	
Network Devices	Routers, Switches and Devices via SSH/Telnet	
Multi-Language Support	View Bomgar applications and interfaces in English, Dutch, French, German, and Italian. Bomgar supports international character sets.	
Access Console Toolset	Use advanced access tools to interact with remote systems.	
Access Console	Access remote endpoints by connecting to them through the Bomgar Appliance.	
Annotations	While screen sharing, use annotation tools to draw on the remote screen. Drawing tools, including a free-form pen and scalable shapes, can aid in collaborating with other users.	

Feature Name	Description
Automatic Elevation Service	Pre-deploy the elevation service to automatically elevate the Bomgar endpoint client. This saves time in each session and enables users to perform certain administrative tasks (via special actions and canned scripts) on remote systems without giving full admin rights to each user. It also allows you to leverage the Bomgar Smart Card driver so that admin tasks can be performed with the user's privileged account.
Canned Scripts	Use pre-written scripts from either the Command Shell interface or the Screen Sharing interface, increasing session effectiveness.
Command Shell	Directly access the command shell for system diagnostics, network troubleshooting, or low-bandwidth access, without screen sharing.
Custom Links	From within a session, click a button to open your browser to an associated CRM record.
Custom Special Actions	Create access console special action shortcuts for tasks specific to your environment, streamlining the effort for your team to complete repetitive tasks.
Customizable Notifications	Granularly configure which events trigger alerts in the access console and upload custom audio files.
Elevate Endpoint Client	Elevate the endpoint client to have administrative rights. Special actions can be run in the current user context or in system context.
Enterprise Credential Management	Use credentials stored in a password vault for nearly all session types. Credentials from the Enterprise Credential Manager can be used for RDP login, Run As from special actions, performing Remote Push, and Shell Jump initiation (SSH).
File Transfer	Transfer files to and from the remote file system.
Multi-Monitor Support	View multiple monitors on the remote desktop.
Multi-Session Support	Run multiple simultaneous sessions.
Reboot/Auto-Reconnect¹	Reboot and automatically reconnect to the remote computer.
Remote Registry Editor	Access and edit the remote Windows registry without requiring screen sharing.
Remote Screenshot	Capture a screenshot of the remote system.
Restrict Endpoint Interaction²	Disable the endpoint's mouse and keyboard input and conceal the screen to avoid interference and ensure privacy while you are working.
Smart Card Support	In a session, use authentication credentials contained on a smart card that physically resides on the user's system.
Special Actions	Access common actions such as Registry Editor, Event Viewer, System Restore, etc. Perform actions in User or System context. With the Run As special action on a Windows® system, you may select credentials from an Endpoint Credential Manager.
System Information	View in-depth system information in an easily navigable interface. Interact with services and processes and uninstall software without requiring screen sharing.
Virtual Pointer	Display a pointer on the remote screen, helpful when collaborating with another user.
Wake-on-LAN	Remotely access computers, even when they are turned off. Send Wake-on-LAN packets to a Jump Client host to turn on that computer, if the capability is enabled on the computer and its network.

¹Reboot/Auto-Reconnect is not supported on Mac computers.

²Restrict Endpoint Interaction is limited to disabling the mouse and keyboard on Windows 8.

Feature Name	Description
Collaboration	Work with other users and experts to resolve support cases.
Access Invite	Invite anyone – internal or external – into a shared session with one-time, limited access.
Extended Availability	Users can be in notification mode. If invited to share a session, you will receive an email notification.
Session Sharing	Collaborate with other users by sharing a session with a team member.
Teams	Collaborate with other users who share similar skill sets or areas of expertise.
User-to-User Screen Sharing	Collaborate with other users by instantly sharing your screen with a team member.
Jump Technology	Access unattended remote desktops, servers, and other systems.
Intel® vPro	Gain in-depth control of remote systems, using Intel® vPro features such as BIOS access, IDE-R, remote KVM, and remote power options.
Jump Client	Access any Windows, Mac, or Linux system. Centrally manage and report on all deployed Jump Clients.
Jumpoint	Access unattended Windows systems on a network, with no pre-installed client. Connect through proxy servers by storing credentials.
Jump Zone Proxy	Use a Jumpoint as a proxy to access systems on a remote network that do not have a native internet connection.
Microsoft Remote Desktop Protocol (RDP) Integration	Conduct remote desktop protocol (RDP) sessions through Bomgar. Users can collaborate in sessions, and sessions can be automatically audited and recorded.
Scripted Jump	Automatically start a session from an external program by initiating a Jump Item via a script.
Shell Jump	Connect to SSH/telnet-enabled network devices through a deployed Jumpoint.
Chat	Communicate easily with teammates both in and out of shared sessions.
Session Chat	Chat with other users in a shared session.
Spell Check	Catch misspellings and view suggested corrections.
Team Chat	Chat with all users on a team or with an individual.

Features for Access Console Users

Features for Managers

Feature	Description
User Management	Centrally manage users and groups.
Access Console Device Verification	Enforce the networks on which your access consoles may be used, or require multi-factor authentication to log into the access console.
Access Invite	Create profiles so that users can invite anyone – internal or external – into a shared session with one-time, limited access.
Administrative Dashboard	Oversee team activity, monitor users' access consoles, and take over sessions owned by someone else.
Application Sharing Restrictions	Limit access to specified applications on the remote Windows or Linux system by either allowing or denying a list of executables. You may also choose to allow or deny desktop access.
Configurable Login Banner	Configure a banner to display before users can log into either the /login interface or the /appliance interface. If the banner is enabled, then users attempting to access either /login or /appliance must agree to the rules and restrictions you specify before being allowed to log in.
Delegated Password Administration	Delegate the task of resetting local users' passwords to privileged users, without also granting full administrator permissions.
Group Policies	Define Bomgar user account permissions for entire groups of users. Group policies integrate easily with external directory stores to assign permissions based on your existing structures.
Inactive Session Timeout	Remove an idle user from a session after a specified time of inactivity.
Message Broadcast	Send a pop-up message to all users logged into the access console.
Multiple /appliance User Accounts	Create multiple user accounts for the /appliance interface. Set rules regarding account lockouts and password requirements.
Session Permission Policies	Customize session permissions to fit specific scenarios, not just specific users. You can change the permissions allowed in a session based on the specific endpoint being supported. Session permission policies provide flexibility in building the security model for each specific scenario.
Teams	Create teams based on skill set or experience level.
Team Collaboration	Define how multiple teams may interact.
Templates	Copy an existing security provider, session policy, or group policy to create a new object with similar settings. You also can export a session policy or group policy and import those permissions into a policy on another site.
User Accounts	Create an unlimited number of named user accounts.
User Account Details Reporting	Export account information about your user accounts for auditing purposes.
User Collaboration	Define session sharing options.
User Login Schedule	Exert control over access to the access console, restricting when users can be logged into the access console.

Feature	Description
Access Console Toolset	Equip your users with the specific access tools they need.
Canned Scripts and Custom Special Actions	Create command shell scripts and custom special actions for users to run during sessions, increasing efficiency by automating common processes.
Centralized Access Console Settings	Define the access console settings for your entire organization. Enforce settings to ensure a consistent experience.
Jump Technology	Define rules for remote access to unattended systems.
	Set expiration dates for Jumpoints.
	Create Jump Policies to enforce when Jump Items can be accessed, if a notification of access is sent, or if approval must be granted prior to access.
Post Session Lock	Set the endpoint client to automatically lock or log out the remote Windows computer when an elevated session ends.
User Permissions	Restrict or enable toolset components (ex., View or Control, File Transfer, System Information, etc.)
Reports	Report on all session activity; customize, filter and export reports.
License Reporting and Auditing	Keep track of the number of endpoint licenses used. You can download a zip file containing detailed information on your Bomgar license use. This file contains a list of all Jump Items (not counting uninstalled Jump Clients), daily counts for Jump Item operations and license usage, and a summary for the Bomgar Appliance and its endpoint license usage and churn.
Reporting Permissions	Manage each user's reporting privileges.
Session Forensics	Session Forensics is a powerful feature that allows you to search across all sessions based on session events. The feature empowers administrators to quickly and effectively identify critical security events, and aids in the prevention of potential security breaches, as well as evidence discovery. Searchable events include chat messages, file transfer, registry editor, and session foreground window changed.
Session Reports	View details of each session. Session reports include basic session information along with links to session details, chat transcripts, and video recordings.
Session Recording Videos	Record and view annotated videos of sessions and command shell sessions.
Summary Reports	See an overview of user activity over time.
Team Activity Reports	View details of activity within a team, including login and logout times, team chats, and files shared.

Features for Support Managers

Features for System Administrators

Feature	Description
Mass Deployment	Install Bomgar applications on multiple systems simultaneously
Extractable Access Console	Download a mass-deployable access console to distribute to users prior to or in parallel with upgrading the Bomgar Appliance.
Mass Deployment Installers	Create mass deployable installer packages for access consoles and Jump Clients.
Identity Management	Define Bomgar accounts using existing data on directory servers.
LDAP/Active Directory	Use LDAP/Active Directory to manage Bomgar users.
RADIUS [Multi-factor]	Use RADIUS for multi-factor authentication.
Kerberos [Single Sign-on]	Use Kerberos for single sign-on.
Backup and Redundancy	Monitor and back up the Bomgar Appliance.
Backup Integration Client	Schedule automatic retrieval and storage of software backups.
Appliance Failover	Define and automate redundancy and failover options.
NIC Teaming	Combine your system's physical network interface controllers (NICs) into a single logical interface, adding an additional layer of fault tolerance for your Bomgar Appliance.
Integration	Integrate Bomgar with external systems.
Custom Links	Configure custom links to include a variable for a session's external key, pointing the URL to an associated CRM record. A user can access this link from within a session.
API	Integrate with external systems and set API permissions.
Custom Fields	Create custom API fields to gather information about the endpoint, enabling you to more deeply integrate Bomgar into your organization. You can also make fields and their values visible in the access console.
SNMP Monitoring	Monitor the Bomgar Appliance using Simple Network Management Protocol (SNMP).
Syslog Integration	Send log messages to an external syslog server.
Integration Client	Transfer session logs, session recordings, and software backups from the Bomgar Appliance to an external system. Supported systems are Windows-based file systems and Microsoft SQL server. Schedule data transfers to take place automatically.

Features for System Administrators

Additional Integration Options

Additional integration options are available to Bomgar customers, as well. Some integrations must be purchased separately from the Bomgar software. Contact Bomgar Sales for details.

Integration Option	Requirements
Service Desk/Systems Management Integrations Automate your integration of Bomgar with various service desk and systems management tools by requesting pre-packaged integration adapters, drastically reducing integration time.	HP ArcSight ServiceNow Enterprise Thycotic
CRM/Ticketing Integration Use the Bomgar API to create a simple integration between your CRM and Bomgar, allowing users to access a CRM record directly from the Bomgar Access Console.	Bomgar API 1.13.0
3rd Party Professional Integration Services Because Bomgar's API and Integration Client conform to industry protocols, it is possible for customers to contract with a third-party professional services provider to outsource integration needs.	Contact Bomgar Sales for References.
Bomgar Professional Services Contract with Bomgar for custom integration needs.	Contact Bomgar Sales.

Additional Integration Options for Bomgar