

BOMGAR™

API Programmer's Guide 1.15.1
Bomgar PA

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Bomgar Privileged Access API Programmer's Guide

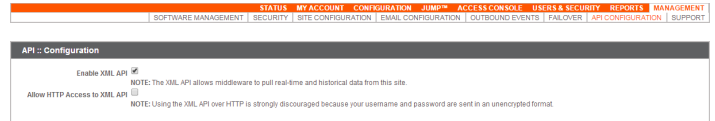
Version 1.15.1 (for Bomgar PA 16.1.x)

Front-end integration of the Bomgar API enables customers to correlate Bomgar sessions with third-party or in-house developed applications to pull report data, issue commands, or automatically save a backup of the Bomgar Appliance's software configuration on a recurring basis.

One common example of API integration would be linking a customer relationship management ticketing system to Bomgar sessions.

You could also add a feature to an application to enable the user to start a session from directly within that program instead of the Bomgar access console.

To use the Bomgar API, ensure that the **Enable XML API** option is checked on the **Management > API Configuration** page of the **/login** administrative interface.



For the examples in the following pages, a sample URL of **access.example.com** is used. Please replace this URL with your Bomgar Appliance's public site URL.

The command and reporting APIs return XML responses that declare a namespace. If you are parsing these responses with a namespace-aware parser, you will need to set the namespace appropriately or ignore the namespace while parsing the XML.

- Reporting API: <https://www.bomgar.com/namespaces/API/reporting>
- Command API: <https://www.bomgar.com/namespaces/API/command>

Note: The above [namespaces](#) are returned XML data and are not functional URLs.

Note: Prior to 16.1, a user account was used to authenticate to the API, with the username and password being passed in the request. Starting with 16.1, this method has been deprecated and is not available to new users. Instead, one or more API accounts must be created, with their client IDs and client secrets used to generate OAuth tokens.

For users upgrading from a version prior to 16.1, the option to authenticate to the API with a user account is still available for backwards compatibility. However, it is highly recommended that you use the more secure OAuth method of authentication. If you are unable to switch to OAuth authentication, please follow the API request format described in our [documentation archive](http://www.bomgar.com/docs/archive/privileged-access) at www.bomgar.com/docs/archive/privileged-access.

Authenticate to the PA API

API requests are executed by sending an HTTP request to the appliance. Send the request using any HTTPS-capable socket library or scripting language module, URL fetcher such as cURL, or an OAuth library specific to your platform. Bomgar's web APIs use OAuth as the authentication method.

To authenticate to the API, you must [create an API account](#) on the **/login > Management > API Configuration** page (see www.bomgar.com/docs/privileged-access/getting-started/admin/api-configuration.htm). The account must have permission to access the necessary APIs. API requests require a token to be first created and then submitted with each API request. An example API request can be seen in the **"Test Scenario"** on [page 53](#).

Create a Token

Create a token by POSTing to the URL of your Bomgar site followed by `/oauth2/token`:

```
https://access.example.com/oauth2/token
```

The OAuth client ID and client secret associated with the API account should be base64 encoded and included in an HTTP basic authorization header:

```
Authorization: Basic <base64-encoded "client_id:secret">
```

The request should include the following POST body:

```
grant_type=client_credentials
```

If the request is processed without error, you will get an access token JSON response:

```
{
  "access_token": "<token>"
  "token_type": "Bearer"
  "expires_in": 3600
}
```

Note: This token expires after one hour. Any calls to the API past that point must have a new token. Each API account can have a maximum of 30 valid tokens. If an API account attempts to generate more than 30 tokens, then the oldest token is invalidated before a new one is generated.

Note: The client secret cannot be modified, but it can be regenerated on the **/login > Management > API Configuration** page. Regenerating a client secret and then saving the account immediately invalidates any OAuth tokens associated with the account. Any API calls using those tokens will be unable to access the API. A new token must be generated using the new client secret.

Request an API Resource

Now that you have an access token, you can make GET/POST requests via HTTPS to the web API:

```
https://access.example.com/api/command
```

The obtained token is used for HTTP authentication and must be included in an HTTP authorization header with each request:

```
Authorization: Bearer <token>
```

If the token is valid, you gain access to the requested URL.

Authentication Errors

Requests made to the web API with expired or invalid tokens result in a JSON error response:

```
{
  "error": "access_denied"
  "message": "The resource owner or authorization server denied the request."
}
```

IMPORTANT!

When making consecutive API calls, you must close the connection after each API call.

Command API

The command API is designed to send commands to your Bomgar site from an outside application. Commands can get or set session attributes, join an existing session, or terminate a session. You can also check the health of your appliance or get information about your Bomgar API version.

The command API is an authenticated API. For instructions on using authenticated APIs using OAuth, see "[Authenticate to the PA API](#)" on page 5.

Commands are executed by sending an HTTP request to the appliance. Send the request using any HTTPS-capable socket library or scripting language module, web browser, or URL fetcher such as **cURL** or **wget**. Use either **GET** or **POST** as the request method.

IMPORTANT!

When making consecutive API calls, you must close the connection after each API call.

The command API URL is <https://access.example.com/api/command>.

An XML schema describing the command API response format is available at <https://access.example.com/api/command.xsd>.

Required Parameter for Command API

`action=[string]`

The type of action to perform. Can be `join_session`, `set_session_attributes`, `get_session_attributes`, `import_jump_shortcut`, `terminate_session`, `check_health`, or `get_api_info`.

The command API returns XML responses that declare a namespace. If you are parsing these responses with a namespace-aware parser, you need to set the namespace appropriately or ignore the namespace while parsing the XML.

- Command API: <https://www.bomgar.com/namespaces/API/command>

Note: The above [namespace](#) is returned XML data and is not a functional URL.

API Command: set_session_attributes

The `set_session_attributes` command sets the external key and other custom attributes for an active session.

The API account used to issue this command must have full access to the command API.

Required Parameter for set_session_attributes

<code>lsid=[string]</code>	The ID of the session whose attributes you wish to set. The session must currently be active.
----------------------------	---

Optional Parameters for set_session_attributes

<code>session.custom.external_key=[string]</code>	An arbitrary string that can link this session to an identifier on an external system, such as a customer relationship management ticket ID. This has a maximum length of 1024 characters.
<code>session.custom.[custom field]=[string]</code>	The code name and value of any custom fields. These fields must first be configured in /login > Management > API Configuration . Each attribute must be specified as a different parameter. Each custom field has a maximum length of 1024 characters. The maximum total size of all combined custom fields, including the external key, must be limited to 10KB.

Note: If an attribute is not listed in the URL, it will keep its existing value. To clear an attribute, you must set the attribute to an empty string.

XML Response for set_session_attributes Query

<code><success></code>	Returns a message of Session attributes were set if the attributes were set successfully.
<code><error></code>	Returns an error message if the attributes were not set successfully.

Query Examples: set_session_attributes

Set external key for session c69a8e10bea9428f816cfababe9815fe	<code>https://access.example.com/api/command?action=set_session_attributes&lsid=c69a8e10bea9428f816cfababe9815fe&session.custom.external_key=ABC123</code>
Set a custom value for session c69a8e10bea9428f816cfababe9815fe	<code>https://access.example.com/api/command?action=set_session_attributes&lsid=c69a8e10bea9428f816cfababe9815fe&session.custom.custom_field1=Custom%20Value</code>

API Command: `get_session_attributes`

The `get_session_attributes` command returns attributes set for an active session.

In order to issue the `get_session_attributes` command, you must supply the username and password for a Bomgar user account. That account must have the permission **Allowed to Use Command API** along with the permission **Administrator**.

The API account used to issue this command must have read-only or full access to the command API.

Required Parameter for `get_session_attributes`

<code>lsid=[string]</code>	The ID of the session whose attributes you wish to get. The session must currently be active.
----------------------------	---

XML Response for `get_session_attributes` Query

<code><custom_attributes></code>	Contains a <code><custom_attribute></code> element for each custom attribute set for the session.
<code><error></code>	Returns an error message if the attributes were not retrieved successfully.

Element Names and Attributes

	<i><code>/custom_attributes/custom_attribute</code></i>
<code>display_name</code> (attribute)	The display name assigned to the custom attribute.
<code>code_name</code> (attribute)	The code name assigned to the custom attribute.

Query Example: `get_session_attributes`

Get custom attributes for session c69a8e10bea9428f816cfababe9815fe	<code>https://access.example.com/api/command?action=get_session_attributes&lsid=c69a8e10bea9428f816cfababe9815fe</code>
---	---

API Command: import_jump_shortcut

The `import_jump_shortcut` command creates a Jump shortcut. When dealing with a large number of Jump shortcuts, it may be easier to import them programmatically than to add them one by one in the access console.

The API account used to issue this command must have full access to the command API.

Required Parameters for import_jump_shortcut - Local Jump

local_jump_hostname=[string]	The hostname of the endpoint to be accessed by this Jump shortcut.
group=[string]	The code name of the team with which this Jump Item should be associated. <i>Note: Using the import method, a Jump Item cannot be associated with a personal Jump Group.</i>

Optional Parameters for import_jump_shortcut - Local Jump

tag=[string]	You can organize your Jump Items into categories by adding a tag. This string has a maximum of 1024 characters.
comments=[string]	You can add comments to your Jump Items. This string has a maximum of 1024 characters.
jump_policy=[string]	The code name of a Jump Policy. You can specify a Jump Policy to manage access to this Jump Item.
session_policy=[string]	The code name of a session policy. You can specify a session policy to manage the permissions available on this Jump Item.

Required Parameters for import_jump_shortcut - Remote Jump

remote_jump_hostname=[string]	The hostname of the endpoint to be accessed by this Jump shortcut.
jumpoint=[string]	The code name of the Jumpoint through which the endpoint is accessed.
group=[string]	The code name of the team with which this Jump Item should be associated. <i>Note: Using the import method, a Jump Item cannot be associated with a personal Jump Group.</i>

Optional Parameters for import_jump_shortcut - Remote Jump

tag=[string]	You can organize your Jump Items into categories by adding a tag. This string has a maximum of 1024 characters.
comments=[string]	You can add comments to your Jump Items. This string has a maximum of 1024 characters.
jump_policy=[string]	The code name of a Jump Policy. You can specify a Jump Policy to manage access to this Jump Item.
session_policy=[string]	The code name of a session policy. You can specify a session policy to manage the permissions available on this Jump Item.

Required Parameters for import_jump_shortcut - Remote Desktop Protocol

remote_rdp_hostname=[string]	The hostname of the endpoint to be accessed by this Jump shortcut.
jumpoint=[string]	The code name of the Jumpoint through which the endpoint is accessed.
group=[string]	The code name of the team with which this Jump Item should be associated. <i>Note: Using the import method, a Jump Item cannot be associated with a personal Jump Group.</i>

Optional Parameters for import_jump_shortcut - Remote Desktop Protocol

rdp_username=[string]	The username to sign in as.
domain=[string]	The domain the endpoint is on.
display_size=[string]	The resolution at which to view the remote system. Can be primary (default - the size of your primary monitor), all (the size of all of your monitors combined), or XxY (where X and Y are a supported width and height combination - e.g., 640x480).
quality=[string]	The quality at which to view the remote system. Can be low (2-bit gray scale for the lowest bandwidth consumption), best_perf (default - 8-bit color for fast performance), perf_and_qual (16-bit for medium quality image and performance), or best_qual (32-bit for the highest image resolution). This cannot be changed during the remote desktop protocol (RDP) session.
console=[boolean]	1 : Starts a console session. 0 : Starts a new session (default).

ignore_untrusted=[boolean]	1: Ignores certificate warnings. 0: Shows a warning if the server's certificate cannot be verified.
tag=[string]	You can organize your Jump Items into categories by adding a tag. This string has a maximum of 1024 characters.
comments=[string]	You can add comments to your Jump Items. This string has a maximum of 1024 characters.
jump_policy=[string]	The code name of a Jump Policy. You can specify a Jump Policy to manage access to this Jump Item.
session_policy=[string]	The code name of a session policy. You can specify a session policy to manage the permissions available on this Jump Item.

Required Parameters for import_jump_shortcut - Shell Jump Shortcut

shelljump_hostname=[string]	The hostname of the endpoint to be accessed by this Jump shortcut.
jumpoint=[string]	The code name of the Jumpoint through which the endpoint is accessed.
protocol=[string]	Can be either ssh or telnet .
group=[string]	The code name of the team with which this Jump Item should be associated. <i>Note: Using the import method, a Jump Item cannot be associated with a personal Jump Group.</i>

Optional Parameters for import_jump_shortcut - Shell Jump Shortcut

shelljump_username=[string]	The username to sign in as.
port=[integer]	A valid port number from 1 to 65535 . Defaults to 22 if the protocol is ssh or 23 if the protocol is telnet .
terminal=[string]	Can be either xterm (default) or VT100 .
keep_alive=[integer]	The number of seconds between each packet sent to keep an idle session from ending. Can be any number from 0 to 300 . 0 disables keep-alive (default).
tag=[string]	You can organize your Jump Items into categories by adding a tag. This string has a maximum of 1024 characters.

comments=[string]	You can add comments to your Jump Items. This string has a maximum of 1024 characters.
jump_policy=[string]	The code name of a Jump Policy. You can specify a Jump Policy to manage access to this Jump Item.
session_policy=[string]	The code name of a session policy. You can specify a session policy to manage the permissions available on this Jump Item.

XML Response for import_jump_shortcut Query

<success>	Returns a message of Successfully imported Jump Item shortcut if the import succeeded.
<error>	Returns an error message if the import failed.

Query Examples: import_jump_shortcut

Import a Local Jump shortcut to the endpoint with hostname "ABCDEF02", pinning it to team "remote_access"	<pre>https://access.example.com/api/command?action=import_jump_shortcut&local_jump_hostname=ABCDEF02&group=remote_access</pre>
Import a Local Jump shortcut to the endpoint with hostname "ABCDEF02", pinning it to team "remote_access" and specifying its tag, comments, Jump Policy, and session policy	<pre>https://access.example.com/api/command?action=import_jump_shortcut&local_jump_hostname=ABCDEF02&group=remote_access&tag=Frequent%20Access&comments=Web%20server&jump_policy=Notify&session_policy=Servers</pre>
Import a Remote Jump shortcut to the endpoint with hostname "ABCDEF02", accessed through Jumpoint "London", and pinning it to team "remote_access"	<pre>https://access.example.com/api/command?action=import_jump_shortcut&remote_jump_hostname=ABCDEF02&jumpoint=London&group=remote_access</pre>
Import a Remote Desktop Protocol shortcut to the endpoint with hostname "ABCDEF02", accessed through Jumpoint "London", and pinning it to team "remote_access"	<pre>https://access.example.com/api/command?action=import_jump_shortcut&rdp_hostname=ABCDEF02&jumpoint=London&group=remote_access</pre>

Import a Remote Desktop Protocol shortcut to the endpoint with hostname "ABCDEF02", accessed through Jumpoint "London", and pinning it to team "remote_access". Set the username, domain, display size, and quality. Make it a console session, and ignore untrusted certificates.

```
https://access.example.com/api/command?action=
import_jump_shortcut&rdp_hostname=ABCDEF02&
jumpoint=London&group=remote_access&rdp_username=admin&
domain=example&display_size=1280x720&
quality=perf_and_qual&console=1&ignore_untrusted=1
```

Import a Shell Jump shortcut to the endpoint with hostname "ABCDEF02", accessed through Jumpoint "London" on SSH, and pinning it to team "remote_access"

```
https://access.example.com/api/command?action=
import_jump_shortcut&shelljump_hostname=ABCDEF02&
jumpoint=London&protocol=ssh&group=remote_access
```

Import a Shell Jump shortcut to the endpoint with hostname "ABCDEF02", accessed through Jumpoint "London" on SSH, and pinning it to team "remote_access". Set the username, port, and terminal type, and set the keep-alive time to two minutes.

```
https://access.example.com/api/command?action=
import_jump_shortcut&shelljump_hostname=ABCDEF02&
jumpoint=London&protocol=ssh&group=remote_access&
shelljump_username=admin&port=25&terminal=vt100&
keep_alive=120
```

API Command: terminate_session

The **terminate_session** command terminates a session that is in progress.

The API account used to issue this command must have full access to the command API.

Required Parameter for terminate_session

Isid=[string]	The unique ID representing the session you wish to terminate.
---------------	---

XML Response for terminate_session Query

<success>	Returns a message of Successfully terminated if the termination was successful.
<error>	Returns an error message if the termination was not successful.

Query Examples: terminate_session

Session da4b510978a541d49398e88c66e28475 terminated	<code>https://access.example.com/api/command?action=terminate_session&lsid=da4b510978a541d49398e88c66e28475</code>
---	--

API Command: check_health

The **check_health** command returns XML data containing information about the Bomgar Appliance.

The API account used to issue this command must have read-only or full access to the command API.

XML Response for check_health Query

<appliance>	The hostname of the appliance. Also contains an id attribute that contains the appliance's GUID.
<version>	The version number and build number of the Bomgar software running on the appliance.
<success>	Integer value (1 or 0) indicating if the health check of the appliance was successful.
<error_message>	Returns an error message if a problem is found. If no error is found, this element will not be returned.
<failover_role>	The role the appliance plays in the failover relationship. Can be one of none (if failover is not configured), primary , or backup .
<enabled_shared_ips>	Contains an <ip> element for each IP address which is shared between the primary and backup appliances. If no shared IP addresses are enabled or if failover is not configured, this element is not returned.
<last_data_sync_time>	The date and time at which the last data sync occurred between the primary and backup appliances. Data is returned in ISO 8601 format. Also contains a ts attribute which displays the data sync time as a UNIX timestamp (UTC). If failover is not configured, this element is not returned.
<last_data_sync_status>	Contains a string showing the status of the last data sync. If failover is not configured, this element is not returned.

Query Example: check_health

```
check_health
```

```
https://access.example.com/api/command?action=check_health
```

HTTP Status Check

In addition to using the API command above, you can use **https://access.example.com/check_health** to check the health of an appliance. This returns an HTTP status of 200 if the probe is successful and 500 (Server Error) if not. While you will see a simple human-readable message showing success or failure, no other data is exposed.

API Command: get_api_info

The **get_api_info** request returns XML data containing the current API version information.

The API account used to issue this command must have read-only or full access to the command API.

XML Response for get_api_info Query

<api_version>	The software version of the current Bomgar API.
<timestamp>	The server's current timestamp at the time this report was pulled.
<permissions>	The permissions of the API account used to issue this command. The permissions shown are detailed below.

Element Names and Attributes

<i>/get_api_info/permissions/permission</i>	
perm_backup	Integer value (1 or 0) indicating if the API account has permission to use the backup API.
perm_command	String indicating if the API account has full access to the command API, read_only access, or no access (deny).
perm_reporting	Integer value (1 or 0) indicating if the API account has permission to use the reporting API.

Query Example: get_api_info

get_api_info	<code>https://access.example.com/api/command?action=get_api_info</code>
--------------	---

Access Console Scripting and Client Scripting API

The Bomgar access console scripting feature is composed of three parts:

1. The Bomgar Access Console Script file format
2. Command line parameters for the access console
3. The Bomgar client scripting API

The Bomgar Access Console Script File

A Bomgar Console Script (BRCS) is a file that contains a sequence of commands to be executed by the Bomgar access console. The file extension is in the format "brcs-<companySiteName>." The Company Site Name is the name used to access your Bomgar site. During installation, the Bomgar access console uses the OS to associate the access console with the BRCS file type. Therefore, users can double-click a BRCS file and have it automatically executed by the Bomgar access console.

BRCS files have the following format:

```
BRCS1.0
<command>
<command>
...
```

This is more formally expressed as:

```
brcs_file = header , newline , commands ;
header = "BRCS" , version ;
version = digit , "." , digit ;
commands = command { newline , command } ;
digit = "0" | "1" | "2" | "3" | "4" | "5" | "6" | "7" | "8" | "9" ;
newline = "\n" | "\r\n" ;
```

Note: Script files can have a maximum of 10 commands.

Each command consists of a set of key-value pairs separated by "&". The key in each pair is separated from the value by "=". Keys and values use the percent-encoding algorithm described in [RFC3986 section 2.1](#). This is commonly referred to as url-encoding or url-escaping. It is commonly seen in the address bar of web browsers to represent the parameters passed to a web server.

Commands have the following format:

```
action=<action>&parameter1=value1&parameter2=value2...
```

This is more formally expressed as:

```
command = "action=", value, [ parameters ] ;
parameters = "&", parameter, [ parameters ] ;
parameter = url_encoded_string, "=", url_encoded_string ;
url_encoded_string = { * see RFC 3986 * } ;
```

Command Line Parameters for the Access Console

Two command line parameters exist in the access console to support BRCS:

```
run-script <BRCS command>
run-script-file <path to BRCS file>
```

These command line parameters allow users to implement BRCS login via the command line.

Different behaviors can be seen when running a script from the command line, depending on the state of the access console:

- If the access console is not running, then attempting to run a script from the command line causes the access console to start the login dialog. After the user successfully logs in, the script is run.
- If the access console is already running but the user is not logged in, then the login dialog is shown. After the user logs in, the script is run.
- If the access console is already running and the user is already logged in, then attempting to run a script from the command line causes the existing instance of the access console to run the script.

Access console exit status:

- If an invalid script is given on the command line, then the access console terminates with an exit status > 0.
- If a valid script is given on the command line, then the access console terminates with an exit status of 0.

Examples:

```
bomgar-acc-x64.exe --run-script "action=start_jump_item_
session&client.hostname=ABCEF02&session.custom.external_key=123456789"
bomgar-acc-x64.exe --run-script-file my_script_file.brsc-beta60
```

The Bomgar Client Scripting API

The client scripting API enables you to generate a Bomgar Console Scripting (BRCS) file which allows you to send commands to the Bomgar access console from external applications.

Customers can use the client scripting API to generate BRCS files that can start a session with a specific Jump Item or simply to log into the access console.

The client scripting API URL is https://access.example.com/api/client_script.

This API accepts a client type (**rep**), an operation to perform (**generate**), a command to put in the script file, and a set of parameters to pass to the command. Here is an example of a valid Client Scripting API request:

```
https://access.example.com/api/client_script?type=rep&operation=generate&action=start_jump_
item_session&client.hostname=ABCDEF02
```

The above request prompts the user to download a Bomgar access console script file. After downloading the script file, the user can run it using the access console. In this case, the script file contains commands to start a session with the Jump Item whose hostname, comments, public IP, or private IP matches the search string "ABCDEF02".

Parameters for Client Scripting API

type=rep	The Bomgar client to which the command applies. Currently the API only supports rep as the client type.
operation=generate	The operation to perform. Currently the API only supports generate as the operation.
action=<command>¶meter=[value]	<p>The name of the command to run and the necessary parameters. Available actions include:</p> <ul style="list-style-type: none"> • login • start_jump_item_session • push_and_start_local • push_and_start_remote • start_pinned_client_session • start_rdp_session • start_shell_jump_session <p>Two actions are automatically added to the BRCS file: login and delete_script_file. The delete_script_file action has no parameters.</p>

API Script Command: login

When generating any Bomgar Console Script, the **login** command is automatically added as the first command in the script file. It does not need to be specified in the URL used to generate the script file.

By default, this command opens the access console and attempts to log in using the credentials saved locally in the access console. If no credentials are saved, the command simply opens the access console login prompt. Once the user has correctly authenticated, the script continues running.

The **login** command has no effect if a user is already logged into the access console.

If you wish to specify the credentials to be used, you can create a separate script specifically to be used for logging in. The **login** command passes the login mechanism along with a username and password. Both username and password parameters are sent in plain text and is unencrypted.

IMPORTANT!

*You cannot specify multiple commands in the URL used to generate a script. For example, you cannot specify **login** and multiple **start_jump_item_session** commands in the same URL. Each command must be generated as a separate script.*

*However, a skilled developer may edit the **.brcs** script file once it has been generated in order to modify the login credentials and then run another command. Bomgar does not support scripts modified in this manner.*

Optional Parameters for login Command

mechanism=[string]	The mechanism to use for authentication. Currently, only username_password is supported. If this parameter is supplied, both other parameters must also be supplied.
username=[string]	The username of the account with which to log in. If this parameter is supplied, both other parameters must also be supplied.
password=[string]	The password of the account with which to log in. If this parameter is supplied, both other parameters must also be supplied.

Query Examples: login

Log into the access console, specifying the username and password	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=login&mechanism=username_password&username=username&password=password</code>
---	--

API Script Command: start_jump_item_session

The **start_jump_item_session** command attempts to start a session with a Bomgar Jump Item. Users may run this command for all Jump Items they are permitted to access via the Jump management interface in the access console.

Optional Parameters for the start_jump_item_session Command

jump.method	If specified, only Jump Items using the designated Jump method are included in the results. Acceptable values for this field are push (remote push), local_push , pinned (Jump Client), rdp , and shelljump .
client.comments	If specified, only Jump Items with the given comments are included in the results. This field has a maximum length of 255 characters. Search is partial and case-insensitive.
client.hostname	If specified, only Jump Items with the given hostname are included in the results. This field has a maximum length of 255 characters. Search is partial and case-insensitive.
client.private_ip	If specified, only Jump Clients with the given private IP address are included in the results. This search field applies only to pinned clients. This field has a maximum length of 255 characters. Search is partial and case-insensitive.
client.public_ip	If specified, only Jump Clients with the given public IP address are included in the results. This search field applies only to pinned clients. This field has a maximum length of 255 characters. Search is partial and case-insensitive.
client.tag	If specified, only Jump Items with the given tag are included in the results. This field has a maximum length of 255 characters. Search is partial and case-insensitive.
session.custom.[custom field]=[string]	The code name and value of any custom fields. These fields must first be configured in /login > Management > API Configuration . Each attribute must be specified as a different parameter. Each custom field has a maximum length of 1024 characters. The maximum total size of all combined custom fields, including the external key, must be limited to 10KB.

IMPORTANT!

At least one **client.*** parameter must be specified. If multiple **client.*** parameters are specified, then only clients matching all criteria are returned.

Query Examples: start_jump_item_session

Start a session with a Jump Item whose hostname contains "ABCDEF02"	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=start_jump_item_session&client.hostname=ABCDEF02</code>
Start a session with a Jump Item whose comments contain "maintenance" and whose tag contains "server"	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=start_jump_item_session&client.comments=maintenance&client.tag=server</code>
Start a session with a pinned Jump Client whose private IP address begins with "10.10.24" and associate custom attributes with the session	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=start_jump_item_session&client.private_ip=10.10.24&jump.method=pinned&session.custom.custom_field1=Custom%20Value&session.custom.custom_field2=123</code>

Note: If more than one Jump Item matches the search criteria, then a dialog opens, giving the user the option to select the appropriate Jump Item.

API Script Command: start_pinned_client_session

The **start_pinned_client_session** command attempts to start a support session with a Bomgar Jump Item. Users may run this command for all Jump Items they are permitted to access via the Jump interface in the access console.

Optional Parameters for the start_pinned_client_session Command

search_string=[string]	<p>If specified, then this is the search criteria used to select a Jump Item. The comments, hostname, private IP, public IP, and tag fields are matched against the search string.</p> <p>This field has a maximum length of 1024 characters. Search is partial and case-insensitive.</p>
client.comments	<p>If specified, only Jump Items with the given comments are included in the results.</p> <p>This field has a maximum length of 255 characters. Search is partial and case-insensitive.</p>
client.hostname	<p>If specified, only Jump Items with the given hostname are included in the results.</p> <p>This field has a maximum length of 255 characters. Search is partial and case-insensitive.</p>
client.private_ip	<p>If specified, only Jump Items with the given private IP address are included in the results.</p> <p>This field has a maximum length of 255 characters. Search is partial and case-insensitive.</p>
client.public_ip	<p>If specified, only Jump Items with the given public IP address are included in the results.</p> <p>This field has a maximum length of 255 characters. Search is partial and case-insensitive.</p>
client.tag	<p>If specified, only Jump Items with the given tag are included in the results.</p> <p>This field has a maximum length of 255 characters. Search is partial and case-insensitive.</p>
session.custom.[custom field]=[string]	<p>The code name and value of any custom fields. These fields must first be configured in /login > Management > API Configuration.</p> <p>Each attribute must be specified as a different parameter. Each customer field has a maximum length of 1024 characters. The maximum total size of all combined custom fields, including the external key, must be limited to 10KB.</p>

IMPORTANT!

Either **search_string** or **client.*** parameters must be specified, but not both. It is an error to specify both the **search_string** and a **client.*** parameter. It is also an error to not specify either one.

If multiple **client.*** parameters are specified, then only pinned Jump Items matching all criteria are returned.

Query Examples: start_pinned_client_session

Start a session with a Jump Item which has any field containing the string "ABC"	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=start_pinned_client_session&search_string=ABC</code>
Start a session with a Jump Item whose hostname contains "ABCDEF02"	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=start_pinned_client_session&client.hostname=ABCDEF02</code>
Start a session with a Jump Item whose comments contain "maintenance" and whose tag contains "server"	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=start_pinned_client_session&client.comments=maintenance&client.tag=server</code>
Start a session with a Jump Item whose private IP address begins with "10.10.24" and associate custom attributes with the session	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=start_pinned_client_session&client.private_ip=10.10.24&session.custom.custom_field1=Custom%20Value&session.custom.custom_field2=123</code>

Note: If more than one Jump Item matches the search criteria, then a dialog opens, giving the user the option to select the appropriate Jump Item.

API Script Command: push_and_start_local

The `push_and_start_local` command attempts to push the endpoint client to a computer on the local network to start an access session. This can also be described as a local Jump.

Required Parameter for push_and_start_local Command

`hostname=[string]`

The hostname of the computer that is the target of the push and start operation. This field has a maximum length of 255 characters.

Optional Parameter for push_and_start_local Command

`session.custom.[custom field]=[string]`

The code name and value of any custom fields. These fields must first be configured in **/login > Management > API Configuration**.

Each attribute must be specified as a different parameter. Each customer field has a maximum length of 1024 characters. The maximum total size of all combined custom fields, including the external key, must be limited to 10KB.

Query Examples: push_and_start_local

Jump to the local network computer "ABCDEF02"

`https://access.example.com/api/client_script?type=rep&operation=generate&action=push_and_start_local&hostname=ABCDEF02`

Jump to the local network computer "ABCDEF02" and associate custom attributes with the session

`https://access.example.com/api/client_script?type=rep&operation=generate&action=push_and_start_local&hostname=ABCDEF02&session.custom.custom_field1=Custom%20Value&session.custom.custom_field2=123`

API Script Command: push_and_start_remote

The **push_and_start_remote** command attempts to push the endpoint client client to a computer on a remote network through a Jumpoint in order to start an access session. This can also be described as a remote Jump.

Required Parameter for push_and_start_remote Command

target=[string]	The hostname or IP address of the target machine.
-----------------	---

Optional Parameters for push_and_start_remote Command

jumpoint=[string]	<p>The Jumpoint through which to start the session. This Jumpoint must be on the same subnet as the target computer.</p> <p>If not specified and the user has access to only one Jumpoint, then that Jumpoint is used automatically. If not specified and the user has access to more than one Jumpoint, then a dialog opens from which the user must select a Jumpoint.</p>
session.custom.[custom field]=[string]	<p>The code name and value of any custom fields. These fields must first be configured in /login > Management > API Configuration.</p> <p>Each attribute must be specified as a different parameter. Each customer field has a maximum length of 1024 characters. The maximum total size of all combined custom fields, including the external key, must be limited to 10KB.</p>

Query Examples: push_and_start_remote

Jump to the remote computer "ABCDEF02" through the Jumpoint "Network01"	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=push_and_start_remote&target=ABCDEF02&jumpoint=Network01</code>
Jump to the remote computer "ABCDEF02" through the Jumpoint "Network01" and associate custom attributes with the session	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=push_and_start_remote&target=ABCDEF02&jumpoint=Network01&session.custom.custom_field1=Custom%20Value&session.custom.custom_field2=123</code>

API Script Command: start_rdp_session

The **start_rdp_session** command initiates a Microsoft Remote Desktop Protocol session on the target machine using a Jumpoint.

Required Parameter for the start_rdp_session Command

target=[string]	The hostname or IP address of the machine targeted for an RDP session.
-----------------	--

Optional Parameters for the start_rdp_session Command

jumpoint=[string]	<p>The Jumpoint through which to start the RDP session. This Jumpoint must be on the same subnet as the target computer.</p> <p>If not specified and the user has access to only one Jumpoint, then that Jumpoint is used automatically. If not specified and the user has access to more than one Jumpoint, then a dialog opens from which the user must select a Jumpoint.</p>
username=[string]	The username used when authenticating. If not specified, the user must enter the username.
display_size=[string]	May be one of primary_display (default), all_displays , or <width>x<height> , where <width> and <height> are integers representing a standard resolution.
quality=[string]	May be one of low , performance (default), performance_quality , or quality .
console=[string]	Either no (default) or yes . If yes, the RDP session connects to the physical console.
session.custom.[custom field]=[string]	<p>The code name and value of any custom fields. These fields must first be configured in /login > Management > API Configuration.</p> <p>Each attribute must be specified as a different parameter. Each customer field has a maximum length of 1024 characters. The maximum total size of all combined custom fields, including the external key, must be limited to 10KB.</p>

Query Examples: start_rdp_session

Start an RDP session with the computer "ABCDEF02"	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=start_rdp_session&target=ABCDEF02</code>
Start an RDP session with the computer "ABCDEF02" through the Jumpoint "Network01"	<code>https://access.example.com/api/client_script?type=rep&operation=generate&action=start_rdp_session&target=ABCDEF02&jumpoint=Network01</code>

Start an RDP session with the computer "ABCDEF02" through the Jumpoint "Network01". Authenticate with "jsmith", set the resolution to 1024x768, set the quality to "quality", and create a console session

```
https://access.example.com/api/client_script?type=rep&operation=generate&
action=start_rdp_session&target=ABCDEF02&jumpoint=Network01&
username=jsmith&display_size=1024x768&quality=quality&console=yes
```

Start an RDP session with the computer "ABCDEF02" and associate custom attributes with the session

```
https://access.example.com/api/client_script?type=rep&operation=generate&
action=start_rdp_session&target=ABCDEF02&session.custom.custom_field1=
Custom%20Value&session.custom.custom_field2=123
```

API Script Command: start_shell_jump_session

The **start_shell_jump_session** command initiates a Shell Jump session, creating an SSH or Telnet connection to a remote network device.

Required Parameter for the start_shell_jump_session Command

target=[string]	The hostname or IP address of the machine targeted for a Shell Jump session.
-----------------	--

Optional Parameters for the start_shell_jump_session Command

jumpoint=[string]	<p>The Jumpoint through which to start the Shell Jump session. This Jumpoint must be on the same subnet as the target computer.</p> <p>If not specified and the user has access to only one Jumpoint, then that Jumpoint is used automatically. If not specified and the user has access to more than one Jumpoint, then a dialog opens from which the user must select a Jumpoint.</p>
username=[string]	The username to use when authenticating. If not specified, the user must enter the username.
protocol=[string]	The network protocol to use. May be one of ssh (default) or telnet .
port=[integer]	The port number on which to connect. Defaults to 22.
terminal	The terminal type to use. May be one of xterm (default) or vt100 .
session.custom.[custom field]=[string]	<p>The code name and value of any custom fields. These fields must first be configured in /login > Management > API Configuration.</p> <p>Each attribute must be specified as a different parameter. Each customer field has a maximum length of 1024 characters. The maximum total size of all combined custom fields, including the external key, must be limited to 10KB.</p>

Query Examples: start_shell_jump_session

Start a Shell Jump session with the computer "ABCDEF02"	https://access.example.com/api/client_script?type=rep&operation=generate&action=start_shell_jump_session&target=ABCDEF02
Start a Shell Jump session with the computer "ABCDEF02" through the Jumpoint "Network01"	https://access.example.com/api/client_script?type=rep&operation=generate&action=start_shell_jump_session&target=ABCDEF02&jumpoint=Network01

Start a Shell Jump session with the computer "ABCDEF02" through the Jumpoint "Network01". Authenticate with "jsmith", and use a Telnet protocol through port 40 with terminal type vt100

```
https://access.example.com/api/client_script?type=rep&operation=generate&
action=start_shell_jump_session&target=ABCDEF02&jumpoint=Network01&
username=jsmith&protocol=telnet&port=40&terminal=vt100
```

Start a Shell Jump session with the computer "ABCDEF02" and associate custom attributes with the session

```
https://access.example.com/api/client_script?type=rep&operation=generate&
action=start_shell_jump_session&target=ABCDEF02&session.custom.custom_
field1=Custom%20Value&session.custom.custom_field2=123
```

Reporting API

The reporting API is designed to enable you to pull reporting data in XML format, suitable for importing into external databases and applications. The data presented is the same as in the session reports of the **/login** administrative interface.

The reporting API is an authenticated API. For instructions on using authenticated APIs using OAuth, see "[Authenticate to the PA API](#)" on page 5.

XML data is pulled by sending a simple HTTP request to the Bomgar Appliance. The request can be sent using any HTTPS-capable socket library or scripting language module, a web browser, or a URL fetcher such as **cURL** or **wget**. Either **GET** or **POST** may be used as the request method.

IMPORTANT!

When making consecutive API calls, you must close the connection after each API call.

The reporting API URL is <https://access.example.com/api/reporting>.

An XML schema which formally describes the format of the returned reporting data is available at <https://access.example.com/api/reporting.xsd>.

Required Parameter for Reporting API

`generate_report=[string]`

The type of report to be generated. Report types can be any of the following:

AccessSession	AccessSessionSummary
AccessSessionListing	CommandShellRecording
AccessSessionRecording	UserRecording
Team	

The reporting API returns XML responses that declare a namespace. If you are parsing these responses with a namespace-aware parser, you will need to set the namespace appropriately or ignore the namespace while parsing the XML.

- Reporting API: <https://www.bomgar.com/namespaces/API/reporting>

Note: The above [namespace](#) is returned XML data and is not a functional URL.

Download Reports with AccessSession

The **AccessSession** query returns full information for all sessions which match given search parameters. You may use any of the following sets of parameters to generate reports:

- **start_date** and **duration**
- **start_time** and **duration**
- **end_date** and **duration**
- **end_time** and **duration**
- **Isid**
- **Isids**

The API account used to call this report must have access to the reporting API.

Parameters for AccessSession

start_date=[YYYY-MM-DD]	Specifies that the report should return all sessions, even those still in progress, that began on or after this date and that are within the duration specified below.
start_time=[timestamp]	Specifies that the report should return all sessions, even those still in progress, that began at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
end_date=[YYYY-MM-DD]	Specifies that the report should return only closed sessions that ended on or after this date and that are within the duration specified below.
end_time=[timestamp]	Specifies that the report should return only closed sessions that ended at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
duration=[integer]	Length of time from the specified date or time for which you wish to pull reports, or 0 to pull from the specified date to present. If start_date or end_date is specified, duration will represent days; if start_time or end_time is specified, duration will represent seconds.
Isid=[string]	The ID of the session for which you wish to see details.
Isids=[comma-separated strings]	A comma-delimited list of the IDs of sessions for which you wish to see details.

XML Response for AccessSession Query

<session_list>	Contains a <session> element for each session that matches the given criteria. If no sessions are returned, this element will contain no <session> elements. If an error occurs during the search, it will contain an <error> element describing the problem.
----------------	--

Element Names and Attributes

/session_list/session

Isid (attribute)	A string which uniquely identifies this session.
<session_type>	Indicates the type of session for which the report was run. The value will always be support in the current Bomgar API version.
<lseq>	An incrementing number used to represent sessions in a non-string format. Note: <i>The LSEQ element is not guaranteed to be unique or strictly sequential.</i>
<start_time>	The date and time the session was begun. Data is returned in ISO 8601 format. Also contains a timestamp attribute which displays the start time as a UNIX timestamp (UTC).
<end_time>	The date and time the session was ended. Data is returned in ISO 8601 format. Also contains a timestamp attribute which displays the end time in UNIX timestamp (UTC). This element will be empty for sessions which are still in progress when the report was run or which closed abnormally.
<duration>	Session length in HH:MM:SS format.
<jumpoint>	The name of the Jumpoint through which this session was initiated, if any. Also contains an id attribute, which displays the unique ID assigned to the Jumpoint.
<custom_attributes>	Contains a <custom_attribute> element for each custom field assigned to a session. This element displays only if custom fields have been defined. The format of each <custom_attribute> element is described below.
<session_chat_view_url>	The URL at which this session's chat transcript can be viewed in a web browser. This element is displayed only for sessions that have successfully ended.
<session_chat_download_url>	The URL at which this session's chat transcript can be downloaded. This element is displayed only for sessions that have successfully ended.
<session_recording_view_url>	The URL at which the video of the session may be viewed in a web browser. This element is displayed only if screen sharing recording was enabled at the time of the session and only if the user initiated screen sharing during the session. It is available only for sessions that have successfully ended.

<session_recording_download_url>	The URL at which the video of the session may be downloaded. This element is displayed only if screen sharing recording was enabled at the time of the session and only if the user initiated screen sharing during the session. It is available only for sessions that have successfully ended.
<command_shell_recordings>	Contains a <command_shell_recording> element for each command shell that was initiated during the session. This element is displayed only if the user opened a remote command shell during the session, if command shell recording was enabled at the time of the session, and if the requesting user has permission to view session recordings. Each <command_shell_recording> element contains the child elements <download_url> and <view_url> as described below.
<file_transfer_count>	The number of file transfers which occurred during the session.
<file_move_count>	The number of files renamed via the File Transfer interface during the session.
<file_delete_count>	The number of files deleted via the File Transfer interface during the session.
<primary_customer>	Lists the gsnumber as an attribute and as an element, the name of the remote endpoint accessed by the user.
<primary_rep>	Lists the gsnumber and id as attributes and as an element, the name of the user who owned the session.
<customer_list>	A list of all endpoints accessed in the session. There should always be exactly one endpoint per session in the current Bomgar API version. The format of each <customer> element is described below.
<rep_list>	A list of all users who participated in the session, whether as the session owner or as conference members. The format of each <representative> element is described below.
<session_details>	Contains a chronological list of all events which occurred during the session. This element contains one or more child <event> elements, described below.

/session_list/session/custom_attributes/custom_attribute

display_name (attribute)	The display name assigned to the custom attribute.
code_name (attribute)	The code name assigned to the custom attribute.

/session_list/session/command_shell_recordings/command_shell_recording

instance (attribute)	The instance of the command shell session, starting with 0 .
<download_url>	The URL at which the video of the command shell session may be downloaded.

<view_url>	The URL at which the video of the command shell session may be viewed in a web browser.
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/session_list/session/customer_list/customer

gsnumber (attribute)	Uniquely identifies the endpoint in regards to its current connection to the Bomgar Appliance. A gsnumber may be recycled, so while two endpoints connected at the same time will never have the same gsnumber, one endpoint may have a gsnumber that was assigned to another endpoint in the past. Can be used to correlate a <customer> element with a <primary_customer> or with an event's <performed_by> or <destination> element.
<username>	The name used to identify the endpoint during the session.
<public_ip>	The endpoint's public IP address.
<private_ip>	The endpoint's private IP address.
<hostname>	The hostname of the endpoint.
<os>	The operating system of the endpoint.

/session_list/session/rep_list/representative

gsnumber (attribute)	<p>Uniquely identifies the user in regards to their current connection to the Bomgar Appliance. A gsnumber is assigned on a per-connection basis, so if a user leaves a session and then rejoins without logging out of the Bomgar Appliance, their gsnumber will remain the same.</p> <p>However, if the user's connection is terminated for any reason, when that user logs back into the Bomgar Appliance, they will be assigned a new gsnumber and will also appear multiple times in the <rep_list> element.</p> <p>A gsnumber may be recycled, so while two people connected at the same time will never have the same gsnumber, one person may have a gsnumber that was assigned to another person in the past. Can be used to correlate a <representative> element with a <primary_rep> or with an event's <performed_by> or <destination> element.</p>
id (attribute)	Unique ID assigned to the user.
<username>	The username assigned to the user.
<display_name>	The display name assigned to the user. Note that this field contains the display name's value at the time of the conference, which may not match the current value if the display_name has subsequently been changed.

<public_ip>	The user's public IP address.
<private_ip>	The user's private IP address.
<hostname>	The hostname of the user's computer.
<os>	The operating system of the user's computer.
<session_owner>	Integer value (1 or 0) indicating whether the user was the owner of the session or was merely a conference member.
<seconds_involved>	Integer value indicating the number of seconds the user was involved in this session.
<invited>	Integer value (1) present only if the user is an invited user.

/session_list/session/session_details/event

timestamp (attribute)	The system time at which the event occurred.																																
event_type (attribute)	The type of event which occurred. Event types include the following:																																
	<table border="1"> <tr> <td>Chat Message</td> <td>Registry Imported</td> </tr> <tr> <td>Command Shell Session Started*</td> <td>Registry Key Added</td> </tr> <tr> <td>Conference Member Added</td> <td>Registry Key Deleted</td> </tr> <tr> <td>Conference Member Departed</td> <td>Registry Key Renamed</td> </tr> <tr> <td>Conference Member State Changed</td> <td>Registry Value Added</td> </tr> <tr> <td>Conference Owner Changed</td> <td>Registry Value Deleted</td> </tr> <tr> <td>Credential Injection Attempt</td> <td>Registry Value Modified</td> </tr> <tr> <td>Credential Injection Attempt Failed</td> <td>Registry Value Renamed</td> </tr> <tr> <td>Directory Created</td> <td>Screen Recording</td> </tr> <tr> <td>File Deleted</td> <td>Screenshot Captured</td> </tr> <tr> <td>File Download</td> <td>Service Access Allowed</td> </tr> <tr> <td>File Download Failed</td> <td>Session End</td> </tr> <tr> <td>File Moved</td> <td>Session Foreground Window Changed</td> </tr> <tr> <td>File Upload</td> <td>Session Start</td> </tr> <tr> <td>File Upload Failed</td> <td>System Information Retrieved</td> </tr> <tr> <td>Registry Exported</td> <td></td> </tr> </table>	Chat Message	Registry Imported	Command Shell Session Started*	Registry Key Added	Conference Member Added	Registry Key Deleted	Conference Member Departed	Registry Key Renamed	Conference Member State Changed	Registry Value Added	Conference Owner Changed	Registry Value Deleted	Credential Injection Attempt	Registry Value Modified	Credential Injection Attempt Failed	Registry Value Renamed	Directory Created	Screen Recording	File Deleted	Screenshot Captured	File Download	Service Access Allowed	File Download Failed	Session End	File Moved	Session Foreground Window Changed	File Upload	Session Start	File Upload Failed	System Information Retrieved	Registry Exported	
	Chat Message	Registry Imported																															
	Command Shell Session Started*	Registry Key Added																															
	Conference Member Added	Registry Key Deleted																															
	Conference Member Departed	Registry Key Renamed																															
	Conference Member State Changed	Registry Value Added																															
	Conference Owner Changed	Registry Value Deleted																															
	Credential Injection Attempt	Registry Value Modified																															
	Credential Injection Attempt Failed	Registry Value Renamed																															
	Directory Created	Screen Recording																															
	File Deleted	Screenshot Captured																															
	File Download	Service Access Allowed																															
	File Download Failed	Session End																															
	File Moved	Session Foreground Window Changed																															
	File Upload	Session Start																															
	File Upload Failed	System Information Retrieved																															
	Registry Exported																																
	*Will only appear if recording is enabled for this session.																																

<performed_by>	The entity that performed the action. Indicates the entity's gsnumber and also its type , indicating whether this action was performed by the system , a endpoint , or a representative .
<destination>	The entity to which the event was directed. Indicates the entity's gsnumber and also its type , indicating whether this action was directed to the system , a customer , or a user .
<body>	The text of the message as displayed in the chat log area.
<encoded_body>	Can be shown in place of the <body> element above. Contains the base64 (RFC 2045 section 6.8) encoded value of what would have been shown in the <body> element, and is shown ONLY if the <body> text contains characters that are invalid according to XML specification. These characters are typically the result of binary data being sent through chat messages.
<filename>	The name of the transferred file.
<files>	If this event involved the transferring of files, then this element will contain a <file> element for every file transferred.
<filesize>	An integer indicating the size of the transferred file.
<system_information>	<p>Applies only to System Information Retrieved events wherein the system information is pulled automatically upon session start. This element contains multiple <category> child elements as described below.</p> <div data-bbox="618 1207 1507 1360" style="background-color: #e0f2f1; padding: 10px; border: 1px solid #ccc;"> <p>Note: System information is logged only when pulled automatically at the beginning of the session and not when specifically requested by the user. This is to prevent overload with the large amount of dynamic data that can be retrieved from the remote system.</p> </div>
<data>	Contains an arbitrary number of <value name="_" value="_" /> elements. The name and number of these elements varies based on event_type . For example, when a user joins the session, a Conference Member Added event would contain <value> elements for the user's name , private_ip , public_ip , hostname , and os .

/session_list/session/session_details/event/system_information/category

<description>	Contains multiple <field> elements, each of which contains a descriptor for the specific data field. For example, the Drives category would have <field> elements Drive , Type , Percent Used , etc. These <field> elements can be compared to table header cells.
---------------	---

<code><data></code>	<p>Contains multiple <code><row></code> elements, each of which contains multiple <code><field></code> elements that correspond to the <code><field></code> elements above. For example, the Drives category would have a separate <code><row></code> for each drive on the endpoint computer. An example <code><row></code> might contain <code><field></code> elements C:\, Local Disk, 60%, etc. These <code><row></code> elements can be compared to table rows, with each <code><field></code> element a table cell.</p>
---------------------------	---

Query Examples for AccessSession

Sessions started July 1 2016 to present	<pre>https://access.example.com/api/reporting? generate_report=AccessSession&start_date=2016-07-01& duration=0</pre>
Sessions started the month of July 2016	<pre>https://access.example.com/api/reporting? generate_report=AccessSession&start_date=2016-07-01& duration=31</pre>
Sessions started 8:00 AM July 1 2016 to present	<pre>https://access.example.com/api/reporting? generate_report=AccessSession&start_time=1467360000& duration=0</pre>
Sessions started 8:00 AM July 1 2016 to 6:00 PM July 1 2016	<pre>https://access.example.com/api/reporting? generate_report=AccessSession&start_time=1467360000& duration=36000</pre>
Sessions ended July 1 2016 to present	<pre>https://access.example.com/api/reporting? generate_report=AccessSession&end_date=2016-07-01& duration=0</pre>
Sessions ended the month of July 2016	<pre>https://access.example.com/api/reporting? generate_report=AccessSession&end_date=2016-07-01& duration=31</pre>
Sessions ended 8:00 AM July 1 2016 to 6:00 PM July 1 2016	<pre>https://access.example.com/api/reporting? generate_report=AccessSession&end_time=1467360000& duration=36000</pre>
Session c69a8e10bea9428f816cfababe9815fe	<pre>https://access.example.com/api/reporting? generate_report=AccessSession& lsid=c69a8e10bea9428f816cfababe9815fe</pre>
Sessions c69a8e10bea9428f816cfababe9815fe, a5eeaa58591047b88556f944804227b0, 5bf07601298b495b87310da9ce571e22	<pre>https://access.example.com/api/reporting? generate_report=AccessSession& lsids=c69a8e10bea9428f816cfababe9815fe, a5eeaa58591047b88556f944804227b0, 5bf07601298b495b87310da9ce571e22</pre>

Download Reports with AccessSessionListing

The **AccessSessionListing** query returns a list of session IDs, external keys, and availability of a recording for sessions which match given search parameters. You may use any of the following sets of parameters to generate reports:

- **start_date** and **duration**
- **start_time** and **duration**
- **end_date** and **duration**
- **end_time** and **duration**

The API account used to call this report must have access to the reporting API.

Parameters for AccessSessionListing

start_date=[YYYY-MM-DD]	Specifies that the report should return all sessions, even those still in progress, that began on or after this date and that are within the duration specified below.
start_time=[timestamp]	Specifies that the report should return all sessions, even those still in progress, that began at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
end_date=[YYYY-MM-DD]	Specifies that the report should return only closed sessions that ended on or after this date and that are within the duration specified below.
end_time=[timestamp]	Specifies that the report should return only closed sessions that ended at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
duration=[integer]	Length of time from the specified date or time for which you wish to pull reports, or 0 to pull from the specified date to present. If start_date or end_date is specified, duration represents days; if start_time or end_time is specified, duration represents seconds.

XML Response for AccessSessionListing Query

<session_summary_list>	Contains a <session_summary> element for each session that matches the given criteria. If no sessions are returned, this element will contain no <session_summary> elements. If an error occurs during the search, it will contain an <error> element describing the problem.
------------------------	--

Element Names and Attributes

/session_summary_list/session_summary

Isid (attribute)	The session ID for the given session.
has_recording (attribute)	Integer (1 or 0) indicating if the given session has a session recording.
external_key (attribute)	An arbitrary string that can link this session to an identifier on an external system, such as a customer relationship management ticket ID. This can be input from within the access console or defined programmatically. This element is displayed only if an external key has been defined.

Query Examples for AccessSessionListing

Sessions started July 1 2016 to present	<code>https://access.example.com/api/reporting?generate_report=AccessSessionListing&start_date=2016-07-01&duration=0</code>
Sessions started the month of July 2016	<code>https://access.example.com/api/reporting?generate_report=AccessSessionListing&start_date=2016-07-01&duration=31</code>
Sessions started 8:00 AM July 1 2016 to present	<code>https://access.example.com/api/reporting?generate_report=AccessSessionListing&start_time=1467360000&duration=0</code>
Sessions started 8:00 AM July 1 2016 to 6:00 PM July 1 2016	<code>https://access.example.com/api/reporting?generate_report=AccessSessionListing&start_time=1467360000&duration=36000</code>
Sessions ended July 1 2016 to present	<code>https://access.example.com/api/reporting?generate_report=AccessSessionListing&end_date=2016-07-01&duration=0</code>
Sessions ended the month of July 2016	<code>https://access.example.com/api/reporting?generate_report=AccessSessionListing&end_date=2016-07-01&duration=31</code>
Sessions ended 8:00 AM July 1 2016 to present	<code>https://access.example.com/api/reporting?generate_report=AccessSessionListing&end_time=1467360000&duration=0</code>
Sessions ended 8:00 AM July 1 2016 to 6:00 PM July 1 2016	<code>https://access.example.com/api/reporting?generate_report=AccessSessionListing&end_time=1467360000&duration=36000</code>

Download Reports with AccessSessionSummary

The **AccessSessionSummary** query returns an overview of access session statistics by user. You may use any of the following sets of parameters to generate reports:

- **start_date**, **duration**, and **report_type**
- **start_time**, **duration**, and **report_type**
- **end_date**, **duration**, and **report_type**
- **end_time**, **duration**, and **report_type**

The API account used to call this report must have access to the reporting API.

Parameters for AccessSessionSummary

start_date=[YYYY-MM-DD]	Specifies that the report should return all sessions, even those still in progress, that began on or after this date and that are within the duration specified below.
start_time=[timestamp]	Specifies that the report should return all sessions, even those still in progress, that began at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
end_date=[YYYY-MM-DD]	Specifies that the report should return only closed sessions that ended on or after this date and that are within the duration specified below.
end_time=[timestamp]	Specifies that the report should return only closed sessions that ended at or after this time and that are within the duration specified below. The time must be a UNIX timestamp (UTC).
duration=[integer]	Length of time from the specified date or time for which you wish to pull reports, or 0 to pull from the specified date to present. If start_date or end_date is specified, duration represents days; if start_time or end_time is specified, duration represents seconds.
report_type=[string]	In the current Bomgar API version, user is the only accepted value.

XML Response for AccessSessionSummary Query

<summary_list>	Contains a <summary> element for each record that matches the given criteria. If no sessions are returned, this element will contain no <summary> elements. If an error occurs during the search, it will contain an <error> element describing the problem.
----------------	---

Element Names and Attributes

/summary_list/summary

id (attribute)	Returns the user's unique ID.
type (attribute)	Specifies the report type generated. This value is always user in the current API version.
<display_name>	The display name of the user. Note that since summary reports represent an aggregation of sessions over a period of time, the display name used is the current value for the user, which may have been edited since the time of the first returned session.
<total_sessions>	The total number of sessions run by the user in the time specified.
<avg_sessions_per_weekday>	The average number of sessions conducted on Monday through Friday by the user, expressed as a decimal rounded to the nearest point.
<avg_duration>	The average length of each session, expressed as HH:MM:SS.

Query Examples

Sessions started July 1 2016 to present	<code>https://access.example.com/api/reporting?generate_report=AccessSessionSummary&start_date=2016-07-01&duration=0&report_type=user</code>
Sessions started the month of July 2016, by user	<code>https://access.example.com/api/reporting?generate_report=AccessSessionSummary&start_date=2016-07-01&duration=31&report_type=user</code>
Sessions started 8:00 AM July 1 2016 to present	<code>https://access.example.com/api/reporting?generate_report=AccessSessionSummary&start_time=1467360000&duration=0&report_type=user</code>
Sessions started 8:00 AM July 1 2016 to 6:00 PM July 1 2016	<code>https://access.example.com/api/reporting?generate_report=AccessSessionSummary&start_time=1467360000&duration=36000&report_type=user</code>
Sessions ended July 1 2016 to present	<code>https://access.example.com/api/reporting?generate_report=AccessSessionSummary&end_date=2016-07-01&duration=0&report_type=user</code>
Sessions ended the month of July 2016	<code>https://access.example.com/api/reporting?generate_report=AccessSessionSummary&end_date=2016-07-01&duration=31&report_type=user</code>

Sessions ended 8:00 AM July 1 2016 to present

```
https://access.example.com/api/reporting?  
generate_report=AccessSessionSummary&  
end_time=1467360000&duration=0&report_type=user
```

Sessions ended 8:00 AM July 1 2016 to 6:00 PM July 1 2016

```
https://access.example.com/api/reporting?  
generate_report=AccessSessionSummary&  
end_time=1467360000&duration=36000&report_type=user
```

Download Reports with AccessSessionRecording

The **AccessSessionRecording** query returns the requested access session recording file. Depending on your browser, this query will either immediately begin download or prompt you to open or save the file. Note that the requesting user must have permission to view session recordings.

The API account used to call this report must have access to the reporting API.

Parameter for AccessSessionRecording

lsid=[string]

The session ID for which you wish to download the video recording of the session.

Query Example for AccessSessionRecording

AccessSessionRecording: Session
c69a8e10bea9428f816cfababe9815fe

```
https://access.example.com/api/reporting?  
generate_report=AccessSessionRecording&  
lsid=c69a8e10bea9428f816cfababe9815fe
```

Download Reports with CommandShellRecording

The **CommandShellRecording** query returns the requested command shell recording. Depending on your browser, this query will either immediately begin download or prompt you to open or save the file. Note that the requesting user must have permission to view session recordings.

The API account used to call this report must have access to the reporting API.

Parameters for CommandShellRecording

lsid=[string]	The session ID for which you wish to download the video recording of the command shell.
instance=[integer]	The instance number of the command shell recording you wish to download. Instances are enumerated starting with 0 . The instance number can be obtained from the AccessSession report.

Optional Parameter for CommandShellRecording

format=[string]	If this parameter has the value of txt , the command shell output will be in a text format instead of a recording.
-----------------	---

Query Examples for CommandShellRecording

CommandShellRecording: First shell instance of session c69a8e10bea9428f816cfababe9815fe	<pre>https://access.example.com/api/reporting? generate_report=CommandShellRecording& lsid=c69a8e10bea9428f816cfababe9815fe&instance=0</pre>
CommandShellRecording: Third shell instance of session c69a8e10bea9428f816cfababe9815fe	<pre>https://access.example.com/api/reporting? generate_report=CommandShellRecording& lsid=c69a8e10bea9428f816cfababe9815fe&instance=2</pre>

Download Reports with Team

The **Team** query returns information about activity within a team. You may use any of the following sets of parameters to generate reports:

- **start_date** and **duration**
- **start_time** and **duration**
- **end_date** and **duration**
- **end_time** and **duration**

The API account used to call this report must have access to the reporting API.

Parameters for Team

start_date=[YYYY-MM-DD]	Specifies that the report should return team activity that began on or after this date and that is within the duration specified below.
start_time=[timestamp]	Specifies that the report should return team activity that began at or after this time and that is within the duration specified below. The time must be a UNIX timestamp (UTC).
end_date=[YYYY-MM-DD]	Specifies that the report should return team activity that ended on or after this date and that is within the duration specified below.
end_time=[timestamp]	Specifies that the report should return team activity that ended at or after this time and that is within the duration specified below. The time must be a UNIX timestamp (UTC).
duration=[integer]	Length of time from the specified date or time for which you wish to pull reports, or 0 to pull from the specified date to present. If start_date or end_date is specified, duration will represent days; if start_time or end_time is specified, duration will represent seconds.

Optional Parameter for Team

team_id=[integer]	The numeric ID of the team by which to filter results. Only the activity within the specified team will be returned. If this parameter is not specified, results from all teams will be returned.
-------------------	---

XML Response for Team Query

<code><team_activity_list></code>	<p>Contains a <team_activity> element for each team with any activity within the given parameters. If no teams are returned, this element will contain no <team_activity> elements. If an error occurs during the search, it will contain an <error> element describing the problem.</p> <p>Also contains <start_time> and <end_time> elements displaying the time parameters in the system time and with a timestamp attribute in UTC.</p>
---	---

Element Names and Attributes

<i>/team_activity_list/team_activity</i>	
id (attribute)	Integer representing the team's unique ID.
name (attribute)	The display name of the team. Note that this field contains the team name as it currently appears, which may not match the value at the time of the conference if the team name has been subsequently changed.
<code><logged_in_privileged_users></code>	Contains a <representative> element for each user in that team who was logged into the access console before the first event in the report occurred. If no users were logged in at the start time, this element will be empty.
<code><events></code>	Contains an <event> element for each event that occurred within this team.

/team_activity_list/team_activity/logged_in_representatives/representative

gsnumber (attribute)	<p>Uniquely identifies the user in regards to their current connection to the Bomgar Appliance. A gsnumber is assigned on a per-connection basis, so if a user leaves a session and then rejoins without logging out of the Bomgar Appliance, their gsnumber will remain the same.</p> <p>However, if the user's connection is terminated for any reason, when that user logs back into the Bomgar Appliance, they will be assigned a new gsnumber.</p> <p>A gsnumber may be recycled, so while two people connected at the same time will never have the same gsnumber, one person may have a gsnumber that was assigned to another person in the past. Can be used to correlate a <representative> element with an event's <performed_by> or <destination> element.</p>
id (attribute)	Unique ID assigned to the user.

<display_name>	The display name assigned to the user. Note that this field contains the display name's value at the time of the conference, which may not match the current value if the display_name has subsequently been changed.
<public_ip>	The user's public IP address.
<private_ip>	The user's private IP address.

/team_activity_list/team_activity/events/event

timestamp (attribute)	The system time at which the event occurred.																		
event_type (attribute)	<p>The type of event which occurred. Event types include the following:</p> <table border="1"> <tr> <td>Chat Message</td> <td>Jump Item Authorization Request</td> </tr> <tr> <td>Conference Member Added</td> <td>Jump Item Authorization Request Utilized</td> </tr> <tr> <td>Conference Member Departed</td> <td>Pinned Session Moved Away from Queue</td> </tr> <tr> <td>Conference Member State Changed</td> <td>Pinned Session Moved to Queue</td> </tr> <tr> <td>File Download</td> <td>Representative Monitoring Started</td> </tr> <tr> <td>File Download Failed</td> <td>Representative Monitoring Stopped</td> </tr> <tr> <td>File Upload</td> <td>Session Deployed to Queue</td> </tr> <tr> <td>File Upload Failed</td> <td>Session Undeployed from Queue</td> </tr> <tr> <td>Files Shared</td> <td></td> </tr> </table>	Chat Message	Jump Item Authorization Request	Conference Member Added	Jump Item Authorization Request Utilized	Conference Member Departed	Pinned Session Moved Away from Queue	Conference Member State Changed	Pinned Session Moved to Queue	File Download	Representative Monitoring Started	File Download Failed	Representative Monitoring Stopped	File Upload	Session Deployed to Queue	File Upload Failed	Session Undeployed from Queue	Files Shared	
Chat Message	Jump Item Authorization Request																		
Conference Member Added	Jump Item Authorization Request Utilized																		
Conference Member Departed	Pinned Session Moved Away from Queue																		
Conference Member State Changed	Pinned Session Moved to Queue																		
File Download	Representative Monitoring Started																		
File Download Failed	Representative Monitoring Stopped																		
File Upload	Session Deployed to Queue																		
File Upload Failed	Session Undeployed from Queue																		
Files Shared																			
<performed_by>	The entity that performed the action. Indicates the entity's gsnumber and also its type , indicating whether this entity was the system or a user.																		
<destinations>	If this event was targeted to one or more specific users, it will contain one or more <destination> elements as described below.																		
<files>	If this event involved the transfer of files, then this element will contain a <file> element for every file transferred.																		
<data>	Contains an arbitrary number of <value name="_" value="_" /> elements. The name and number of these elements varies based on the event_type . For example, when a user logs into the access console, a Conference Member State Changed event would contain <value> elements for the hostname , os , private_ip , public_ip , and state .																		
<body>	The text of the chat message as displayed in the chat log area.																		

`<encoded_body>`

Can be shown in place of the **<body>** element above. Contains the base64 (RFC 2045 section 6.8) encoded value of what would have been shown in the **<body>** element, and is shown ONLY if the **<body>** text contains characters that are invalid according to XML specification. These characters are typically the result of binary data being sent through chat messages.

/team_activity_list/team_activity/events/event/destinations/destination

`gsnumber (attribute)`

Indicates the **gsnumber** of the entity to which the event was destined.

`type (attribute)`

Indicates whether this entity was the system or a user.

`[value]`

The name of the entity to which the event was destined.

/team_activity_list/team_activity/events/event/files/file

`name (attribute)`

The name of the transferred file.

`size (attribute)`

An integer indicating the size of the transferred file.

Query Examples for Team

Activity started July 1 2016 to present

```
https://access.example.com/api/reporting?
generate_report=Team&start_date=2016-07-01&duration=0
```

Activity started the month of July 2016

```
https://access.example.com/api/reporting?
generate_report=Team&start_date=2016-07-01&duration=31
```

Activity started 8:00 AM July 1 2016 to present

```
https://access.example.com/api/reporting?
generate_report=Team&start_time=1467360000&duration=0
```

Activity started 8:00 AM July 1 2016 to 6:00 PM July 1 2016

```
https://access.example.com/api/reporting?
generate_report=Team&start_time=1467360000&duration=36000
```

Activity started July 1 2016 to present for a specific team

```
https://access.example.com/api/reporting?
generate_report=Team&start_date=2016-07-01&
duration=0&team_id=1
```

Activity ended July 1 2016 to present

```
https://access.example.com/api/reporting?
generate_report=Team&end_date=2016-07-01&duration=0
```

Activity ended the month of July 2016

```
https://access.example.com/api/reporting?
generate_report=Team&end_date=2016-07-01&duration=31
```

Activity ended 8:00 AM July 1 2016 to present

```
https://access.example.com/api/reporting?
generate_report=Team&end_time=1467360000&duration=0
```

Activity ended 8:00 AM July 1 2016 to 6:00 PM July 1 2016

```
https://access.example.com/api/reporting?  
generate_report=Team&end_time=1467360000&duration=36000
```

Activity ended July 1 2016 to present for a specific team

```
https://access.example.com/api/reporting?  
generate_report=Team&end_date=2016-07-01&duration=0&  
team_id=1
```

Backup API

The backup API is designed to enable you to automatically back up your Bomgar software configuration on a recurring basis. The backup file includes all your configuration settings and logged data except for recordings and some large files from the file store. The backup includes files from the file store only less than 200 KB in size and no more than 50 files total. In the event of a hardware failure, having a backup file helps to speed the disaster recovery process.

The backup API is an authenticated API. For instructions on using authenticated APIs using OAuth, see "[Authenticate to the PA API](#)" on page 5. The API account used to issue this command must have access to the backup API.

Commands are executed by sending a simple HTTP request to the Bomgar Appliance. The request can be sent using any HTTPS-capable socket library or scripting language module, a web browser, or a URL fetcher such as **cURL** or **wget**. Either **GET** or **POST** may be used as the request method.

The backup API URL is **`https://access.example.com/api/backup`**.

Query Example

```
backup
```

```
https://access.example.com/api/backup
```

Test Scenario

To get started with this basic API integration, follow the steps below.

1. Log into your Bomgar administrative interface and go to **Management > API Configuration**. Check the box to **Enable XML API**.
2. Create an API account and copy the client secret. This secret can be viewed only once and must be regenerated if lost.

```
OAuth Client ID: e52a9aa6fc0508ddf3a40601a736b230a1bebcd1
```

```
OAuth Client Secret: BU5u0fVEb1qEWuHdBK9AR6q9+O1CB26squ1susfJ0LsK
```

3. It is necessary to base64 encode these values ("Client ID:Client Secret") for use in the authorization header.

```
Base64 Encoded:
```

```
ZTUyYTlhYTZmYzA1MDhkZGYzYTQwNjAxYTczNmIyMzBhMmJlYmNkMTpCVTV1MGZWRWIXcUVXdUhkQks5QVI2cTkrTzFDQjI2c3F1MXN1c2ZKMExzSw==
```

4. We will use cURL to illustrate generating a token using a Bomgar API account and using that token to make requests to the Bomgar web API.
 - a. First, we request a Bearer Token using the OAuth client ID and client secret.

```
curl -H "authorization: Basic
ZTUyYTlhYTZmYzA1MDhkZGYzYTQwNjAxYTczNmIyMzBhMmJlYmNkMTpCVTV1MGZWRWIXcUVXdUhkQks5QVI2cTkrTzFDQjI2c3F1MXN1c2ZKMExzSw==" --data "grant_type=client_credentials"
https://access.example.com/oauth2/token
```

- b. This results in a JSON response containing the bearer token.

```
{
  "access_token": "23MS6S2L42WCriESVzGbuwsiQwdbxuAJ3Zj4DxO",
  "token_type": "Bearer",
  "expires_in": 3600
}
```

- c. We can now use that token to make a request to the API.

```
curl -H "authorization: Bearer 23MS6S2L42WCriESVzGbuwsiQwdbxuAJ3Zj4DxO"
https://access.example.com/api/command?action=get_api_info
```

- d. This results in an XML response for the requested API.

Note: If you receive any errors such as **Document Not Found**, check that the API account has the necessary permissions. Also, make sure that a user is logged into the site while you are testing.

API Change Log

API Version 1.15.1 for PA 16.1.x

- Granularly define the accounts used for API access to the specific roles they serve. Additionally, OAuth 2.0 authentication is now used for authenticating API accounts.
 - [Reporting API](#)
 - [Command API](#)
 - [Backup API](#)

API Version 1.14.0 for PA 15.3.x

- Import Jump Item shortcuts to minimize the time needed to create Jump Items.
 - [API Command: import_jump_shortcut](#)

Bomgar Privileged Access API Version Reference

The following table shows the relationship between the API and Bomgar versions for Bomgar Privileged Access.

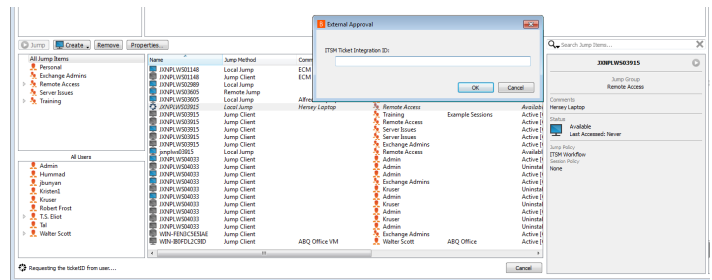
API Version	Bomgar PA Version
1.15.1	16.1.x
1.14.0	15.3.x
1.13.0	15.1.x, 15.2.x

Appendix: Require a Ticket ID for Jump Item Access

If your service requests use ticket IDs as part of the change management workflow, connect your ticket IDs to endpoint access in Bomgar. By leveraging Bomgar Jump Technology with your existing ticket ID process, your change management workflow integration lets you restrict a Bomgar access request by requiring a Ticket ID to be entered as part of the access request process before an access session begins.

What Users See

When users of the Bomgar access console attempt to access a Jump Item that uses a Jump Policy configured to require a ticket ID, a dialog opens. In the administrator-configured dialog, users enter the ticket ID needed, authorizing access this Jump Item.



To set up the connection to your existing ITSM or ticket ID system, create a Jump Policy you can apply to those Jump Items you want to only be used if a ticket ID from your external system is entered.

How It Works

After the user enters the required ID and clicks **OK**, the Bomgar Appliance posts an HTTP outbound request to the ticket system URL configured in Jump Policies. The request contains information about both the ticket ID and the Jump Item, as well as user information. Your external system then replies asynchronously to either allow or deny access.

If the request is allowed, the external ticket ID system assigns the allowed session. Optionally, your external ITSM or ticket ID system may send a list of custom session attributes in its response to assign to the allowed session. For more information on using the Bomgar API see the [Privileged Access API Programmer's Guide](http://www.bomgar.com/docs/privileged-access/how-to/integrations/api/index.htm) at <http://www.bomgar.com/docs/privileged-access/how-to/integrations/api/index.htm>.

Follow the steps below to set up a ticket ID requirement for access.

Create a Jump Policy Requiring Ticket ID Approval

First, create a Jump Policy with the requirement of ticket ID approval enabled.

1. From your Bomgar /login administrative interface, go to **Jump > Jump Policies**.
2. In the **Jump Policies** section, click the **Add New Jump Policy** button.

Note: A Jump Policy does not take effect until you have applied it to at least one Jump Client item.

Display Name	Code Name	Description	Schedule Enabled		
After Hours Schedule	after_hours	For systems which can only be accessed outside of normal business hours.	Yes	Edit	Delete
Approval	approval	Requires authorization	No	Edit	Delete
ITSM Workflow	itm_workflow	ITSM ticket ID integration	No	Edit	Delete
notify	notify	Sends a notification.	No	Edit	Delete
Weekday Schedule	weekday	Access this Jump item on weekdays from 8-5 only.	Yes	Edit	Delete

3. Enter a **Display Name**, **Code Name**, and **Description** in the corresponding locations to enable you to effectively apply this Jump Policy appropriate to your purposes after its creation.
4. Optionally, complete the configuration for **Jump Schedule** and **Jump Notification** if appropriate for the access control desired on this Jump Policy. For details on each field in the configurations, see "[Create Jump Policies to Control Access to Jump Items](#)" on page 1.
5. In the **Jump Approval** section, check **Require a ticket ID before a session starts**. To instantly disable ticket ID approval on this policy, simply uncheck this box. If ticket ID approval is enabled on a policy that does not have a ticket system URL configured, users attempting to access a Jump Item to which the policy is applied receive a message to contact the administrator.
6. Optionally, complete any additional approval configuration you wish this Jump Policy to enforce.
7. Click **Save Jump Policy**.

Jump Policies :: Add

[Back to Jump Policies](#)

Display Name

Code Name

NOTE: For integration purposes, use only alphanumeric characters and the symbols "_" and "."

Description

NOTE: Line endings will be normalized as appropriate to the platform that the Bomgar PAM Endpoint Client is executing on.

Jump Schedule Enabled

Time Zone: UTC

Start	End	Day of Week	Time of Day

NOTE: This schedule defines when a user is allowed to start a session.

Force session to end when schedule does not permit access.
NOTE: The user will receive recurring notification 15 minutes prior to the automatic session termination.

Jump Notification Notify recipients when a session starts
 Notify recipients when a session ends

Recipients:

Email Addresses:

NOTE: Enter a list of email addresses, each separated by a space.

Display Name:

NOTE: This is the name of the recipient(s) the user will see.

Jump Approval Require a ticket ID before a session starts
 Require approval before a session starts
 Maximum Access Duration: (Hours)

Access Approval: Approve to

Anyone Permitted to Request
 Requester Only

Approver(s):

Email Addresses:

NOTE: Enter a list of email addresses, each separated by a space.

Display Name:

NOTE: This is the name of the approver(s) the user will see.

*Required

Connect External Ticket ID System to Jump Policies

Next, connect your existing ITSM or ticket ID system to the Bomgar Appliance.

1. Remain in your Bomgar /login administrative interface on the **Jump > Jump Policies** page.
2. At the bottom of the **Jump Policies** page, locate the **Jump Policies :: Ticket System** section.
3. In **Ticket System URL**, enter the URL for your external ticket system. The Bomgar Appliance sends an outbound request to your external ticketing system. The URL must be formatted for either HTTP or HTTPS. If an HTTPS URL is entered, the site certificate must be verified for a valid connection. If a Jump Policy requiring a ticket ID exists, a ticket system URL must be entered or you will receive a warning message.
4. The **Current Status** field is shown only when a valid status value exists to report the connection to the ticket system configured in **Ticket System URL**. Any ticket system configuration change will reset the value.
5. Click **Choose File** to upload the certificate for the HTTPS ticket system connection to the appliance. If your certificate is uploaded, the appliance will use it when it contacts the external system. If you do not upload a certificate and the **Ignore SSL certificate errors** box below this setting is checked, the Bomgar Appliance will optionally fall back to use the built-in certificate store when sending the request.

Jump Policies :: Ticket System

Ticket System URL:

Upload a certificate for HTTPS connections

Certificates must be in PEM or DER format. No certificate has been uploaded. The appliance's built-in certificate store will be used to establish trust.

Ignore SSL certificate errors
NOTE: This could potentially make you vulnerable to SSL man-in-the-middle attacks.

User Prompt:

Note: When the **Ignore SSL certificate errors** checkbox is checked, the Bomgar Appliance will not include the certificate validation information when it contacts your external ticket system.

6. In **User Prompt** enter the dialog text you want access console users to see when they are requested to enter the ticket ID required for access.
7. Click **Save**.

API Approval Request

Bomgar PA sends an HTTP Post request to the ticketing system URL. The POST request contains the following key-value pairs:

request_id	<p>Unique ID that identifies the approval request.</p> <p>Note: The request ID must be sent from the external ticketing system to Bomgar PA in the response. The maximum length is 255 characters, and the ticketing system must treat the request ID as an opaque value.</p>
ticket_id	ticket ID entered by the user.
response_url	URL to which the integration should POST its response.
jump_item.computer_name	Hostname or IP address of the endpoint the user is requesting access for.
jump_item.type	<p>Type of Jump Item being accessed:</p> <ul style="list-style-type: none"> • client (for Jump Clients) • shell (for Shell Jump Shortcuts) • rdp • push_and_start (for Remote Jump and Local Jump) • vpro
jump_item.comments	Comments noted about the Jump Item.
jump_item.group	Group associated of the Jump Item.
jump_item.tag	Tags associated with the Jump Item.
jump_item.jumpoint_name	Name of the Jumpoint.
jump_item.public_ip	<p>Public IP address of the Jump Item.</p> <p>Note: This is not provided for Jumpoints.</p>
jump_item.private_ip	<p>Private IP address of the Jump Item.</p> <p>Note: This is not provided for Jumpoints.</p>
jump_item.custom.<code>	<p>Key-value pair designated for the Jump Item custom field.</p> <p>Note: Only one key-value pair is permitted for each Jump Item custom field.</p>
user.id	The requesting user's unique ID.

user.username	Username used by the requesting user for authentication.
user.public_display_name	The requesting user's public display name.
user.private_display_name	The requesting user's private display name.
user.email_address	Email address listed for the requesting user.

API Approval Reponse

The external ticketing system sends an HTTP POST request to the Bomgar Appliance URL at https://example.bomgar.com/api/endpoint_approval.

Note: The API must be accessed over HTTPS.

The POST request can contain the following key-value pairs in the POST body:

response_id	Request ID sent in the approval request. *Required
response	Response to the request; either allow or deny. *Required
message	Message displayed to the requesting user if the request is denied. *Optional
session.custom.<code name>	One or more custom session attributes set for the access session. *Optional

Note: The maximum length set for the message is 255 characters.

Error Messages

In certain circumstances, an error message displays in the **Jump Policies :: Ticket System** section:

- *Ticket System URL is required because one or more Jump Policies still require a ticket ID.* - A Jump Policy exists requiring the entry of a ticket ID for access.
- *Invalid ticket ID.* - The external ticket system explicitly denied the request. If the external ticket system sends the error message, that message is shown.
- *The given host was not resolved.* - An invalid ticket system URL was attempted.
- *The ticket system failed to respond in time.* - The external ticket system failed to respond in a timely manner.

Users who are unable to connect due to misconfiguration or user error will see explanatory pop-up messages in the access console for the error state of the configuration.

- *No ticket system URL is configured. Please contact your administrator* - A ticket ID system URL is not configured in the /login administrative interface.
- *User Prompt Not Configured.* - The User Prompt is not configured in the /login administrative interface.
- *The ticket system returned an invalid response.* - An invalid ticket ID was entered.

The following errors can be returned by the Bomgar Appliance:

404	Returned when no ticketing system URL is configured in /login
403	Returned when the request_id is not valid

Note: This error message is received when the request has timed out.

Disclaimers, Licensing Restrictions and Tech Support

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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.

Technical support is provided with annual purchase of our maintenance plan.