

Transcript: Manage and Deploy Jump Clients

Jump Clients

With Bomgar Jump Clients, a support representative can access and control unattended computers. From the `/login` administrative interface, click on the **Configuration** tab and then the **Jump Clients** page.

Jump Client Mass Deployment

From here, you can deploy Jump Clients to multiple computers simultaneously. Choose to add the clients to your personal or one of your team queues.

To help with finding and identifying computers later, you can optionally add a group name and comments.

Choose whether the connection type should be active or passive. Active Jump Clients maintain a persistent connection to your Bomgar appliance. Passive Jump Clients are non-persistent and listen for connection requests. Because passive Jump Clients consume less bandwidth than active, the number of unattended systems you can support is reversely correlated to the percentage of passive Jump Clients you deploy.

If these Jump Clients are to be installed on computers without native internet connections, you can select a Jumpoint already installed on the remote network to proxy the Jump Client connections back to the Bomgar appliance.

With **Mass Deployment Duration**, set how long the Jump Client installer will remain available.

To install the Jump Client with administrative rights, as a system service, select **Attempt an Elevated Install**. Check **Prompt for elevation credentials** if you suspect the remote system will require the end-user to enter administrative credentials before installation as a system service.

When a Jump Client session is initiated, this Jump Client can display the customer client on the remote screen or start minimized to the task bar.

If you set a password, the password must be entered for a representative to use this Jump Client.

Once you click **Deploy**, you can select the operating system for which to create the installer. The **Platform** option will default to the appropriate installer for your current operating system. You can install the Jump Client immediately if you are at the computer you want to access later. You can also email the link to the installer to one or more remote users.

Statistics and Settings

To help manage bandwidth usage, choose which statistics to view in the representative console. Then set how often Active Jump Client statistics should update. You can also set the maximum number of Jump Clients to upgrade concurrently.

If you allow simultaneous representatives to access a single Jump Client, more than one rep can join a Jump Client session without being invited by the primary rep.

Restricting local uninstall and disable of Jump Clients prevents end-users from disabling the Jump Client via its right-click context menu.

Privileged representatives can deploy Jump Clients during support sessions. Set whether these Clients should be by default active or passive. Finally, network administrators can set the default port that passive Jump Clients use to listen for support session requests.