

Transcript: Jumpoint Configuration for Unattended Access

Introduction

With a Bomgar Jumpoint, a support representative can access and control unattended Windows computers on a remote network without installing a client on each remote system.

Add New Jumpoint

To configure Jumpoints, go to your Bomgar appliance **/login** interface. Click on the **Configuration** tab and then go to the **Jumpoint** page.

At the bottom of the page is the option to enable network browsing. If this box is checked, you can search for the remote computer you wish to access by browsing the network's directory structure. If the box is unchecked, you must enter the remote system's hostname or IP address.

Create a Jumpoint by clicking **Add New Jumpoint**. Enter an identifying name and add users who should be authorized to access this Jumpoint. Users can also be added via group policy.

If you want this Jumpoint to be available to connect to SSH-enabled and Telnet-enabled network devices, check **Enable Shell Jump Access**.

Finally, click **Add Jumpoint**.

Jumpoint Installation

From the list of Jumpoints, find your new Jumpoint and download the appropriate 32-bit or 64-bit installer to a system on the remote network you wish to access. This system will serve as the initiation point for Jump sessions with other computers on that network. As such, it is important that the host system NOT be a system already in use as a server, to ensure that Jump connections can be securely completed. Deploying the Jumpoint to a virtual system is the ideal setup scenario if such a system is available.

The installation wizard will walk you through the first part of the setup process.

For a Jumpoint to be deployed on a remote LAN behind a proxy, appropriate proxy information may be necessary for the Jumpoint to connect back to the Bomgar appliance. You can configure proxy settings to be supplied whenever Jumping to another system on the remote network, providing the credentials necessary to download and run the customer client on the target system.

You also can set up this Jumpoint to function as a proxy itself. If **Jump Zone Proxy Server** is selected, this Jumpoint can be used to proxy connections for clients on the network that do not have a native internet connection. Using a Jumpoint as a proxy will route traffic only to the appliance.

Enter the DNS or IP address to use as the listening interface, and set which port to use. Set whether to allow all IP addresses or to limit the IPs that can connect through this proxy.

The **Shell Jump** tab determines how this Jumpoint can be used to connect to SSH-enabled and Telnet-enabled network devices. With **Open Access**, permitted representatives can Shell Jump to any remote device by entering its hostname or IP address or by selecting it from a list of provisioned devices. **Limited Access** allows Shell Jump by selecting a provisioned device or by entering a device's hostname or IP address provided that it falls within the parameters set by the limited host list. If **Provisioned Only** is selected, representatives can Shell Jump only to provisioned devices.

On the **TTL** tab, a date and time can be set to specify when the Jumpoint should become active and when it should automatically disable. Setting these delimiters determines the duration of time for which representatives can access the remote network through this Jumpoint.

Click **Finish**, and the installation will complete.

Starting Sessions Via Jumpoint

To connect to a remote computer via Jumpoint, open your representative console and access the Jumpoint dialog by clicking the **Jump To** button above the Jump interface or by selecting **Jump To** from the **Support** menu.

From the drop-down, select the network you wish to access. Check **Remember Jumpoint** to have the representative console remember your latest selection or leave it unchecked to have the drop-down return to the default the next time you open the Jumpoint dialog.

Enter the hostname or IP address of the remote system you wish to access. If network browsing is enabled, you also can click on the small browse button to search the network directory for the computer you want. Then click **Jump**. You will be prompted for credentials to the remote system. Once valid credentials are supplied, the customer client will install on the remote system, and a support session will begin.