

BOMGAR™

**Bomgar Connect
Jump Client Guide**

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Connect Jump Client Guide: Unattended Access to Systems in Any Network

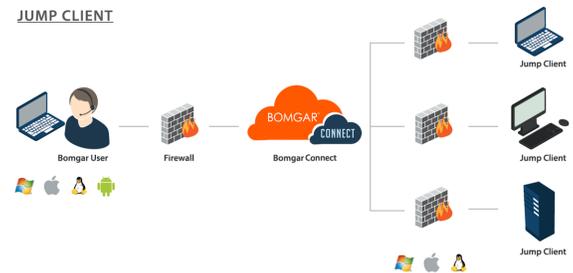
Note: Jump Clients are an add-on which can be purchased separately from your Bomgar Connect software. For information about purchasing an add-on, contact Bomgar Sales at www.bomgar.com/contact.

With Bomgar Jump Technology, a user can access and control remote, unattended computers in any network. Jump Technology is integral to the Bomgar software offerings. Because Bomgar Connect is licensed per active representative and not per remote system, Jump Technology is a cost-effective way to reach every device in your organization.

A Jump Client is an installable application that enables a user to access a remote computer, regardless of its location. The remote computer does not need to reside on a known network. Jump Clients are persistently connected to the appliance, thus helping you reach systems on remote networks anywhere in the world. By pre-installing Jump Clients on remote systems, a user can establish sessions with unattended Windows, Mac, and Linux computers.

Jump Clients are sold in packs of 25. If you need more Jump Clients, contact Bomgar Sales.

If more than 1000 Jump Clients are needed, please contact Bomgar Sales.



Deploy Jump Clients During a Connect Support Session or Prior to Support

There are two ways to install a Jump Client. During a Bomgar support session, a Jump Client can be installed ad-hoc by the representative. Alternatively, an administrator can mass-deploy Jump Clients for a larger rollout. These two methods of installation are outlined below.

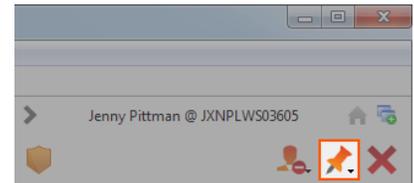
During a Support Session

A Jump Client may be installed ad-hoc during a support session. This will allow the support representative to access this computer at a later time, even if the computer is unattended. This method of installation is also known as session pinning and is achieved by clicking the **Pin as Jump Client** button.

Note: A Jump Client pinned in user mode is available only when that user is logged in. In contrast, a Jump Client pinned in service mode, with elevated rights, will allow that system to always be available, regardless of which user is logged in.

Note: Support representatives can access unattended Android devices through session pinning. To learn more, please see [Initiate an Android Support Session](http://www.bomgar.com/docs/connect/customer-client/android/android-support.htm) at www.bomgar.com/docs/connect/customer-client/android/android-support.htm.

1. From within a support session, click the **Pin as Jump Client** button in the session toolbar at the top right corner of the representative console.



2. From the dropdown, you may select to customize the Jump Client before deploying it.
 - a. Enter a **Name** for the Jump Item. This name identifies the item in the session tabs. This string has a maximum of 128 characters.
 - b. Move Jump Clients from one Jump Group to another using the **Jump Group** dropdown. The ability to move Jump Clients to or from other users' Jump Groups depends upon your account permissions.
 - c. Further organize Jump Clients by entering the name of a new or existing **Tag**. While the selected Jump Clients are grouped together under the tag, they are still listed under the Jump Group where each is pinned. To move a Jump Client back into its top-level Jump Group, leave this field blank.
 - d. Jump Clients include a **Comments** field for a name or description, which makes sorting, searching, and identifying Jump Clients faster and easier.
 - e. If necessary, click the **Reset** button clears all entries.

 A screenshot of the 'Edit Jump Client' dialog box. The title bar says 'Edit Jump Client'. The main text reads: 'Please use the fields below to modify the existing Jump Client.' Below this, there are four input fields: 'Name' with the value 'Jim's Windows 7', 'Jump Group' with a dropdown menu showing 'Personal', 'Tag' (empty), and 'Comments' (empty). At the bottom, there are three buttons: 'Reset', 'OK', and 'Cancel'.

3. Depending on the session permissions, the customer may receive a message that you are requesting to install a Jump Client. The customer will be asked to allow or refuse the request.

- Once the Jump Client is installed, the remote computer will appear in the Jump interface of the representative console. You may have to refresh the interface to see the new Jump Client.

Prior to Support

Jump Clients can be pre-installed on remote computers in anticipation of the need for remote access. This method of installation may be applied to one system or multiple systems simultaneously. The Jump Client command line installer has switches which allow a script to modify a variety of Jump Client parameters when executed. This allows you to create custom mass deployment scripts to pull in variables from other sources and use the variables to modify the Jump Client parameters at install time.

- From the /login administrative interface, go to **Jump Clients** and click **Create Jump Client Installer**



- You can download the Jump Client installer immediately if you plan to distribute it using a systems management tool or if you are at the computer that you need to later access. You can also email the installer to one or more remote users. Multiple recipients can install the client from the same link. The **Platform** option defaults to the appropriate installer for your operating system. You can select a different platform if you plan to deploy the Jump Client on a different operating system.
- Run the downloaded installer. No other action is required.



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

Mass Deploy Help

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

Command Line Parameter	Value	Description
--install-dir	<directory_path>	Specifies a new writable directory under which to install the Jump Client. This is supported only on Windows and Linux. When defining a custom install directory, ensure that the directory you are creating does not already exist and is in a location that can be written to.
--jc-jump-group	user:<username>	This command line parameter sets the Jump Client's group to a specific user.
--jc-tag	<tag-name>	This command line parameter sets the Jump Client's tag.
--jc-comments	<comments ... >	This command line parameter sets the Jump Client's comments.

`--silent`

If included, the installer shows no windows, spinners, errors, or other visible alerts.

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

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

Example:

```
msiexec /i bomgar-scc-win32.msi KEY_INFO=w0dc3056g7ff8d1j68ee6wi6dhwzfeffgggyezh7c40jc90 jc_
jump_group=user:admin jc_tag=servers
```

There are two exceptions to this rule:

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

Installation on Headless Linux Systems

To install a Jump Client on a remote Linux system with no graphical user interface, be sure you have downloaded the headless Linux Jump Client installer, and then follow these additional steps:

1. Using your preferred method, push the Jump Client installer file to each headless Linux system you wish to access.
2. Once the installer file is on the remote system, use a command interface to install the file and specify any desired parameters.
 - a. Install the Jump Client in a location to which you have write permission, using `--install-dir <path>`. You must have permission to write to this location, and the path must not already exist. Any additional parameters must also be specified at this time, as described below.

```
sh ./bomgar-scc-{uid}.bin --install-dir /home/username/jumpclient
```

- b. If you wish to install under a specific user context, you can pass the `--user <username>` argument. The user must exist and have rights to the directory where the Jump Client is being installed. If you do not pass this argument, the Jump Client installs under the user context that is currently running.

```
sh ./bomgar-scc-{uid}.bin --install-dir /home/username/jumpclient --user jsmith
```

IMPORTANT!

It is not recommended to install the Jump Client under the root context. If you attempt to install when the current user is root, you receive a warning message and are required to pass `--user <username>` to explicitly specify the user that the process should run as.

- c. You can also set certain installation parameters specific to your needs. These parameters can be specified for both the MSI and the EXE using a systems administration tool or the command line interface. If the installation fails, view the operating system event log for installation errors.

```
sh ./bomgar-scc-{uid}.bin --install-dir /home/username/jumpclient --jc-jump-group
"Linux Admins" --jc-tag "Headless Linux Systems"
```

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

- After installing the Jump Client, you must start its process. The Jump Client must be started for the first time within the time frame specified by **This Installer Is Valid For**.

```
/home/username/jumpclient/init-script start
```

This init script also accepts the `stop`, `restart`, and `status` arguments. You can use `./init-script status` to make sure the Jump Client is running.

IMPORTANT!

You must also arrange for `init-script start` to run at boot in order for the Jump Client to remain available whenever the system restarts.

- If you wish to uninstall the Jump Client, you must run its uninstall script.

```
/home/username/jumpclient/uninstall
```

Note: Separately and in addition to running the uninstall script, you must remove the Jump Client via the representative console. Otherwise, the Jump Client will remain in the representative console, though it will not be accessible. Likewise, removing the Jump Client only via the representative console prevents it from being accessed but leaves the Jump Client files on the Linux system.

Use Jump Clients to Access Unattended Android Devices

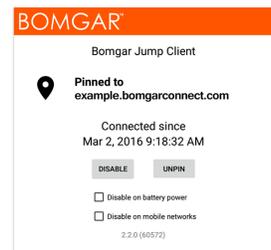
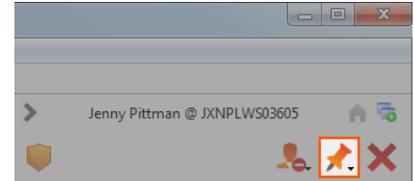
Beginning with Bomgar 16.1, a persistent connection can be established with an Android device by pinning a Jump Client to the device. This provides the ability to have unattended support sessions with Android devices. You can deploy Jump Clients using either of the methods below.

Note: Bandwidth usage and battery life are minimally affected by establishing a persistent connection.

Note: Persistent connections to an unattended Android device can occur only when the devices have both the **Bomgar Support Client App 2.2.7** and **Bomgar Jump Client App 2.2.0** installed from the Google Play Store. To learn more, please see [Download the Bomgar Support Client and Bomgar Jump Client Apps for Bomgar Connect](http://www.bomgar.com/docs/connect/customer-client/android/android-download-app.htm) at www.bomgar.com/docs/connect/customer-client/android/android-download-app.htm.

Pin an Android Jump Client from the Representative Console

1. While in a support session with the Android device, click on the **Pin a Jump Client** icon.
2. After pinning, click the **Refresh** option located above the Jump Items list, and the Android device appears as a Jump Item in the Jump Item list. If the **Pin a Jump Client** icon is gray, the Android Jump Client has not been installed on the Android device.
3. Meanwhile, the Bomgar Jump Client app on the device should show the client as pinned with a date and timestamp.



Note: Options are available for the Jump Client to be disabled if the device is relying on battery power or on data to connect.

Jump
Create
Remove
Properties...
Export...
Search Jump Items...

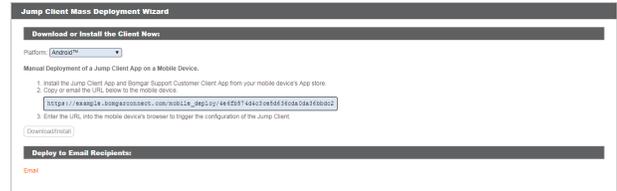
Name	Hostname/IP	Jump Method	Comments	Group
172.16.0.154	172.16.0.154	Local RDP		Personal
JXNPLWS03605	JXNPLWS03605	Jump Client	Alex's Laptop	Personal
Mel's Android	android-9fe945b872	Jump Client		Personal
RMTPLWS04255	RMTPLWS04255	Jump Client	Jose's laptop	wscott

3 Jump Items total. 2 Jump Clients total. 2 online. 0 offline. 0 passive.

Email a Link from the /login Interface to Install and Android Jump Client



1. From the /login interface, navigate to **Jump Clients** and click **Create Jump Client Installer**.
2. From the **Download or Install the Client Now** section, choose **Android** as your platform.
3. Verify that the **Bomgar Jump Client** app is installed on the Android device. If not, navigate to the Google Play App store to download the app.
4. To download the Jump Client to the device, open a browser on the Android device and go to the URL provided by the mass deployment wizard.



Note: You can also email the URL to the Android device by clicking on the **Email** link located in the **Deploy to Email Recipients** section.

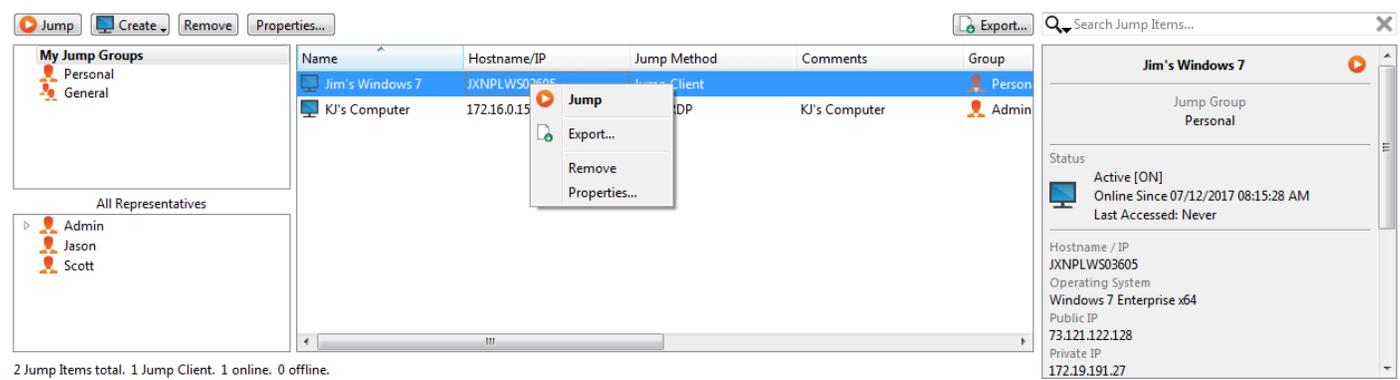
Start a Connect Support Session through a Jump Client

Once a Jump Client has been installed on a remote computer, permitted users can use the Jump Client to initiate a session with that computer, even if the computer is unattended.

From the Representative Console

Your Jump Clients are listed in the Jump Interface.

Note: In addition to Jump Clients, you may also see Jump shortcuts for Local RDP and/or Local VNC sessions. Collectively, Jump Clients and Jump shortcuts are referred to as Jump Items.



From the left pane, select the Jump Group for which you want to view pinned Jump Clients. Jump Items are grouped according to who can access them – only the user who created them or all users. You may have permission to see Jump Items pinned to other users' personal Jump Groups. If you are allowed to view Jump Clients for individual users who are part of a selected team Jump Group, those users appear in a second pane to the left.

If a Jump Group contains tagged Jump Clients, an arrow appears to the left of the Jump Group name. Click the arrow to show or hide the tags.

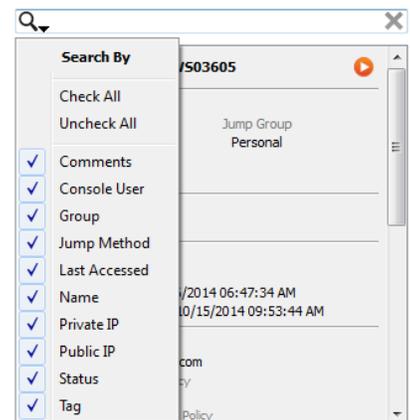
In addition to browsing for Jump Clients, you can search based on multiple fields. Enter a string in the search field and press **Enter**. To change the fields you are searching, click on the magnifying glass and check or uncheck any of the available fields. Searchable fields include **Comments, Console User, Domain group, Jump Method, Last Accessed Date, Name, Private IP, Public IP, Status, Tag, and Work Group**.

To view additional statistics about a Jump Client, select the Jump Client. Available statistics appear in the right pane.

To start a session, double-click the Jump Client or select the Jump Client and click the **Jump** button from:

- above the Jump interface
- the right-click menu of the Jump Client
- the top of the Jump Client statistics pane

If you no longer need access to a remote system, select the Jump Client and click the **Remove** button, or right-click on the Jump Client and select **Remove** from the menu. You may select multiple Jump Clients to remove them all at the same time.



Note: If the remote user manually uninstalls a Jump Client, it remains in your queue, along with the statistics from its last update, but you are not able to access that computer. If a Jump Client goes offline and does not connect back to your Bomgar site for 180 days, it is automatically uninstalled from the target computer and is removed from the Jump interface.

Organize and manage existing Jump Clients by selecting one or more Jump Clients and clicking **Properties**.

Jump Client properties are described in the section "[Deploy Jump Clients During a Connect Support Session or Prior to Support](#)" on page 4.

Edit Jump Client

Please use the fields below to modify the existing Jump Client.

Name:

Jump Group:

Tag:

Comments:

Appendix: Jump Client Error Message Reference for Connect

This appendix provides a reference for error messages that may occur while working with Jump Clients. Below is a list of actions that may take place with Jump Clients along with error messages that may occur during each action. Each error message is accompanied by a brief description.

Action	Error Message	Explanation and Reproduction Notes
Pinning a Jump Client from within a Session	The total number of deployable Jump Clients for this site has been reached.	The build limit has been reached.
	The total number of deployable active Jump Clients for this site has been reached.	The build limit has been reached.
	The support session already has a pending request to pin.	Race condition (Reproduction is UI-limited).
	The support client is already pinned.	Race condition (Reproduction is UI-limited).
	No customer could be found within the support conference.	Race condition (Reproduction is UI-limited).
	The customer within the support conference is not online.	Race condition (Reproduction is UI-limited).
Deploying a Jump Client from the Mass Deployment Wizard	The total number of deployable Jump Clients for this site has been reached.	The build limit has been reached.
	The total number of deployable active Jump Clients for this site has been reached.	The build limit has been reached.
Taking an Action on a Jump Client besides Jumping (Set Comments, etc.)	The Jump Client does not exist.	Race condition: A Jump Client has been deleted, but another representative console has attempted to Jump to that Jump Client before being notified.
	The Jump Client is offline.	Race condition: A Jump Client has gone offline, but an representative console has attempted to Jump to that Jump Client before being notified.
	The specified Jump Client has been uninstalled.	Race condition: A Jump Client has been uninstalled, but an representative console has attempted to Jump to that Jump Client before being notified.
	The number of active Jump Clients has been reached.	The build limit has been reached when changing from passive to active.
Jumping	The server is currently too busy. Please try again later.	More than twenty users are starting sessions at the same time on different Jump Clients.
	An internal error occurred while spawning the support session.	Internal for active Jump Client starts.
	An internal operation was taking too long while trying to spawn a support session.	Internal for active Jump Client starts.

Action	Error Message	Explanation and Reproduction Notes
	The active Jump Client is not connected.	Race condition: An active Jump Client disconnected before the representative console was notified.
	Timeout while trying to connect to the Jump Client.	Took too long to connect to any of the hostnames or IPs.
	The Jump Client has been disabled by the user and will not allow a session to start at this time.	The Jump Client has been disabled on the remote computer.
	The Jump Client is running a different version and will not attempt to upgrade. Please try again after the upgrade completes.	Bomgar version mismatch. This should cause a check-in, which causes an upgrade.
	The Jump Client does not exist.	Race condition: A Jump Client has been deleted, but another representative console has attempted to Jump to that Jump Client before being notified.
	The Jump Client is offline.	Race condition: A Jump Client has gone offline, but an representative console has attempted to Jump to that Jump Client before being notified.
	The specified Jump Client has been uninstalled.	Race condition: A Jump Client has been uninstalled, but an representative console has attempted to Jump to that Jump Client before being notified.