

BOMGAR™

**Privileged Access
Smart Cards**

Smart Cards for Remote Authentication

During a support session, a support representative may need to operate with administrative rights in order to effectively troubleshoot the remote computer. Within environments where security implementations require smart card use for authentication, Bomgar enables the representative to pass administrative credentials to the remote computer from a smart card resident on the representative's local system.

Prerequisites

To use Bomgar smart card support through a Jump Client, the following prerequisites must be met:

- Your Bomgar Appliance must be running software version 12.1.3 or higher.
- The representative's computer must have a Bomgar virtual smart card driver installed.
- Each supported computer must have a Bomgar virtual smart card driver installed.
- Each supported computer must be running Windows Vista or above.
- Each supported computer must be accessible by a Bomgar Jump Client running in elevated mode.

Starting with Bomgar 13.1, Bomgar smart card support can be used with the Jump To functionality when the following prerequisites are met:

- Your Bomgar Appliance must be running software version 13.1 or higher.
- The representative's computer must have a Bomgar virtual smart card driver installed.
- Each supported computer must be running Windows Vista or above.

Starting with Bomgar 14.1, Bomgar smart card support can be used with customer-initiated sessions when the following prerequisites are met:

- Your Bomgar Appliance must be running software version 14.1 or higher.
- The representative's computer must have a Bomgar virtual smart card driver installed.
- Each supported computer must have a Bomgar virtual smart card driver installed.
- Each supported computer must be running Windows Vista or above.
- Each supported computer must have the Bomgar elevation service installed.

Install the Smart Card Driver

1. Go to **/login > My Account :: Bomgar Virtual Smart Card**.
2. Download the representative installation package and the customer installation package for the appropriate versions of Windows.
3. Install the representative virtual smart card driver.
 - Distribute the representative driver installer to all representatives within your support center who require remote smart card functionality.
 - The driver can be installed manually or via a software deployment tool.
 - Once the driver is installed, it creates a service: **Bomgar Representative Service**.
4. Install the customer virtual smart card driver. (If Jump To is used to access the remote system, the customer virtual smart card driver does NOT have to be pre-installed.)
 - Distribute the customer driver installer to all remote computers to which you will need to pass smart card credentials.
 - The driver can be installed manually or via a software deployment tool.
 - Once the driver is installed, it creates a service: **Bomgar Customer Service**.

Install a Jump Client, Jumpoint, or Elevation Service for Elevated Session Start

When attempting to operate with the credentials on a smart card, the user is prompted to enter a PIN. This UAC prompt is inaccessible to the support representative if the Bomgar customer client is not already running in elevated mode. It is therefore necessary to access the remote computer in one of three ways:

- A Jump Client running as a system service
- A Jumpoint or local network Jump, using administrative credentials
- A customer-initiated or Jump session with the Bomgar elevation service pre-installed on the remote system

Accessing the remote computer in elevated mode allows the representative to interact with UAC prompts in order to enter the smart card PIN.

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Jumpoint Installation

To install a Jumpoint, see the [Admin Interface Settings Directory](#). No special setup is required.

Jump Client Installation

To install a Jump Client in preparation for using smart card support, you must set certain options as described below.

1. From the /login interface of your Bomgar Appliance, go to **Jump > Jump Clients**.
2. Configure the Jump Client settings as needed. For details, see the [Admin Interface Settings Directory](#).
 - The connection type can be either active or passive.
 - Be sure to check **Attempt an Elevated Install if the Client Supports It** as well as **Prompt for Elevation Credentials if Needed**.
3. Click **Create**.
4. From this page, you may email the Jump Client installer to one or more remote users.
5. Alternatively, select a platform and download the Jump Client installer to your local system. You may then distribute this installer to multiple systems for manual installation, or you may distribute it via a software deployment tool.



Use a Virtualized Smart Card

To use smart card credentials on a remote system, you must Jump to that system, or you must start a customer-initiated session with a system that has the Bomgar elevation service pre-installed.

If using a Jump Client, the Jump Client must be running in service mode, or the remote system must also have the elevation service pre-installed with its service running. The appropriate virtual smart card drivers must be installed on both your local system and the remote system, with their services running.

Alternatively, a system can be accessed using the Jump To functionality from within the representative console. Using the Jump To functionality does not require the virtual smart card driver to be pre-installed on the customer's system. In this scenario, Bomgar installs the driver as part of the Jump to the end system being accessed.

Note: *The customer smart card driver is ONLY installed during a Jump To push when the representative performing the Jump has the representative smart card driver installed on their local system.*

If using a customer-initiated session, the elevation service must be pre-installed on the remote computer, and its service must be running. Also, the appropriate virtual smart card drivers must be installed on both your local system and the remote system, with their services running.

Begin a screen sharing session, and then click the **Smart Card** button to access a dropdown of available smart card readers on your system.¹ Select the reader you would like to share with the remote computer. Once the reader has been virtualized on the remote system, a message indicating that you have shared this reader is logged in the chat window. The smart card in the selected reader is now available to use on the remote computer, just as if it were physically present on the system being supported.

Note: *Some systems support multiple smart card readers. Because the data gathered from these readers is not useful in assigning meaningful names, the readers are named sequentially: Reader 1, Reader 2, etc. On any given system, each reader will always have the same name. Therefore, once you have determined the name of a reader, you can trust that in all future sessions, that name will always refer to that reader.*

Once you have shared a reader, it remains selected and available for use throughout the session, as long as you do not log out the current user. If you do log out the current user on the remote computer, the shared reader is deselected and must be re-selected if you need it later in the session.

Use the virtualized smart card to perform administrative actions through the context of screen sharing. Run programs in another user context, or even log in as a different user.

Note: *A smart card reader can be attached to only one active session at a time. From the **Smart Card** dropdown, you can deselect a virtualized reader to free it for use in another session.*

¹If the smart card button does not appear in the screen sharing tool bar, make sure the representative smart card service is running on your local computer. If the smart card button is present but disabled, make sure the customer smart card service is running on the remote computer.

Use Case 1: Log Into the Remote Computer Using Smart Card Credentials

After Jumping to a remote computer, you may find that the computer is locked. Alternatively, you may need to perform administrative functions not permitted in the current user context.

Go to the remote login screen, logging out the current user if necessary. Click the **Smart Card** button and select a smart card reader to virtualize on the remote system. The smart card will now appear as a user login option.

Click the smart card user, enter the PIN, and log in.

Use Case 2: Run As the Smart Card User

While supporting a remote computer, you may need to run a specific application with privileges not available in the current user context. Within a screen sharing session, click the **Smart Card** button and select a smart card reader to virtualize on the remote system. Right click the desired application and choose **Run As**. From the UAC prompt that appears, select the smart card and enter the PIN to run the application in the smart card user context.

Note: *Smart card credentials cannot be used to run elevated tasks from the **Special Actions** menu.*