

How Jump Technology Works: Unattended Access to Remote Systems

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 Remote Support is licensed per active representative and not per remote system, Jump Technology is a cost-effective way to reach every device in your enterprise.

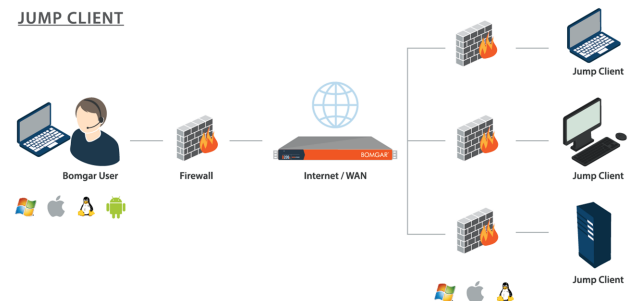
Not every support scenario has a customer at their computer. You can use Bomgar Jump Technology in two different ways, depending on your needs for unattended support. Use a Jump Client where the network may not be known, or if your unattended support needs are defined within a network, a Jumpoint is an effective solution. Read about the possibilities and configuration details for [Jump Clients](#) and [Jumpoints](#).

Jump Client

Deploy a Jump Client if you need:

- Unattended access to Windows, Mac, and Linux computers, regardless of network location.
- Stronger management capacities and the control of installing a persistent, secure active or passive remote access client.

Privileged representatives may deploy Jump Clients dynamically from their representative console or download a mass deployable Jump Client from the /login administrative interface. The Jump Client is pinned to a Jump Group, thus enhancing administrative oversight and efficiency, benefiting from the robust management accommodations present throughout Bomgar. For example, customers who require unique support handling might be set up with Jump Client deployment to enhance administrative capabilities. A Jump Client Management interface in the representative console helps you manage your deployments.



Jumpoint

Deploy a Jumpoint if you need:

- To troubleshoot all Windows systems in a network without pre-deploying Bomgar clients on each system prior to connecting.
- Access to SSH, Telnet, or vPro systems on that network, like servers, routers, POS systems or ATMs.
- To run Microsoft® Remote Desktop Protocol sessions while maintaining a consistent audit trail.



A Jumpoint acts as a conduit for unattended access to Windows computers on a known remote network. A single Jumpoint installed on a computer within a local area network is used to access multiple systems, eliminating the need to pre-install software on every computer you may need to access.

Within the local area network, the Bomgar user's computer can initiate a session to a Windows system directly without using a Jumpoint, if appropriate user permissions are enabled. A Jumpoint is needed only when the Bomgar user's computer cannot access the target computer directly.

Definition of Terms

The following terms and phrases are often used in reference to Bomgar's Jump Technology.

Jump, Unattended Access

Jump is the term for all Bomgar unattended access technologies. **Unattended access** refers to accessing remote systems without requiring interaction from a remote user to initiate the access.

Jump Client, Pinned Client, Pinned Session

Jump Clients are used to establish a persistent, one-to-one connection between a Bomgar Appliance and a remote Windows, Mac, or Linux system. A Jump Client must be installed on each remote system you want to access. The installed Jump Clients to which a representative has permission are listed in the bottom pane of the representative console. A **Pinned Client** is the same thing as a Jump Client, and a **Pinned Session** is a Bomgar support session that started through a Jump Client. For details, see the [Jump Client Guide](http://www.bomgar.com/docs/remote-support/how-to/jump-clients) at www.bomgar.com/docs/remote-support/how-to/jump-clients.

Jumpoint, JumpZone

Jumpoints create **JumpZones** out of the Windows network segment on which they are installed. A Jumpoint extends the reach of Jump functionality to the Windows systems in a JumpZone, enabling representatives with appropriate permissions to start a session with any remote Windows system in the JumpZone. The Jumpoint can be installed on a network remote to any representative or the Bomgar Appliance. For more details, see the [Jumpoint Guide](http://www.bomgar.com/docs/remote-support/how-to/jumpoint) at www.bomgar.com/docs/remote-support/how-to/jumpoint.

Local Jump, Local Push

Local Jump and **Local Push** refer to Jumping from the representative console using the local network instead of a Jumpoint on a remote network. This allows a representative to initiate a Bomgar session with Windows systems on the same network segment as the representative console, without using a pre-installed Jumpoint. Except for the fact that no Jumpoint installation is required, the technical requirements and functionality for local Jumps are the same as for Jumpoints. Therefore, the Jumpoint Guide referenced above is the primary resource for local Jumps.

Jump To, Push and Start, Pushed Session

Jump To, Push and Start, and **Pushed Sessions** refer to Bomgar sessions started from either Jumpoints or local Jumps, without distinction. Thus, a pushed session can refer to either of these technologies but not to Jump Client sessions or pinned sessions. Similarly, **Push and Start** and **Jump To** can refer to either Jumping through a Jumpoint or a local Jump but not to Jumping to a Jump Client.