

## TECH Note 02102011

### Jump Technology™

Jump Technology™ is a Bomgar feature for support visualization. All Jump Technology™ sessions, user accounts and clients are 256-bit AES SSL encrypted. All customer interaction is permission-based at every level.

### Jump Client

A Jump Client is an application or service that enables a Memex support representative to connect to the target remote computer on your network.

A Bomgar™ session using a Jump Client involves two computers:

1. The Memex support technician's computer.
2. The computer with a Jump Client installed, targeted for remote access.

### Jump Client Configuration/Installation

Jump Clients can be installed during a support session or prior to support.

### During a Support Session

A Jump Client may be installed during a standard virtual support session. This will permit the Memex support technician to access the remote computer. This method of installation is also known as session pinning.

If prompting is enabled, you will receive a message that the Memex representative is requesting to install a Jump Client. To install the Jump Client you must allow the request.

### Prior to Support

Jump Clients can be pre-installed on remote computers in anticipation of the need for virtual support. This method of installation may be applied to one system or multiple systems simultaneously.

1. A Memex representative will email the installer to one or more remote users. Recipients can install the Jump Client from the link onto the target computer.

NOTE: The target computer must have access to the internet and for Memex support to effectively install, setup and configure the OEE Suite, a local user account with administrator privileges must be created.

Tech note:

Memex Technical Support Team