Bomgar

What is Bomgar?

Bomgar is remote desktop control software for enterprise support. With Bomgar, an IT technician can support and troubleshoot multiple desktop environments, including:

• Windows 95-Vista PC or Server 2003
• Mac 10.3.9-10.5
• SUSE, Ubuntu, RedHat, or Fedora versions of Linux
• Windows Mobile 5 for Pocket PC, Pocket PC Phone Edition, or Windows Mobile 6 Classic or Professional
• Using Internet connectivity (dialup, T1, cable, ISDN, or DSL)

Who may request a Bomgar Account?

IT Professionals at LSU may request a Bomgar account through the ITS Help Desk. ITS will create the new accounts once the Internal Transaction (IT) is issued by the department's Business Manager. Once received, ITS will create the account and notify the customer.

Here are the instructions for creating the IT.

Directions to departments for issuing IT for a Bomgar account:

1. In the General Ledger System, the ITS account number is 184-92-0304, object code 3890, transaction type X. Customer's object code is 4251, transaction type X. Accounting questions should be directed to the local business office.
2. Prepare the GLS IT (Internal Transaction) debiting your budget code for $600 for the first year and leave the IT with an incomplete status. (ITS also accept checks and Credit cards. Call for more information on these payment types- Shannon Wall (8-3633))
3. Send the IT Number to Stacey Morales (smoral1@lsu.edu).
4. Customer will be notified when the account is set up.

What is the cost?

A Bomgar account is a concurrent account; that is, licensing is based on concurrency, which means other accounts may be signed on simultaneously and share the Bomgar resources.   Cost for one Bomgar concurrent account is $1200/yr. Should a department choose to share one Bomgar concurrent account with another department, the cost is $600/yr.

Initial Setup

1. Browse to http://ithelp.lsu.edu
2. Login with your designated username and password.
3. Download the Bomgar Representative Client and follow the instructions listed on the website:
    a. Download and "Open" the client software
    b. Follow the installation wizard to install the software
    c. When the installation is complete, a tray icon will appear in your computer's system tray and a login prompt will appear on your screen. If the login prompt does not appear, right click on the system tray icon and select "Login"
    d. Enter your Username and Password to login
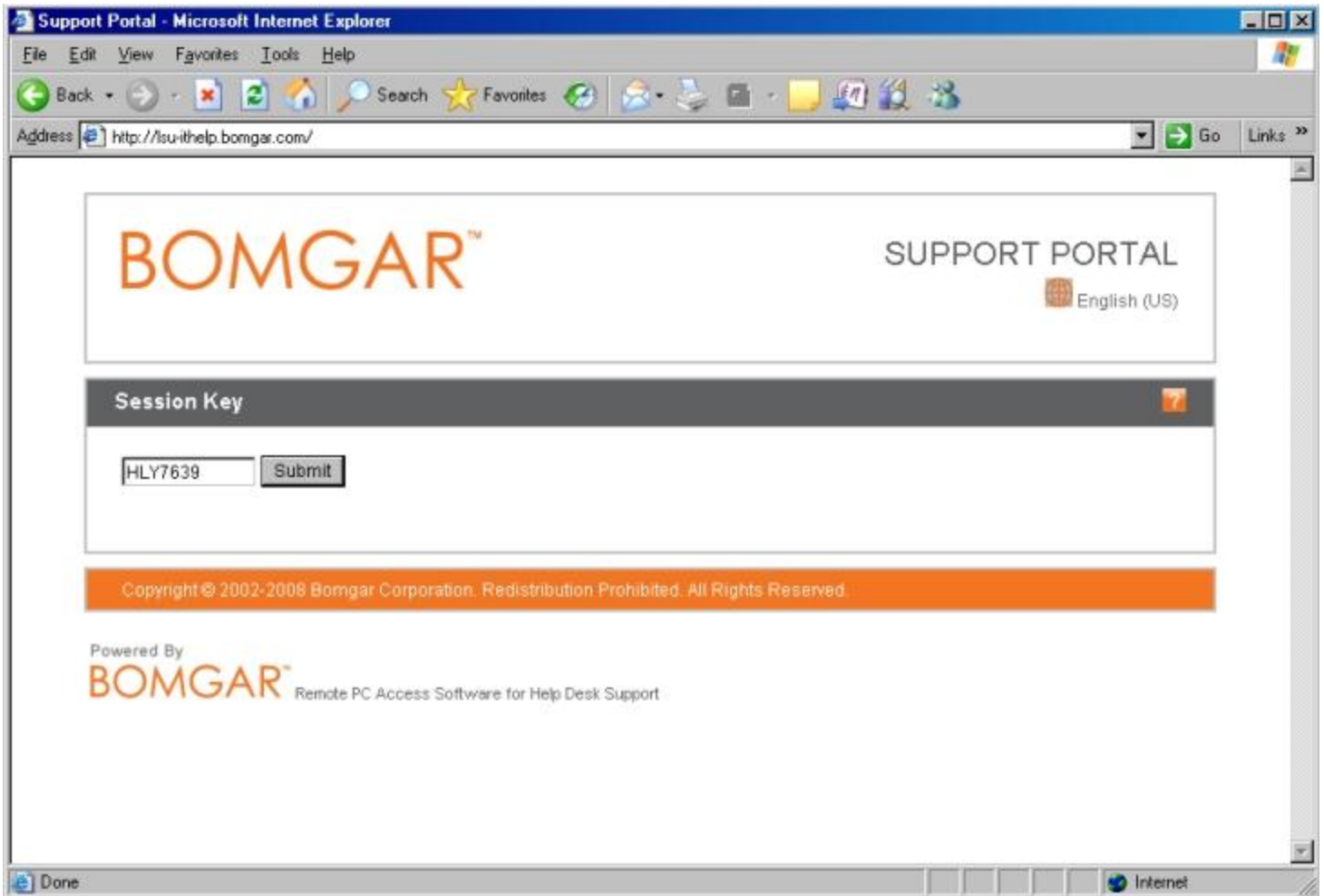
Starting a Session

1. Select "Support"
2. Select "Generate Session Key"

3. Give the customer the Session Key or select "Email URL" to send them a link to the support website.
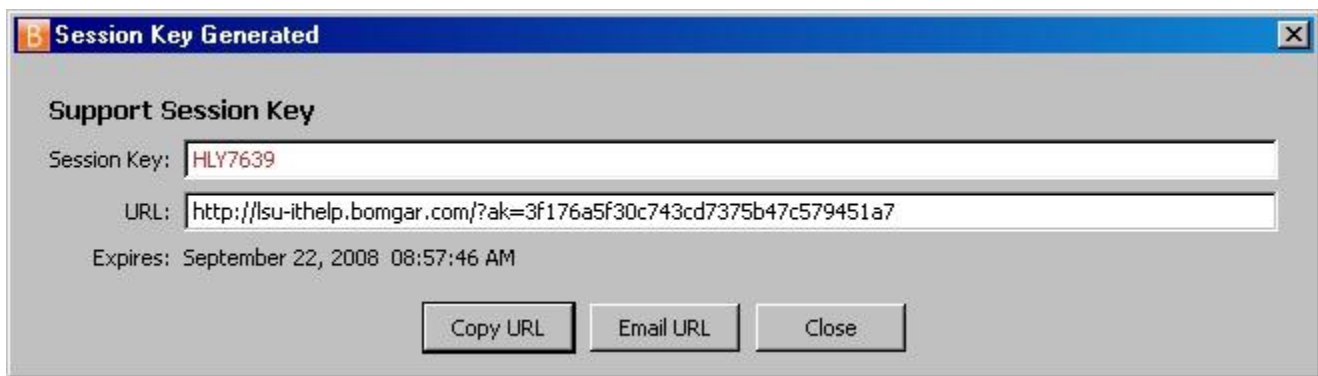
4. Tell the user to browse to http://lsu-ithelp.bomgar.com/ and enter the session key which was generated for them and press Submit.
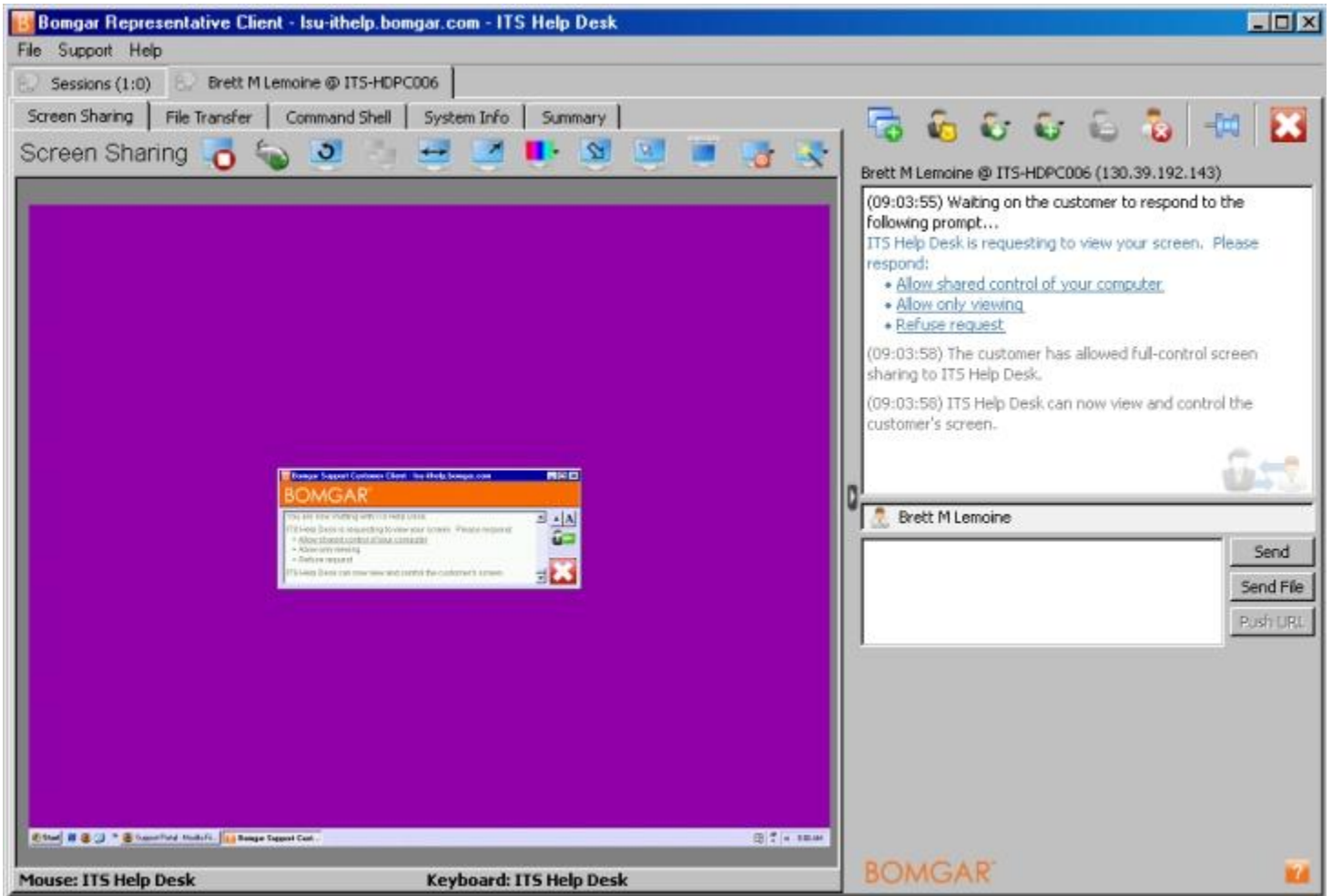
5. The user must press "Yes" to start a support session.
6. They will then be asked to download and run a small client.
7. Once they have opened the support client, you will be asked if you would like to accept the support session in your client.

8. Once the session has been started the user will be asked if they would like to allow screen sharing. They must select either "Allow shared control of your computer" or "Allow only viewing" within 30 seconds of the start of the session or the option to share control will expire.

9. You should now have control of the user's computer:

Main Controls

The main controls are listed right above the user's screen:

	Stops screen sharing
	Disable Mouse/Keyboard Control • *Disabled – allows only screen sharing* • *Enabled – allows screen sharing and control of mouse and keyboard*
	Refresh View – *refreshes the user's screen*
	Actual Size – *changes your view to the user's resolution (click again to go back to best fit)*
	Full Screen – *displays the Bomgar Representative Client full screen on your computer (note: all controls and chat will still be available in this view)*
	Performance/Quality • *Best Performance – chooses performance over quality (default)* • *Performance and Quality – chooses a balance of performance and quality* • *Best Quality – chooses quality over performance*

	Show Virtual Pointer – *shows a larger arrow on the user's screen*
	Remote Mouse Curser • *Local Mouse Curser – only shows your curser moving (default)* • *Remote Mouse Curser – shows your curser and the user's curser moving (slower)*
	Enable Privacy Screen – *displays a privacy screen on the user's computer saying that the computer is being controlled remotely by the ITS Help Desk*
	Reboot – *reboots the computer (note: the remote connection will be reestablished after reboot)*

	Send Special Action
	• *Control Panel*
	    o *Show Control Panel*
	    o *Accessibility Options*
	    o *Add Hardware*
	    o *Add or Remove Programs*
	    o *Automatic Updates*
	    o *Data Sources (ODBC)*
	    o *Date and Time*
	    o *Display*
	    o *Game Controllers*
	    o *Internet Options*
	    o *Java*
	    o *Keyboard*
	    o *Mouse*
	    o *Network Connections*
	    o *Phone and Modem Options*
	    o *Power Options*
	    o *Regional and Language Options*
	    o *Security Center*
	    o *Sounds and Audio Devices*
	    o *System*
	    o *User Accounts*
	    o *Windows Firewall*
	    o *Wireless Network Setup Wizard*
	• *Task Manager*
	• *Start Menu*
	• *Show Desktop*
	• *Run…*
	• *Windows Explorer*
	• *Internet Explorer*
	• *Registry Editor*
	• *Event Viewer*
	• *System Restore*

File Transfer

1. Click the "Request File-system Access" button under the File Transfer tab:
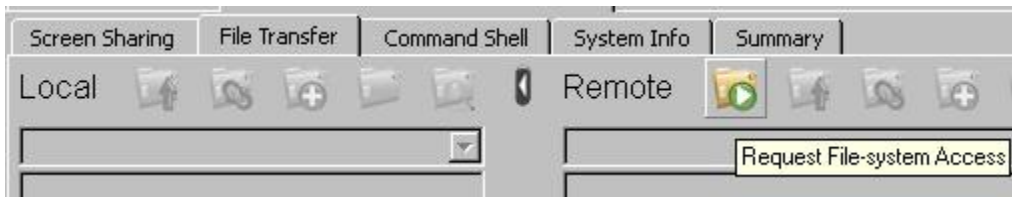
2. The user must click "Allow" in the Bomgar Customer Client on their computer to start File Transfer.
3. To upload a file to the user's computer:
   a. Select the file from the left side (Local)
   b. Browse to a folder to upload the file to on the right side (Remote)
   c. Press the Upload button (top button in the middle) to upload the file to the user's computer
4. To download a file from the user's computer to your computer:
   a. Select the file from the right side (Remote)
   b. Browse to a folder to download the file to on the left side (Local)
   c. Press the Download button (bottom button in the middle) to download the file to your computer

Command Shell

Note: This option will allow you to access the user's command shell, but they will not see what you are doing. This is the same thing as going to Start > Run… > cmd.

1. Click the "Start/Stop Command Shell" button under the Command Shell tab:
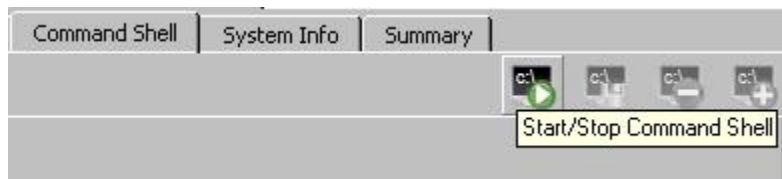
2. The user must click "Allow" in the Bomgar Customer Client on their computer to start Command Shell.
3. You now have access to the command shell on the user's computer.

	Save Shell – *saves a log file of the current shell*
	Remove Shell – c*loses the current shell*
	Add Shell – *adds a new shell*

System Info

1. Click the "Start" button under the System Info tab
   a. Click the arrow next to the "Start" button to start either just the overview information or all categories under system info.
2. If only the overview info was started, you must click the "Refresh" button under each category which you need such as Devices, Processes, Events, or Programs.

Closing the Session

There are two options to close the session:

1. The user closes the session by clicking the red "X" in their client:

Note: if the user leaves the session, you must still leave the session by clicking the red "X" in your client.

2. You close the session by clicking the red "X" in the top right-hand corner of the Representative Client.

Once the session has been ended, the user will receive a message asking them if they would like to have the software removed from their computer. The recommended response is to click "Yes".

They will then receive a message saying all software has been completely removed from their computer. Also, they will be brought to a website allowing them to view and/or download the chat transcript as well as rate the support and leave comments about their experience.