
With BeyondTrust Jump Technology, a user can access and control remote, unattended computers in any network. Jump Technology is integral to the BeyondTrust software offerings. Because BeyondTrust 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 BeyondTrust 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.

To read about the possibilities and configuration details for Jump Clients and Jumpoints, please see the following:


Jump Client

Deploy a Jump Client if you need:

- Unattended access to Windows, Mac, Android, 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 BeyondTrust. 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 predeploying BeyondTrust 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 computers on a known remote network. A single Jumpoint installed on a computer within a LAN is used to access multiple systems, eliminating the need to pre-install software on every computer you might need to access.
Within a LAN, the BeyondTrust user's computer can initiate a session to a Windows system directly without using a Jumpoint, if appropriate user permissions are enabled. This is called a Local Jump. A Jumpoint is needed only for a Remote Jump, when the BeyondTrust user's computer cannot access the target computer directly.
Definition of Terms

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

Jump, Unattended Access

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

Jump Client, Pinned Session

Jump Clients are used to establish a one-to-one connection between a B Series Appliance and a remote Windows, Mac, Android, 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 Session is a BeyondTrust support session that started through a Jump Client.

Jump Clients can be persistent (active) or listen for connections (passive). Passive connections are suitable for internal networks but not suitable for cloud environments.

For more information, please see the Jump Client Guide at www.beyondtrust.com/docs/remote-support/how-tojump-clients/index.htm.

Jumpoint, JumpZone

Jumpoints create JumpZones out of the network segment on which they are installed. A Jumpoint extends the reach of Jump functionality to the systems in a JumpZone, enabling representatives with appropriate permissions to start a session with any remote system in the JumpZone. The Jumpoint can be installed on a network remote to any representative or the BeyondTrust Appliance B Series.

For more details, see the Jumpoint Guide at www.beyondtrust.com/docs/remote-support/how-tojump-point/index.htm.

Local Jump, Local Push

Local Jump or Local Push refer to Jumping from the representative console using the local network. This allows a representative to initiate a BeyondTrust session with Windows systems on the same network segment as the representative console, without using a Jumpoint. The requirements on the endpoint being assessed and the functionality for Local Jumps are the same as for Remote Jumps with Jumpoints. Therefore, the Jumpoint Guide referenced above is the primary resource for Local Jumps.

Remote Jump, Remote Push

Remote Jump or Remote Push refer to Jumping from the representative console using a Jumpoint on a remote network.

Jump To, Push and Start, Pushed Session

Jump To, Push and Start, and Pushed Sessions refer to BeyondTrust 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.
Jump Item

Jump Item is an umbrella term for any pre-defined endpoint, regardless of how it is reached.

Jump Shortcut

A Jump Shortcut is any Jump Item that is not a Jump Client.