

# Bomgar|KACE Integration 101

This is a comprehensive guide on how to easily integrate your **Bomgar** appliance with your **K1000**. This guide is for Admins who have purchased the Bomgar appliance and NOT a setup guide for a hosted account that comes with the two free licenses.

What is Bomgar?

Answer= A secure remote desktop control option for every computer in your organization. It is a physical appliance or a Virtual Machine. Licenses are based on techs logged into accounts that are created on the Bomgar Appliance.

After implementing the steps in this guide you will be able to launch the Bomgar Jump Client via a Machine Action or allow their Users to request a Bomgar Session via a KACE HelpDesk ticket that will show up in the Bomgar Queue.

## System Requirements

Bomgar version 11.1 or greater

Dell KACE K1000 Management Appliance server version 5.2.38773; other versions may work but this is the tested version

Network / Firewall configured to allow:

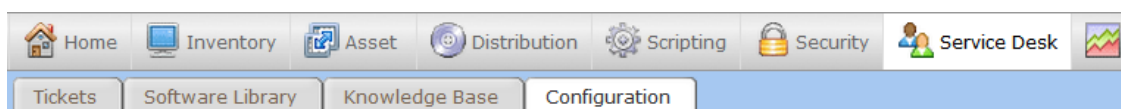
HTTP/HTTPS connectivity from the Bomgar Appliance to the web server

HTTP/HTTPS connectivity from the web server to Bomgar Appliance

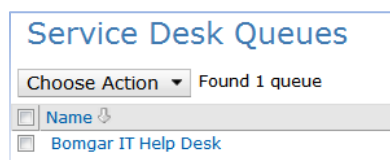
## Configure Dell KACE

In order to use the Bomgar Integration for the Dell KACE K1000 service desk capability, you must modify the ticket form and configure the ticket rules within the appropriate service desk queue as follows:

1. From the administrator **KACE Management Center > Service Desk > Configuration**, select **Queues** from the listed options.



2. Select your Service Desk queue by clicking on the name (e.g. **Bomgar IT Help Desk**, in this example).



3. Select **Customize Fields and Layout**. This will allow you to add the **Bomgar Session Request** field to the **Ticket**

**Service Desk Configuration**

[Edit Mode](#)

Name:

Email Address: @kboxdemo.networkstreaming.local

Alt. Email Address:

[Customize Fields and Layout](#)

Allow all users as submitters:

Allow all users as approvers:

**Form.**

4. Scroll down to the **Ticket Layout** section, configure a custom field and label the new field, **Bomgar Session**. Choose the appropriate **CUSTOM\_#** that is available in your environment. Set permissions to **Owners Only - Hidden from Users**.

(Note: Jot down the CUSTOM\_#. You will need this information in the future)

Name	Label	Required	Permissions
SAT_SURVEY	Please tell us about your recent help desk experience...	Not Required	User Modify
TITLE	Title	Always Required	User Create
IMPACT	Impact	Not Required	User Create
CATEGORY	Category	Not Required	User Create
STATUS	Status	Not Required	Owners Only - Visible to Users
PRIORITY	Priority	Not Required	Owners Only - Visible to Users
OWNER	Owner	Not Required	Owners Only - Hidden from Users
MACHINE	Machine	Not Required	Owners Only - Hidden from Users
ASSET	Asset	Not Required	Owners Only - Hidden from Users
CUSTOM_1	VIP	Not Required	Hidden
CUSTOM_2	Best contact method	Not Required	Hidden
CUSTOM_3	Reminder	Not Required	Hidden
CUSTOM_4	Bomgar Session	Not Required	Owners Only - Hidden from Users
CUSTOM_5	none	Not Required	Hidden
CUSTOM_6	none	Not Required	Hidden

5. Once you save the custom field scroll down on the same page, change the **Field Type** of the custom field to **Single Select**, and change the **Select Values** option to **Send Request**. Leave the **Default** option blank. Scroll to the bottom and select **Save**.

(Note: The CUSTOM\_#'s should correspond)

Name	Field Type	Select Values	Default
CUSTOM_1	Single Select	Yes,No	No
CUSTOM_2	Single Select	Phone,Email,IM	Email
CUSTOM_3	Text		YYYY-MM-DD HH:MM:SS
CUSTOM_4	Single Select	Send Request	
CUSTOM_5	Text		

- Once your changes are saved, you will be directed back to the **Service Desk > Configuration** page. From here, select **Customize** from the **Custom Ticket Rules** section. Select the **Add Ticket Rule** Action.

Custom Ticket Rules: [\[Customize\]](#)

#	Title
1	High Priority when Many People Can't Work
2	Medium Priority when Many People Inconvenienced
3	Medium Priority when 1 Person Can't Work
4	Bomgar Session Request

**Ticket Rules**  
Bomgar IT Help Desk

Choose Action Found 8 rules.

- Add Ticket Rule
- Delete Selected Item(s)

Medium Priority when Many People

- Define any **criteria** to create a dummy, or temporary Ticket Rule (*which will later be changed in the SQL query*) and select **Next**.

**Ticket Rule (Bomgar IT Help Desk)**

**Define Ticket Rule**  
Enter criteria to choose the tickets to be affected:

[and/or] Approval Approved

Approval Approved

Approval Approved

Approval Approved

**(Note: As a placeholder, you can use Approval - contains – Approved)**

- Similar to step 7, define the next items required with **Define Ticket Rule**, setting **Priority** and the **Value**, and select **Done**.

**Define Ticket Rule**  
Choose the values to change:

Priority High

Bomgar Session High

Bomgar Session High

Bomgar Session High

**(Note: As a placeholder, you can use Priority - change value to – High)**

9. Once you complete step 8, you will be directed to the **Queue Rule : Edit Detail** page. Now you should customize the queries and actions. In this example, the **Custom Ticket Rule, Bomgar Session Request**, is shown. Now you can customize the rule.
  - a. First, change the **Title** to **Bomgar Session Request**. Next, change the **Frequency** drop-down to **on Ticket Save**.
  - b. **SQL Query Enable** is enabled and enable **Results are tickets, add a comment to each one**. Insert the following text in the **Comments: Bomgar session has been requested via email**.
  - c. Enable **Owners Only**.

**Ticket Rule : Edit Detail**

Record Created: Nov 18 2010, 03:45 PM  
 Record Last Modified: Nov 17 2010 04:03:51 PM  
 Title: **Bomgar Session Request**  
 Order: 100  
 Queue: Bomgar IT Help Desk  
 Notes:  
 Frequency: **on Ticket Save**  
 Next Run: January 1 at 12:00 AM  
 Current Server Time: Nov 18 2010 03:45:55 PM  
 Enabled:   
 Select Query:
 

```
select HD_TICKET.*, DATE_FORMAT(HD_TICKET.CREATED,'%b %d %Y %I:%i:%s %p')
as CREATED, DATE_FORMAT(HD_TICKET.MODIFIED,'%b %d %Y %I:%i:%s %p') as
MODIFIED,
HD_STATUS.NAME AS STATUS_NAME,
HD_STATUS.ORDINAL as STATUS_ORDINAL,
HD_IMPACT.ORDINAL as IMPACT_ORDINAL,
HD_CATEGORY.ORDINAL as CATEGORY_ORDINAL,
HD_PRIORITY.ORDINAL as PRIORITY_NUMBER,
STATE,
if((datediff(DUE_DATE, now()) = 0), 2, if((datediff(DUE_DATE, now())
```

 Send query results to someone  
 Results are tickets, add a comment to each one  
 Comment: Bomgar session has been requested via email.  
 Owners Only:

- d. The **Select Query** area should contain:

**// ----- COPY BETWEEN THESE LINES -----**

```
select
HD_TICKET.*,
owner.EMAIL as OWNER_EMAIL,
if ((LENGTH(owner.FULL_NAME) = 0), owner.USER_NAME, owner.FULL_NAME) as OWNER_NAME,
submitter.EMAIL as SUBMITTER_EMAIL
from
HD_TICKET
left outer join USER owner on owner.ID = HD_TICKET.OWNER_ID
left outer join USER submitter on submitter.ID = HD_TICKET.SUBMITTER_ID
where LENGTH(HD_TICKET.CUSTOM_FIELD_VALUE3) > 0
```

**// ----- COPY BETWEEN THESE LINES -----**



9. Enable **Run an update query, using the results from the one above**. The update query should contain:

```
update HD_TICKET as T
```

```
set T.CUSTOM_FIELD_VALUE3 = '1'
```

where

```
(T.ID in (<TICKET_IDS>))
```

**Note:** Be sure to use the correct **CUSTOM\_FIELD\_VALUE** identified in the earlier steps.

10. Now you need to customize the email notifications. Scroll down to the **Email on Events: [Customize Emails]** section from the queue edit page. The emails you are to customize are **Ticket Closed** and **New Ticket via Email**. Select **Customize Emails**.

Email on Events: [Customize Emails]					
	Owner	Submitter	Approver	Ticket CC	Category CC
Any Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Owner Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Status Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Comment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approval Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolution Change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Escalation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ticket Closed		<input checked="" type="checkbox"/>			
New Ticket Via Email		<input checked="" type="checkbox"/>			

Scroll down to the **Ticket Closed Notification** and modify it, as shown below. Change the <https://kboxdemo.bomgar.com> to <https://YourBomgarURL.com>.

### Ticket Closed Notification

Subject:

Body:

Please visit the help desk at  
\$ticket\_url  
and submit your rating and comments.

If you wish to chat or initiate a screen sharing session with a Bomgar Help Desk representative about this particular issue, click the following link:  
[https://kboxdemo.bomgar.com/api/start\\_session.ns?issue\\_menu=1&customer\\_name=\\$ticket\\_submitter\\_email&external\\_key=\\$ticket\\_number](https://kboxdemo.bomgar.com/api/start_session.ns?issue_menu=1&customer_name=$ticket_submitter_email&external_key=$ticket_number)

11. Also, change the **Email Ticket Creation Acknowledgement**. Change the <https://kboxdemo.bomgar.com> to <https://YourBomgarURL.com>.

### Email Ticket Creation Acknowledgement

Subject:

Body:

You may see more details and track progress on your new ticket at:  
\$ticket\_url

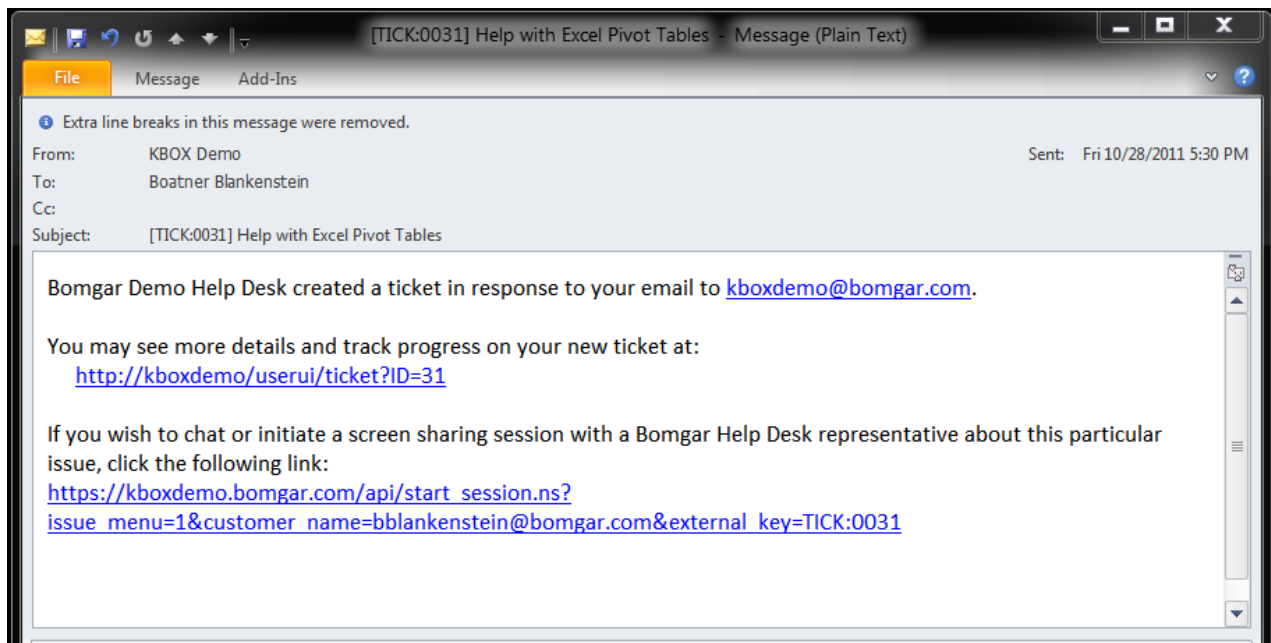
If you wish to chat or initiate a screen sharing session with a Bomgar Help Desk representative about this particular issue, click the following link:  
[https://kboxdemo.bomgar.com/api/start\\_session.ns?issue\\_menu=1&customer\\_name=\\$ticket\\_submitter\\_email&external\\_key=\\$ticket\\_number](https://kboxdemo.bomgar.com/api/start_session.ns?issue_menu=1&customer_name=$ticket_submitter_email&external_key=$ticket_number)

Congratulations! You have configured your help desk to send the user a link via email to request a session after their ticket has been created!!

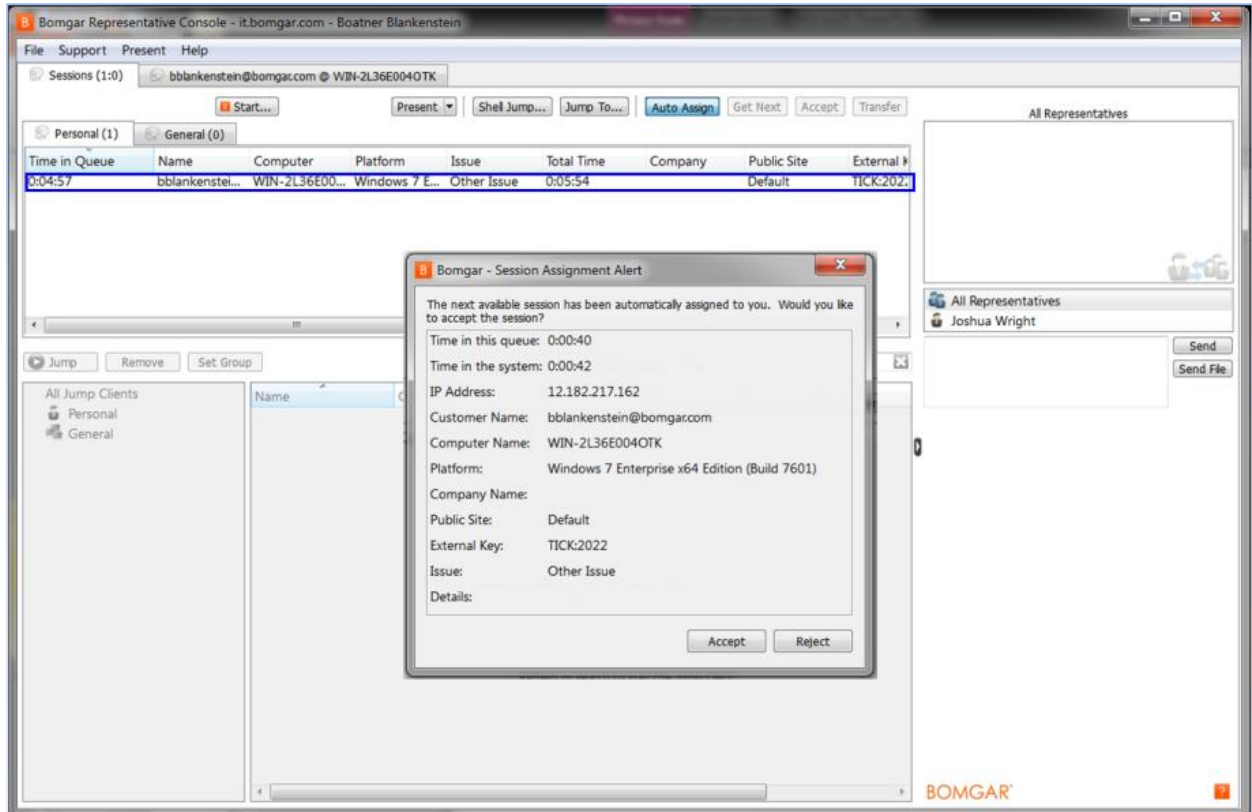
Let's test it!


## End User Initiated Request

1. Ensure a representative is logged into the Bomgar Representative Console to receive the incoming Bomgar Support Session request.
2. As the end user, send an email request to the address of your Dell KACE service desk (e.g. [helpdesk@company.com](mailto:helpdesk@company.com)).
3. Look for the confirmation email indicating that your ticket has been created. Open this email, and select the link to start a Bomgar Remote Support Session.



4. Download and run the resulting **Bomgar Customer Client** executable.  
**(Note: If Click-to-chat is configured, the session will start instantly in Chat Mode in your web browser.)**
5. The representative should see the incoming support session request in the Bomgar Representative Console. Double-click to accept the session.  
**(Note: Configure Bomgar Equilibrium settings for the General queue if you wish to automatically distribute incoming sessions to the next available representative (Bomgar Enterprise licenses only).)**



- a. While in the session, click on the **Summary** tab and verify that the **External\_Key** field was automatically populated with the ticket number.
  - b. Enter a couple chat messages.
  - c. Submit some session notes on the **Summary** tab.
  - d. If you configured the **Representative Custom Link**, select the **Custom Link** icon  on the tool bar, in the Representative Console, to reference the corresponding ticket in the service desk.
  - e. End the session and close the tab from the Bomgar Representative Console to formally close out the session.
6. Refresh the ticket view to see the updated Bomgar session information. Make sure your email processor is set to process ticket update emails frequently.

Was it a success? If no email was generated for the submitter, check the syntax on your Custom Ticket Rule!



Also give the K1000 about 2 minutes to generate the email.



## Unattended Support (Machine Action)

This section describes how to configure your Dell KACE environment to use “**Machine Actions**” to start a Bomgar unattended remote support session from the Dell KACE K1000 inventory feature. This will allow you to have fast, secure access to servers and desktops using Bomgar’s Jump technology. This patent-pending Jump technology is cross-platform and allows secure remote access to any supported system, even on remote networks. For more details about Jump technology, please see [www.bomgar.com/docs](http://www.bomgar.com/docs).

Jump Clients can be pre-installed on any Bomgar supported client, including Windows, Mac, and Linux. You can either obtain a mass installer Jump Client using **/login > Configuration > Jump Clients**, or you can install a Jump Client one at a time from the Bomgar Representative Console during a support session. You can also use the **push and start** Jump function for windows systems; this is also described as a local jump.

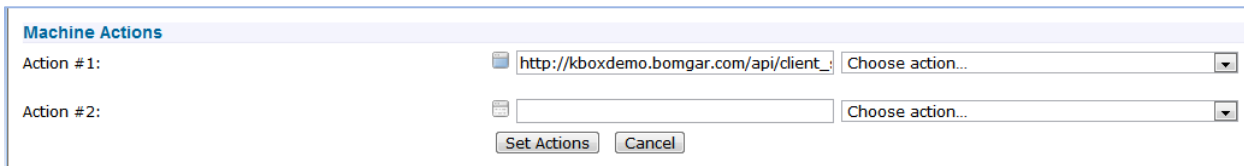
**(Note:** The jump client needs to be installed on the machine you are trying to initiate a session with)

## Using Unattended Support

Either of the following methods can be used with Dell KACE Appliance “**Machine Actions**” to Jump to a remote system.

Determine which Bomgar Jump method you will use (pre-installed Jump Clients, or the Jump-To / Push method).

From the Dell KACE Management Center select **Settings > Machine Actions [Edit Mode]**



The screenshot shows the 'Machine Actions' configuration window. It contains two rows for defining actions. The first row, 'Action #1', has a text input field containing the URL 'http://kboxdemo.bomgar.com/api/client...' and a dropdown menu with the text 'Choose action...'. The second row, 'Action #2', has an empty text input field and a dropdown menu with the text 'Choose action...'. Below these rows are two buttons: 'Set Actions' and 'Cancel'.

**Pre-installed Jump Client Method:** To start a support session with a pinned or specific Jump Client, use the following API scripting command:

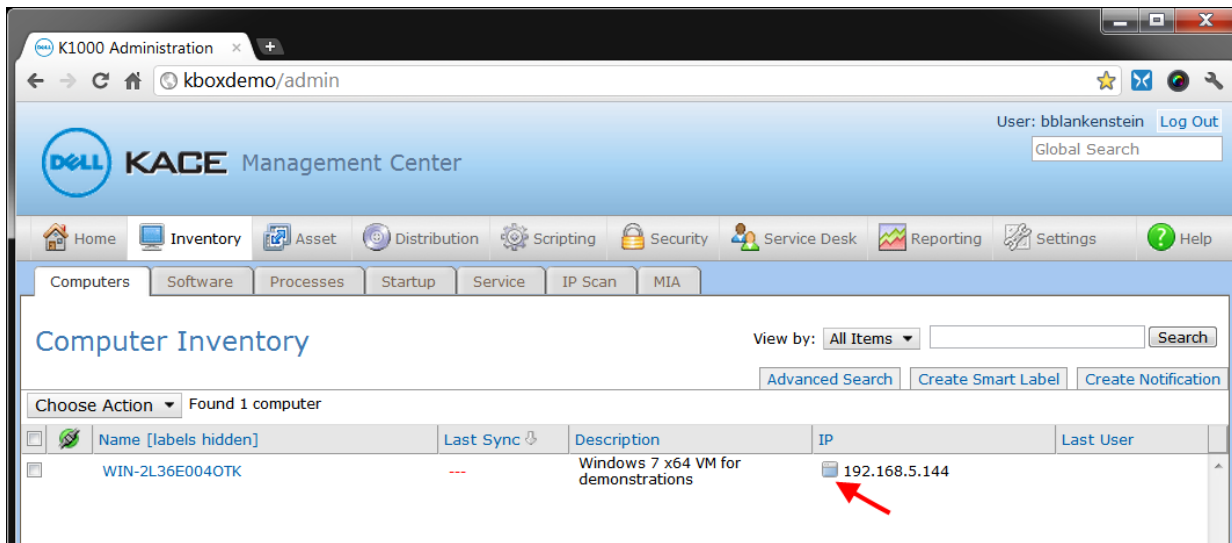
[http://YOUR.BOMGAR.SITE/api/client\\_script.ns?type=rep&operation=generate&action=start\\_pinned\\_client\\_session&search\\_string=KACE\\_HOST\\_NAME](http://YOUR.BOMGAR.SITE/api/client_script.ns?type=rep&operation=generate&action=start_pinned_client_session&search_string=KACE_HOST_NAME)

**Jump-To / Push Method:** To push and start a session with a Windows system within a local network, use the following API scripting command:

[http://YOUR.BOMGAR.SITE/api/client\\_script.ns?type=rep&operation=generate&action=push\\_and\\_start\\_local&hostname=KACE\\_HOST\\_NAME](http://YOUR.BOMGAR.SITE/api/client_script.ns?type=rep&operation=generate&action=push_and_start_local&hostname=KACE_HOST_NAME)

When either of these commands is executed a small .bcrs file is downloaded, and the Bomgar Representative Console launches and executes the Jump automatically.

You can use the Machine Actions from the KACE K1000 inventory feature, as shown below.



## Script to Install the Bomgar Jump Start Client

- In the KBox Inventory interface create a Smart Label. You can name this whatever you want but for this example we will use "Needs Jump Client"
- Then make a Smart Label using the following criteria:
  - " Software Title"
  - "Does not contain"
  - "Bomgar Jump Client" or "Bomgar Jump Client [support.example.com]" (where "support.example.com" is your site name)
- Save the Smart Label and go to the Scripting tab
- Create a new script and set it for "Online KScript"
- Under Dependencies, add your Jump Client Mass Deployment file (If this is an MSI file, be sure you have the KEY\_INFO string handy)
- Add a Task to "Launch a program..."
  - Directory: C:\Windows\System32
  - File: msixec.exe (if an MSI file), or the Jump Client installer (if using EXE)
  - Parameters: /qn /i "\$ (KACE\_DEPENDENCY\_DIR)\<Jump Client file name>.msi" KEY\_INFO=<key info string from download screen>

**(Note: Remove the <> from the parameters. The quotes "" stay and are important for the function of the script )**
- Set "Limit Deployment to selected labels:" for the Smart Label you created  
**(Note: It is a Best Practice to run the script on a test machine before )**
- Run the script as an Admin User for best results "Domain\Username"
- Set a Schedule for the script to run

At this point you should have a functioning deployment method for putting Jump Clients on computers that do not currently have Jump Clients installed. The premise being that the computer will check in and if there is no Bomgar Jump Client installed, KBox will apply the Smart Label to that computer. When the Script next runs for all systems with that Smart Label, a Jump Client will be installed thus removing the Smart Label since a Jump Client will be found based on the criteria stated above.

Additional Smart Label parameters and other options in the script may be added to further customize the deployment, but these are beyond the scope of this solution.

