

Cray Secure Remote Support (SRS) via Bomgar™

Bomgar Secure Remote Support Solution

What is Cray Secure Remote Support (SRS)?



- A secure means of providing remote access and support of Cray Customer systems
- Based on Bomgar Secure Remote Support Solution (<https://www.bomgar.com/>)
- Contains several security features and is based on *Federal Information Processing Standard* ([FIPS](#)) technology
- Capabilities range from a Cray customer having full control of a remote session to Cray's ability to login securely, as needed, to assist in resolving issues and/or performing administrative functions

Tell Me More About Bomgar Security?

- **Bomgar's Security Whitepaper can be made available to Cray customers.**
- **Security Highlights:**
 - The support portal offers a web site interface using Secure HTTP (HTTPS) for authenticated services, and direct client connections accepted over a proprietary, Bomgar-defined protocol.
 - Bomgar supports user account authentication services such as LDAP which Cray has implemented.
 - There are many granular permissions to choose from that provides customers with choices.
 - Bomgar can be configured such that it enforces the use of SSL for every connection made to the appliance. Bomgar requires that this SSL certificate being used to encrypt the transport is valid.
 - Bomgar has auditing capabilities that can record (in non-editable format) all activity during a remote session. This log includes the Cray representative(s) involved, permissions granted by the customer, chat transcripts, system information, and any other actions taken by the Cray representative.
 - Bomgar ensures security of their product by running vulnerability scans during testing, contracts with Symantec for code review and goes through FIPS 140-2 certification testing.
 - Standard SaaS products like WebEx Support Center run the traffic of multiple customers on a single instance of the software, creating a higher risk of conflicts as well as larger target for hackers. In contrast, Bomgar runs all traffic through dedicated connections hosted within Cray's secure datacenter.

Why Did Cray Choose the Bomgar?

- **Cray wants a consistent and secure remote access support solution for all customers.**
- **Currently, many customers and Cray support staff utilize different remote access solutions. These differences:**
 - can causes delays in access
 - pose security risks (keeping a list of login credentials)
 - make getting multiple people to work together on the same issue challenging
- **Cray Secure Remote Support (SRS), along side Cray System Snapshot Analyzer (SSA), provides a full solution to remote support.**

Bomgar Clients

- **There are 2 Bomgar clients supported by Cray at this time:**
 - Remote Screen Sharing Client
 - Remote Jump Client

Remote Screen Sharing Client

- Remote screen sharing can range from Cray having view-only rights up to Cray having full capabilities and remote control of the customer's system.
- All session activity is recorded and available to the customer from Cray after the session ends.
- A Bomgar Client is installed by a Cray Customer which is then automatically de-installed when the session ends.

Remote Jump Client

- A Jump Client can allow Cray remote control of a customer's system as needed without the presence of the customer, if desired.
- A Jump Client is provided by Cray to be installed by a Cray Customer. A customer can decide whether to keep the client running, which will allow Cray access as needed without customer intervention, or the customer can stop the client (but leave it installed) and thus control when Cray can login to the system.
- A Jump Client can be created for a specific customer to only allow certain Cray employees to access the system.
- If there is no use of the Jump Client within 180 consecutive days, it is automatically uninstalled.

Use Cases

■ Remote Screen Sharing Session:

- Cray has view-only of the customer's SMW screen. Customer is only one who can type.
- Cray and customer both have ability to type on the SMW command line.
- Cray, with approval from customer, has the ability to bring other resources into the session to assist.

■ Remote Jump Client Session:

- Customers can stop the client from running to control when Cray has access.
- Client needs to be installed under crayadm or Cray requires SUDO or login privileges.
- Cray, with the approval from the customer, has the ability to bring other resources into the session to assist.
- Cray can create a jump client specific for a customer that restricts access to a specific Cray users only.