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## Switching from TeamViewer to Bomgar for Remote Support

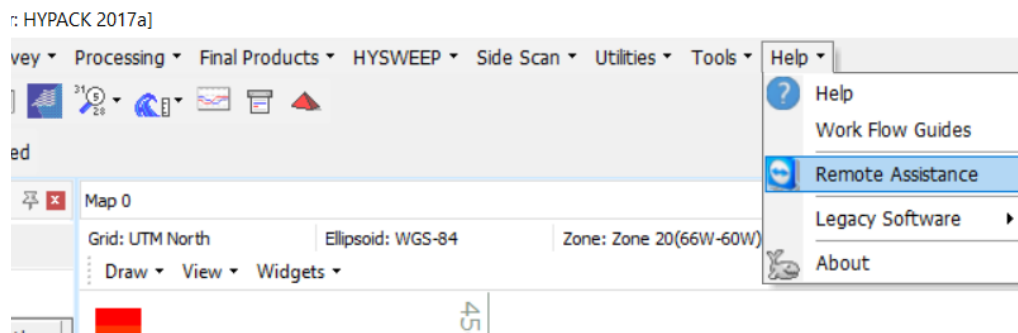
By John Marinuzzi

For the past few years, HYPACK has been using TeamViewer to assist you remotely with technical support issues that required the support technician to view and control your computer. Starting in 2018, we will be using a program called Bomgar.

**NOTE:** In testing, we have found that this does not work well with the Chrome web browser. We recommend using Internet Explorer.

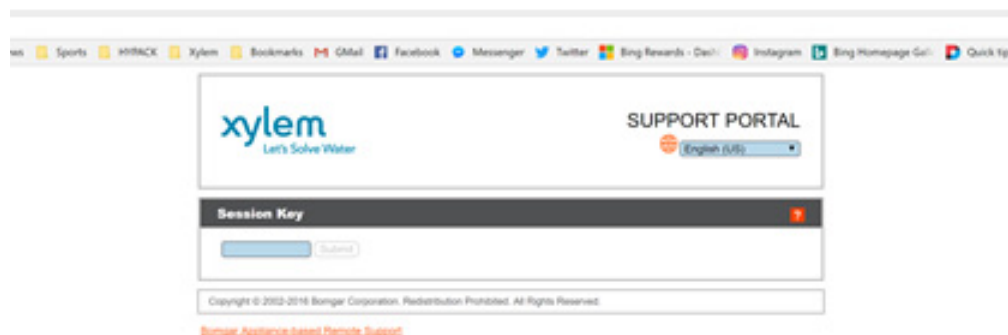
Very little will change from your perspective. The Remote Assistance menu item in HYPACK® (Figure 1) will now take you to a web page.

**FIGURE 1.** Remote Assistance Menu Item in HYPACK®



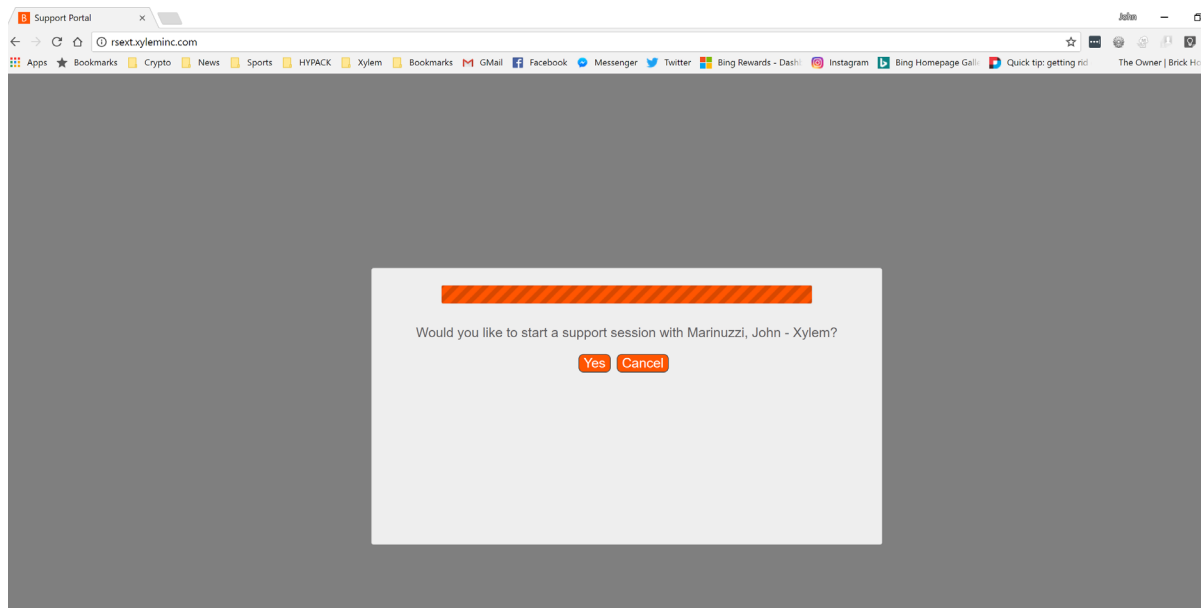
Instead of opening the TeamViewer program, it will open a web page that looks like Figure 2:

**FIGURE 2.** Bomgar Web Interface



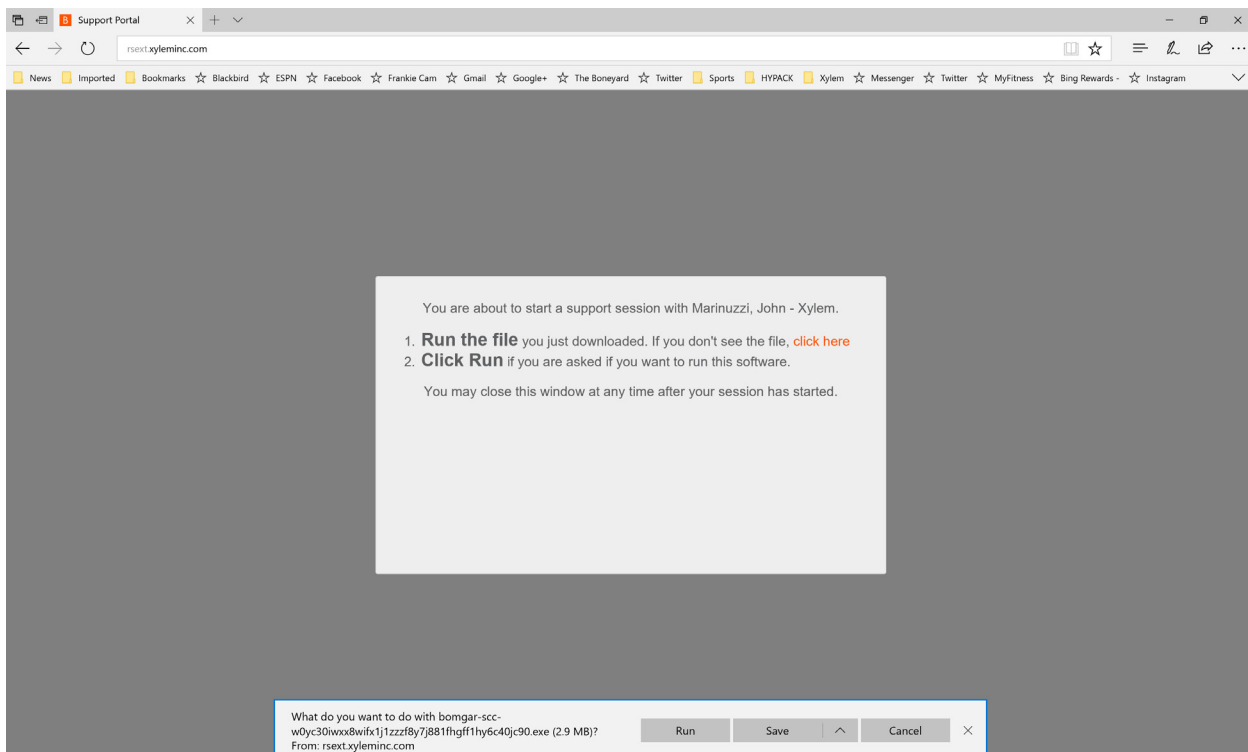
The support technician will give you a Session Key to enter here. You will then be asked if you would like to start a session:

**FIGURE 3.** *Consent to Begin Bomgar Session*



Click the Yes button and you will be prompted to download a small launch program (2.9 MB).

**FIGURE 4.** *Download the Bomgar Launch Program*



You can either Run or Save the file. Either is fine, but if you Save it, you will have to run it manually from the download location. Since these are one-time use programs, it is probably better to just Run it.

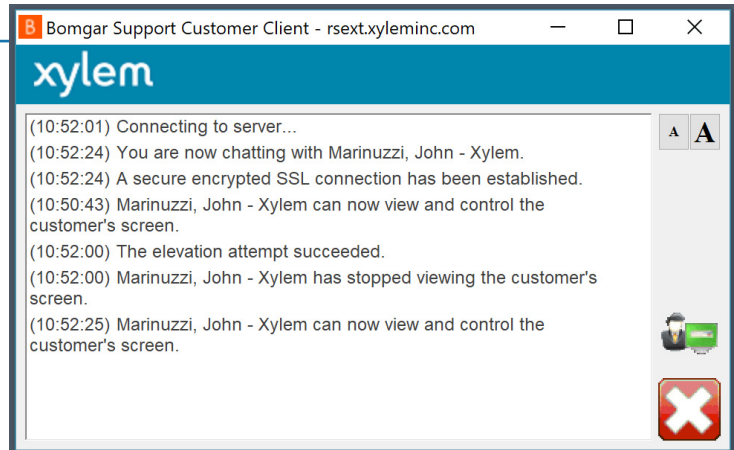
The program will execute and you will see a window like Figure 5 indicating the session has started:

**FIGURE 5.** *Bomgar Session*

And that is it.

**To end the session**, click the red X.

The main difference is that, with TeamViewer, you gave the support technician the code and password. With Bomgar, the support technician will give you code. Also, with Bomgar, you will have to download that small program for every session.



**Caveats:** Because of the issues with Chrome, you might have to do things differently if Chrome is set as your default browser. The Remote Assistance menu will open the default web browser, so you may be required to manually enter the URL into Internet Explorer. If so, the URL to start the session is:

<https://rsext.xyleminc.com>.

You can also find this information on the HYPACK Support website at <http://support.hypack.com/support/index.php?/Knowledgebase/Article/View/502/101/remote-support-using-bomgar>