Bastion Host

FAQs

Product Documentation

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FAQs

Usage

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Do I have to install BHLoader?

Yes. Ops engineers have to install BHLoader, as it is used to invoke local applications, create connections through them, and access the target resources.

After installing BHLoader, do I have to install connection tools such as SecureCRT and Xshell?

Yes. You need to install connection tools locally, as BHLoader is mainly used to invoke local applications, and connection tools such as SecureCRT and Xshell are required to complete the connection process and perform local operations on CVM.

Are the admin permissions required for an OS account to install BHLoader?

Yes.

Does an asset account have to be a real user of CVM?

The asset account must be an existing user of the target CVM instance (for example, `root` and `administrator`), as BH itself does not create CVM users.

Can I customize the timeout period for automatic disconnection when no operations are performed within a certain period of time after I log in to the BH Ops page?

Yes. The admin can set the web idle timeout period.

Can I disable two-factor authentication?

Two-factor authentication must be enabled for SaaS BH for security reasons. Currently, you can use password + OTP or password + SMS.

What is an access allowlist? Why is there an IP address in it before I add one?

An access allowlist is a list of IPs from which users can connect to BH by using local tools (such as SecureCRT, Xshell, and MSTSC). It is similar to a CVM security group.
When you successfully access the Ops page, your public IP address will be automatically or can be manually added to the allowlist.

What should I do if the connection via a tool fails after I have logged in to the Ops page?

This problem may be caused by multiple public IP addresses at your network egress. In particular, the IP address added after login to the Ops page is not the one used to connect to BH via a local tool. You can manually add your IP range to the allowlist.

What should I do if I find that the server list is empty after logging in to the Ops page?

Log in to the BH management page as an admin, click **Create access permission** or **Edit** on the **Access permissions** page, and select the target asset or asset group in step 3 to create or modify an access permission.

Consultation

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How do I choose between BH Standard and Pro Editions?

Pro Edition: Suitable for enterprises with database asset management or Ops efficiency improvement needs.

Standard Edition: Suitable for SMEs with basic CVM Ops and audit needs.

For more information on their differences, see Differences Between BH Standard and Pro Editions.

Can I still connect to the IP of a CVM instance after purchasing the BH service?

The BH service itself does not modify your CVM security group. If you have not configured another security group, you can still make the connection through the IP of your CVM instance. For Ops compliance and audit integrity, we recommend you configure a security group policy to allow CVM login and Ops operations only through BH.

Does BH support the management of non-Tencent Cloud and off-cloud servers?

Yes, as long as the network is connected.

What remote tools can work with BH?

Windows clients: MSTSC, SecureCRT, Xshell, Xftp, WinSCP, FileZilla, and weterm.

macOS clients: MRD, iTerm, Mac Terminal, SecureCRT, FileZilla, Transmit, and weterm.

What file transfers does BH support?

Files can be transferred via SFTP, rz/sz, disk mapping, and clipboard within the permission scope.

Can I modify the VPC and subnet after activating the BH service?

No.

Does BH support the management of assets in multiple subnets?

Yes, as long as the network is connected.