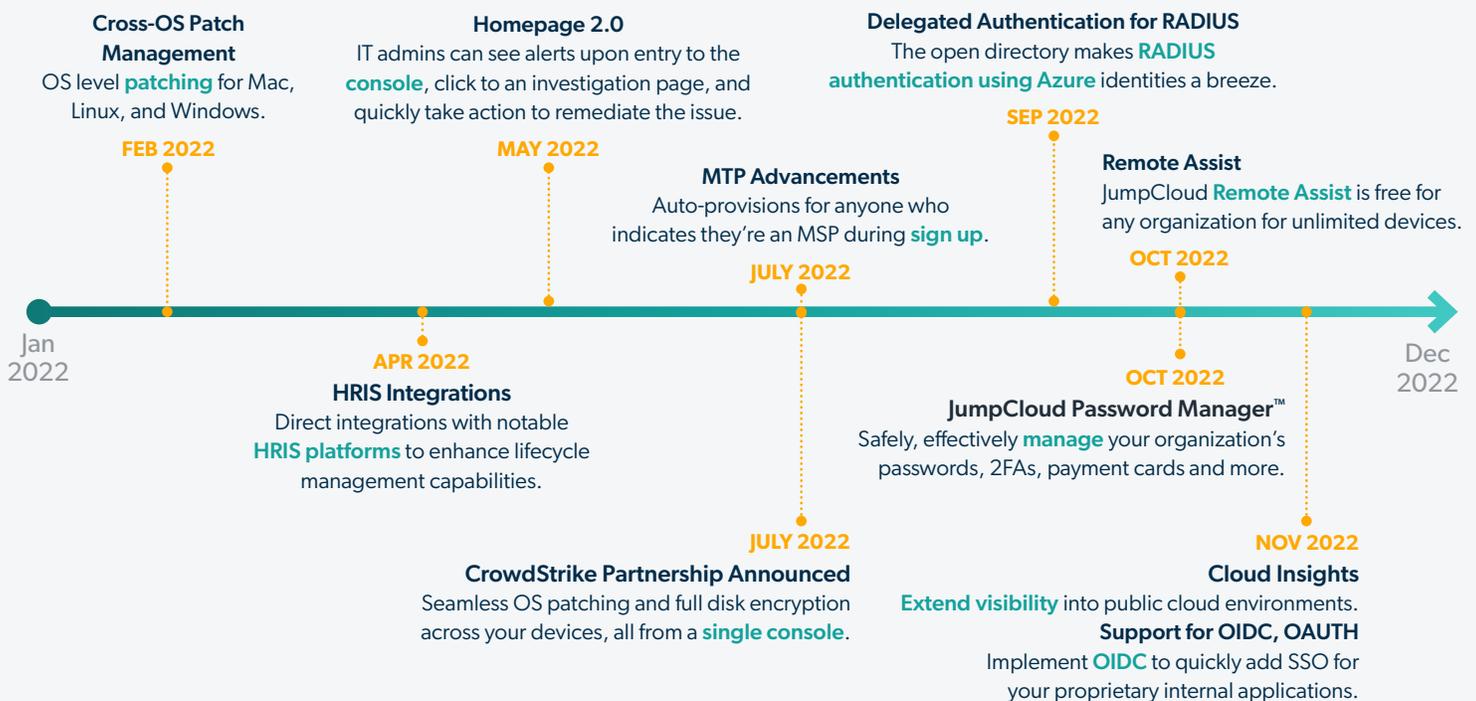# Year in Review
New Releases in 2022

IT departments prioritized improving security and unifying their stacks in 2022. There's a growing recognition that identity is the new perimeter and small to medium-sized enterprises (SMEs) have begun to examine securing their identities and resources, and unifying access control. So this year we focused on adding more depth and value to our open directory platform, streamlining the identity management lifecycle, extending access control and security to more resources, and investing in device management and patching to help you better protect identities wherever they reside — and make compliance and reporting more turnkey.

We introduced brand new releases (like **Remote Assist** and **JumpCloud Password Manager™**) and kicked off **strategic partnerships** (with Crowdstrike, BambooHR, Personio, and more) to give you the tools you need to support your people and attain more effective IT management. Combining **CrowdStrike's Falcon platform** with JumpCloud's ability to harden the security posture of machines and quickly remediate issues ensures fleets are as secure as possible, while direct integrations with HRIS platforms make it easier to onboard new users and ensure they have the resources they need to be successful.

In addition to the platform, new **professional service offerings**, and a dedicated Managed Service Provider (MSP) **portal**, have created new entry points into the JumpCloud ecosystem that better serve the needs of organizations integrating Active Directory with JumpCloud, supporting multiple client environments, or facing resource constraints that might otherwise inhibit a complete JumpCloud deployment.

As always, we appreciate your ongoing business and the confidence you've placed in us.

2022 At-a-Glance

Cross-OS Patch Management
OS level **patching** for Mac, Linux, and Windows.
FEB 2022

Homepage 2.0
IT admins can see alerts upon entry to the **console**, click to an investigation page, and quickly take action to remediate the issue.
MAY 2022

Delegated Authentication for RADIUS
The open directory makes **RADIUS authentication using Azure** identities a breeze.
SEP 2022

MTP Advancements
Auto-provisions for anyone who indicates they're an MSP during **sign up**.
JULY 2022

Remote Assist
JumpCloud **Remote Assist** is free for any organization for unlimited devices.
OCT 2022

Jan 2022 — Dec 2022

APR 2022
HRIS Integrations
Direct integrations with notable **HRIS platforms** to enhance lifecycle management capabilities.

OCT 2022
JumpCloud Password Manager™
Safely, effectively **manage** your organization's passwords, 2FAs, payment cards and more.

JULY 2022
CrowdStrike Partnership Announced
Seamless OS patching and full disk encryption across your devices, all from a **single console**.

NOV 2022
Cloud Insights
Extend visibility into public cloud environments.
Support for OIDC, OAUTH
Implement **OIDC** to quickly add SSO for your proprietary internal applications.

Platform

JumpCloud's open directory platform is now easier to adopt, deploy, and manage. It now extends into several key IT management workflows to manage your users and devices.

JumpCloud Password Manager

A decentralized password manager and vault to protect and manage passwords across your organization. It also brings apps that cannot participate in an SSO or other automated authentication process into a unified scenario that makes the user experience easier and more consistent regardless of how they need to authenticate. It plays an active role in protecting your organization from malicious actors.

Remote Assist

JumpCloud Remote Assist facilitates remote tech support by allowing admins to remotely see and control a user's device, regardless of their location, and free of charge.

JumpCloud's API Documentation

Adopt the platform your way, with enhancements including:

- A new, simplified layout for navigating the growing number of APIs.
- A new search bar to easily find key terms or chosen endpoints within each API document via search.
- New usability examples of how to call each endpoint by various programming languages, including request samples in Bash, Python, and PowerShell.

Improved Administrative Experience

Viewing your billing information, current JumpCloud package details, and upcoming and past payments just got easier. The new accounts page gives you visibility into basic account information right at your fingertips. It's visible to all admins with billing access.

Homepage 2.0

Ongoing enhancements to the JumpCloud console dashboard that provide:

- Easy workflows to see alerts, click through to an investigation page, and quickly take action and remediate.
- Widgets and tile notifications with the flexibility to customize and configure each admin's view.
- Easily identify which users need to be onboarded, and assign and schedule that employee's necessary IT resources in advance of their start date.

Command Templates

Enables admins to create command templates for use across all their tenants. This builds efficiency to scale with JumpCloud.

Identity

Onboarding users and identity lifecycle management can be time consuming and the possibility of introducing errors while provisioning users is a security risk. JumpCloud has made managing identities easier by breaking down the barrier between human resources and IT, which lowers management overhead and makes it easier for IT admins to automate group memberships.

Identity Lifecycle and Maintenance

Admins can now schedule activation for a staged user's start date. The scheduled event can be configured to send an activation email, which permits the user to set their own password and finish their onboarding. Likewise, scheduled suspension is also available to off-board users. You may enable a recovery email address to be used when users need to reset their passwords.

You can now enroll company-owned iOS, iPadOS, and tvOS devices in Mobile Device Management (MDM) using Apple's Automated Device Enrollment and zero-touch onboarding.

HRIS Integrations

JumpCloud introduced more, and deeper, integration options with HRIS platforms, through native integrations or using a generic REST API integration connector. The connector allows you to integrate with applications that have a REST API and support token-based (API Key or Bearer token) authentication, which includes solutions including BambooHR, APD, BreatheHR, Personio, and SaplingHR.

JumpCloud was named "**Identity Management Platform of the Year**" in the 2022 CyberSecurity Breakthrough Awards. JumpCloud was selected from over 4,100 nominees for its innovation and overall success in 2022.

SSO Connector Expansion

A growing collection of SSO connectors makes unifying identity easier and pre-built SCIM connectors can be used for CRUD operations on user and group resources.

Access

JumpCloud enables access to more resources, more securely, than other directories. The open directory platform integrates IAM with device management, making possible to introduce new and more powerful conditional access policies available to authentication privilege users.

OIDC and OAUTH Support

More applications are accessible with the addition of OAUTH and OIDC protocol support, providing robust and lightweight options for SSO with custom and mobile apps. MFA is now environment wide, including Push and TOTP configuration options for RADIUS and LDAP.

Delegated Authentication for RADIUS

JumpCloud made it possible to bring your own identity from other directories for delegated authentication into RADIUS resources, extending access control to VPNs and the network.

Automated Group Management

Group management is becoming fully automated, providing more mature entitlements management without the hassle of maintaining role-based access. IT admins can choose to be prompted about recommended changes or configure automatic attribute-based access control.

Device Management

Advancements in device management capabilities spanned the gamut of operating systems and the unique systems and software that manage them.

Cross-OS Patch Management

This year saw the introduction of patch management policies for Windows, Mac, and Linus Devices. With them, visibility and clarity to the current state of device operating systems (OS), browsers, and applications is easier than ever, with tools to automate patch deployment so devices are up-to-date and secure.

In addition to these capabilities, admins can seamlessly manage cross platform patch policies using automated OS Patch Policy default groups built around a deployment ring implementation model. Each OS Patch Policy default group is configured with best practice defaults, one for macOS, one for Windows, and one for Linux (Ubuntu).

JumpCloud also delivered a Google Chrome Universal Browser Patch Management policy. A universal policy saves you time by automatically scheduling and enforcing security patches on managed devices in bulk. This addresses rising zero day vulnerability risks.

Windows | Better Cohesion with AD/AAD Environments

JumpCloud now supports integrating with Windows Server, and delivers deeper functionality to patch and onboard your devices. We also extended cross-OS support with the ability to coexist with Windows domain controllers and Active Directory. A commands queue was made available to admins who want to review and manage their in-flight commands as they await execution, tailoring their effect.

If your organization has on-prem Active Directory (AD) or Azure Active Directory (AAD) joined Windows devices, you can install the JumpCloud agent on those devices and bring them into your JumpCloud dashboard. JumpCloud is also adding self-service Windows deployments to streamline user onboarding in support of remote work and time-savings.

Macs | Expansion of Supported Devices and Programs

As 2022 began, support for iOS and iPadOS had just debuted. Throughout the year more support came to automate device enrollment for these devices, where all company-owned iOS, iPadOS, and tvOS devices purchased from Apple or supported retailers can be enrolled in JumpCloud's MDM during Setup Assistant and take advantage of the same zero-touch deployment experience.

IT admins can now remotely add and assign Volume Purchase Plan (VPP) applications to iOS and iPadOS devices or device groups, previously just available for macOS. New policies that pre-approve certain permissions, extensions, and more help your Apple apps work efficiently and securely with less user intervention. And as new releases come to life, like the recent macOS 13 Ventura major release, JumpCloud is ready with release day support and pre-built policies to delay installation.

Linux | Distribution Support and Hardening Policies

The JumpCloud agent can now be deployed on a variety of **new distributions**, enabling you to secure, manage, and view these systems in the admin portal. These include:

– Amazon Linux and Amazon Linux 2

– CentOS 7, 8

– Debian 9, 10, 11

– Fedora 34, 35

– Mint 19, 20 Cinnamon (64 bit)

– RHEL 7, 8

– Rock Linux 8.4

– Ubuntu 18.04 (64 bit), 20.04, and 21.04 on x86_64 and ARM64 processors

In addition, to provide better support for our Linux admins, as well as improve security and management of Linux endpoints, **Linux hardening policies** affecting file ownership and permissions, partition and mount options, lock screen, and network parameters are now available.

Security and Compliance

Enhanced Security Posture

Through platform expansions, partnerships, and integrations, JumpCloud's open directory platform pushed its ability to secure access in dynamic ways, including:

– **Expanded conditional access rules** that consider device state such as encryption and compliance with patching.

– JumpCloud is working with CrowdStrike and Sentinel One for Extended Detection and Response (XDR) integration to secure your identities even further.

Windows BitLocker

Major new investments into **BitLocker deployments**, including visibility into TPM presence and device state to support audit cases and simply troubleshooting. We added recovery key escrow for lockout use cases and extended policy support to all system volumes.

Robust, Proactive Apple MDM

Day-0 **readiness for macOS Ventura** and policies to block the manual installation of profiles, set a device name, and establish an enterprise Wi-Fi policy deepened Apple support. These updates include the ability to make tightly controlled supervised iOS devices, and new policies for macOS around key management tool areas, like system extensions, kernel extensions, and privacy preferences.

Linux Compliance

An extended collection of pre-built Linux **compliance policies** to blacklist services, manage full disk encryption, and a secure boot policy.

CrowdStrike awarded JumpCloud its **2022 Ecosystem Emerging Partner of the Year** award in recognition of providing "innovative security solutions and services to customers." JumpCloud is now available through the CrowdStrike Store to help secure identities.

Data Services

JumpCloud uniquely correlates telemetry from the user, device, and directory. The watchwords for 2022 were "Events, Insights, Dashboards, and Reports" to increase compliance and visibility.

Directory Insights™, a free tool for event logging and compliance, received clear event descriptions with more details, less JSON searching for basic information, and a search bar.

JumpCloud values usability and making tasks that might make achieving zero trust security and compliance easier while reducing the overall day-to-day administrative burden.

Homepage Widgets

New **homepage widgets** and notifications were added to the platform in support of simplicity. Those include:

- User lockouts
- Expired passwords
- Upcoming expired passwords
- Unencrypted devices
- New users (past 7 days)

JumpCloud Reports

This year brought enhanced capabilities for IT Admins to pull essential data from the JumpCloud platform in pre-defined and aggregated lists in order to help meet compliance, troubleshoot issues, assess governance, evaluate security posture, and more. It now includes a stored reports queue for comparative historical analysis. The **pre-built reports** added in 2022 were:

- OS Patch Compliance Report
- Stored Reports Queue
- Users to SSO
- OS Patch Management Status
- Browser Patch Management Status

Cloud Insights

We previewed this new tool for observability and **monitoring cloud infrastructures**. It makes compliance and data forensics easier for SMEs and helps to enforce least privilege. The initial release focuses on Amazon Web Services (AWS); support for Google Cloud (GCP) will be introduced next year to offer governance and compliance for your multi-cloud strategy.

Best Results
FALL
2022

Best Usability
FALL
2022

Easiest To Do Business With
FALL
2022

Getting More Out of JumpCloud

Here's how to get the most out of JumpCloud:

Personalized Guidance & Support

A quick email to **accounts@jumpcloud.com** is the single best way to get personalized advice on how to optimize JumpCloud usage for your unique environment.

Feeling stuck? **Submit a support ticket** and we'll respond by the next business day, or right away for high-impact issues, or search through our extensive **Knowledge Base** for articles and tutorials covering the entire platform.

For organizations with at least 25 users, **Premium Support** is available for priority access to our support team, with 24x7x365 availability via phone and chat in addition to standard email support, plus quicker response time SLAs.

And remember: you can always sandbox features in a **JumpCloud Free** environment! Just create a new JumpCloud instance with up to 10 users and 10 systems and explore every feature in JumpCloud risk free. Or, if this is your first experience with JumpCloud, set up a free account and use it as long as you like until you are ready to expand.

JumpCloud was named to G2's 2022 Best Software Awards in the categories of **Best Software Products**, **Fastest Growing Products**, **Highest Satisfaction Products**, Global Sellers, and Security Products. Used by more than 60 million software buyers annually, G2's research team guides buyers on purchasing decisions.

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