

JumpCloud is a Cloud-based Directory-as-a-Service®

The product is designed and delivered entirely in a SaaS model with no on-premise infrastructure or related networking required. The directory leverages industry-standard protocols to securely connect user identities with their systems, applications, and networks.

Authentication Protocols

JumpCloud supports the following authentication protocols to ensure connectivity with a wide array of IT resources for authentication and authorization with the directory's identities:

- LDAP
- SAML 2.0
- SSH
- RESTful HTTP
- RADIUS

SaaS Delivery Model

JumpCloud's globally hosted infrastructure is delivered to its customers via a Software-as-a-Service model, eliminating networking requirements associated with on-premise directory infrastructure.

- Highly scalable, secure, and redundant cloud-based infrastructure leveraging both Amazon Web Services and Google Cloud Platform globally
- Platform status available at <http://status.jumpcloud.com/>
- Zero on-premise infrastructure required for operation or backup
- Zero custom networking required between office/resource locations
- Web-based consoles for administrators and end user management
- RESTful API for automation, including auto scaling capabilities for cloud-server management

Event Logging

[Learn how to use our Events API](#)

JumpCloud captures events across the various endpoints bound to the directory enabling effective monitoring and auditing of employee access with resources.

- RESTful API
- Admin and user console changes
- System login events (Mac, Linux, Windows)
- 45-day data retention
- Event data output: JSON

Centralized User Management

[Learn more](#)

JumpCloud centralizes the management of your user identities through its cloud-based directory, enabling remote user management and access to assigned resources.

- Local user account binding and provisioning on Windows, Linux, and macOS
- Password complexity modeling reuse enforcement
- Group-based access for applications, systems, and networks
- Office 365 and G Suite user account provisioning
- Global administrative privilege assignment across systems
- LDAP BindDN (service account) management
- Admin add/edit/delete control over SSH keys
- Attribute management for users
 - » Immutable Base Attributes
 - FName
 - LName
 - Username
 - Email
 - » Mutable Custom Attributes
 - String Attributes

Centralized System Management

[Learn more](#)

JumpCloud's system management capabilities enable administrators to manage Windows, Mac, and Linux endpoints, at scale, regardless of location, with no need for VPN networking.

- Cross-OS support for: Windows, Mac, Linux
 - » Windows: 7, 8, 8.1, 10 (32 and 64 bit). Server: 2008 R2 (32 and 64 bit) 2012, 2016 (64 bit)
 - » Mac: 10.10, 10.11-10.11.6, 10.12
 - » Linux: Amazon® Linux, CentOS, Debian, RHEL, Ubuntu
- Port 443 outbound utilized for communication (no unique ports needed)
- Secure password hash management
- Agent size: 14-45MB on disk
- Agent CPU Consumption: 5-8MB in process
- Agent installation through configuration management solutions (e.g. Jamf, Chef, Puppet, Ansible, etc.) or API

LDAP-as-a-Service

Learn how to connect your applications to LDAP

Applications or other resources that require integration with a backing LDAP directory can leverage JumpCloud's cloud-based LDAP service, enabling legacy resources to connect to JumpCloud's cloud-based directory.

- RFC support - OpenLDAP-based, RFC 2307 schema
- Search Base structure:
 - » `ou=Users,o=YOUR_ORG_ID,dc=jumpcloud,dc=com`
- Binding account structure:
 - » `uid=YOUR_LDAP_BINDING_USER,ou=Users,o=YOUR_ORG_ID,dc=jumpcloud,dc=com`
- **URI:** `ldap://ldap.jumpcloud.com` (clear text or STARTTLS)
 - OR - `ldaps://ldap.jumpcloud.com` (SSL)
- **Ports:** 389 (clear text or STARTTLS) - OR - 636 (SSL)
 - » `ou=Users,o=YOUR_ORG_ID,dc=jumpcloud,dc=com`
- Globally-distributed and geo load balanced LDAP protocol servers
- Group support through **groupOfNames** object class including **memberOf** overlay on **inetOrgPerson** object class

RADIUS-as-a-Service

Learn how to implement RADIUS-as-a-Service

Wireless networks, switches, VPNs, and other similar resources that leverage the RADIUS protocol can be directly integrated with JumpCloud's cloud RADIUS servers for authentication and authorization.

- FreeRADIUS-based
- Geo load balanced RADIUS edge servers
- RADIUS Server IPs:
 - » 104.154.91.253
 - » 104.196.54.120
- Port 1812/UDP to our RADIUS service endpoints
- Encryption/Authentication Mode:
 - » WPA2 Enterprise
 - » WPA2 with RADIUS
- Automatic complex shared secret/password generation
- EAP-TTLS, EAP-PEAP, PAP, and MSCHAPV2 support

Security

[See our security practices](#)

JumpCloud has established and continually maintains a high security posture, beginning with our hiring process, to the manner we build, deploy, and monitor our software, through to our on-going security audits and process controls.

- Private and self-contained PKI infrastructure
- Encrypted two-way TLS between endpoints
- Data encryption at rest and in transit
- SSL and https communication tunnels
- Password hashing and salting, prior to storage and encryption (no clear text management)
- SOC2 audit attestations available upon request

Password Policy Management

[Learn more](#)

JumpCloud enables IT administrators to manage and improve security for your users' passwords from one location, for all resources associated to the user by modeling the password complexity and rotation.

- One password for all systems, applications, or networks the user is assigned to access
- Set password length
- Require special characters
- Limit password reuse
- Schedule or force password rotations
- Restrict use of username within password
- End user self service password reset and management

Multi-Factor Authentication (MFA)

[Learn more](#)

JumpCloud allows you to easily add a second factor of verification to provide critical additional layers of endpoint security with Multi-Factor Authentication.

- MFA Algorithm: TOTP
 - » Example generators: Google Authenticator, Duo Mobile, etc.
- MFA Endpoint Coverage:
 - » JumpCloud admin and user consoles
 - » Mac systems
 - » Linux systems

Single Sign On (SSO)

[See full list of compatible apps](#)

JumpCloud allows you to easily enable access to your commonly used apps via our user portal.

- SAML 2.0 support
- Group-based application access
- XML Metadata output for streamlined app setups
- Generic SAML 2.0 Connector for custom application integrations.
- 140+ web applications supported.

G Suite / Office 365 Integration

[Video Tutorial G Suite | Office 365](#)

JumpCloud can act as the authoritative directory for both G Suite and Office 365. Simultaneously manage the identities for both of these services with no on-premise directory components required.

- API-driven integration (no middle-tier software required)
- Enforce password complexity and rotation
- Provide core identity management services for G Suite / Office 365
- Import pre-existing accounts
- Export/Provision new accounts
- Block/suspend (deprovision) accounts
- Update accounts (password changes, attribute changes (e.g. name))
- Integration through a persisted and secure OAuth connection
- SAML SSO for users

SSH Key Management

[Learn how to generate an SSH key pair](#)

JumpCloud securely stores and controls your employee's public keys and leverages them for more secure access to Linux and Mac hosts.

- Admin add/edit/delete control over user SSH keys
- Management of multiple keys per individual user
- End user self-service SSH key management



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