

WEBCONNECT 3 MIGRATION GUIDE



NETOP®

RemoteControl

Secure Remote Management and Support

31 January 2017

Contents

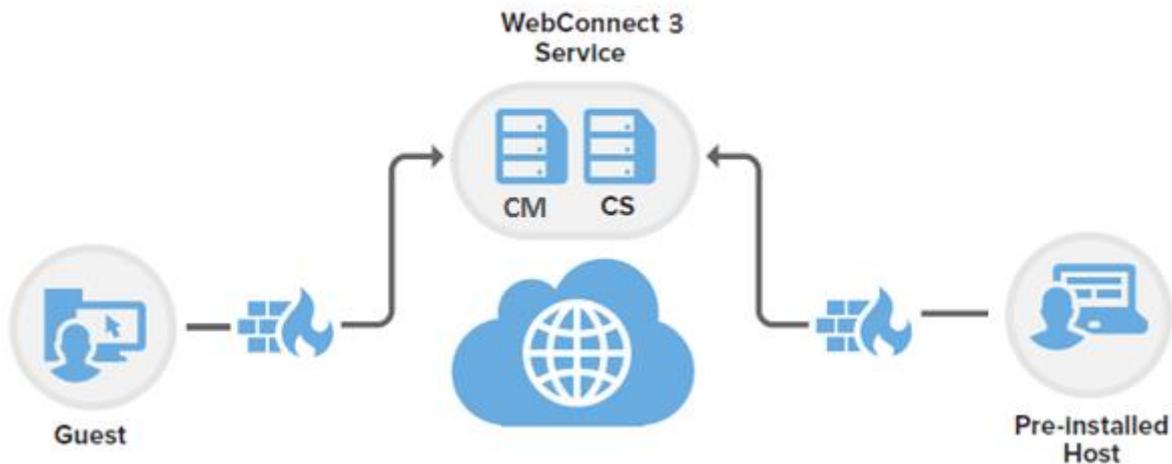
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1 Introduction

This document describes what WebConnect 3 is, how to move to WebConnect 3 and how to pack and deploy Netop Guest and Host configured with WebConnect 3.

1.1 What is WebConnect 3

The Netop WebConnect 3 service is a highly secure web-based solution consisting of a Connection Manager that serves as a meeting hub for Netop Guests and Hosts, and at least one Connection Server that routes the traffic between Guests and Hosts. The Connection Server is an extended Host. This is available as a hosted service or as an on premise application. Using the Netop WebConnect 3 service users can remote control computers without having to configure firewalls and routers.



The Netop WebConnect 3 system consists of a Connection Manager that serves as a meeting hub for Netop Guests and Hosts and multiple Connection Servers that route the traffic.

The Connection Manager is a web service that facilitates connection information and parameters to Netop Guests and Hosts (including OnDemand Hosts) that have a need to meet in relation to remote control sessions. The service directs the applications to a Connection Server.

The Connection Manager uses a Microsoft Internet Information Server and a Microsoft SQL Server for data management.

Connection Servers are capable of connecting Netop modules and routing the traffic.

Data traffic protocols must be allowed outbound through a firewall to the Connection Manager and Connection Server. Outbound communication to the WebConnect Connection Manager is HTTP:80 and/or HTTPS:443. Outbound communication to the WebConnect Connection Servers is TCP:443.

Rules or exceptions may need to be created that allow communication through a proxy server to communicate with the WebConnect 3.0 Connection Manager and Connection Server modules.

The URL (name resolution) does not impact the firewall setup. When configuring a Windows firewall rule the address of the Connection Manager and Connection Server can be indicated either as IP or name (domain). The rule will work the same.

Note: For a Webconnect 3.0 self-hosted installation a valid HTTPS certificate is required. This Certificate needs to be issued to the name (domain) of the Connection Manager Machine. Also the WebConnect Connection Manager URL should contain the same name (domain) as the HTTPS certificate of the Connection Manager. The Certificate can either be provided by a local Certificate Authority, which also provides it to the systems which are expected to use the solution, or from a third party SSL Certificate Provider

For testing and proof-of-concept setups where no certificate is required, the configuration can be performed via the Netop.ini file by adding a parameter to ignore the certificate validation check

- On the Guest

```
[WC19]
GuestIgnoreCertificateErrors = 1
```

- On the Host

```
[WC19]
HostIgnoreCertificateErrors = 1
```

The netop.ini file is located, by default, under *C:Windows*.

In the case of Netop hosted Connection Manager, the Connection Manager's HTTPS certificate is issued to "*.netop.com" (issued by the GlobalSign Domain Validation CA). The WebConnect 3.0x Connection Manager URL used by the client is "<https://webconnect3.netop.com>".

1.2 Why move to WebConnect 3

We strongly recommend you to use WebConnect 3 due to improved security:

- Cross site request forgery mitigation
- Stronger hashing and improved encryption of passwords
- Prevent browsers from storing credentials.

2 How to move to WebConnect 3

The following instructions are for NRC components running on Windows. Components for Mac and Linux require similar instructions.

2.1 Upgrade the components connecting to WebConnect

The components that are currently supported with the new version of WebConnect:

- Netop Remote Control Guest
 - Windows, Linux and Mac
 - GuestEx
 - ActiveX Guest
- Netop Remote Control Host
 - Windows, Linux and Mac
 - Gateway
 - Security Server
 - Connection Server
- Netop OnDemand

2.1.1 For Netop Hosted WebConnect customers

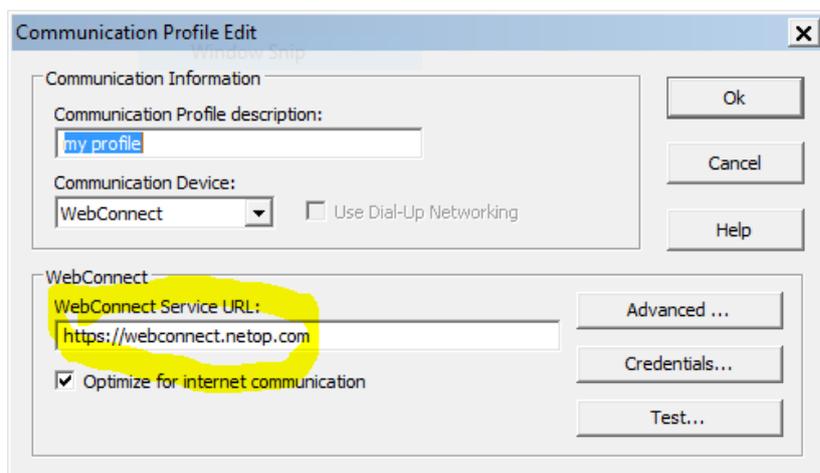
Netop WebConnect version 3 works with Netop Remote Control 12.5 and greater. Netop Remote Control versions prior to 12.5 are not able to use the WebConnect 3 communication profile.

2.1.1.1 Prerequisites

The customer needs to have a Netop Hosted WebConnect account.

2.1.1.2 How to verify

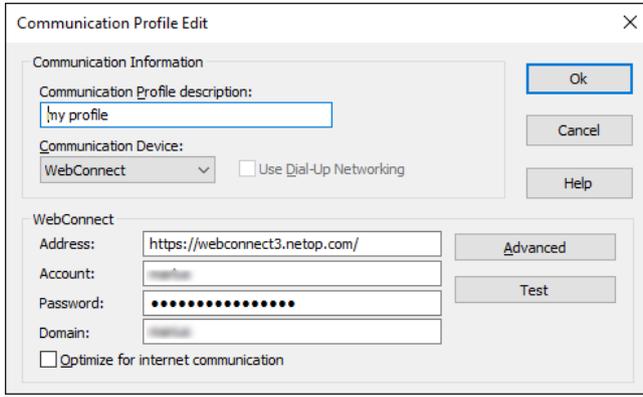
Open the WebConnect communication profile and verify the WebConnect service URL. If the domain includes **.netop.com**, the customer is using Netop Hosted WebConnect.



2.1.1.3 Change the WebConnect Service URL

Change the WebConnect Service URL to the new WebConnect 3 Service URL as follows:

- Europe: <http://webconnect01eu.netop.com/netopcm> > <https://webconnect3eu.netop.com/>
- Europe: <http://webconnect.netop.com/netopcm> > <https://webconnect3eu.netop.com/>
- Americas: <http://webconnect01us.netop.com/netopcm> > <https://webconnect3us.netop.com/>



2.1.2 For the self-hosted customers

Since the upgrade of WebConnect happens using the same WebConnect Service URL, nothing needs to change on the components connecting to WebConnect.

2.2 Upgrade the WebConnect environment

2.2.1 For Netop Hosted WebConnect customers

No upgrade is of the WebConnect environment. This is a Netop hosted environment, therefore nothing needs to be handled by the customer.

2.2.2 For the self-hosted customers

Note: WebConnect 3.x is not backwards compatible; therefore, once you install and configure the Connection Manager 3.0 or higher and Connection Server version 12.5 or higher, you will no longer be able to use the WebConnect environment to connect to components that use WebConnect 1.x.

The upgrade to WebConnect 3 happens the same way as before. This is done by upgrading the Connection Manager and the Connection Server. WebConnect 3.x works similar to WebConnect. For details on how to use it, read the manual [here](#)

Before upgrading please make sure that you have a backup of the database.

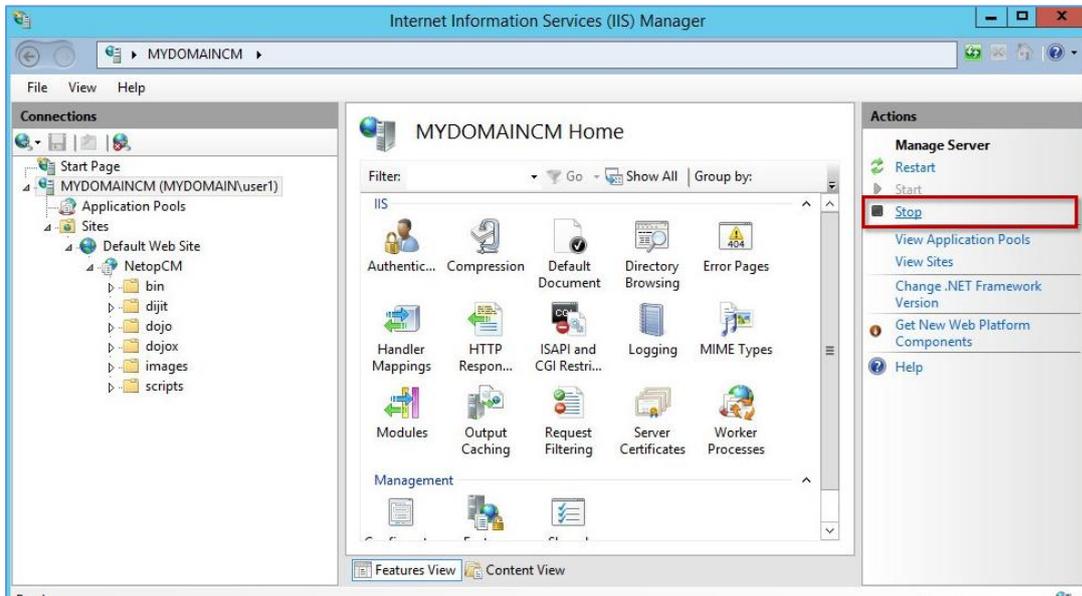
2.2.2.1 Migration steps

To migrate the self-hosted WebConnect 1.9x to WebConnect 3.x follow the steps:

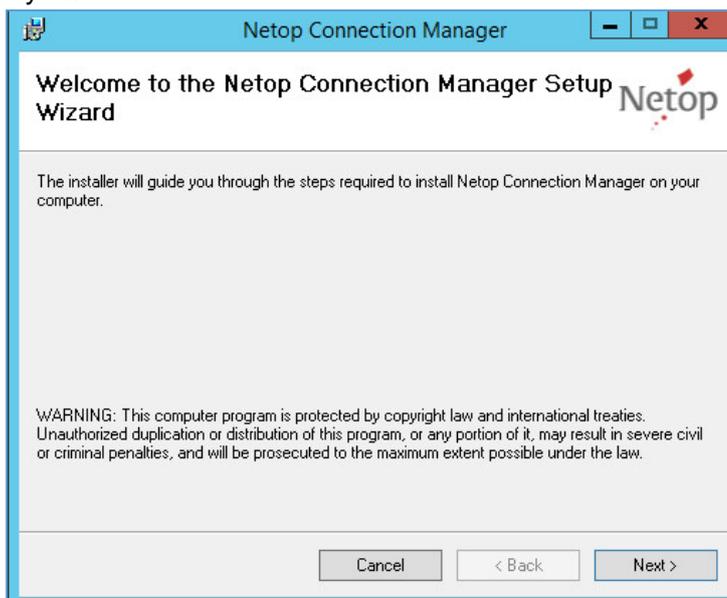
1. Upgrade all Netop Remote Control modules (Guest, Host and Connection Server) to version 12.50 or higher.

Note: Netop Remote Control version 12.50 or higher is compatible with WebConnect 1.96.

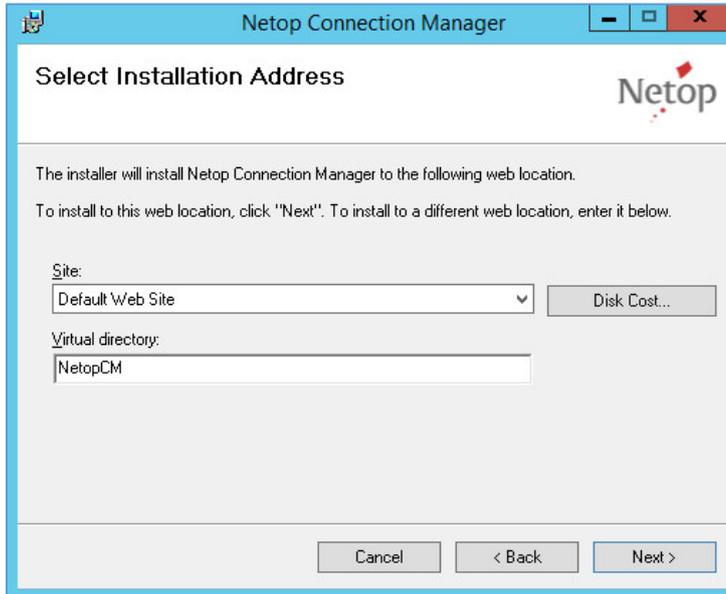
2. Stop the IIS Manager Server on the Windows Server where you will install Connection Manager 3.x, (from the Start menu>Internet Information Service (IIS) Manager):



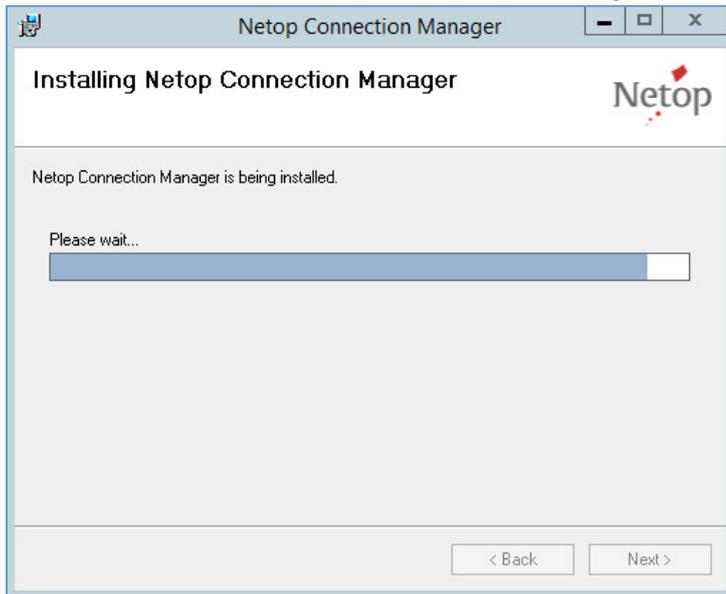
3. Optionally, you can uninstall Netop Connection Manager 1.96 from Windows Control Panel to avoid confusions because once you install Connection Manager 3.x, both versions will be shown in Windows Control Panel.
4. Install Connection Manager 3.x using Admin rights. The Netop Connection Manager wizard will be displayed:



- a. Click **Next**.
- b. Select the web location where the Netop Connection Manager will be installed to.



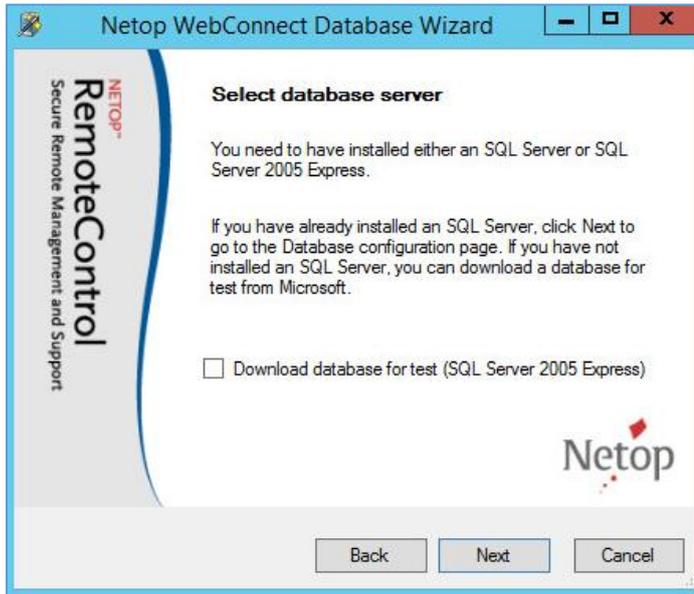
- c. Click **Next** and wait until the Connection Manager is installed:



- d. Click **Next**.
- e. Enter the Connection Manager 3.0 license key you received by email:



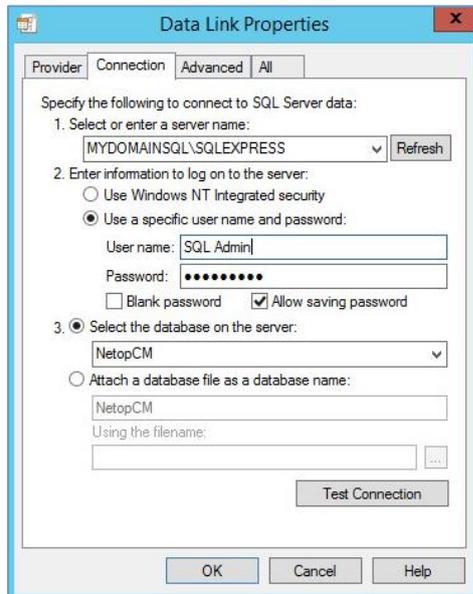
- f. Click **Next**.
- g. Make sure that you do not choose to **Download database for test**:



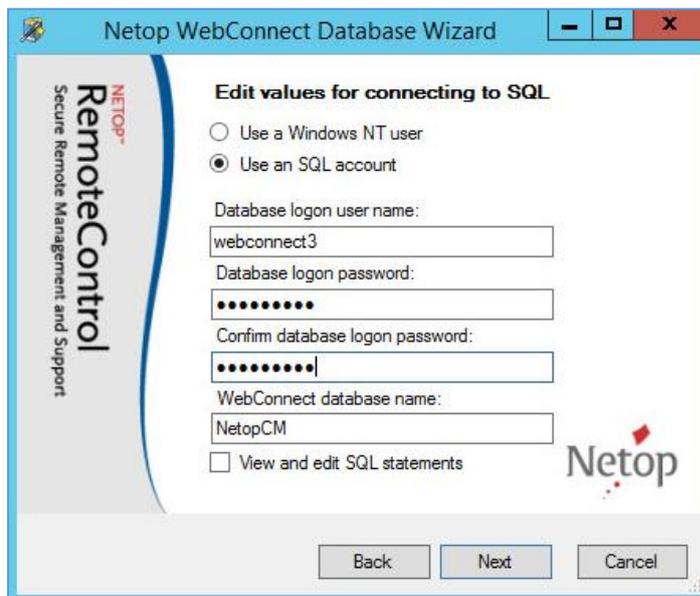
- h. Click **Next**.
- i. Uncheck **Use default setting**.



- j. Click **Next**. The **Data Link Properties** dialog will be displayed.
- k. Connect to the SQL server:
 - i. In the **Connection** tab, enter the server name and a SQL admin account.
 - ii. Select the WebConnect 1.9x database on the SQL server. Optionally, you can test connection.

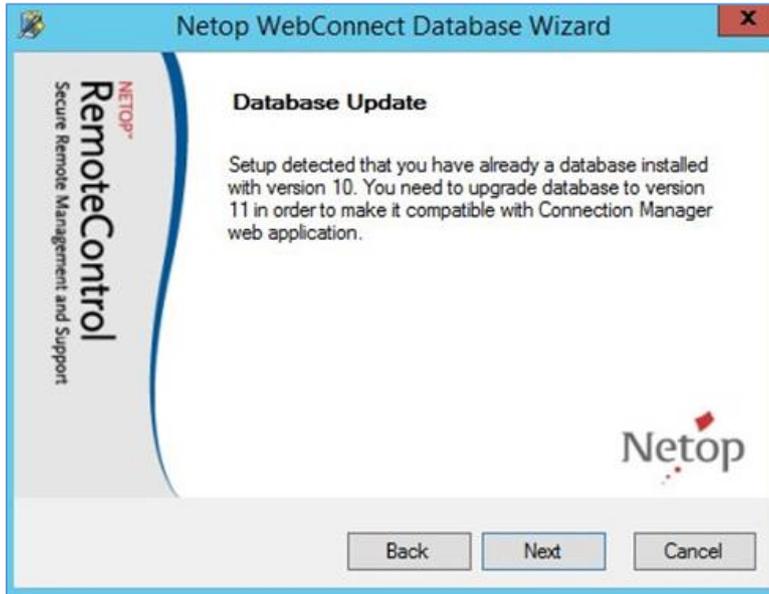


- iii. Click **OK**.
- I. Choose to use an SQL account and create a new database user:
 - i. Choose to **Use an SQL account**.
 - ii. Enter the credentials (username, password, confirm password) of a new user that is not present on the SQL server.
 - iii. In the **WebConnect database name** field, enter the name of the WebConnect 1.9x database:

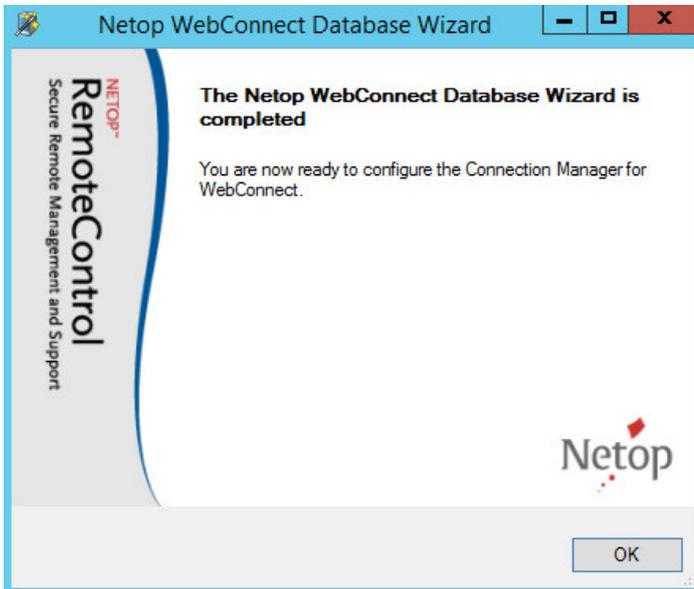


- iv. Click **Next**. The new user who will have access to the WebConnect 1.9x has been created in the SQL database.
- m. You are notified that the Connection Manager 3.0 will connect to the old WebConnect 1.9x database (version 10) and will upgrade it to version 11.

Warning! This step is irrevocable. Once you choose to upgrade the WebConnect 1.9x database, you will no longer be able to use it with Connection Manager 1.9x.

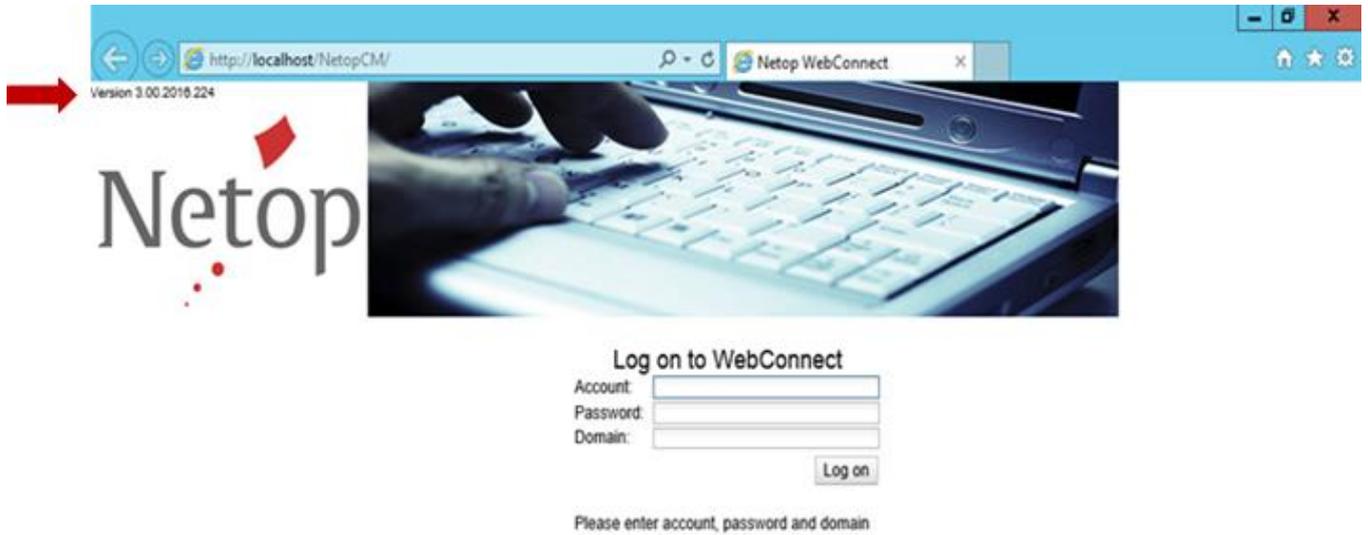


n. Click **Next**, then **OK**:



2.2.2.2 Test that the migration has been successful

Start the WebConnect server IIS Server Manager service and connect to the WebConnect 3.x website on port 443 (HTTPS).



In the upper left corner of the website, check the version. If version 3.x is displayed, the migration has been successful.