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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 raffic 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 "<u>https://webconnect3.netop.com</u>".

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
 - o GuestEx
 - ActiveX Guest
- Netop Remote Control Host
 - Windows, Linux and Mac
 - o Gateway
 - o 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.

ommunication Profile Edit	2
Communication Information Communication Profile description:	Ok
my profile Communication Device: WebConnect Use Dial-Up Networking	Cancel
WebConnect	Advanced
https://webconnect.netop.com	Credentials
	Test

2.1.1.3 Change the WebConnect Service URL

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

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

		Ok
Communication	Profile description:	
iny profile	Cancel	
<u>Communication</u>	Device:	
WebConnect	Use Dial-Up Networking	Help
/ebConnect		
Address:	https://webconnect3.netop.com/	Advanced
Account:	merke	
Password:	•••••	Test

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 <u>here</u>

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):

Û.	Internet Information Services (IIS) Manager	_ _ ×
€ • MYDOMAINCM →		🐱 🗵 🗿 •
File View Help		
File View Help Connections Start Page MYDOMAINCM (MYDOMAIN\user1) Application Pools A Sites Default Web Site A Default	WYDOMAINCM Home Filter: • • •	Actions Manage Server Restant Start Stop View Application Pools View Sites Change .NET Framework Version Generation Components Help
	Management	

- 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.

iوا ا	Netop Conne	ction Manager	·	_ 🗆 X
Select In	stallation Address			Netop
The installer w To install to thi <u>S</u> ite:	ill install Netop Connection Manage s web location, click "Next". To ins	r to the following we tall to a different we	eb location. b location, er	nter it below.
Default We Virtual direct NetopCM	b Site		×	Disk Cost
	Ca	ancel <	Back	Next >

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

B	Netop Connection Manager	×
Installing	g Netop Connection Manager	Netop
Netop Connec	stion Manager is being installed.	
Please wait		
	< Back	Next >

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

8	Netop WebConnect Database Wizard
NETOP" RemoteControl Secure Remote Management and Support	Welcome to the Netop WebConnect Database Wizard This wizard will help you configure the database. The wizard also allows you to get the SQL statements to be installed yourself. You must enter a valid license key to proceed. If you have run the wizard before, you do not need to enter the license key again, unless you want to use a different license key. Type a license key for the Connection Manager: You have a valid license
	Netop
	Next Cancel

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

Security Security	Select database server
re Remote	You need to have installed either an SQL Server or SQL Server 2005 Express.
eContro Management an	If you have already installed an SQL Server, click Next to go to the Database configuration page. If you have not installed an SQL Server, you can download a database for test from Microsoft.
d Support	Download database for test (SQL Server 2005 Express)
	Netop
	Back Next Cancel

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

🛞 Netop	WebConnect Database Wizard
Secure	Database configuration
moteCor Remote Manageme	If an SQL Server is found, you can choose either to use default setting for easy configuration or you can go on to more advanced configuration.
ntrol ent and Support	Use default setting
	Netop
	Back Next Cancel

- 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.

Provider	Connection Advanced All	
Specify 1. Se	the following to connect to SQL Server data: ect or enter a server name:	
	MYDOMAINSQL\SQLEXPRESS V Refr	esh
(Information to log on to the server. Use Windows NT Integrated security Use a specific user name and password:	
	User name: SQL Admin	
	Password:	
	Blank password Allow saving password	
3. 🔘	Blank password Allow saving password Select the database on the server:	
3. 🖲	Blank password Allow saving password Select the database on the server: NetopCM	~
3.	☐ Blank password ☑ Allow saving password Select the database on the server: NetopCM Attach a database file as a database name:	~
3. O	☐ Blank password ☑ Allow saving password Select the database on the server: NetopCM Attach a database file as a database name: NetopCM	~
3.	☐ Blank password	~
3. •	☐ Blank password	~
3. •	□ Blank password	•
3. •	☐ Blank password	

- 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:

Re	Edit values for connecting to SQ	L
	 Use a Windows NT user 	
no l	Use an SQL account	
te	Database logon user name:	
	webconnect3	
E C C	Database logon password:	
ें में	•••••	
o s o	Confirm database logon password:	
oddr	•••••	
ā	WebConnect database name:	
	NetopCM	1
	View and edit SQL statements	Netop

- 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 irevocable. Oince 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:

👂 Netop	WebConnect Database Wizard
NETOP" RemoteControl Secure Remote Management and Support	The Netop WebConnect Database Wizard is completed You are now ready to configure the Connection Manager for WebConnect.
	Netop
	ок

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).



Please enter account, password and domain

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