

NETOP WEBCONNECT INSTALLATION GUIDE



NETOP®

RemoteControl

Secure Remote Management and Support

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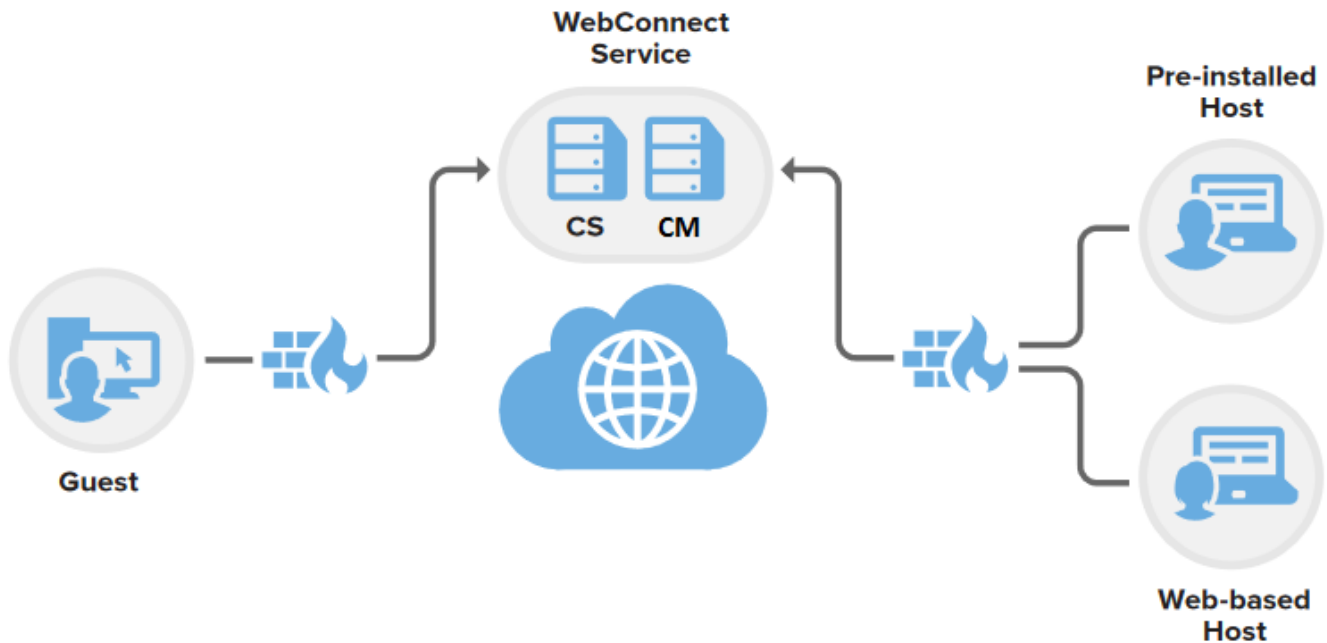
The document is optimized for double-sided printing.

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1 Introduction

The Netop WebConnect service is a 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. Using the Netop WebConnect service users can remote control computers without having to configure any firewall, proxy or router.



Document Scope

This document provides the installation steps of self-hosted WebConnect.

Prerequisites

This section provides basic prerequisites. For detailed WebConnect prerequisites, technical specifications and recommendations, see Netop Knowledge-base.

Connection Manager

- Internet access
- Routing or port forwarding IP address
- Disk space: At least 25 MB
- The user who installs and configures the Connection Manager must be administrator on the local machine and on the database that is used.

Connection Server

- Internet access
- Routing or port forwarding IP address
- Disk space: At least 25 MB
- We recommend not installing a Connection Server on the same computer as the Connection Manager was installed on.
- The user who installs the Connection Server must be administrator on the local machine.

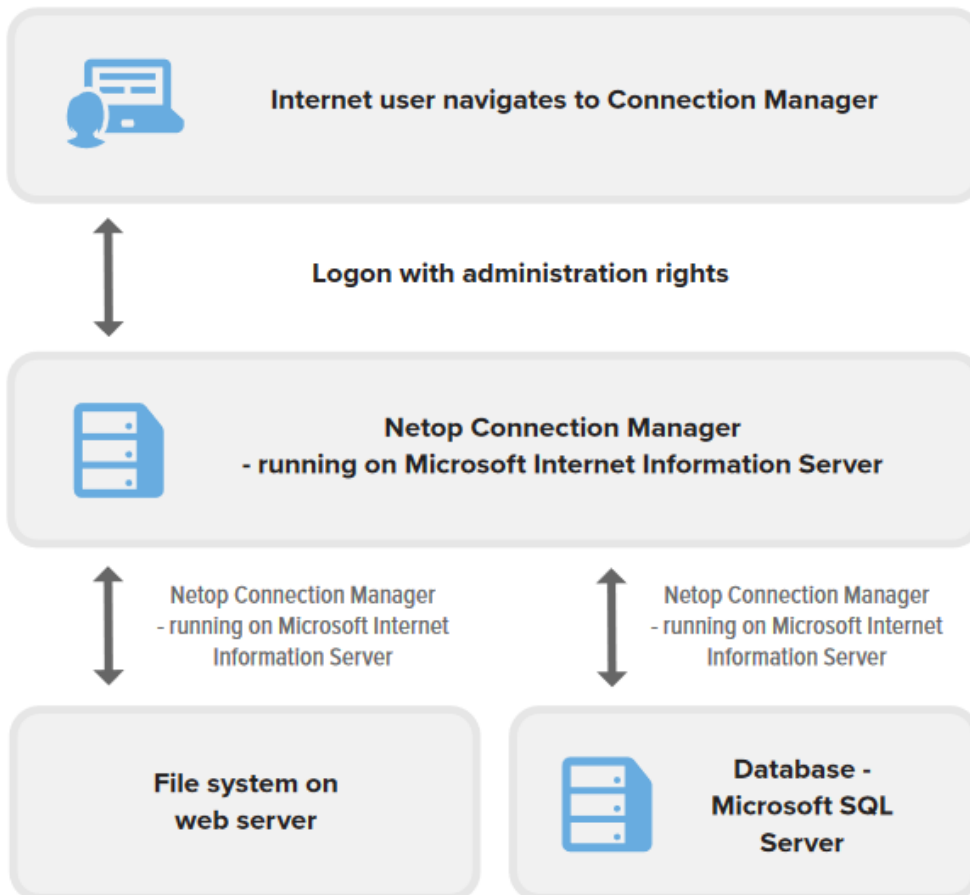
2 Netop WebConnect Connection Manager setup

The Connection Manager facilitates connection information and parameters to Netop Guests and Hosts that have a need to meet in relation to remote control sessions. It enables ad-hoc secure connections between Netop Guests and Hosts.

The Connection Manager directs the clients to a Connection Server that handles the actual routing.

The Connection Manager uses Microsoft Internet Information Server (IIS) and Microsoft SQL Server for data management.

The following illustration shows the security architecture of the WebConnect system:



The **Netop WebConnect Database Wizard**, which is displayed during installation, will handle the setup illustrated above, including the setup of the IIS. However, if you want to use a domain user instead of the local IUSR specified above, you need to set up rights for the user. See the Microsoft Internet Information Server (IIS) documentation for further information on how to configure the IIS.

If the database engine (SQL Server) is executed on the same machine as the IIS/ISAPI application, check that the database connection is set up correctly to use **local database**.

The following sections describe:

- [How to install Connection Manager and configure the database.](#)
- [How to configure Connection Manager](#)
- [The activity log that records all activity and logon attempts.](#)
- [Some useful but optional tools to optimize your system.](#)

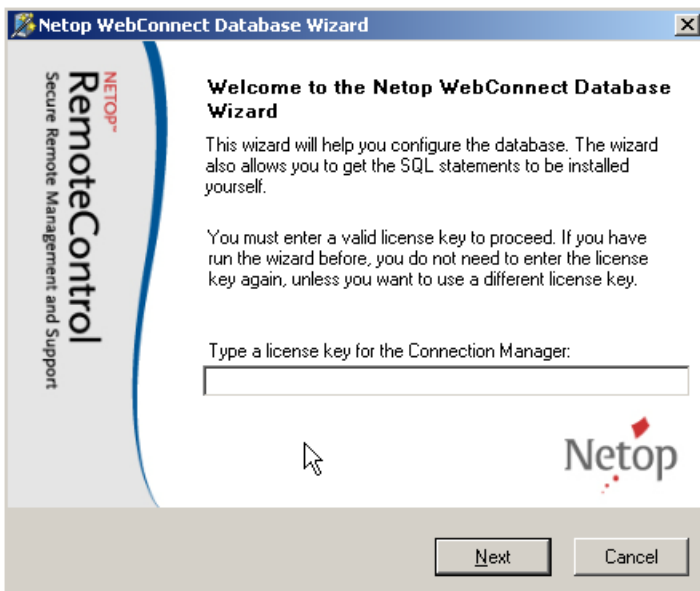
2.1 Install Connection Manager and configure the database

The installation and configuration process is slightly different depending on whether you want to install the Connection Manager and SQL database on the same machine or on two different machines.

If the Connection Manager and SQL database are installed on the same machine, follow these steps:

1. Copy the installation files (vcredist_x86 folder including .exe file, Connection Manager.msi, setup.exe) to the machine on which the Connection Manager is to be installed.
2. Run the **setup.exe** file and follow the onscreen instructions to complete the installation.

During the installation you will be prompted to configure the database in the **Database Wizard**.



3. Enter a valid license key for the Connection Manager and click **Next**.

Note: If later you decide to run the **Database Wizard** again from the **Start** menu, you do not need to enter the license key for the Connection Manager again.

4. On the **Select database server** page you can download a test database (SQL Server 2005/2008 Express) from Microsoft by selecting **Download database for test** check box, clicking next and clicking the first link to download SQL Server 2005/2008 Express. . If you have already installed an

5. SQL Server, do not select the **Download database for test** check box.

6. Click **Next**.

5. On the **Database configuration** page you can either use the easy setup or advanced configuration:

If you choose to **Use default setting**, you will be taken to the final page of the **Database Wizard**. Click **OK** to finish the setup.

If you choose to use more advanced configuration (**Use default setting** is not selected), when you close the **Data Link Properties** dialog box the **Edit values for connecting to SQL** page will be displayed.

- a. Based on your SQL database setup, select **Use a Windows NT user** or **Use an SQL account**.
- b. Optionally, to see and/or copy the SQL statements to your preferred SQL editor and then edit and execute them, select the **View and edit SQL statements** check box.

1. Click **Next**.
2. Click **OK** to complete the wizard.

Note: For security reasons, passwords in the database are scrambled to prevent intruders from being able to read them.

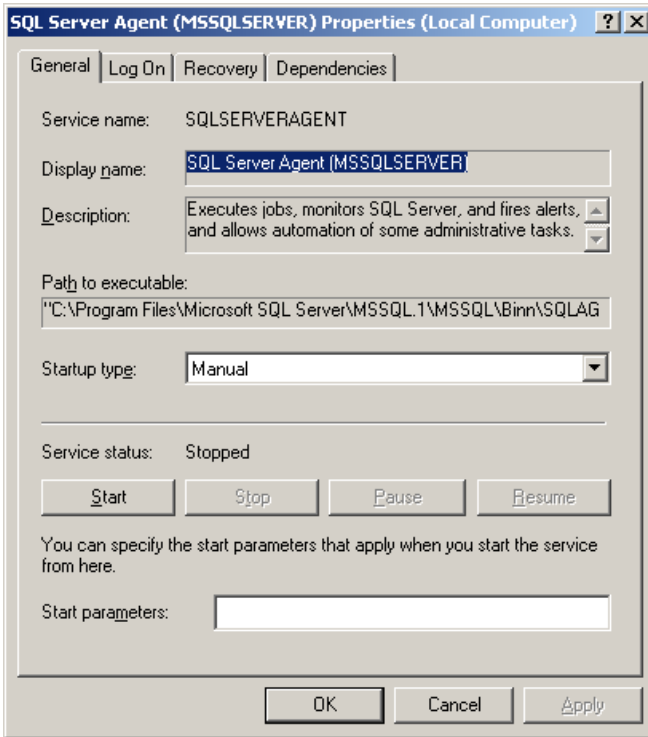
If the Connection Manager and SQL database are installed on two different machines, follow these steps:

1. Before installing WebConnect, on the SQL server, select **Security** > **Logins** > **sa**.
2. Right-click **sa**, select **Properties** > **Status**, and enable the user.
3. Click **OK**.
Note: If you have a firewall on the target SQL Server, you should open port **1433** (default).
4. Copy the installation files (vcredist_x86 folder including .exe file, **Connection Manager.msi**, **setup.exe**) to the machine on which the Connection Manager is to be installed.
5. Run the **setup.exe** file and follow the onscreen instructions to complete the installation.
6. Enter a valid license key for the Connection Manager and click **Next**.
7. Click **Next**.
8. Make sure that **Use default setting** is not selected and click **Next**.
9. Set the **Data Link Properties**:
 - a. Specify the IP address of the SQL Server. If you are connecting to an SQL instance, also specify the instance name, for example, 192.168.1.1\instancename.
 - b. Select **Use a specific user name and password** and enter the **sa** account details from the SQL Server.
 - c. Select to **Allow saving password**.
 - d. Leave empty the **Select the database on the server** field.
 - e. Verify your settings by clicking the **Test Connection** button .
 - f. Click **OK** to continue.
10. Select **Use an SQL account**.
11. Specify the credentials of a new user that IIS will use on the SQL database for WebConnect..
12. Optionally, to see and/or copy the SQL statements to your preferred SQL editor and then edit and execute them, select the **View and edit SQL statements** check box
13. Click **Next**.
14. Click **OK** to complete the wizard.

Activate the script for tidying up the log

You need to manually activate the installed script for tidying up the log:

1. In Windows Server, go to **Start** > **Administrative Tools** > **Services**. On the right-pane of the **Services** window, right-click **SQL Server Agent**. The **SQL Server Agent Properties** window will be displayed.
2. On the **General** tab, from the **Startup type** drop-down, select **Automatic**.



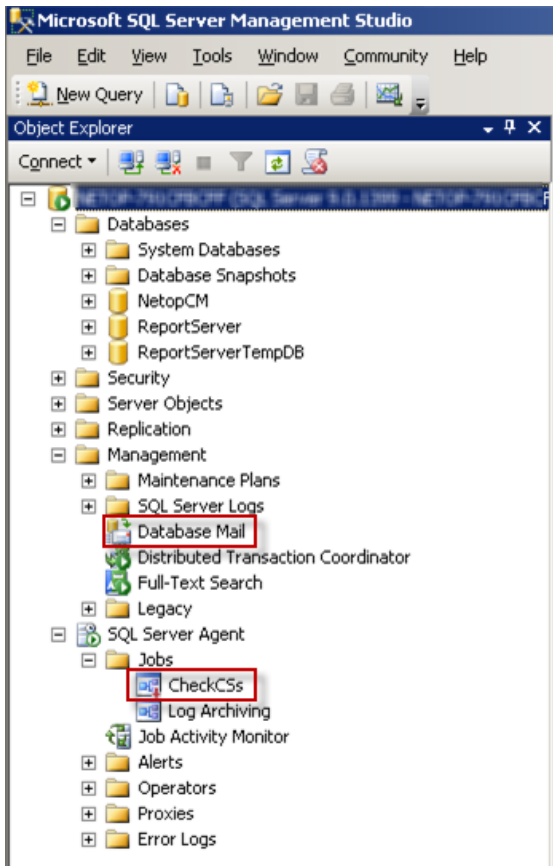
3. Below the **Service status** section, click the **Start** button.

4. Click **OK**.

Note: This applies to SQL Server only. If you are running SQL Server Express, the **SQL Server Agent** is not available.

Set up monitoring of Connection Servers

A Connection Server may stop responding for various reasons. To be notified by email about non-responsive Connection Servers, set up monitoring of Connection Servers in SQL Server Management Studio.



Set up Database Mail

1. In the left pane of SQL Server Management Studio, go to **Management**, right-click **Database Mail** and double-click **Configure Database Mail**. The **Database Mail Configuration Wizard** will be displayed.
2. Click **Next**.
3. Select **Set up Database Mail by performing the following tasks** and click **Next**.
4. In the Profile Name field enter a profile name, for example CheckCSs, and in the Description field enter a mail profile description for monitoring the Connection Server. Click Add to add an SMTP account.
5. Click **New Account**.
6. In the **New Database Mail Account** dialog box, make the following settings:
 - a. In the **Account name** field enter an account name.
 - b. Specify an **Outgoing Mail Server (SMTP)** by entering the email address, a display name and a server name in the corresponding fields below.

Tip: We recommend entering the IP address of the Outgoing Mail Server in the **Server name** field.

 - c. Select the authentication relevant for your SMTP server and click **OK**. The account will now be listed in the **SMTP accounts** list on the **New Profile** page.
 - d. Click **Next**.
7. Select the **Public** check box for the profile you created and click **Next**.
8. On the following wizard pages click **Next** to finish the mail setup and finally click **Close**.

Edit the SQL Server Agent

1. In the left pane of SQL Server Management Studio, go to **SQL Server Agent > Jobs**. Right-click **CheckCSs** and select **Properties**. The Job Properties dialog box will be displayed.

2. In the left pane, click **Steps**.
3. In the **Job step** list in the right pane select the relevant step and click **Edit**.
4. In the lower right pane, edit the information. Set `@parm_profile_name` = [The profile name you chose during the Database Mail setup]. Set `@parm_recipients` = [The email address you specified for Outgoing Mail Server during Database Mail setup].
5. Click **OK** and close SQL Server Management Studio.

Note: This applies to SQL Server only. If you are running SQL Server Express, Database Mail and SQL Server Agent are not available.

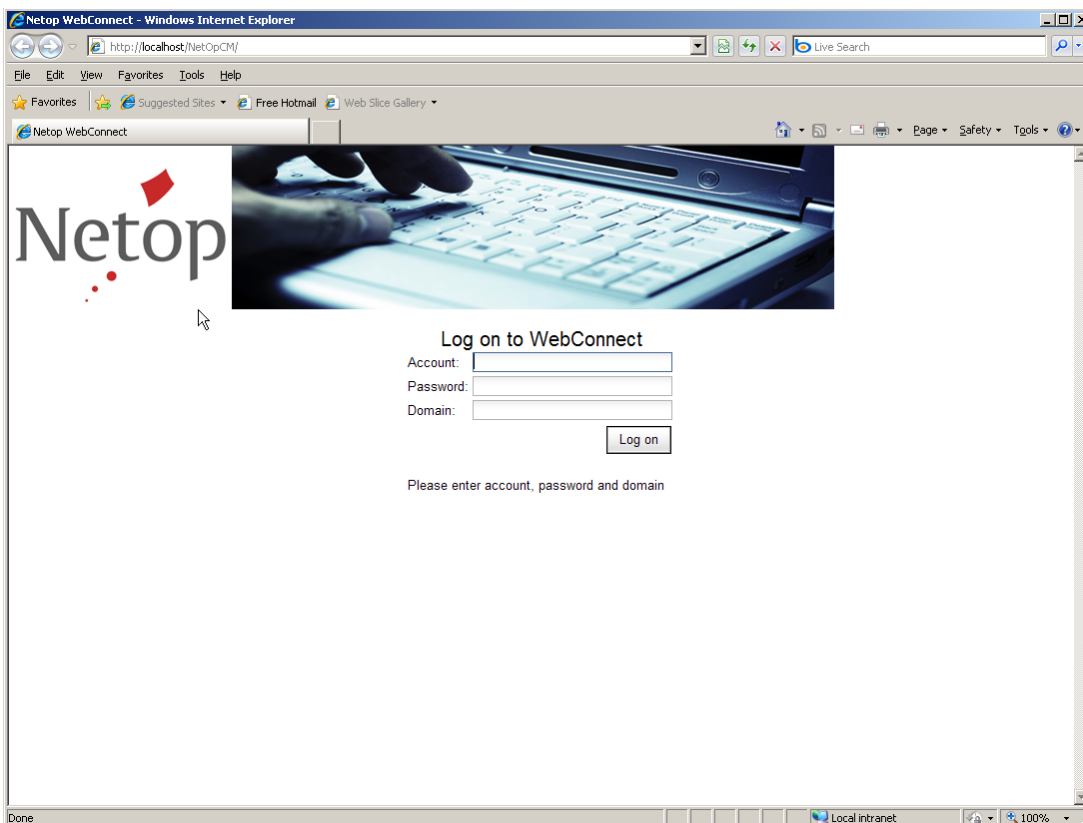
2.2 Configure Connection Manager

The Netop WebConnect Connection Manager (<http://localhost/NetopCM>) opens in your web browser (for example Internet Explorer) after you have completed the **Netop WebConnect Database Wizard**.

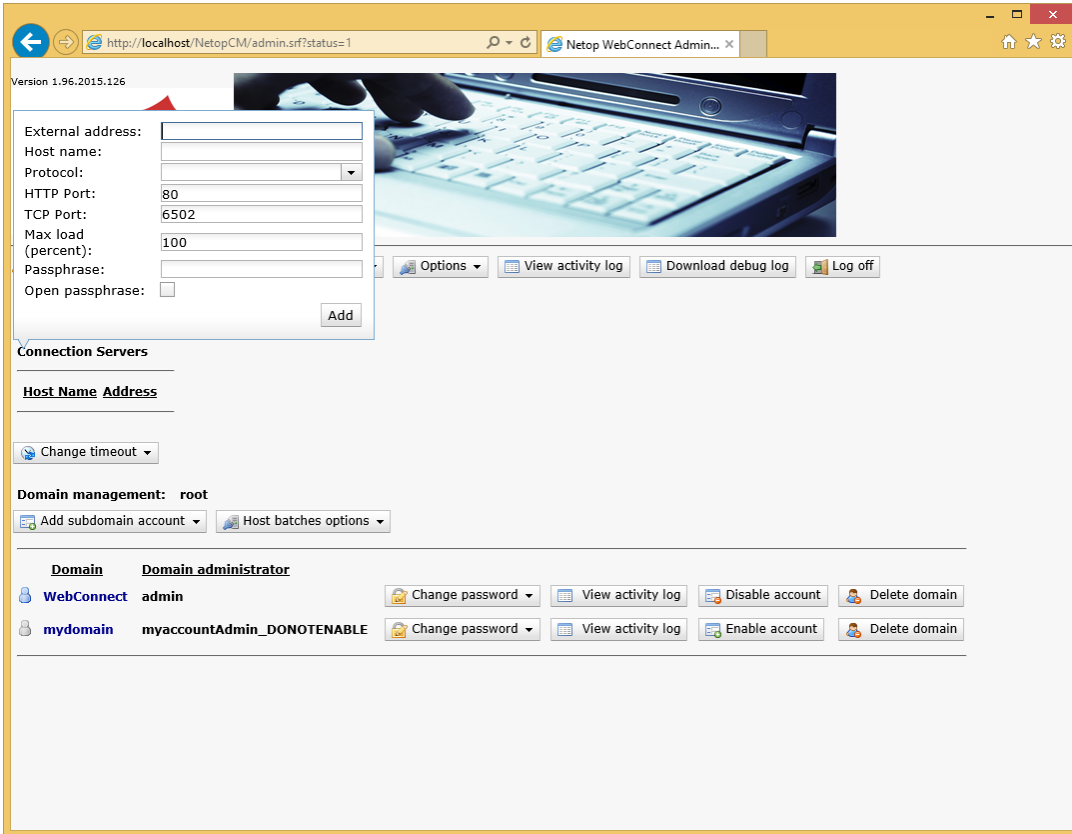
Netop WebConnect has two administrator accounts, a site administrator account and a domain administrator account. Logging on as site administrator allows you to carry out top level administration such as adding Connection Servers and creating sub-domain accounts, while logging on as domain administrator allows you to administrate a particular domain and create accounts for the domain. Each domain has its own administrator.

Site administrator

1. Log on to the Connection Manager as admin (Account: admin, Password: admin. Domain: admin).



When you have logged on to the Connection Manager as (site) admin, you will see the following screen:

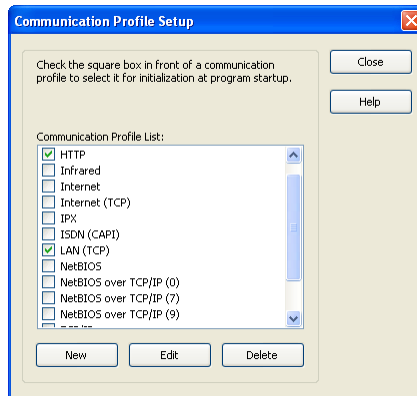


2. Add a Connection Server by completing the following fields:

Field	Description
External address	Public facing IP address for your Connection Server.
Host name	Computer name for your Connection Server. The name is required in order for the Connection Manager to recognize the correct Connection Server as the IP address received may not always be the same.
Protocol	Choose to use either the TCP or HTTP protocol. In addition, selecting the TCP_HTTP protocol dictates that all connecting modules should first attempt a TCP connection and automatically fallback to HTTP, should the TCP connection fail, for example if blocked by a firewall.
HTTP port	If using the HTTP protocol, define which port should be used. Default port will be set to 80 .
TCP port	If using the TCP protocol, define which port should be used. Default port will be set to 6502 .
Max load (percent)	Specify the maximum connection load in percent that the Connection Server will handle. This is relevant if you use multiple Connection Servers and one of the Connection Servers is not quite in accordance with the technical requirements. You can then specify for instance 50 percent for that Connection Server instead of default 100 percent. It will then be used less than the others.

<p>Passphrase</p>	<p>The passphrase will be used by the Connection Manager to accept communication with the Connection Server.</p> <p>If you select the Open passphrase checkbox, the Connection Server will be able to reset the passphrase.</p>
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Note: When you change port settings, you must make sure that your Connections Servers have also been configured to use the same protocols and the selected port numbers:



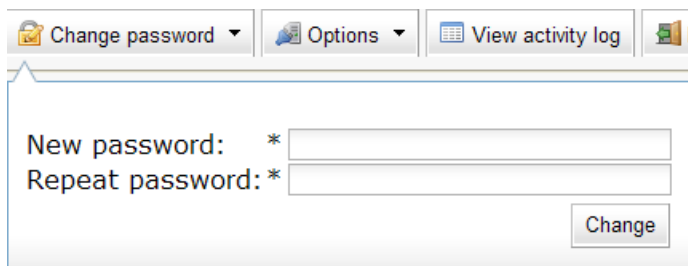
Click **Add** for the changes to take effect.

You can add multiple Connection Servers, which will be displayed with their IP address in the Connection Servers list below.

You can edit the Connection Server information by clicking the **Edit Connection Server** button for the individual servers in the list.

If you no longer want a server to be used, you can remove it by clicking the **Remove Connection Server** button for the server in the list.

3. Click **Change password**, enter new password and confirm it:



Click **Change** for the change to take effect.

4. Click **Options** to configure the use of secure connections:

- a. Select the **Require HTTPS** check box to use HTTPS for connections. This requires that you have installed SSL (Secure Socket Layer).
- b. Select the **Warning when not using HTTPS** check box to have a warning displayed if not using HTTPS. This is important, because if you select the **Require HTTPS** check box but have not installed SSL, you will not be able to return to HTTPS and the Connection Manager web interface. Therefore, you will not be able to clear the **Require HTTPS** check box again.

Note: If by accident you select the **Require HTTPS** check box but have not installed SSL, you will have to change it directly in the database. In the **Global_Config** table, set the value of **NumValue=0** (null) where Name=Require HTTPS. See the Microsoft SQL documentation for further information.

Require HTTPS:

Warning when not using HTTPS:

Enable Logging:

Debug logging categories:

General

Page

SQL

Function duration

Debug logging levels:

Information

Warning

Error

Critical error

Change

Click **Change** for the change to take effect.

- When you first install the Connection Manager, the site already contains one default subdomain (**WebConnect**) and domain admin account (**admin**). This default subdomain and associated accounts can be removed if not required.

To create a new domain and domain admin account, click **Add subdomain account** and make the following settings

- In the **Account** field, enter a domain admin account name.
- In the **Password** field, enter a password for the domain admin account, and repeat it. You can change the password for the account later by clicking the **Change password** button for the domain admin account in the **Domain Management** list. If necessary, you can also disable an account by clicking the **Disable account** button for the account in the **Domain Management** list.
- In the **Domain** field, enter the name of the new domain.

Add subdomain account

Account: *

Password: *

Repeat password: *

Domain: *

Add

Note: Settings marked with * are mandatory.

Click **Add** to add the domain account to the **Domain Management** list. It will be listed as domain name - domain administrator.

- If your organizational structure consists of a headquarter with subsidiary companies in one or more levels you can create a structure in Connection Manager which mirrors by creating subdomains. This will allow Guests from a parent domain to inherit Hosts from a child subdomain.

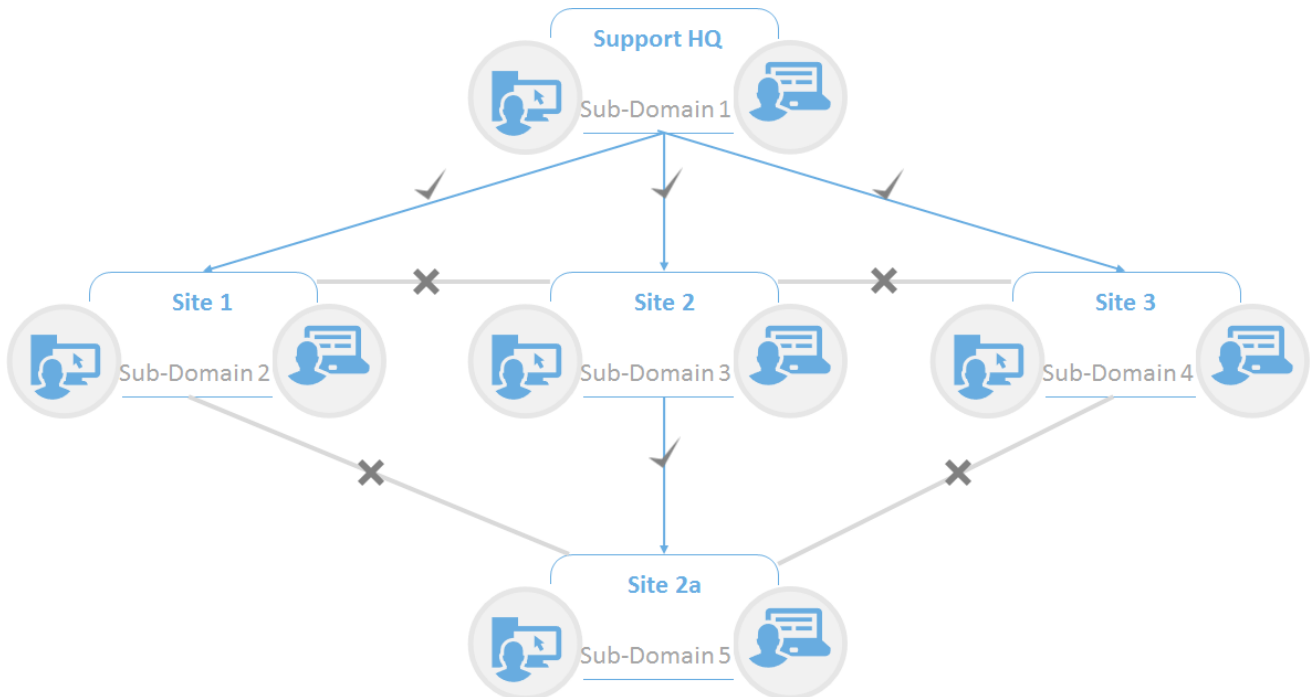
To create a new subdomain and domain admin account, click **Add subdomain account** and make similar settings to creating a domain.

About subdomains

To use WebConnect Netop applications have to be configured with account details (username, password and domain) which are supplied by the WebConnect administrators. These accounts are defined in WebConnect subdomains so that each customer (or site) can be completely separate from each other.

For example, if a Guest needs to connect to a Host using WebConnect, both the Guest and Host have to use the same account from the same domain.

Using sub-domains Guests from a parent domain will inherit Hosts from a child sub-domain. This is particularly applicable for support organizations that are hosting their own in-house WebConnect service and need a simple method of managing Netop connectivity across multiple sites.



In this example, each sub-domain reflects a physical site that needs to be supported from the same WebConnect service located at Support HQ.

The Support HQ can set up a WebConnect account for their own Guests and this will allow a connection path to the inherited Hosts in any child sub-domain without switching to a different WebConnect profile in the Guest application. The architecture is designed to improve the connection process and management of large, dispersed enterprise environments.

Parent domains will inherit Hosts from each child domain that is created. For example, Guests from Site 2 can connect to Hosts in the child domain called Site 2a but they cannot connect to Hosts in Site 1 or Site 3. Guests from Site2a will not be able to connect to Hosts in Site2. Guests in Site 1 and Site 3 can only connect to Hosts in their respective domains or any sub-domains that are created in their respective domains at a later stage.

To create subdomains, you should be logged into the Connection Manager with the site admin account. From here, the Add Subdomain Account option can be used to create the subdomain but also the domain admin account for the new subdomain. Once a subdomain has been created, simply click on the new subdomain to either setup a new sub-domain or create user accounts for the current subdomain.

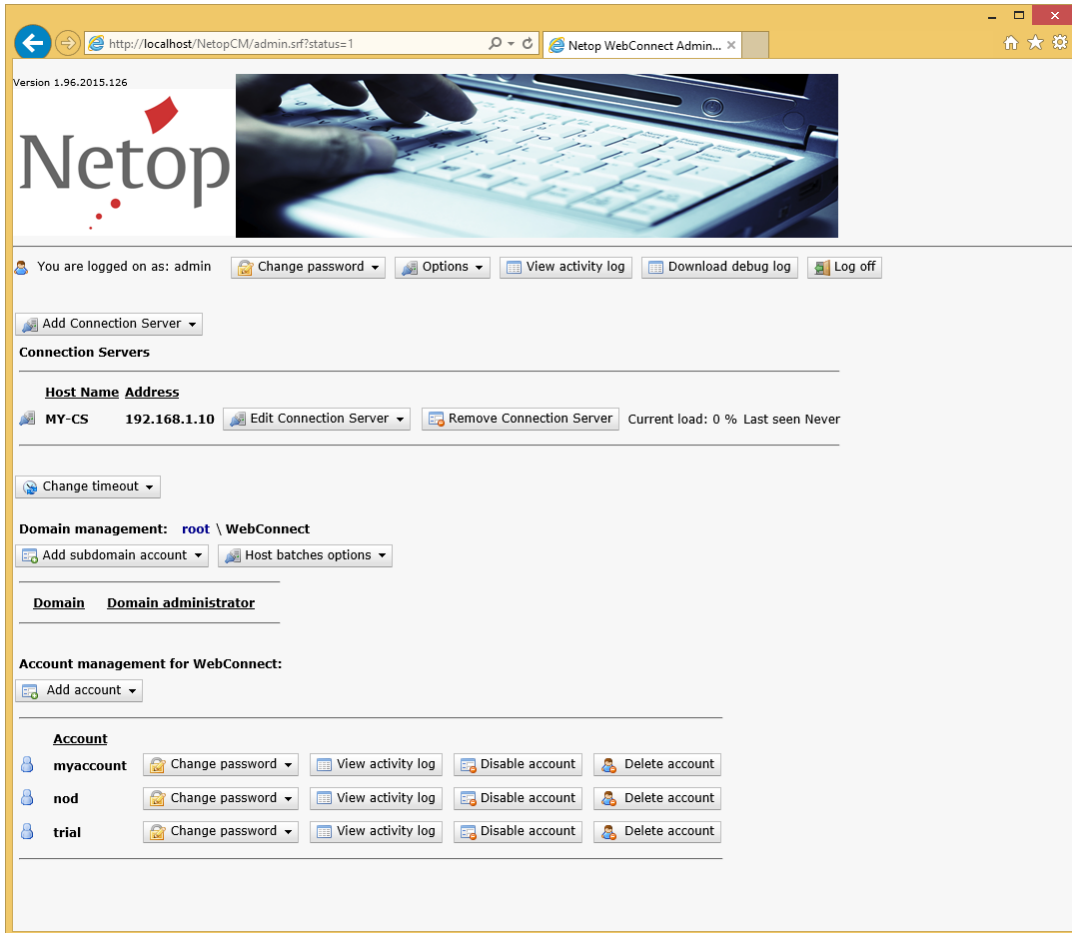
Simply use the navigation path to ensure you are editing details in the correct subdomain and to easily switch between subdomains. The user accounts are the accounts that should be used within the Netop applications. Site admin and domain admin accounts are not valid accounts for use within the Netop applications and should only be used for WebConnect administration and sub-domain management.

Domain administrator

1. If you are a domain administrator you will probably not be sitting at the server machine where the site administrator installed the Connection Manager. This means that to log on to the Connection Manager you have to enter the right IP address or DNS name (Example: <http://CM.Company.com/NetopCM>) for the Connection Manager in the address field of the browser.

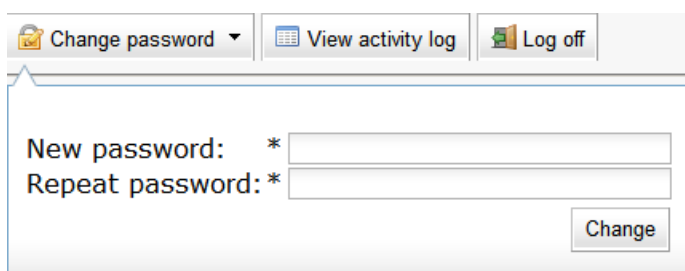
Log on to the Connection Manager as admin (Account: **admin**, Password: **admin**, Domain:

WebConnect). When you have logged on to the Connection Manager as (domain) admin, you will see the following screen:



Note: When you log on you will see that two more accounts with different rights have been created in addition to the admin account. These are trial (Password: **trial**. Domain:**WebConnect**) and myaccount (Password: **myaccount**. Domain: **WebConnect**). If you have a Netop OnDemand license, you will also see a nod account (Password: **nod**. Domain: **WebConnect**).

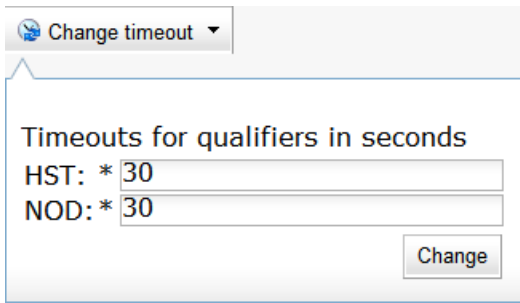
2. Click **Change password** , enter new password and confirm it:.



Click **Change** for the change to take effect.

3. Click **Change timeout** and enter the preferred number of seconds for **Timeout for qualifiers in seconds** in the **HST** and **NOD** fields (HST for regular Netop Host and NOD for Netop OnDemand Host.)

When you browse for Hosts in the Guest and the Connection Manager, the Hosts will only be displayed in the list of WebConnect Hosts if the Hosts have polled the Connection Manager within the number of seconds specified in the **Timeout for qualifiers in seconds** fields in the Connection Manager. This means that a Host remains in the database for the specified number of seconds, after which it becomes inactive.

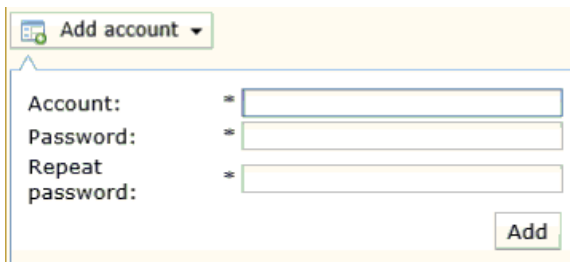


Click **Change** for the change to take effect.

4. You are now ready to create WebConnect accounts within the domain that you have logged on to.

To create a new account, click **Add account** and make the following settings

- a. In the **Account** field, enter an account name.
- b. In the **Password** field, enter a password for the account, and repeat it. You can change the password for the account later by clicking the **Change password** button for the account in the **Accounts Management** list. If necessary, you can also disable an account by clicking the **Disable account** button for the account in the **Accounts Management** list.



Click **Add** to add the account to the **Accounts Management** list.

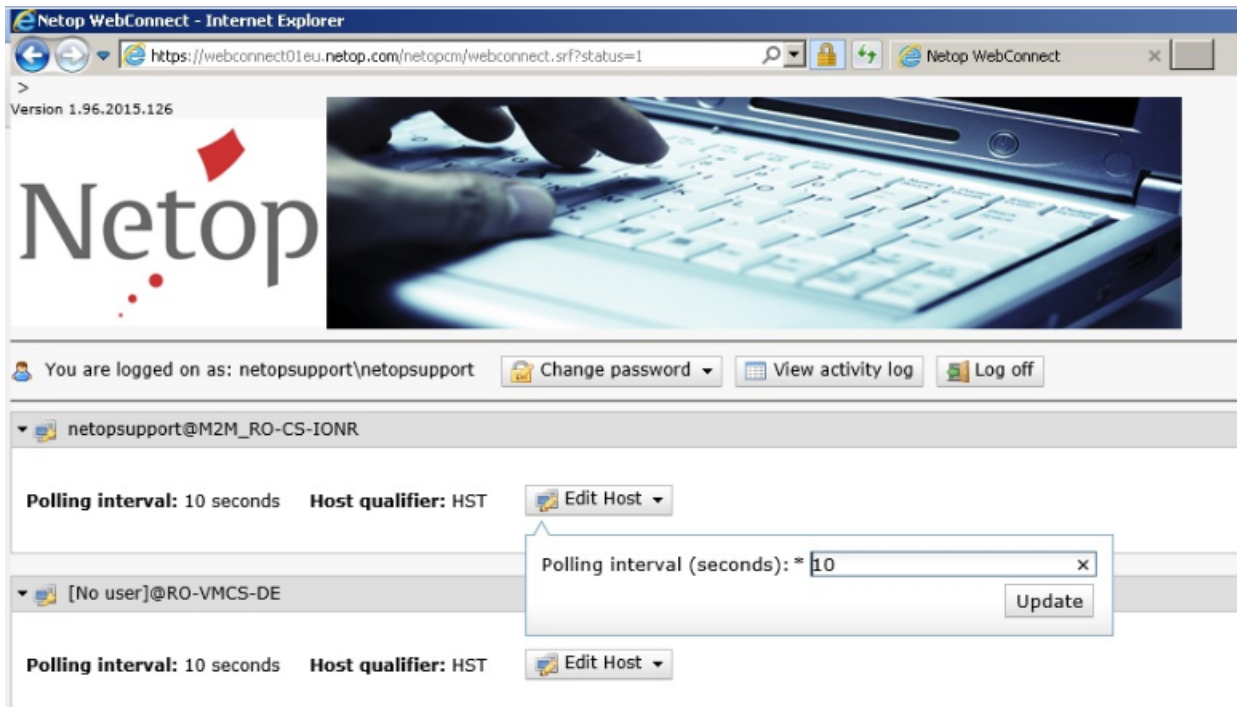
If necessary, you can also disable or delete any account that you have created by clicking the **Disable** button or the **Delete** button for the account in the list.

Hosts

Hosts will be registered automatically in the Connection Manager when the correct Connection Manager URL and credentials (account, password, domain) have been specified in the **Setup Wizard** of the Hosts.

However, if needed, you can log on to the Connection Manager using the account used by the Host to change the password or view the activity log for that account.

You can also edit the **Polling interval** for Hosts here by clicking the **Edit Host** button and editing the respective fields in the drop-down.



2.2.1 Manage Guest access to Hosts in WebConnect

When a Guest user should no longer be allowed to access the Host computers the user has had access to through WebConnect, for example because the user is no longer on the project or no longer with the company, the user's Guest account can be disabled so that WebConnect will no longer authenticate the user.

2.2.2 Manage Security Servers

For compatibility between WebConnect and Security Server you can define which Security Servers are to be used by the Hosts when connecting via WebConnect.

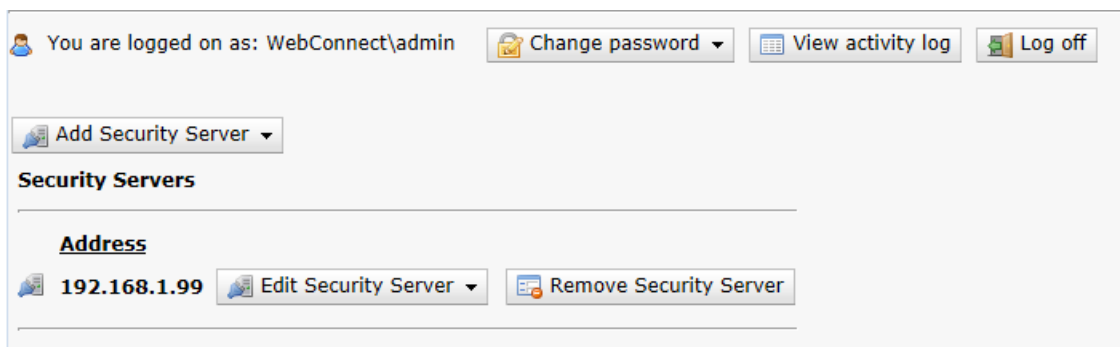
Security Server provides enterprises with centralized identity management, granular access permissions and accountability for their remote access solution helping to ensure that tough industry compliance regulations are met.

Netop Hosts can be configured to authenticate against any number of Security Servers and these are typically identified on the Host using the IP Broadcast List. When connecting to the Hosts using WebConnect, the required Security Servers can be defined using the Connection Manager on a per-domain basis.

This list will then be used to inform the Hosts which Security Servers should be used to authenticate the connecting Netop Guest. Using this centralized approach allows administrators easy web-based access to define which Security Servers should be used within the enterprise.

Hosts will still require a UDP connection to the Security Servers but the locally defined IP Broadcast List will not be required.

To define new Security Servers, you must be logged onto the Connection Manager using a Domain Admin account.



2.3 Connection Manager Activity log






Event logging records all activity and logon attempts in the Connection Manager activity log and thus provides very useful proof and documentation for instance in case of attacks or errors.

If you click **View activity log** in the Connection Manager, the activity log is displayed.

Note: If you are logged on to the Connection Manager as administrator you can view the activity log for the administrator account or you can view the activity log for each of the accounts in the **Accounts** list.

In the activity log all events are logged with the type, a description and the time of the event:

Event types:

-  INFORMATION
-  LOG ALERT
-  ERROR
-  FATAL ERROR
-  SECURITY ALERT

You can delete the content of the activity log by clicking the **Clear log** button at the bottom of the window.

You can also download the activity log by clicking the **Download log** button at the bottom of the window.

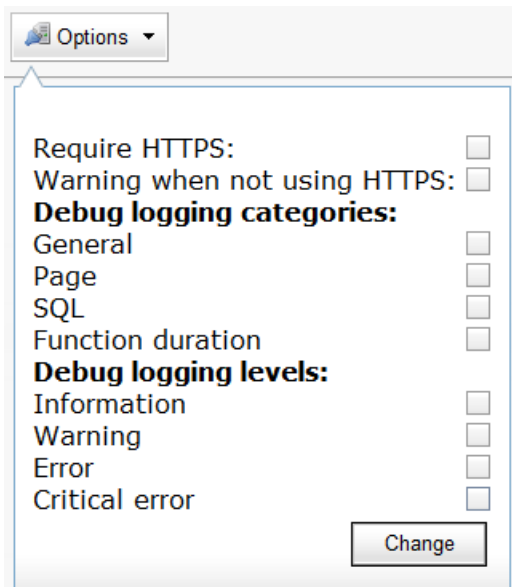
For detailed information on event logging, see [Netop Remote Control User's Guide](#).

2.4 Connection Manager debugging options

To assist you in troubleshooting technical issues, particularly related to the web service and database, a number of debugging options are available.

These debug settings can be accessed from the **Options** button in the Connection Manager when logged in with the root Admin account.

Note: We recommend that you enable these settings only when advised by a Netop support representative.



The individual debugging options are briefly described below:

Option	Description
Debugging logging categories	
General	Common events not associated with other categories.
Page	Errors that prevent web pages from displaying correctly.
SQL	Errors relating to SQL queries.
Function duration	Display duration of each function call within the application.
Debugging logging levels	
Information	Informative events not related to any specific errors.
Warning	Events that lead to unwanted behavior but not related to any specific errors.
Error	Events triggered by errors within the application.
Critical error	Error events that cause the application to become inoperable.

The logging is effective when you have enabled any of the options and then clicked the **Change** button.

When you are ready to retrieve the debug information, click **Download debug log** and save the resulting CSV file.

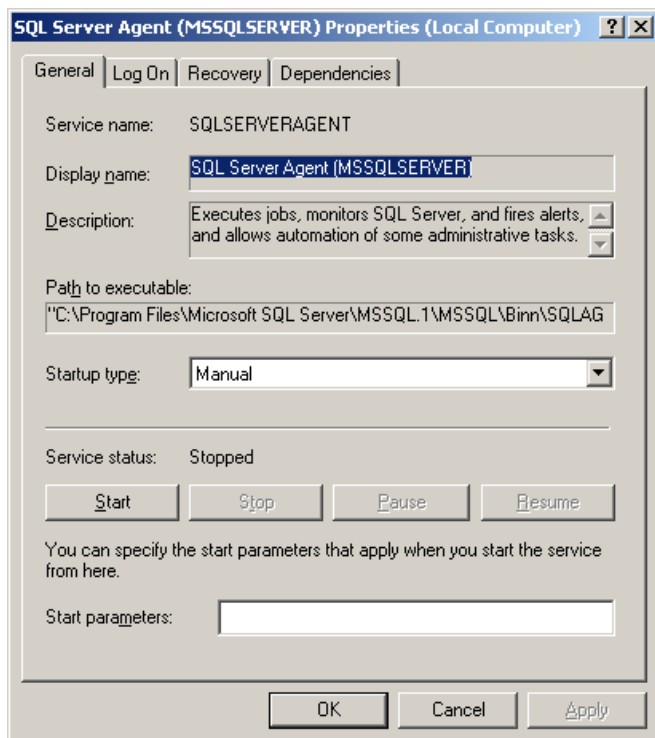
To reduce the database size, a cleanup script runs automatically and ensures that debug data is only maintained for up to 30 days.

2.5 Optional tools

2.5.1 Activate the script for tidying up the log

Activate the installed script for tidying up the log by manually starting the SQL Server Agent service and changing the startup type to automatic:

1. In Windows Server, go to **Start > Administrative Tools > Services**. The **Services** window will be displayed.
2. In the right pane, right-click **SQL Server Agent**. The **SQL Server Agent Properties** window will be displayed.
3. On the **General** tab, from the **Startup type** drop-down, select **Automatic**.



4. Click the **Start** button below to start the service.
5. Click **OK** to close the window.

Note: This applies to SQL Server only. If you are running SQL Server Express, the SQL Server Agent is not available.

2.5.2 Customize the jobs for tidying up the tables

If the SQL Server is installed on a different machine than the Connection Manager, the existing jobs from Microsoft SQL Server should be edited and a script needs to be copied and edited from the Connection Manager machine.

Copy the Scripts

1. Go To C:\Program Files\Danware Data\NetOp WebConnect\Wizard\
2. Copy the „RenameArchive.vbs“ file to the SQL Server machine, in a folder of your choice

Edit the Script

1. Edit the „RenameArchive.vbs“ from the SQL Server machine (the one copied in the above steps)
2. Find the following line:

```
strDestination = WshShell.ExpandEnvironmentStrings("%ALLUSERSPROFILE%") &
"\Application Data\Danware Data\ConnectionService\Logs\" & XmlFileName & strDate
& ".xml"
```

and replace the `WshShell.ExpandEnvironmentStrings("%ALLUSERSPROFILE%") & "\Application Data\Danware Data\ConnectionService\Logs\"` with the path where you want the logs to be saved.

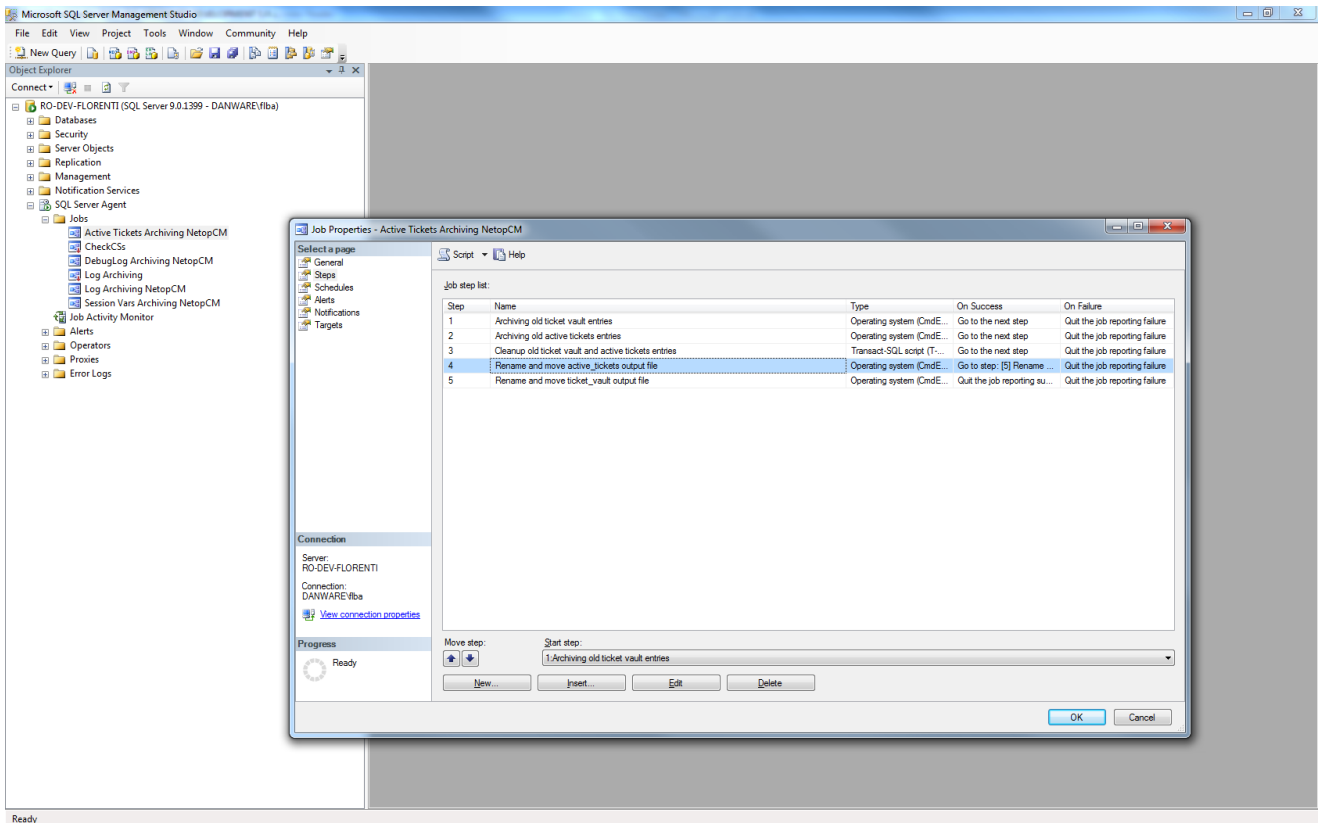
```

1 Option Explicit
2 Dim strFilePath, strDestination, File, strDate, fso, strMonth, strDay, WshShell, args, XmlFileName
3
4 set WshShell = CreateObject("WScript.Shell")
5 set args = WScript.Arguments
6 XmlFileName = args.Item(0)
7
8 strMonth = DatePart("m",Date())
9 if len(strMonth) = 1 then
10     strMonth = "0" & strMonth
11 end if
12 strDay = DatePart("d",Date())
13 if len(strDay) = 1 then
14     strDay = "0" & strDay
15 end if
16 strDate = DatePart("yyyy",Date()) & strMonth & strDay
17 strFilePath = WshShell.ExpandEnvironmentStrings("%TEMP%") & "\" & XmlFileName & ".xml"
18
19 strDestination = WshShell.ExpandEnvironmentStrings("%ALLUSERSPROFILE%") & "\Application Data\Danware Data\ConnectionService\Logs\" & XmlFileName & strDate & ".xml"
20
21 Set fso = CreateObject("Scripting.FileSystemObject")
22 Set File = fso.GetFile(strFilePath)
23 File.Move(strDestination)
    
```

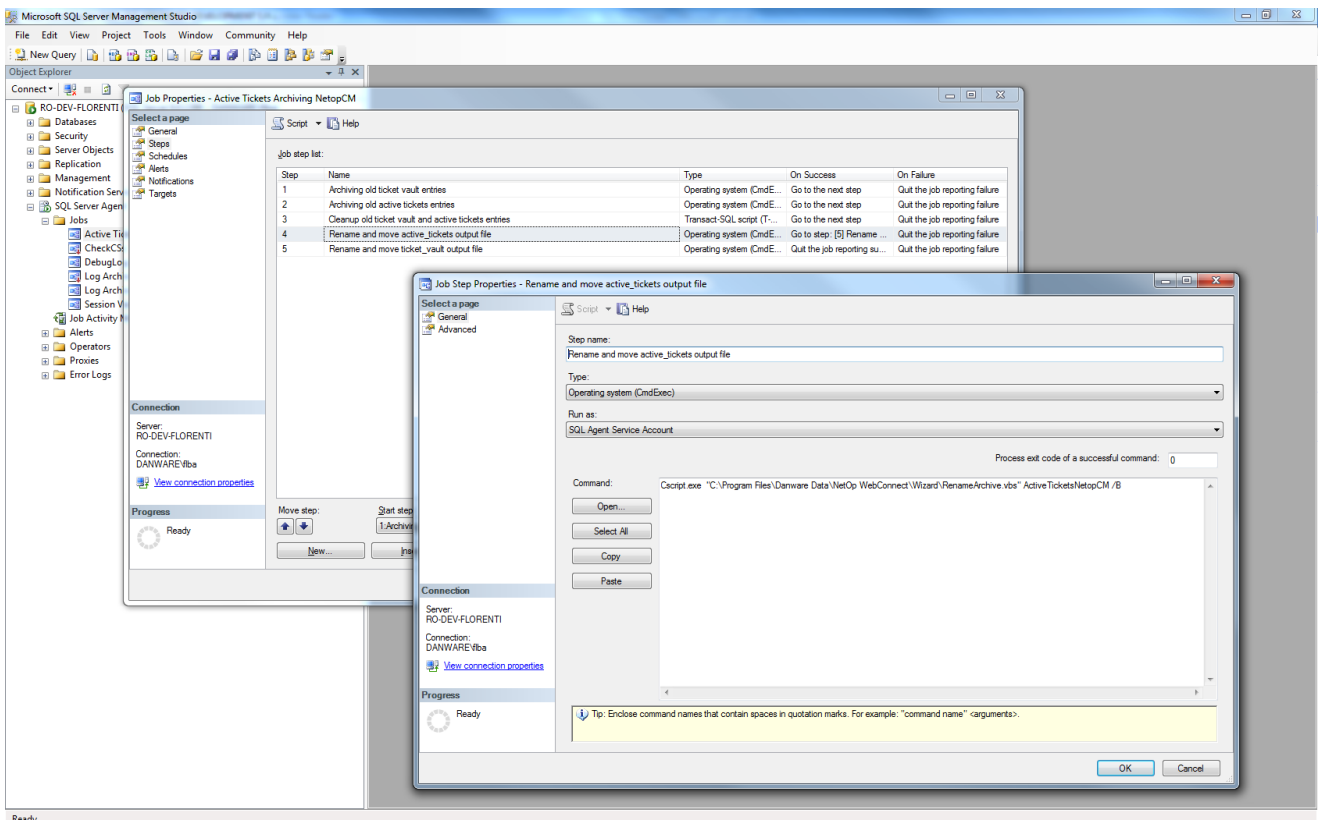
Edit the SQL Jobs

This procedure will customize the existing jobs to use the newly copied script from the previous step.

1. Start the **Microsoft SQL Server Management Studio**.
2. Go to **SQL Server Agent > Jobs**.
3. Right-click **Active Tickets Archiving NetopCM** („NetopCM“ is a custom field, which mirrors the database name used by the Connection Manager) and choose Properties.
4. Go to **Job step 4** in the list and edit the file (double-click it)



5. Change the „C:\Program Files\Danware Data\NetOp WebConnect\Wizard\RenameArchive.vbs” using the full path to where you have copied the script.



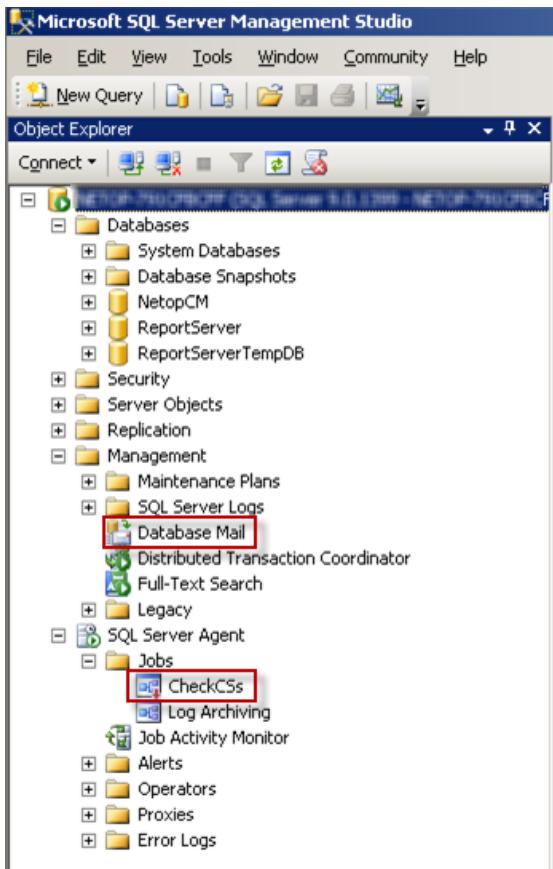
6. Do the same thing for **Job Step 6** („Rename and move...”)

7. Repeat the same steps for all jobs in the SQL Server Agent Jobs (**Active Tickets Archiving**, **DebugLog Archiving**, **Log Archiving** and **Session Vars Archiving**).

Note: This applies to SQL Server only. If you are running SQL Server Express, the SQL Server Agent is not available.

2.5.3 Set up monitoring of Connection Servers

A Connection Server may stop responding for various reasons. To be notified by email about non-responsive Connection Servers set up monitoring of Connection Servers in SQL Server Management Studio.



Set up Database Mail

1. In the left pane of **SQL Server Management Studio**, go to **Management**, right-click **Database Mail** and select **Configure Database Mail**. The **Database Mail Configuration Wizard** starts. Click **Next**. The **Select Configuration Task** page will be displayed.
2. Select **Set up Database Mail** by performing the following tasks and click **Next**. The **New Profile** page will be displayed.
3. In the **Profile Name** field enter a profile name, for example CheckCSs, and in the **Description** field a description for a mail profile for monitoring the Connection Server. To add an SMTP account, click **Add**. The **Add Account to Profile** dialog box will be displayed.
4. Click **New Account**. The **New Database Mail Account** dialog box will be displayed.
5. In the **Account name** field, enter an account name.
6. Specify an **Outgoing Mail Server (SMTP)** by entering the email address, a display name and a server name in the corresponding fields below.

Tip: We recommend entering the IP address of the Outgoing Mail Server in the **Server name** field.
7. Select the authentication relevant for your SMTP server and click **OK**. The account will now be listed in **SMTP accounts** list on the **New Profile** page. Click **Next**. The **Manage Profile Security** page will be displayed.
8. Select the **Public** check box next to the profile you created and click **Next**.

9. On the following wizard pages click **Next** to finish the mail setup and finally click **Close**.

Edit the SQL Server Agent

1. In the left pane of **SQL Server Management Studio**, go to **SQL Server Agent > Jobs**. Right-click **CheckCSs** and select **Properties**. The **Job Properties** dialog box will be displayed.
2. In the left pane, click **Steps**.
3. In the left pane, from the **Job step** list select the relevant step and click **Edit**.
4. In the lower right pane, edit the information:
 - a. Set **@parm_profile_name** = [The profile name you chose during the Database Mail setup].
 - b. Set **@parm_recipients** = [The email address you specified for Outgoing Mail Server during Database Mail setup].
5. Click **OK** and close **SQL Server Management Studio**.

Note: This applies to SQL Server only. If you are running SQL Server Express, Database Mail and SQL Server Agent are not available.

3 Update Connection Manager

When updating the Connection Manager, we recommend you to uninstall the previous version. Uninstalling the Connection Manager will not impact your database configuration.

4 Connection Server setup

The Connection Server routes the traffic between a Netop Host and a Netop Guest.

Install the Connection Server

To install the Connection Server:

1. Copy the installation file (**NetopConnectionServer_uk.msi**) to the machine on which the Connection Server is to be installed.
2. Run the installation file and follow the onscreen instructions. Select **Typical** installation and leave all settings as they are.

Set up the Connection Server

After the installation, run the **Setup Wizard** and follow the wizard onscreen instructions. Make sure that you set up the Connection Server for WebConnect:

1. Specify a password that will be required from all Guests to log on to the Host part of the Connection Server.
2. Enter the URL address of the Connection Manager, for example **http://webconnect.provider.com/netopcm**.
3. Specify the passphrase you specified in the Connection Manager. This will be used for the Connection Manager to accept communication with the Connection Server.

Communication profile and port number

The Connection Servers should be configured to use the same protocol and port numbers as specified in the Connection Manager:

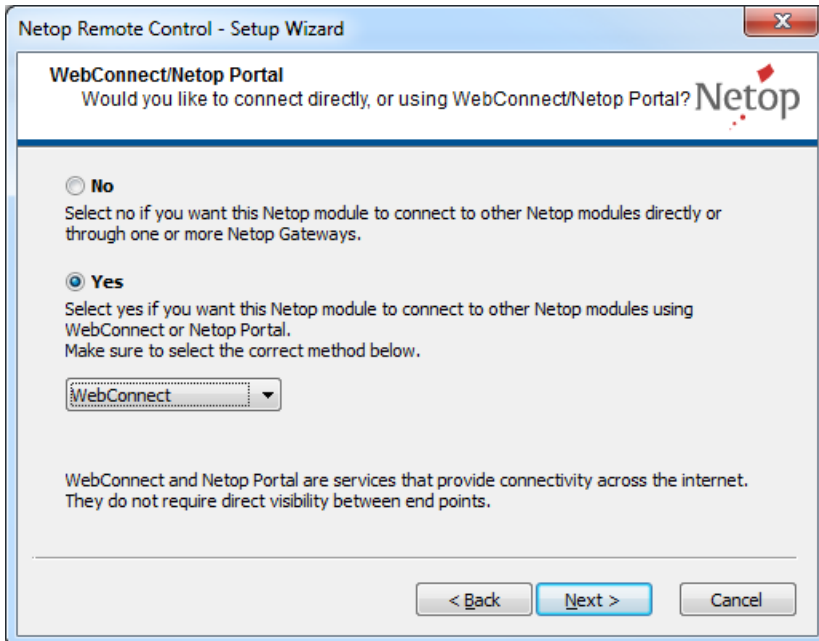
1. Click **Tools** > **Communication Profiles**.
2. Enable the check box next to each relevant communication profile.
For example, if you are using TCP with automatic HTTP fallback, enable both TCP and HTTP
3. If you have changed the default port numbers for HTTP and/or TCP in the Connection Manager, select the relevant communication profiles, click **Advanced** and make sure to that the **Use default port numbers** check box is not selected. Enter the same port number as specified in the Connection Manager.
4. Click **OK**, and click **OK** again.

5 Configuration of Netop Guest and Host for WebConnect

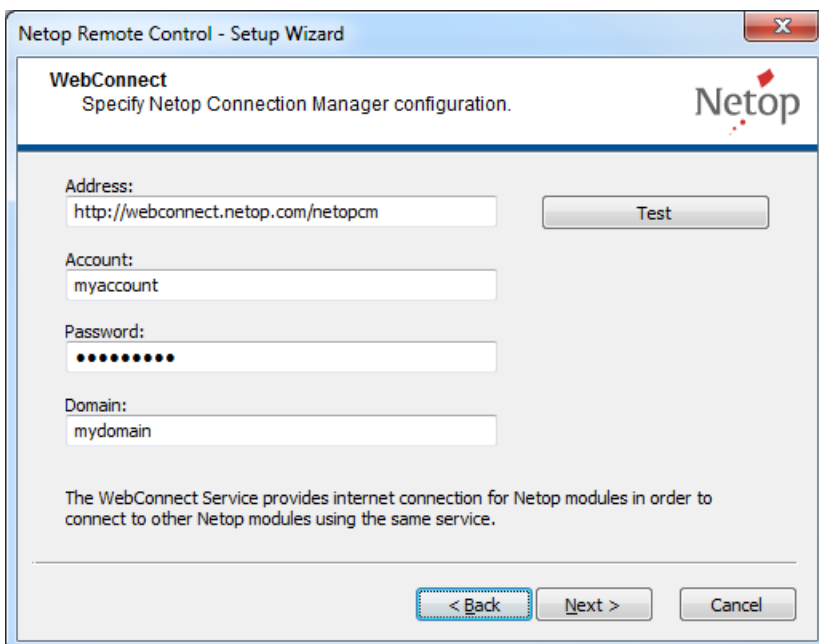
After the installation of the Netop Guest and Host for the first time the Setup Wizard will start automatically.

Otherwise you can run the wizard from the **Tools** menu of the Guest and Host.

During the configuration, select use of **WebConnect**.



You also need to enter the URL address of the WebConnect service and logon credentials for your Connection Manager account .



Note: The account named "trial" can only be used by Guests and Hosts with trial licenses. Guests and Hosts with trial licenses cannot use other accounts. Non-trial Guests and Hosts cannot use the account named "trial".

For further information about configuring Netop Guests and Hosts, see the Setup Wizard and WebConnect sections of the [Netop Remote Control User's Guide](#).

Netop OnDemand Guest Ex and Host

If you intend to run Netop OnDemand, you need an "extended" license for your Guest. You configure

the extended Guest the same way as a regular Guest using the **Setup Wizard**.

The procedure is, however, slightly different with the OnDemand Host. You create the OnDemand Host using Netop OnDemand Pack'n Deploy. The tool allows you to do this in various ways. You can create the OnDemand Host by running the configuration wizard, by entering the necessary information using the ribbon bar settings, or by setting the necessary attributes in the attributes panes.

You have the option to specify the **Connection Manager URL**, or you can allow the end-user to enter the URL address at run-time. You can specify the credentials to apply and specify a ticket that will be used as display name in the Connection Manager list of Hosts, but again you can also allow the end-user to specify the ticket at run-time.

For further information about Netop OnDemand, see the [Netop OnDemand Pack'n Deploy Guide](#) and the [Netop OnDemand Quick Guide](#).

6 Metrics

Service capacity

The upper limit of concurrent Guest-Host sessions is 100 per Connection Server. The actual capacity depends on client bandwidth and the available bandwidth for the Connection Server. Sufficient screen transfer speed for clients is a subjective measure and very hard to qualify.

Client poll cost

Each client (Host) poll which is used to maintain Host status as active and ready for contact involves Connection Manager traffic cost less than 600 bytes in each direction within approx. 100 msec. equivalent to an average of approx. 1 kbps per Host with the default polling interval of 10 sec.

Database

- **Activity log:** Maximum 300 bytes per entry
- **Host information:** Maximum 200 bytes per Host

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