

# MULTI FACTOR AUTHENTICATION USING THE NETOP PORTAL



NETOP®

# RemoteControl

Secure Remote Management and Support

31 January 2017



NETOP

# RemoteControl

## Contents

1	Introduction .....	2
1.1	Prerequisite for configuring the multi-factor authentication: .....	2
1.1.1	On the Guest side.....	2
1.1.2	On the Host side .....	2
2	Configure your Netop Portal Account to use Multi-Factor Authentication .....	2
2.1	Enabling Email based multi-factor authentication for your account .....	2
2.2	Enabling multi-factor authentication per user .....	3
3	Configure the Host.....	4
4	How it works .....	6
4.1	If you are using a native guest.....	6
4.2	If you are using the browser based support console .....	8
5	Compatibility matrix .....	11
5.1	Guest to Host connection .....	11
5.2	Browser-based Support Console to Host connection.....	11

## 1 Introduction

Starting with NRC version 12.6, an email based multi-factor authentication service is available using the Netop Portal.

### 1.1 Prerequisite for configuring the multi-factor authentication:

#### 1.1.1 On the Guest side

If you are using a native guest:

- Upgrade the Guest to the 12.6 version
- Supported operating systems for the Guest:
  - Windows (*all available versions*)
  - Linux (*Red Hat 7/CentOS 7, Ubuntu 14.04 and above and SUSE 1*)
- The Guest requires internet connection

If you are using the browser based support console:

- Ready to use

#### 1.1.2 On the Host side

1. Upgrade the Host to the 12.6 version
2. Guest access method should be set to "Use Netop Portal Access Rights"

To use multi-factor authentication from the Netop Portal, you need to [Configure your Netop Portal Account to use Multi-Factor Authentication](#) and [Configure the Host](#).

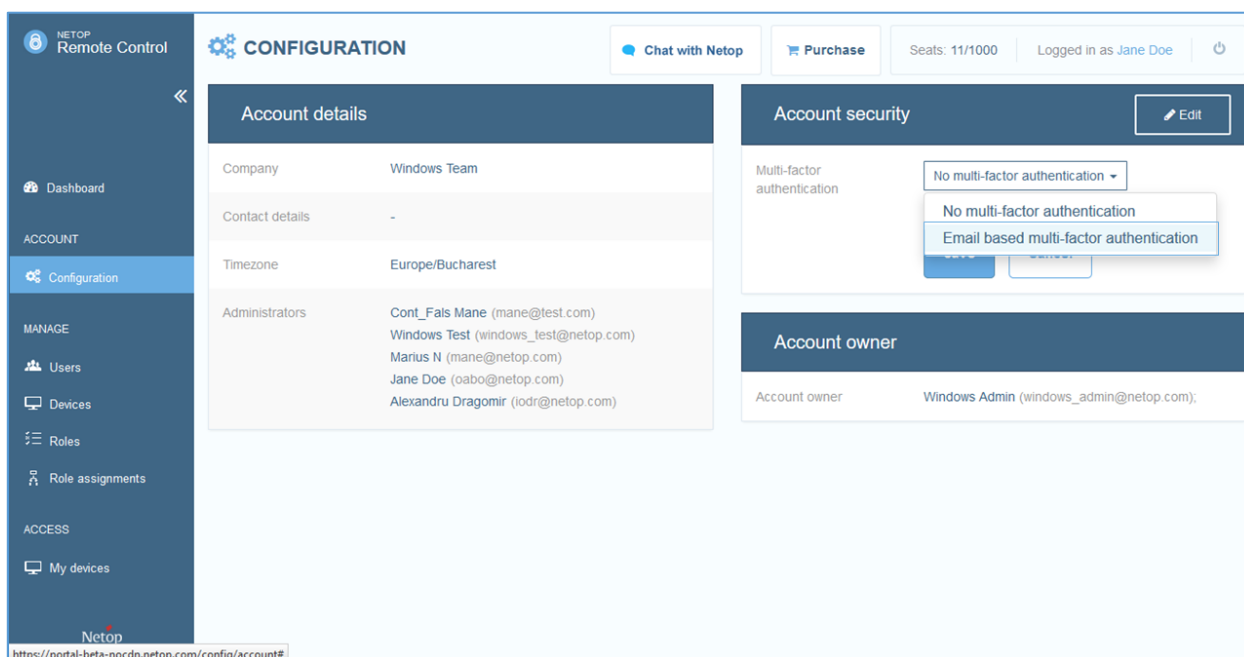
## 2 Configure your Netop Portal Account to use Multi-Factor Authentication

**Note:** You must have an active Netop Portal account with valid email addresses for all users.

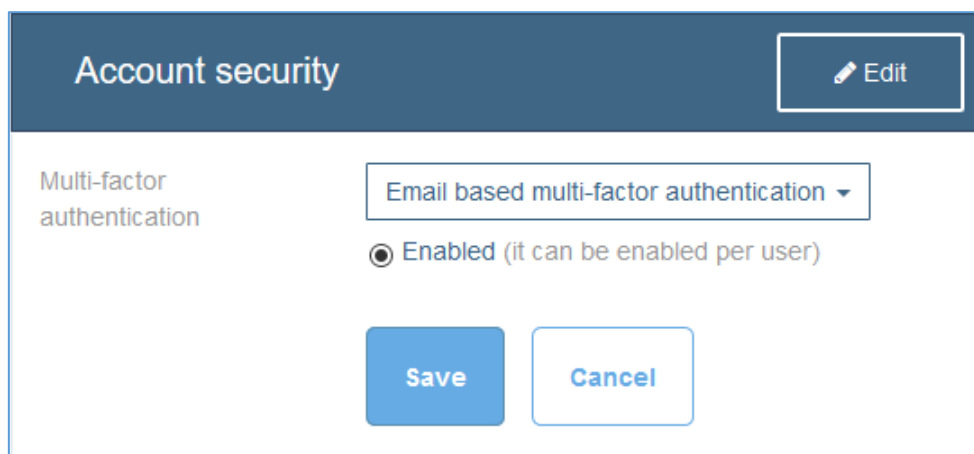
### 2.1 Enabling Email based multi-factor authentication for your account

Login into your Netop Portal account (required user type: [account manager](#) or higher).

Go to the [Account > Configuration](#) page and from the [Account security](#) area click [Edit](#). From the Multi-factor authentication, drop-down list, select [Email based multi-factor authentication](#):



The Account security area will look like this:



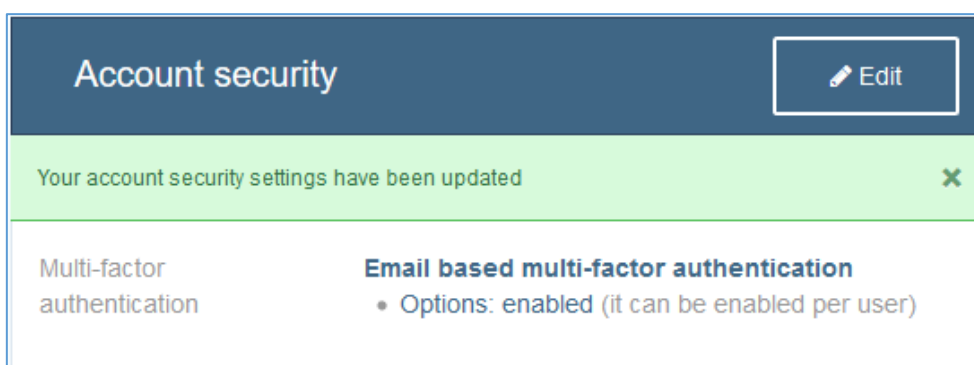
Account security Edit

Multi-factor authentication Email based multi-factor authentication ▾

☒ Enabled (it can be enabled per user)

Save Cancel

Click **Save**.



Account security Edit

Your account security settings have been updated ×

Multi-factor authentication **Email based multi-factor authentication**

- Options: enabled (it can be enabled per user)

Once Email based multi-factor authentication has been enabled for your account, you will have the option of enabling multi-factor authentication when editing or creating individual users.

---

**Note:** Multi-factor authentication will not be automatically applied to existing users; you have to set it manually per user. For details on how to set multi-factor authentication per user, read [Enabling multi-factor authentication per user](#).

---

## 2.2 Enabling multi-factor authentication per user

Go to the **Manage > Users**, select the desired user and in the upper-left corner of the page, click **Edit** or **Add user** (required user type: account manager or higher).

**EDIT USER** Close ✕

Make sure you do not use this user for Adding devices. It will not work if Multi factor authentication is enabled.

First name: Jane

Last name: Doe

Email: anto@netop.com

Username: anto@netop.com

Password: ⓘ

Confirm password: ⓘ

User type: Account Owner ▼  
Read more on user types [here](#)

Group (Optional): ▼

User Status: ☒ User is active

Multi factor authentication: ☒ Email (MFA) enabled

Save

Enable multi-factor authentication and click **Save**.

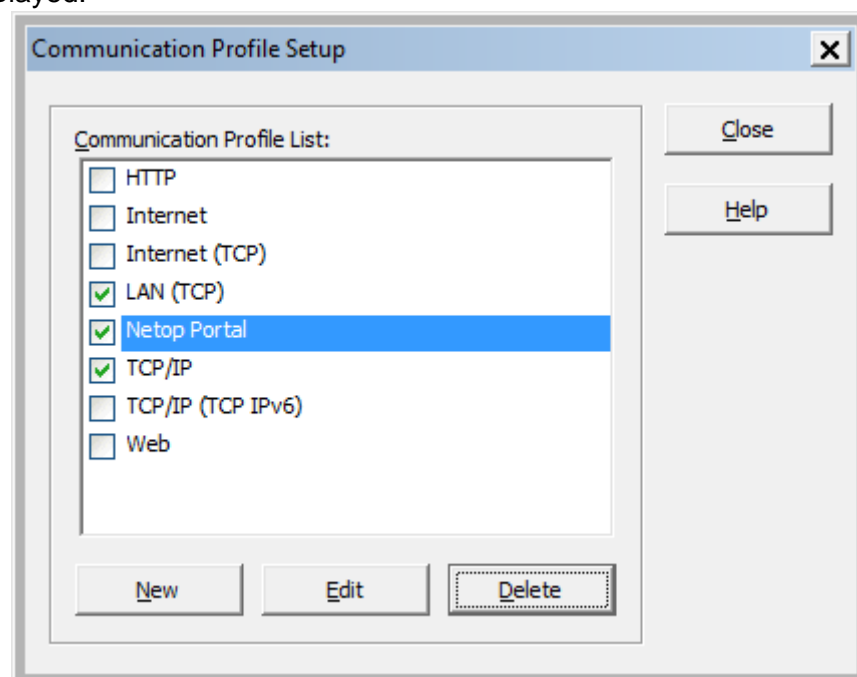
---

**Note:** Only when adding a device to the Portal, make sure that multi-factor authentication is **not enabled** for that user (*they will not be compatible*). For information on adding permissions, see the [Netop Remote Control Portal User's Guide](#), section Assign Roles.

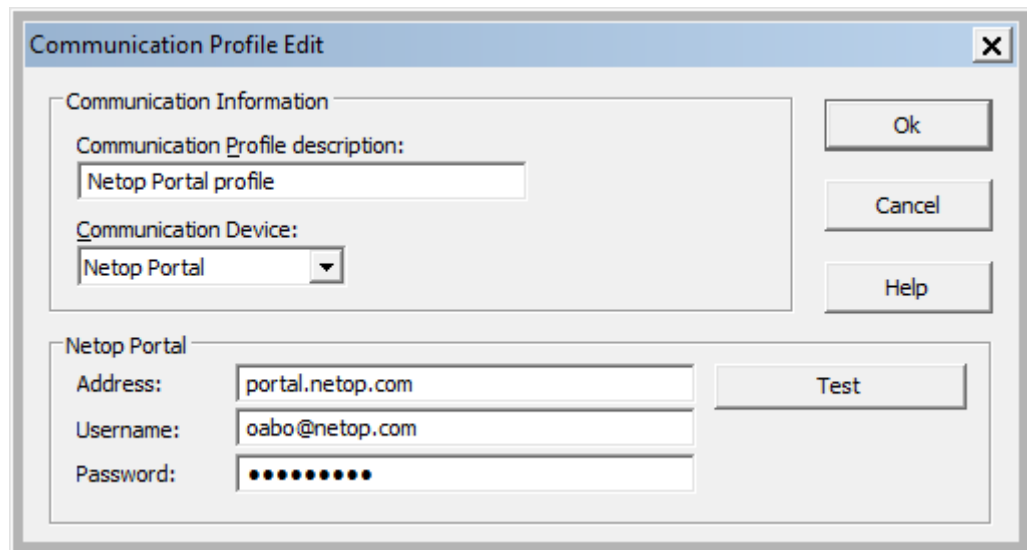
---

### 3 Configure the Host

1. Open the Netop Host.
2. Create a Netop Portal communication profile:
  - a. Go to **Tools > Communication Profiles**. The **Communication Profile Setup** window will be displayed.



- a.
  - b. Select **Netop Portal** and click **New**. The **Communication Profile Edit** window will be displayed.

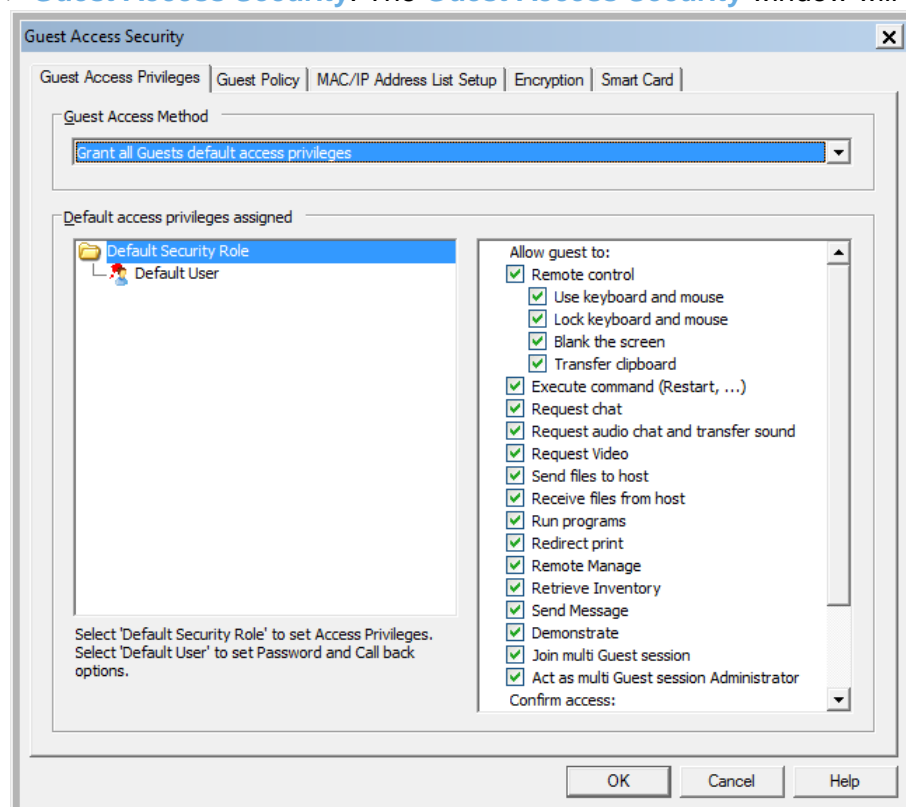


---

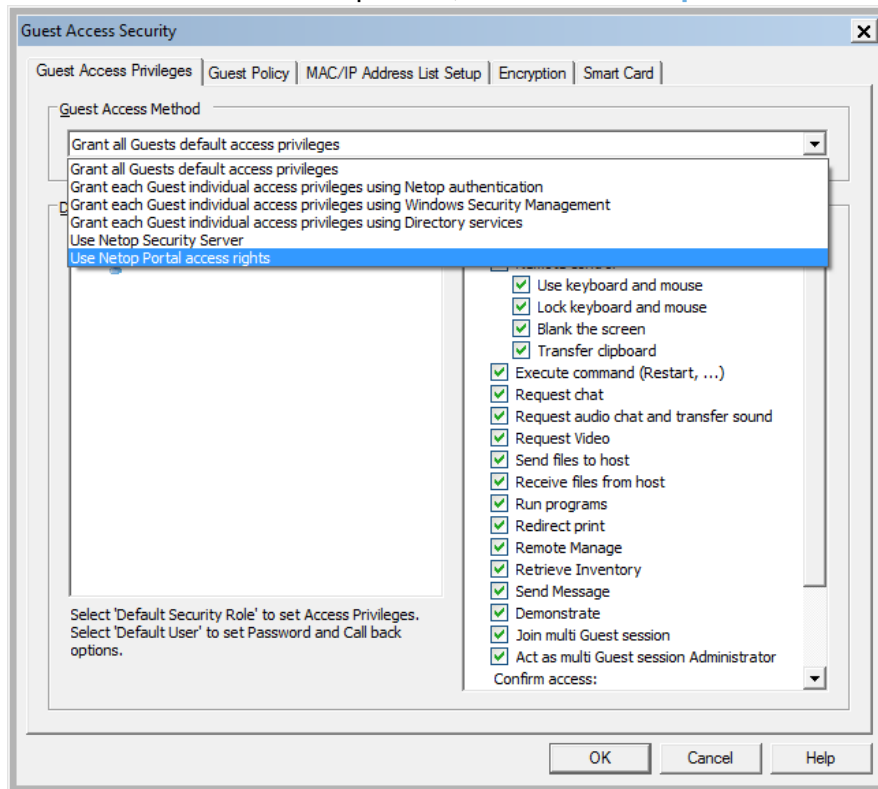
**Note:** Make sure that the user does not use multi-factor authentication.

---

- c. Type a **Communication Profile description**, enter the Netop Portal address (portal.netop.com) and credentials (username and password) of an active Netop Portal user.
  - d. Optionally, test connection to the Netop Portal account by clicking **Test**.
  - e. Click **OK**.
  - f. Select the new Netop Portal communication profile and click **Close**.
3. Restart the Host.
  4. Go to **Tools > Guest Access Security**. The **Guest Access Security** window will be displayed:



- From the **Guest Access Method** drop-down, select **Use Netop Portal access rights**.



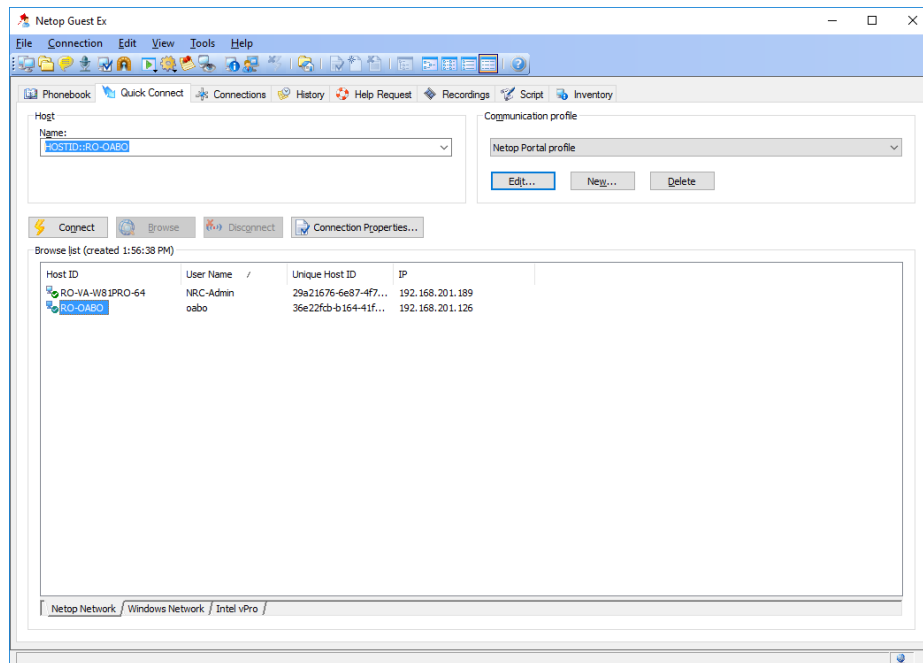
- Click **OK**.

## 4 How it works

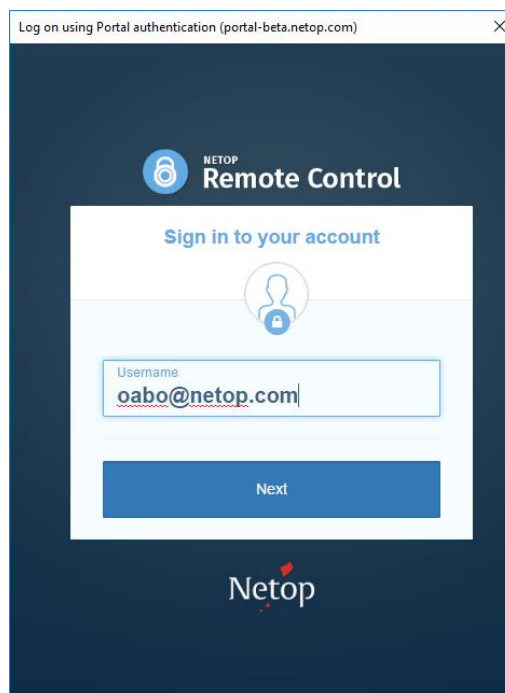
### 4.1 If you are using a native guest

The multi-factor authentication service requires users to enter a username and password (*Portal credentials*) – the first factor. Once the username and password have been validated by the Portal, an email is sent to the user with a one-time authentication code – the second factor.

- Open the Netop Guest.
- In the **Quick Connect** tab, from the **Communication profile** drop-down, select a communication profile.
- Based on the communication profile selected, enter the Host name or IP or select the Host from the list of available Hosts and click **Connect**.



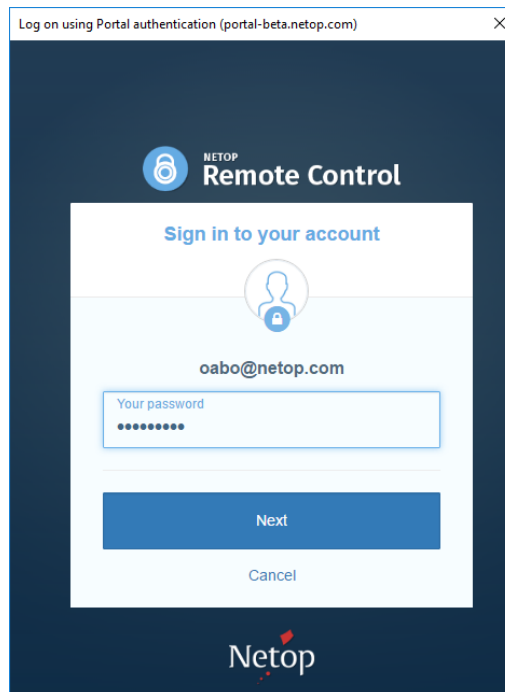
4. Enter your Netop Portal account username:



5. Click **Next**.

6. Enter your Netop Portal account password:

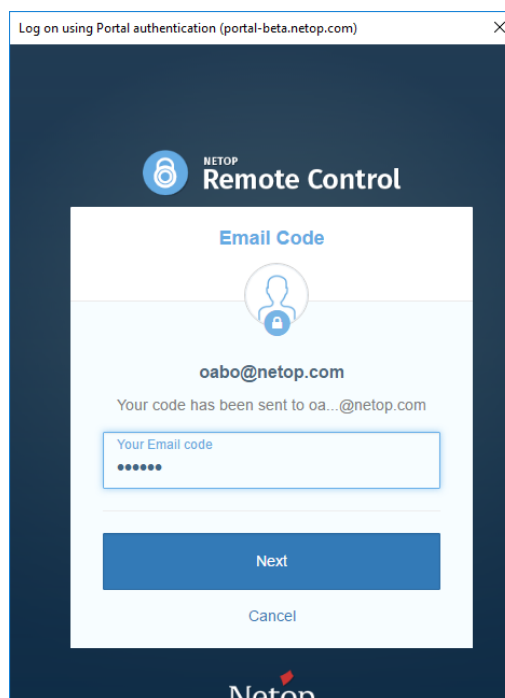




7. Click **Next**.

A code is sent to the email address associated to your Netop Portal user profile.

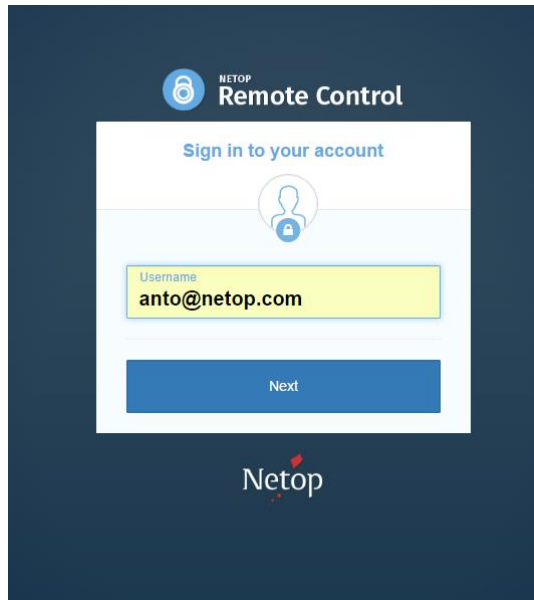
8. Get the security code provided to you by email and enter it in **Your email code**.



9. Click **Next**. The remote control session will be started.

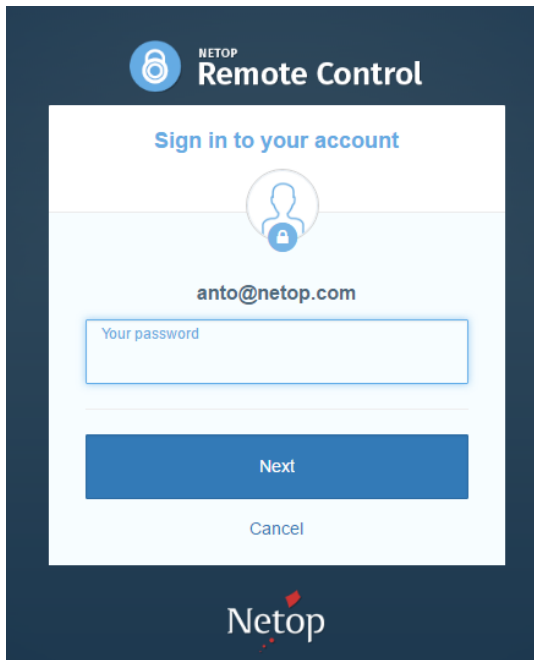
## 4.2 If you are using the browser based support console

1. Enter your Netop Portal account username:



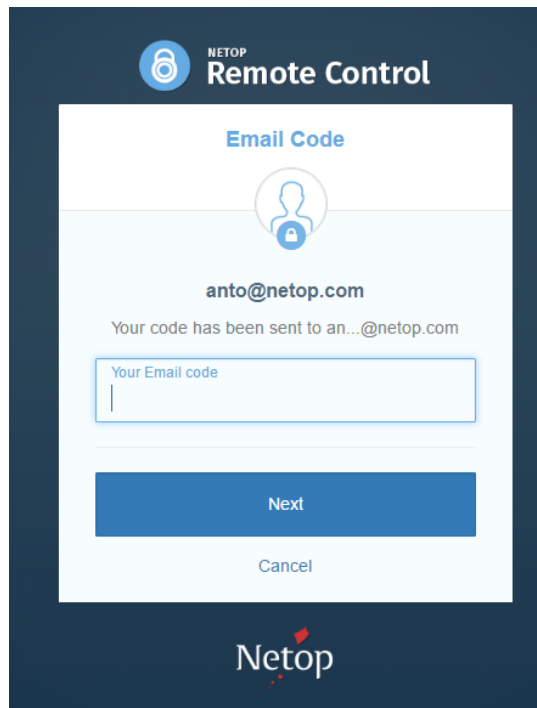
The image shows the Netop Remote Control login interface. At the top, there is a lock icon and the text "NETOP Remote Control". Below this, it says "Sign in to your account" with a user icon. The "Username" field is highlighted in yellow and contains the text "anto@netop.com". Below the username field is a blue "Next" button. The Netop logo is at the bottom.

2. Click **Next**.
3. Enter your Netop Portal account password:

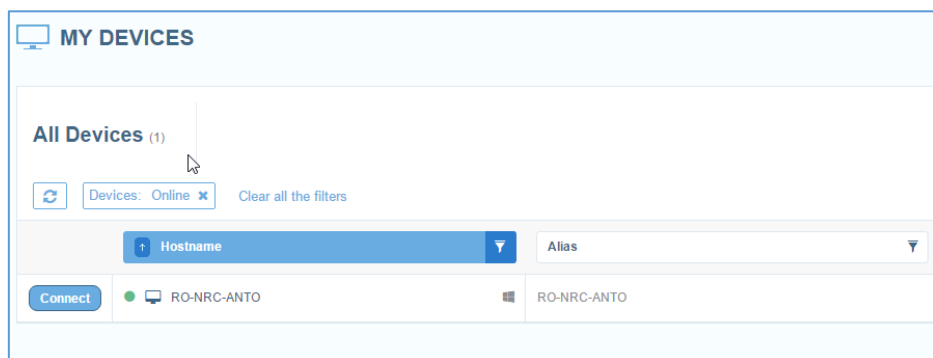


The image shows the Netop Remote Control login interface after the username has been entered. The "Username" field now displays "anto@netop.com". Below it is a password field labeled "Your password". Below the password field is a blue "Next" button and a "Cancel" link. The Netop logo is at the bottom.

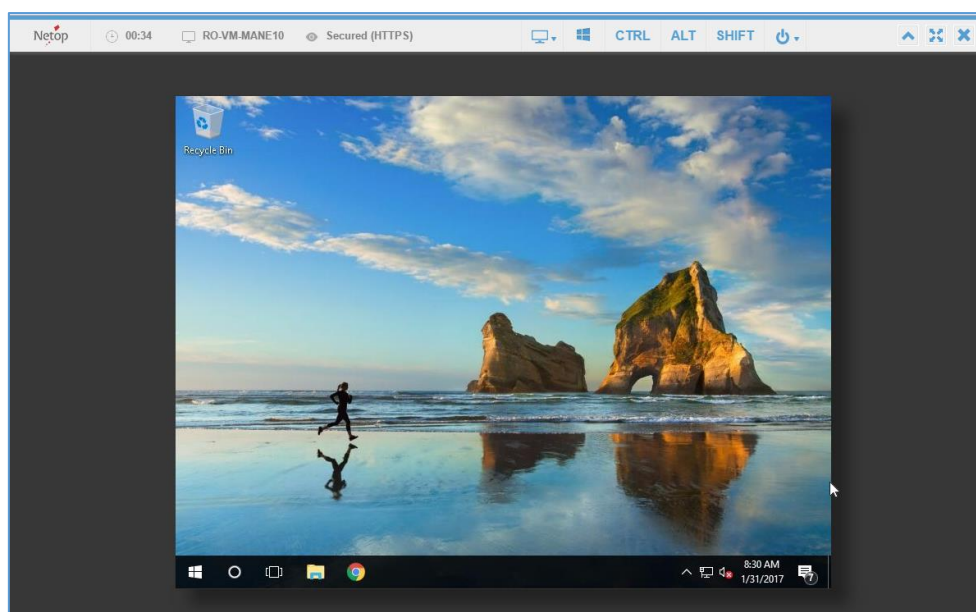
4. Click **Next**.
5. A code is sent to the email address associated to your Netop Portal user profile. Get the security code provided to you by email and enter it in **Your email code**:



6. Click **Next**.
7. Go to **My devices** section, locate the device.



8. Click **Connect**. The remote control session will be started.



## 5 Compatibility matrix

### 5.1 Guest to Host connection

(using Portal authentication for the Guest Access Method)

Guest Version	Guest user	Host Version	Successful connection
12.6	MFA	12.6	Yes
12.6	No MFA	12.6	Yes
12.51	MFA	12.51	No
12.51	No MFA	12.51	Yes
12.51	MFA	12.6	No
12.51	No MFA	12.6	No
12.6	MFA	12.51	No
12.6	No MFA	12.51	Yes

### 5.2 Browser-based Support Console to Host connection

(using Portal authentication for the Guest Access Method)

Browser Based Support Console	Host	Successful connection
No MFA	12.51-12.6	Yes
MFA	12.51-12.6	Yes