

NETOP HOST ON A TERMINAL SERVER



NETOP®

RemoteControl

Secure Remote Management and Support

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Contents

1	Introduction	2
1.1	Incoming traffic	2
1.2	Outgoing traffic	2
2	Using a Netop Gateway with the Netop Host on a Terminal Server	3
2.1	Install the Host.....	3
2.2	Configure the Host	3
2.3	Install the Gateway.....	6
2.4	Configure the Gateway.....	7
2.5	View instances	9
2.6	Connect to the terminal session	10
2.6.1	Connect using LAN (TCP)	10
2.6.2	Connect using TCP/IP (UDP).....	12
2.6.3	Connect using Netop Portal	14
3	Using Standard Netop Host Installation on a Terminal Server	17
3.1	Install the Netop Host	17
3.2	Connect using the Netop Portal.....	20

1 Introduction

This article describes how to install and configure a Netop Host on a terminal server (TS) machine, so that a Netop Guest running outside the terminal server can connect to any individual session running on that server.

There are two basic ways for a Netop Host to be available for remote access from a Netop Guest.

1.1 Incoming traffic

The classic way is to let the Host wait for incoming traffic. This method works nicely when the Host runs in a PC or in the console of a server. But if the Host needs to be accessible in one or more terminal server sessions you cannot just reach it by address:port. In this case, the Netop Gateway can help route the Netop traffic between the Hosts running in TS sessions and the Guests that need access to a specific session. For information on how to use the Host with a Gateway on a TS, see [Using a Netop Gateway with the Netop Host on a Terminal Server](#).

In order for the Guest to identify the right session to connect to a mechanism must be in place for this. One method for identification is provided under [Configure the Host](#).

1.2 Outgoing traffic

Another way to create accessibility to the Hosts is to let the Host use outgoing traffic to a connection service. The Guest that needs to access the Host will also use the connection service to find the right Host. Netop provides connections this way through the use of Netop Portal or Netop WebConnect. These connection services may be available as Netop hosted service, as on-premises self-hosted service or as a Virtual Private Cloud.

Note: All Netop Remote Control modules should be installed in the console session of the terminal server machine. Otherwise, the configuration cannot be done properly.

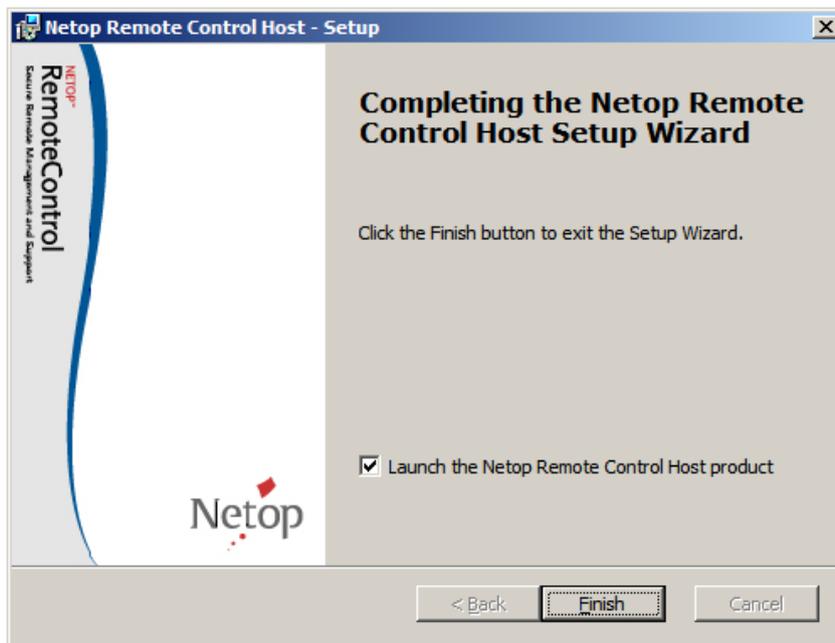
For information on allowing the Host use outgoing traffic to a connection service, see [Using Standard Netop Host Installation on a Terminal Server](#)

2 Using a Netop Gateway with the Netop Host on a Terminal Server

2.1 Install the Host

On the console session of the terminal server machine, install the Netop Host:

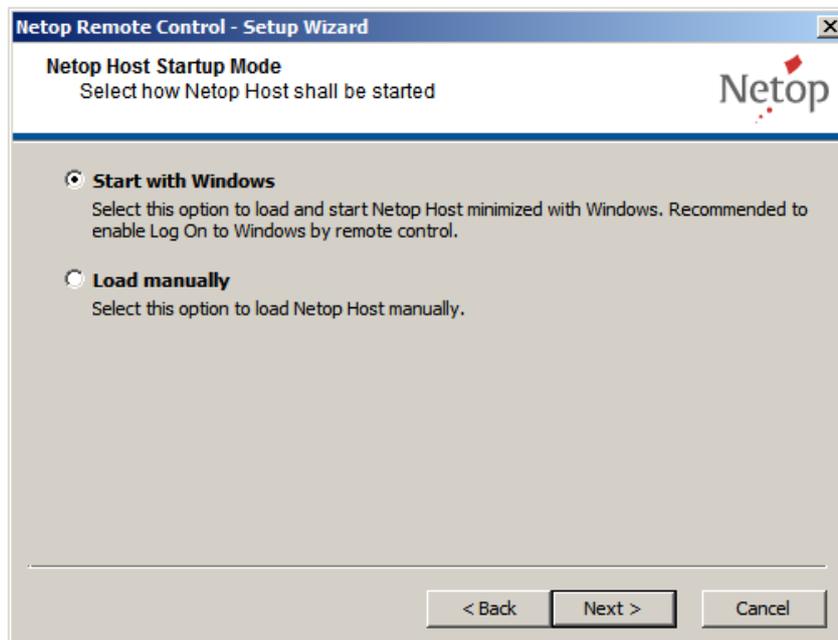
1. [Download](#) the Netop Host and run the .msi file.
2. Run the Setup Wizard making the desired settings. Click **Next** in order to go through the wizard.
3. On the wizard last page, make sure to select the **Launch the Netop Remote Control Host product** checkbox.



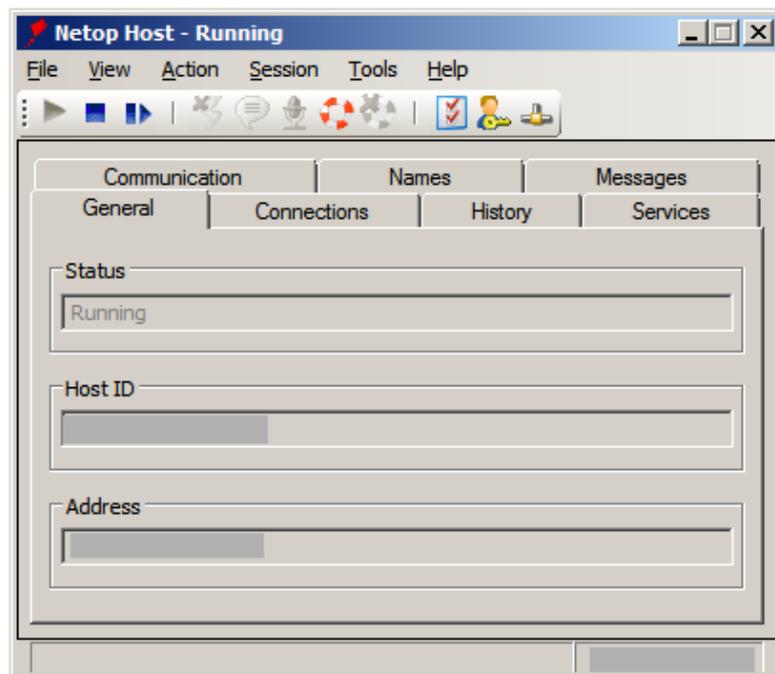
4. Click **Finish** to complete Host installation. Once the Host installation is complete, the Host configuration wizard displays and you need to configure the Host, see [Configure the Host](#).

2.2 Configure the Host

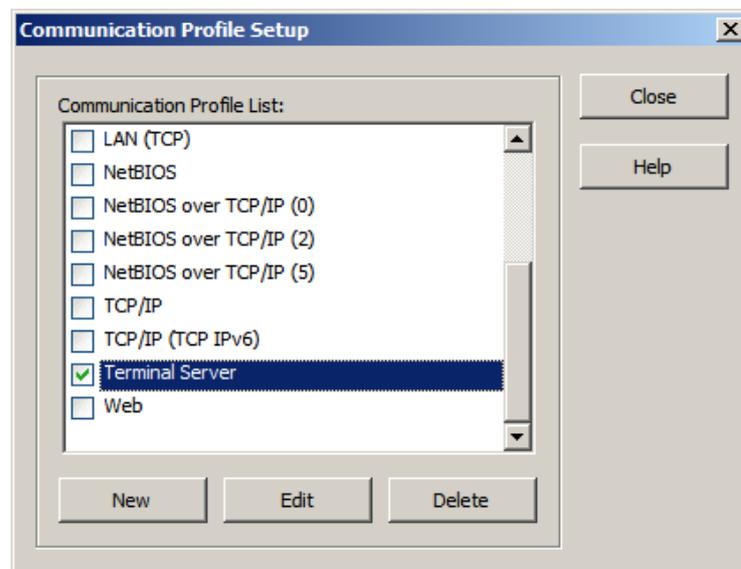
1. Run through the Host configuration wizard and select the desired setup options to make the Host ready for use. On the *Netop Host Startup Mode* window, make sure to select the **Start with Windows** option.



2. Complete the wizard configuration clicking the **Finish** button. The Netop Host is now up and running.

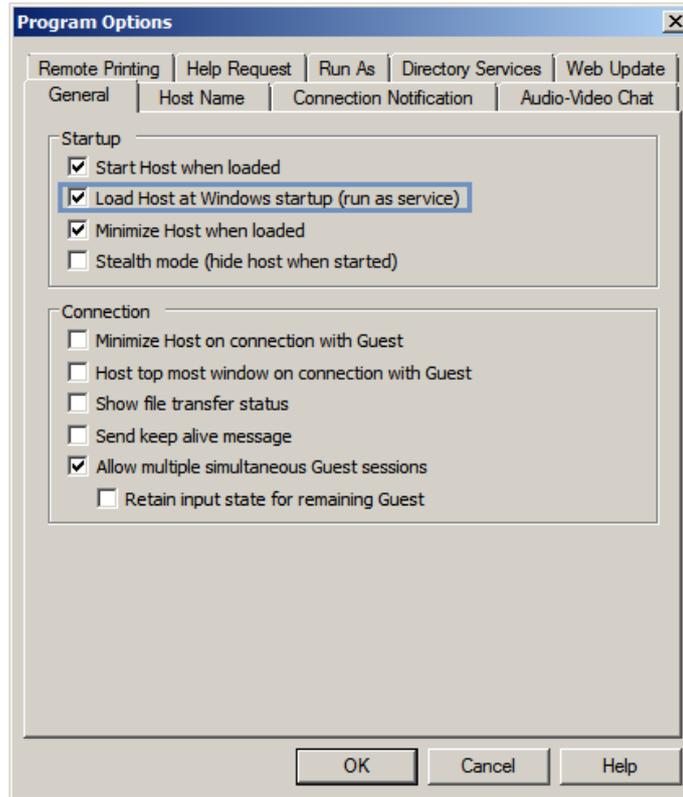


3. Go to **Tools > Communication Profiles** and select only the **Terminal Server** profile.

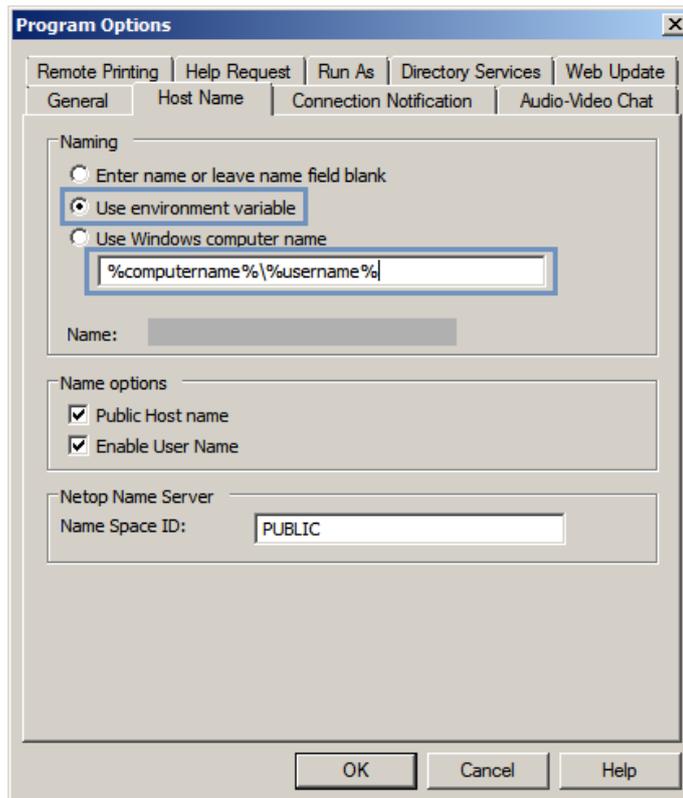


Click **Close**.

4. Go to **Tools > Program Options**. The Host general options display (that is, the **General** tab). Make sure to select the **Load Host at Windows startup (run as service)** option.



5. Click the **Host Name** tab and from the *Naming* section, select the **Use environment variable** option. This will allow you to select an individual name (for example, %computername%\%username%) for each of the TS sessions.

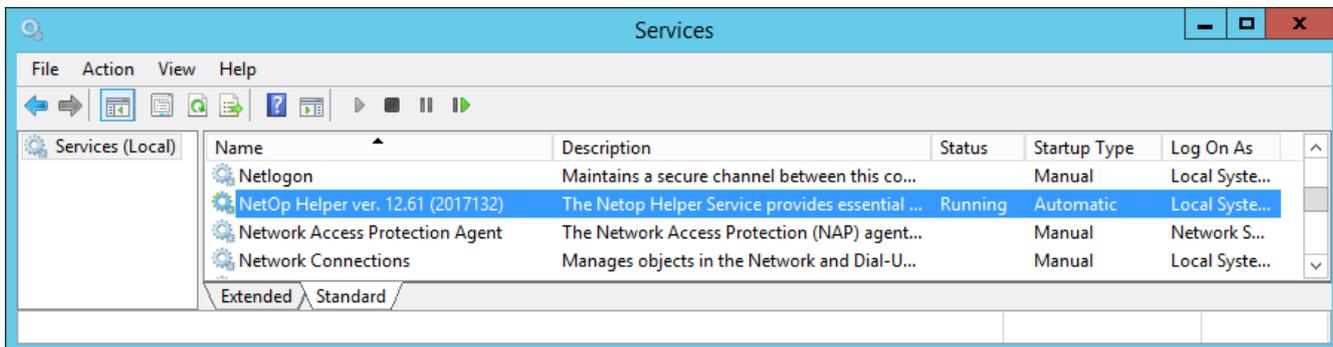


6. Make the proper naming settings and click **OK**.

7. Make sure that the Host will start with any new TS session by adding the lines below into the %systemroot%\Netop.ini file:

```
[HOST]  
RDPAware=1
```

8. Restart the Netop Helper Service:



2.3 Install the Gateway

On the console session of the terminal server machine, install the Netop Gateway:

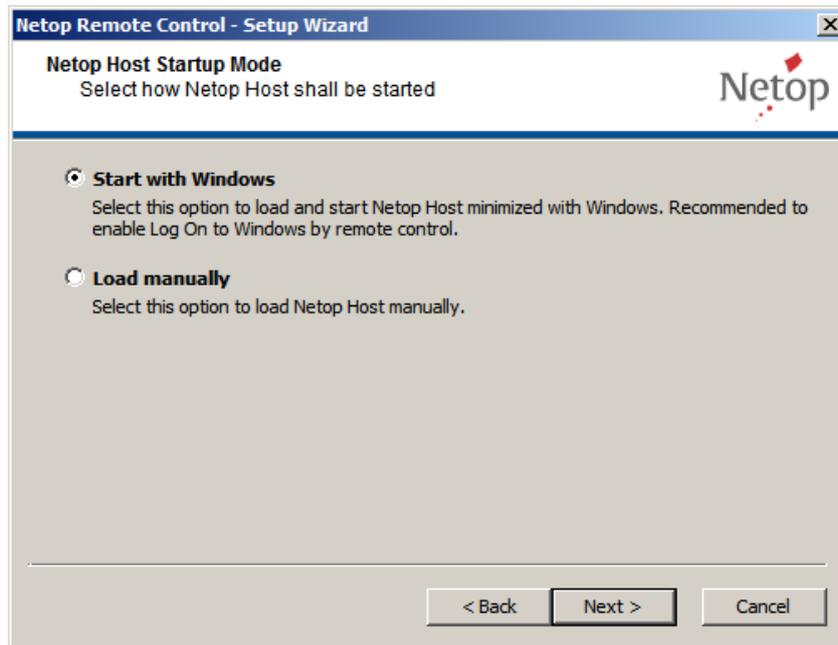
1. [Download](#) the Netop Gateway and run the .msi file.
2. Run the Setup Wizard making the desired settings. Click **Next** to go through the wizard.
3. On the wizard last page, make sure to select the **Launch the Netop Gateway product** checkbox.



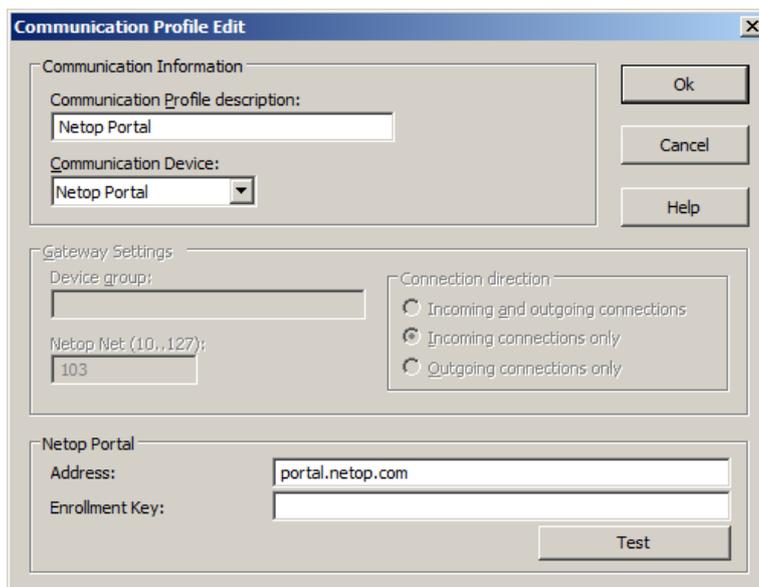
4. Click **Finish** to complete the Gateway installation. Once the installation is complete, the configuration wizard is displayed and you need to configure the Gateway, see [Configure the Gateway](#).

2.4 Configure the Gateway

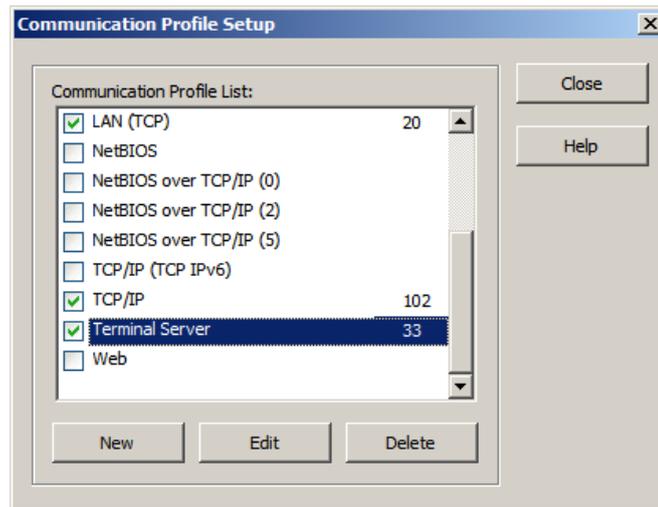
1. Run through the configuration wizard and select the desired setup options to make the Host ready for use. On the *Netop Host Startup Mode* window, make sure to select the **Start with Windows** option.



2. Complete the wizard configuration clicking the **Finish** button. The Netop Gateway is now up and running.
3. Go to **Tools > Communication Profiles** and edit the Netop Portal communication profile:
 - a. Select **Netop Portal** and click **Edit**.
 - b. Enter the Netop Portal URL (that is, portal.netop.com) and the Enrollment Key (the deployment package identifier). For details on Deployment Packages and enrollment keys, see the [Netop Remote Control Portal User's Guide](#)

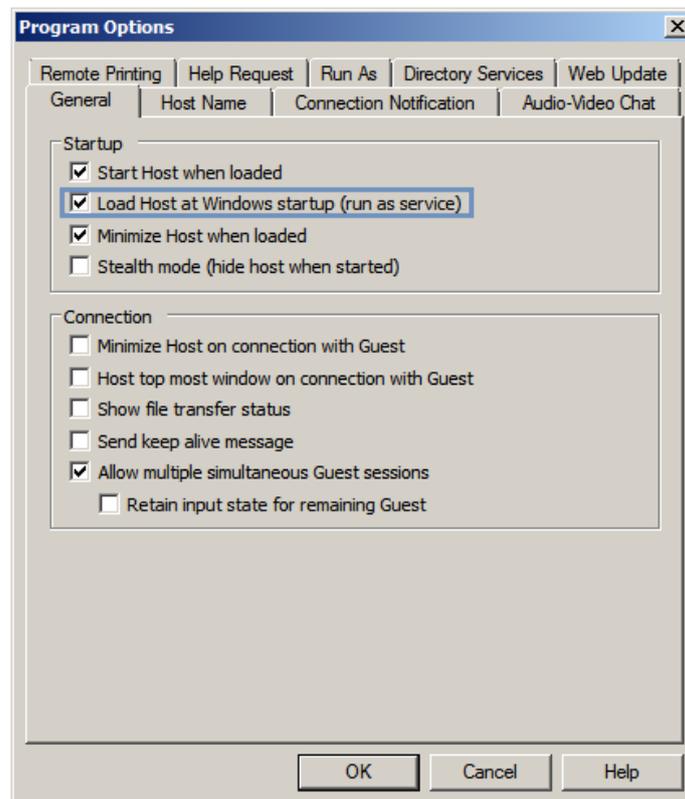


- a. Click **Ok**.
4. Select the following communication profiles: **Terminal Server** and: **LAN (TCP)** and/or **TCP/IP**

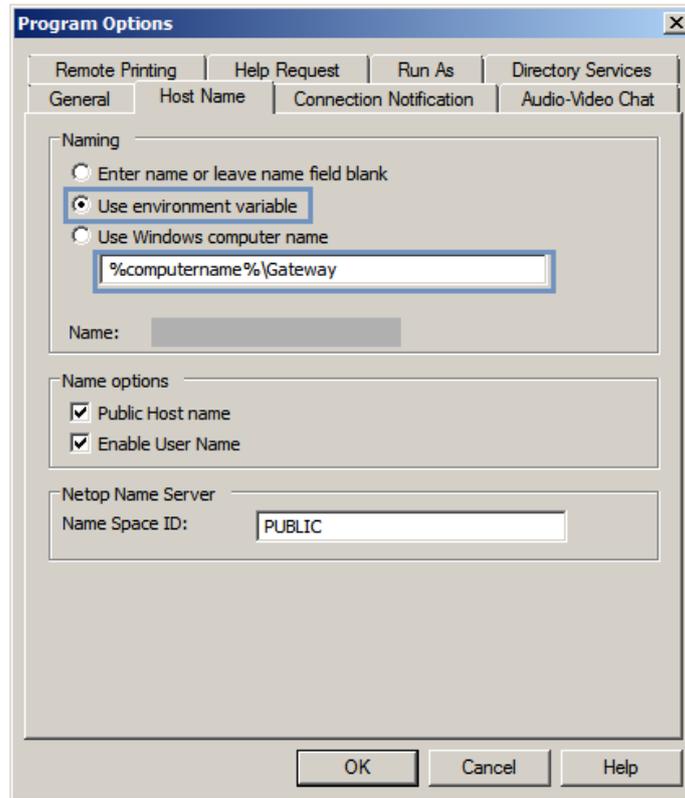


Click **Close**.

5. Go to **Tools > Program Options**. The gateway general options display (that is, the **General** tab). Make sure to select the **Load Host at Windows startup (run as service)** option, this will load the Gateway at Windows startup.

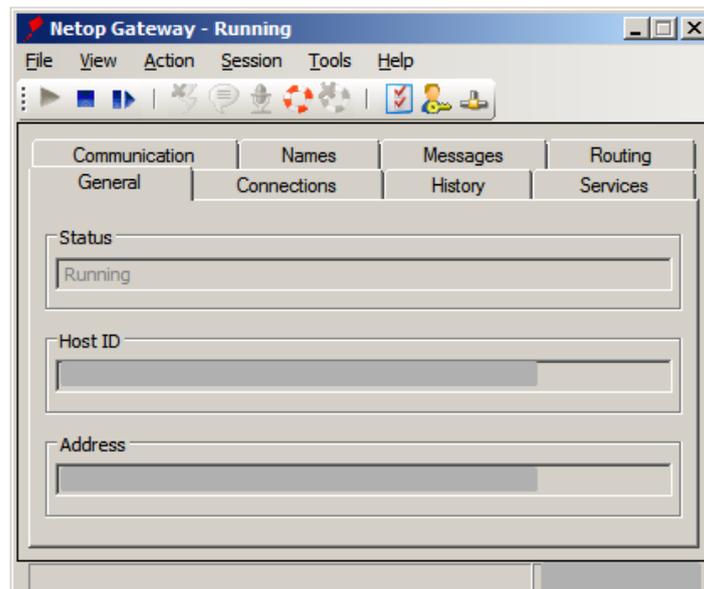


6. Click the **Host Name** tab and from the *Naming* section, select the **Use environment variable** option. This will allow you to select an individual name for the console session (for example, %computename%\Gateway) where the Gateway runs.



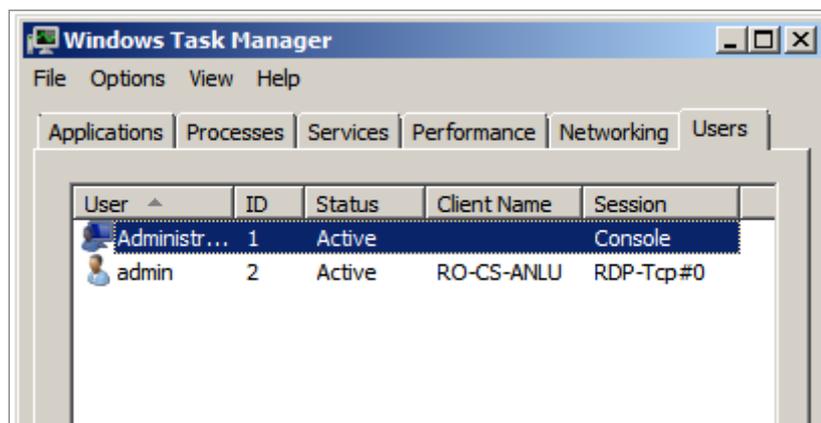
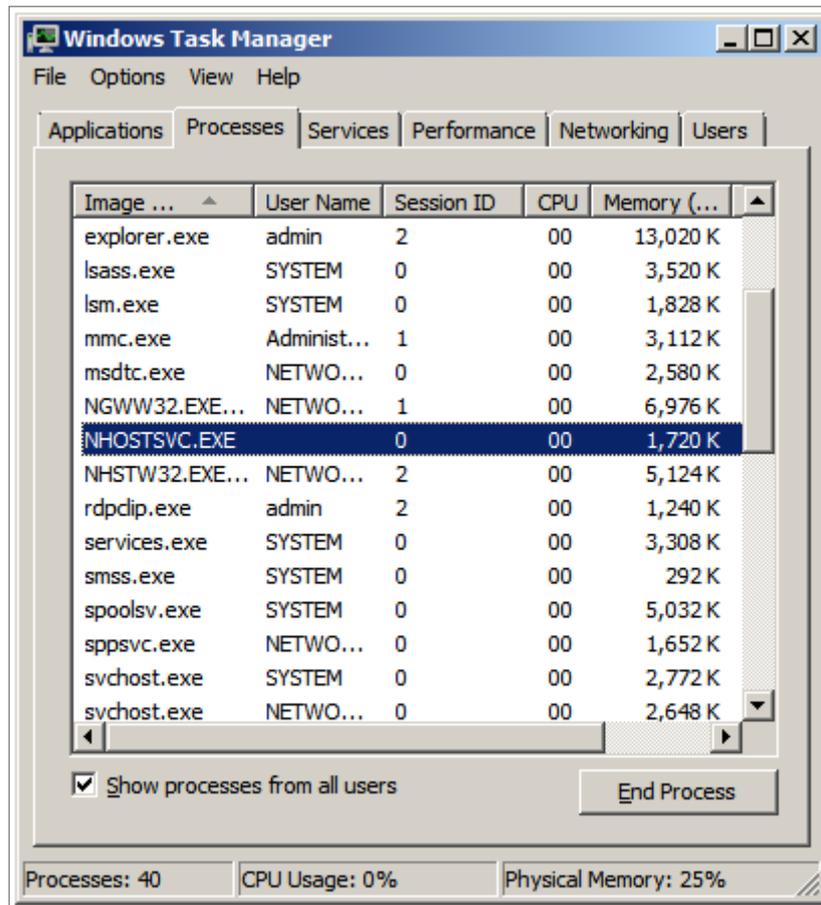
7. Make the proper naming settings and click **OK**.

8. Restart the Gateway for the settings to take effect.



2.5 View instances

Restart the Netop Helper service. You should see the Gateway running in the console session and a Host instance running in each terminal session on the server.



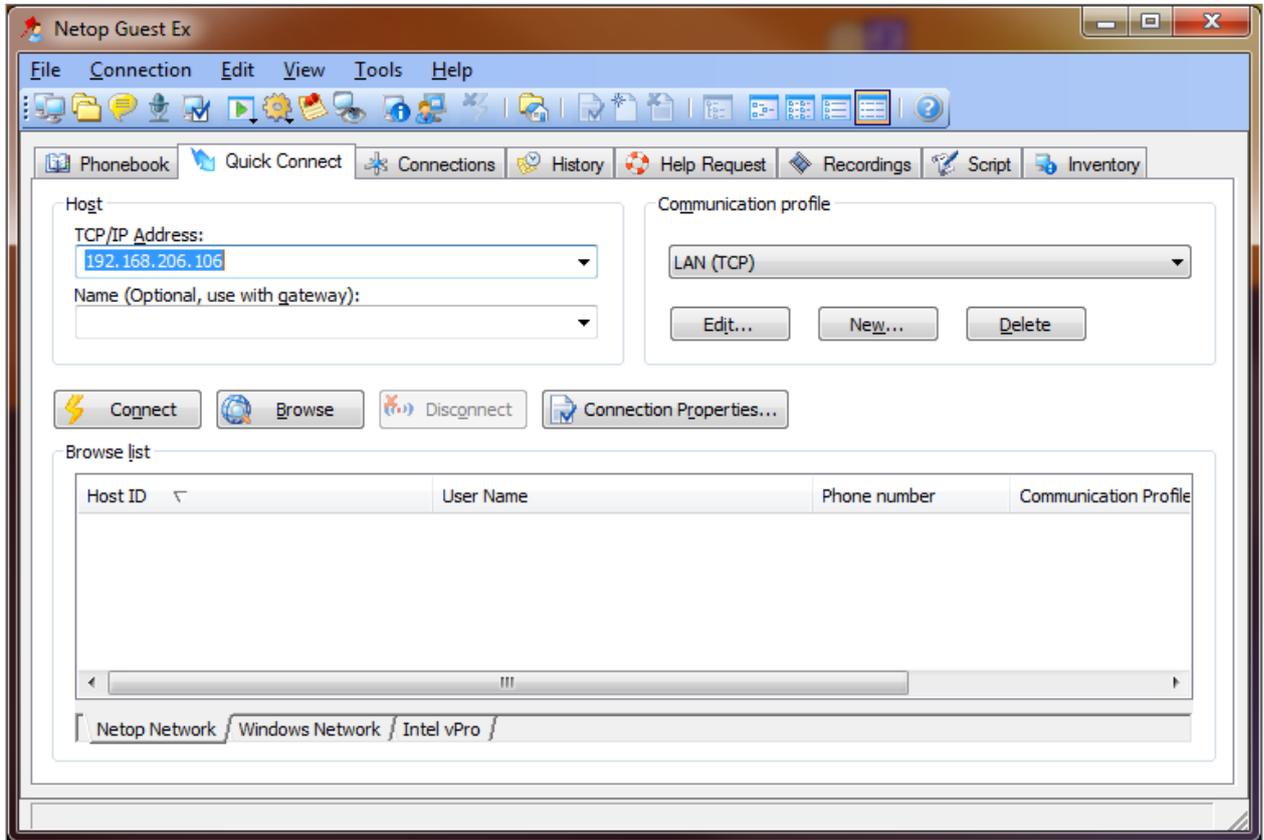
The session where the Administrator is logged in is the console session (the session directly on the machine), with the Session ID 1. That is the session where the Gateway process *NGWW32.exe* is running.

The session where Admin is logged in is an RDP session (started via Microsoft Remote Desktop), with the Session ID 2. In this session, a Host process *NHSTW32.exe* is running.

2.6 Connect to the terminal session

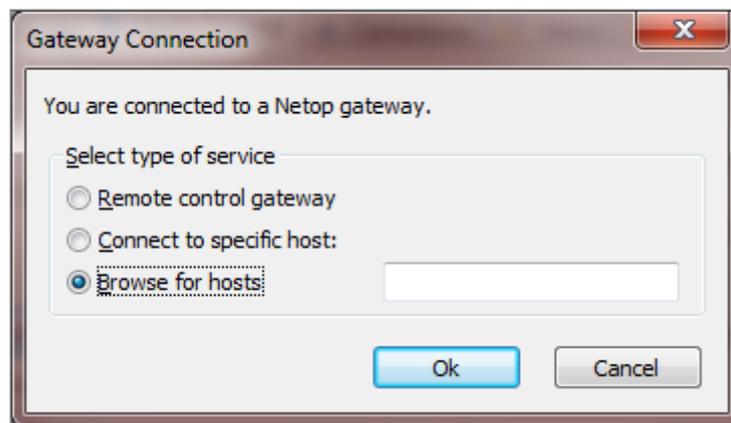
2.6.1 Connect using LAN (TCP)

1. Open the Netop Guest and connect to the terminal server by filling in the TS **TCP/IP Address** in the Host section and selecting LAN (TCP) from the **Communication profile** drop-down.



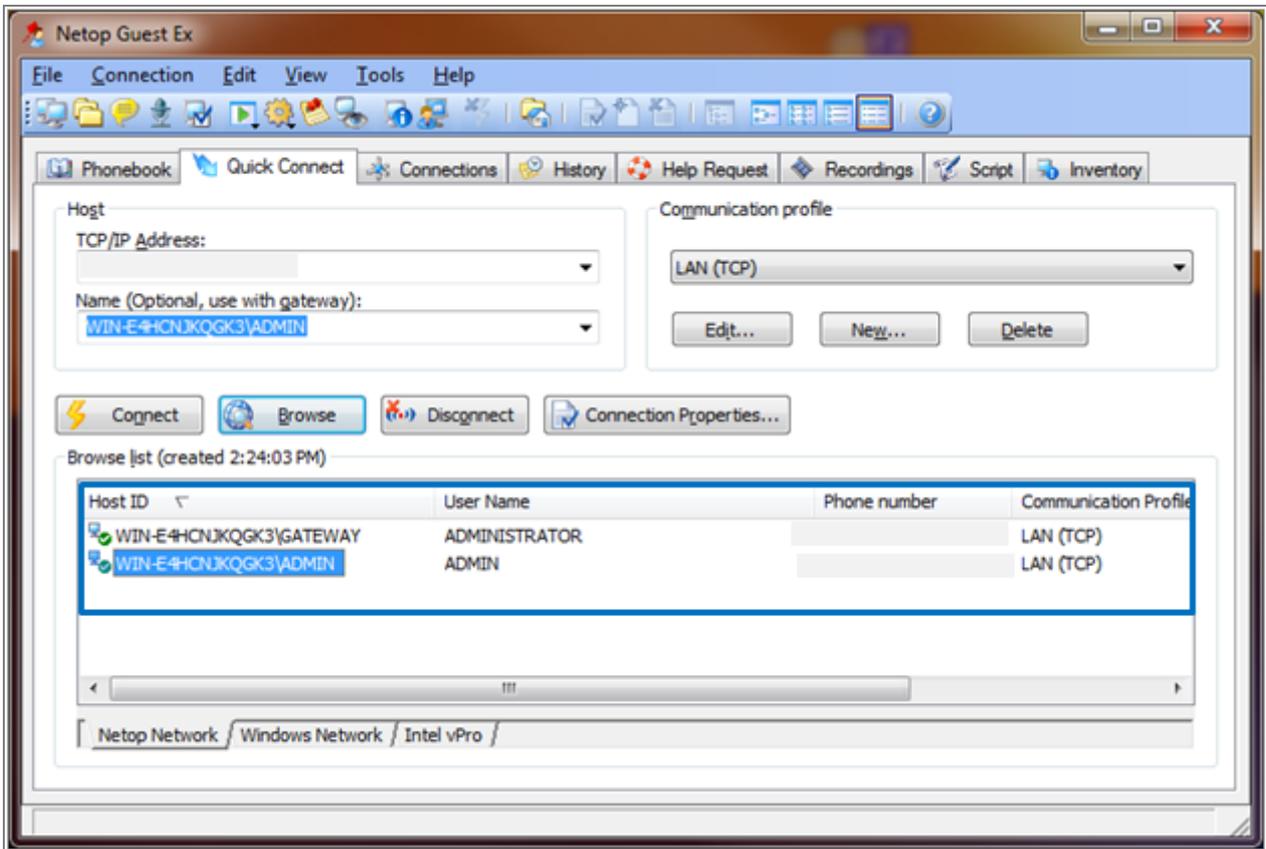
The connection will be established to the Gateway module, and a prompt will be displayed, asking if you want to remote control the Gateway, or a Host behind it.

2. Either browse for Hosts, or enter the Host ID for the session you want to connect to.

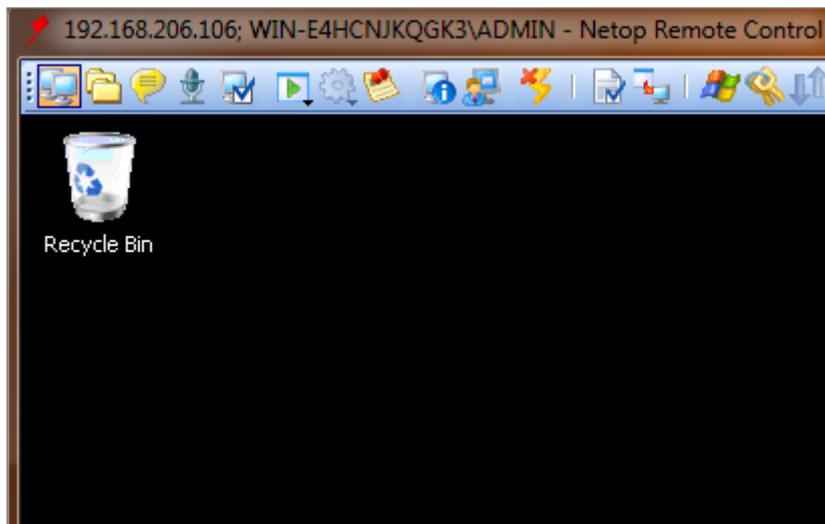


Click **OK**.

You should see both the console session (the Gateway) and the terminal session running on the server (the Host).



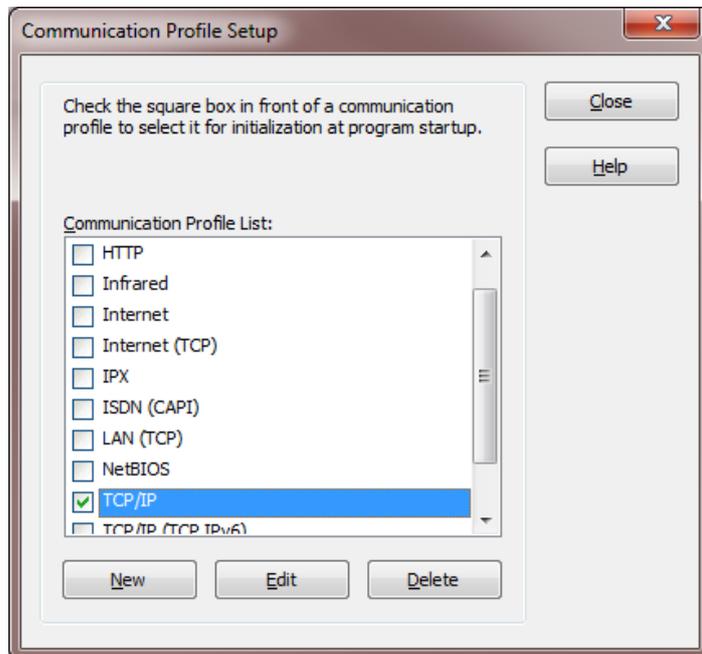
3. Double-click on the terminal session ID to connect.



Note: Alternatively, you can enter the IP address of the terminal server in the **TCP/IP Address** field and the name of the session in the **Name** field to connect directly to the desired terminal session.

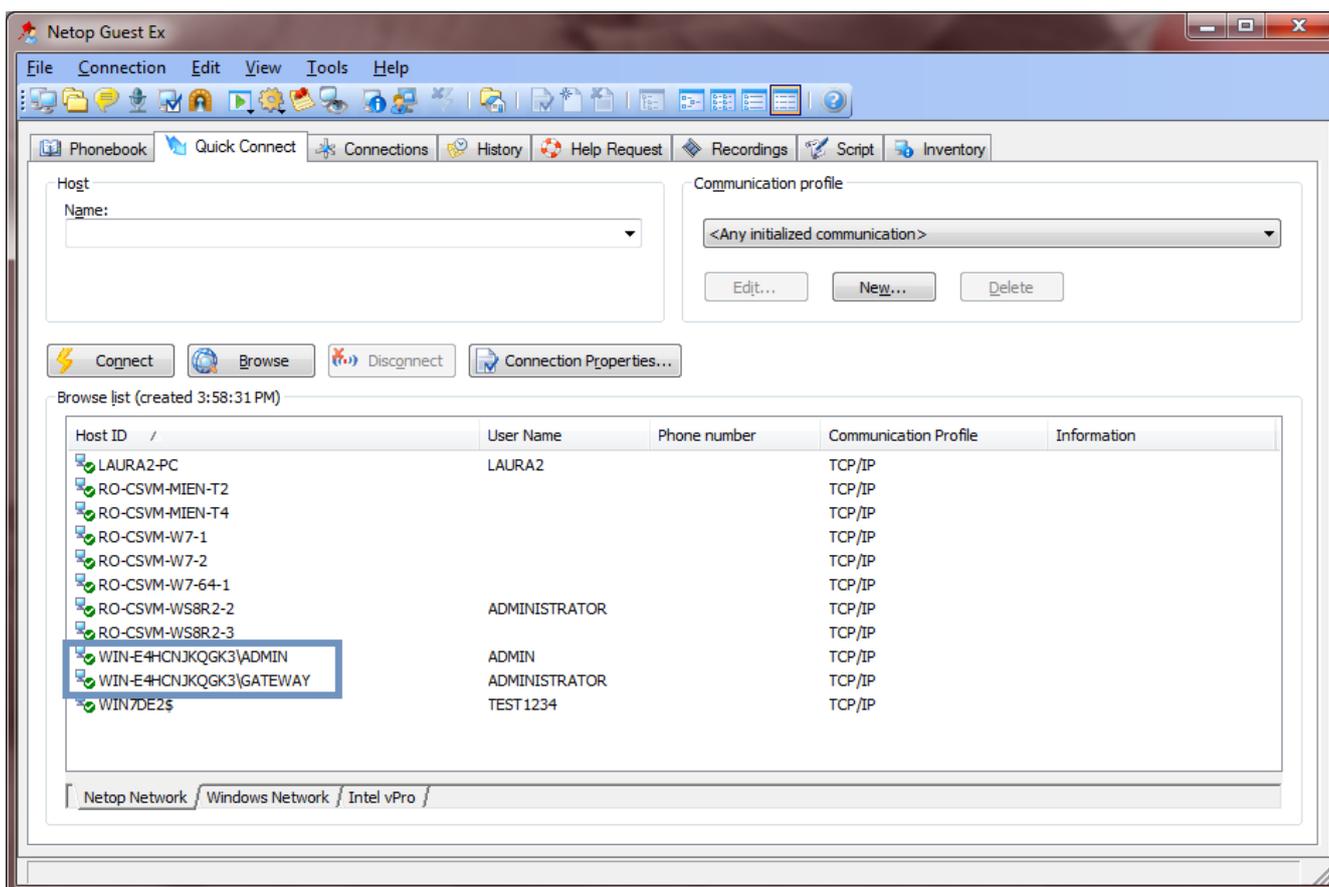
2.6.2 Connect using TCP/IP (UDP)

1. On the Netop Guest, go to **Communication profiles** and check the **TCP/IP** communication profile.



Restart the Guest. Now the **TCP/IP** profile will initialize at the Guest start-up.

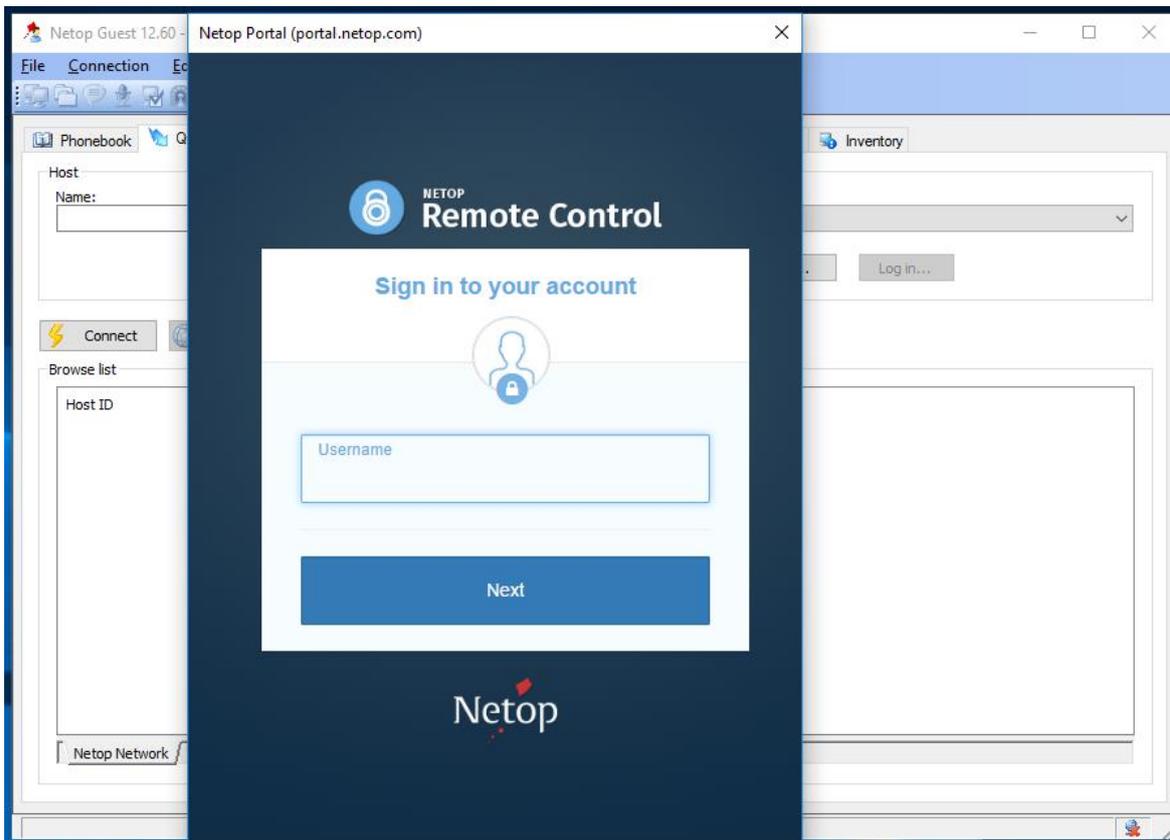
- From the **Communication Profile** drop-down, select the **<Any initialized communication>** option and click the **Browse** button. Depending on your broadcast options on the **TCP/IP** communication profile, if the broadcast reaches the terminal server, you should see all Hosts available in your broadcast segment, including the Gateway console and terminal sessions on that server.



- Double-click on the terminal session ID to connect.

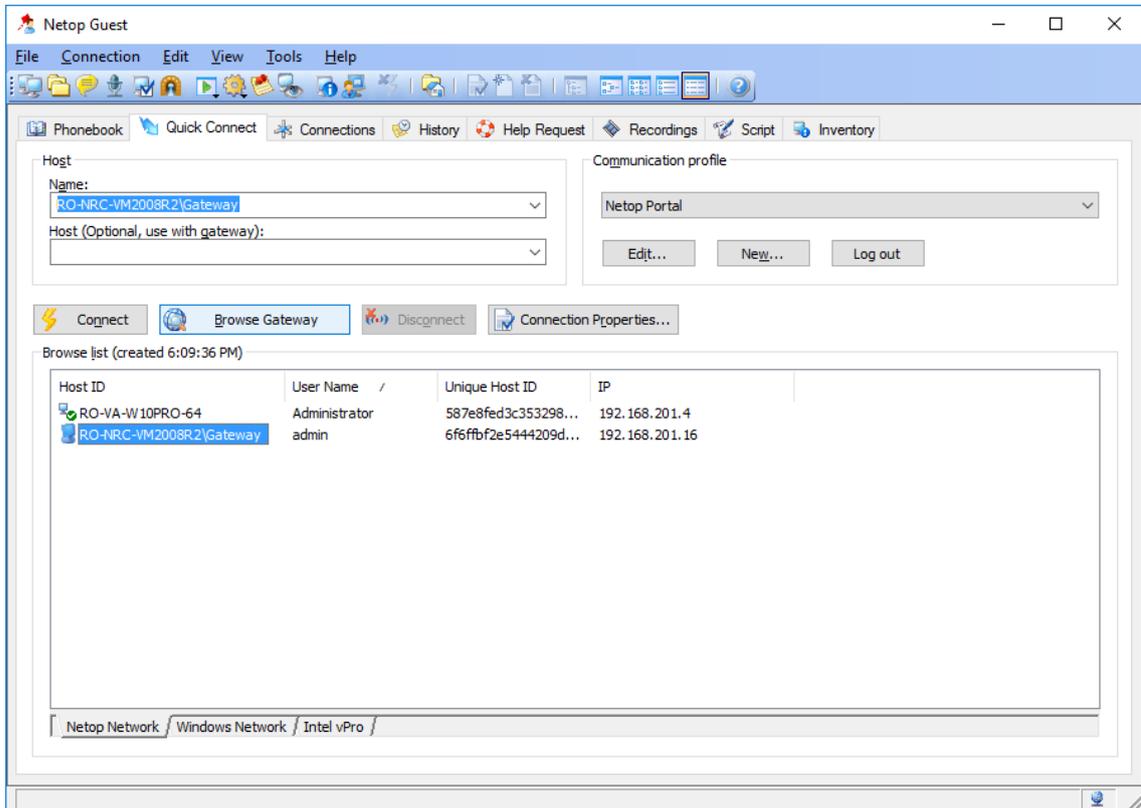
2.6.3 Connect using Netop Portal

1. Open the Netop Guest and from the **Communication Profile** drop-down, select **Netop Portal**. You will be prompted to enter valid Netop Portal credentials (received from the account administrator):.

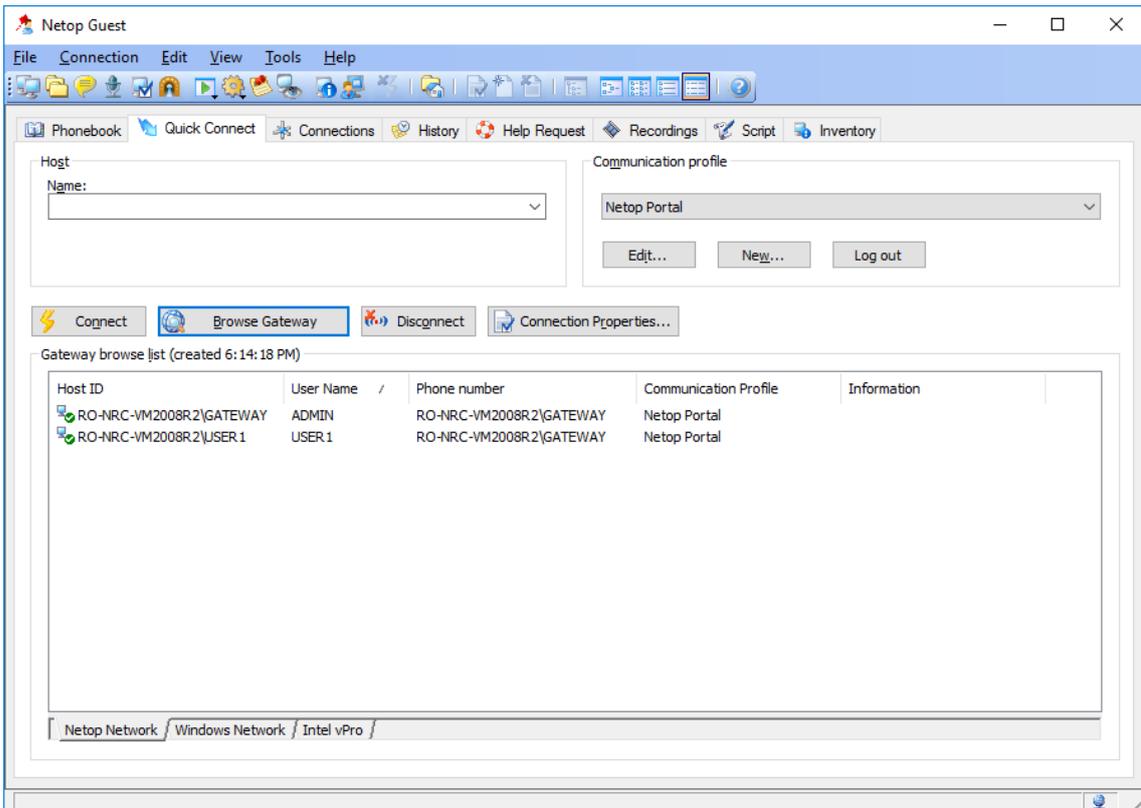


Once the Portal profile is initialized, if Live Update is enabled, you should see the Gateway in the browse list. Otherwise, you will need to manually click on the **Browse** button to get the list of devices.

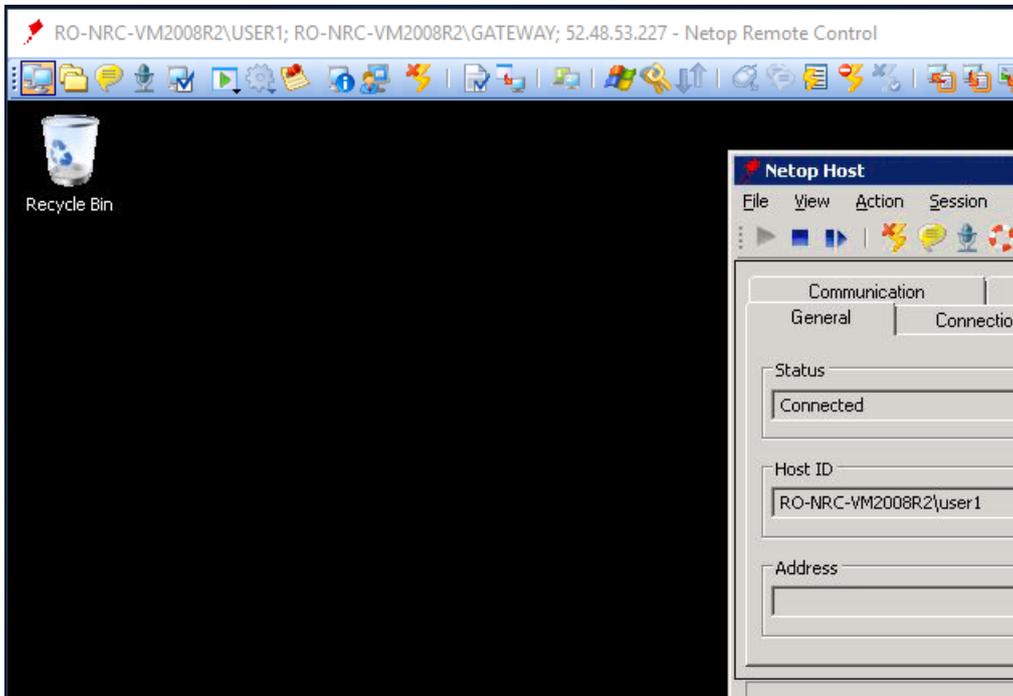
2. Use the **Browse Gateway** button to see all the sessions behind the Gateway.



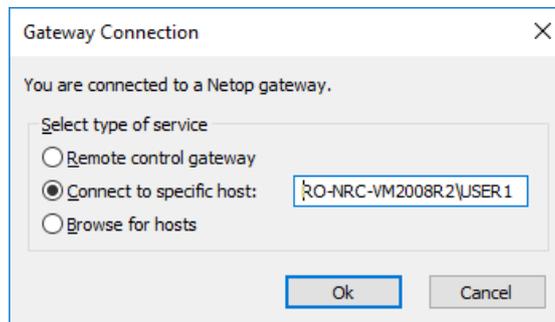
You should see both the console session (the Gateway) and the terminal session running on the server (the Host).



3. Double-click on the terminal session ID to connect.



Note: Alternatively, you can double-click the Gateway in the Netop Portal browse list, and a window will appear asking you if you want to remote control the Gateway, a specific session behind the Gateway, or browse for Hosts. You can enter the name of the session in the field to connect directly to the desired terminal session.

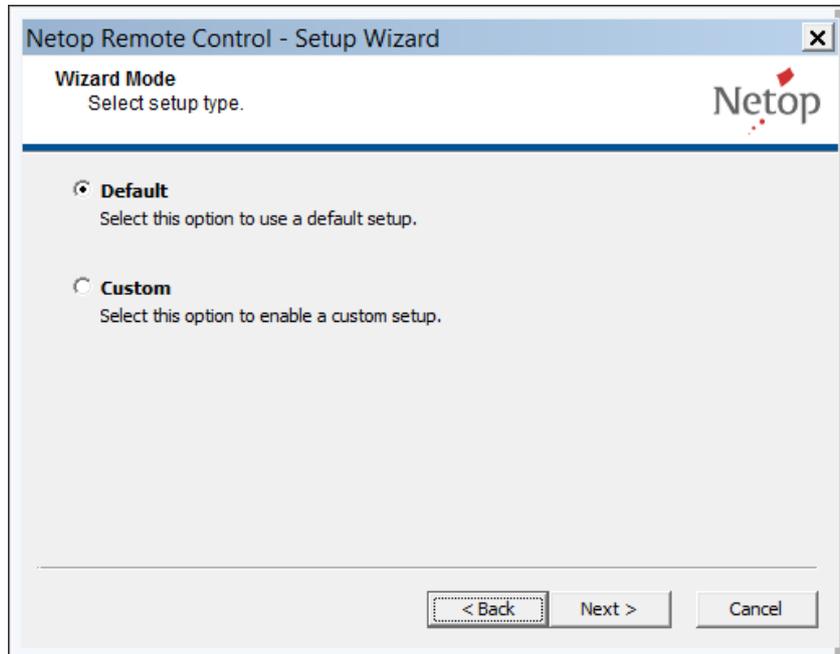


3 Using Standard Netop Host Installation on a Terminal Server

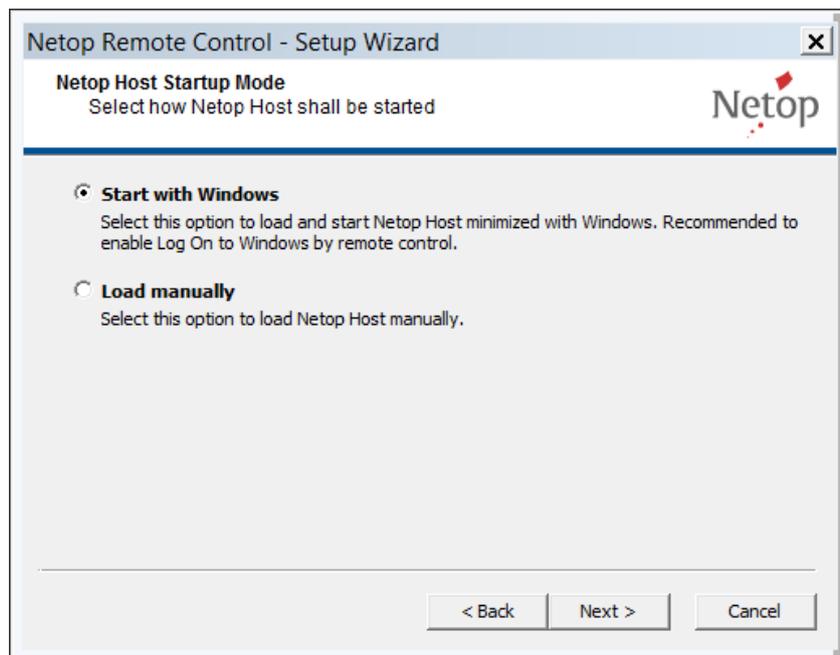
3.1 Install the Netop Host

On the console session of the terminal server machine, install the Netop Host:

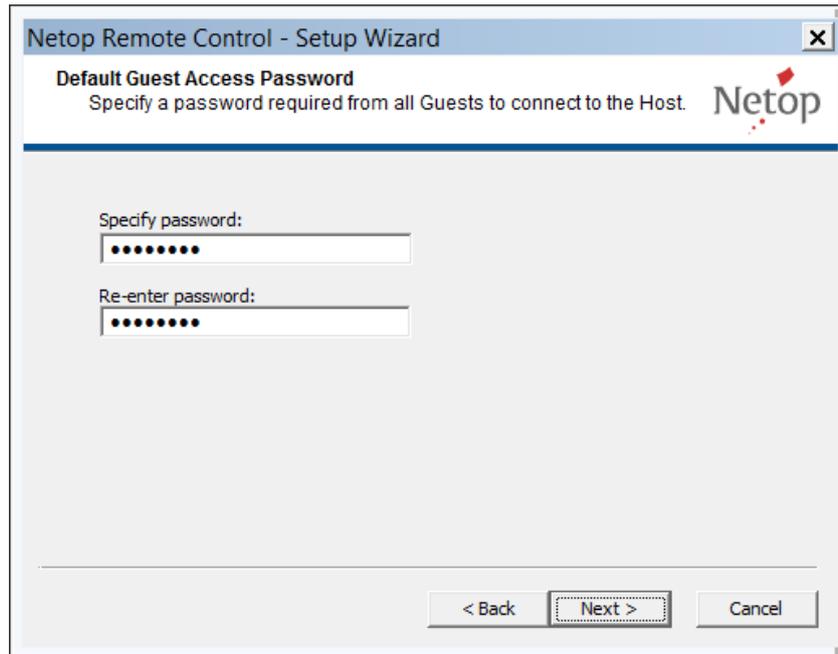
1. [Download](#) the Netop Host and run the .msi file.
2. Run the Setup Wizard making the desired settings. Click **Next** to go through the wizard.
3. Select **Default** and click **Next**.



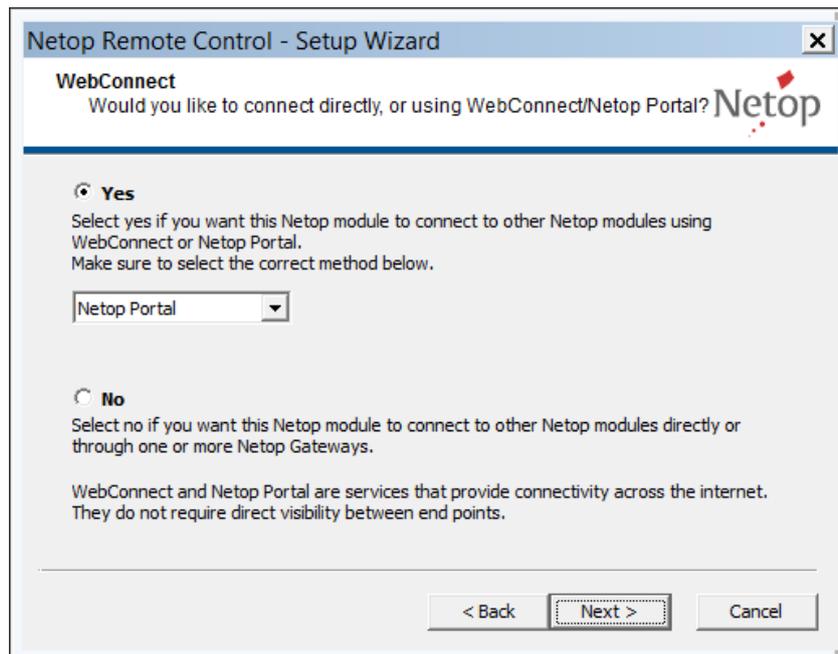
4. Select **Start with Windows** and click **Next**.



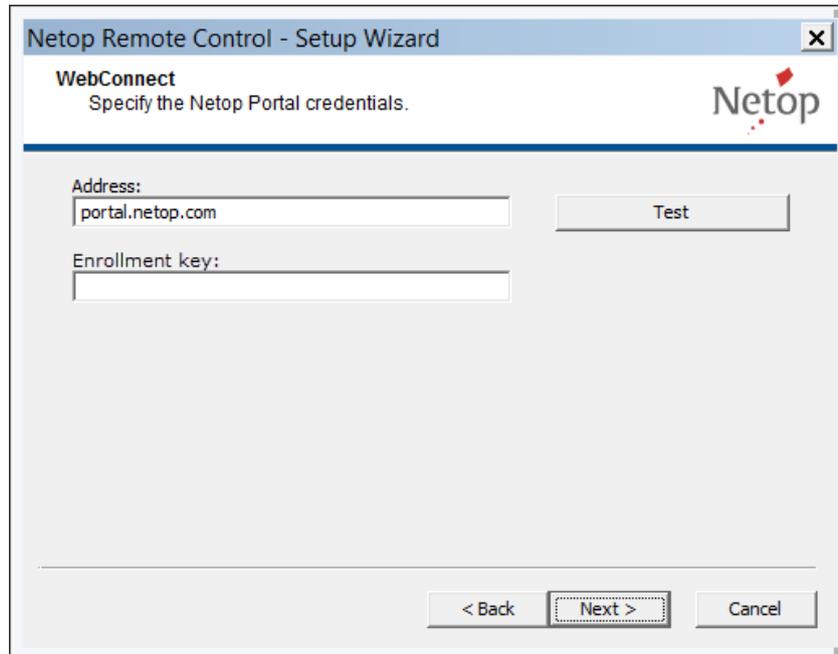
5. Specify a temporary password and click **Next**.



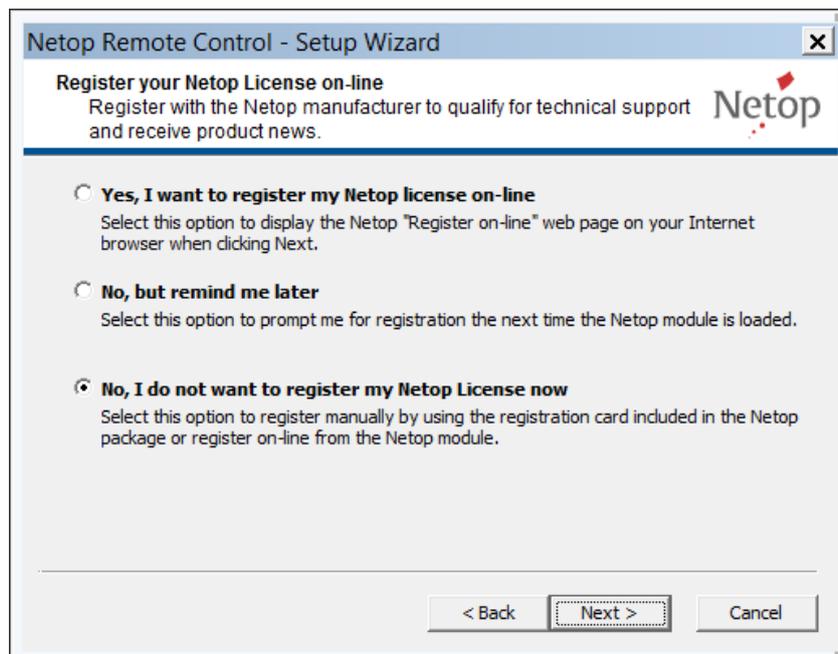
6. Select **Yes**, from the connection method drop-down select **Netop Portal** and click **Next**.



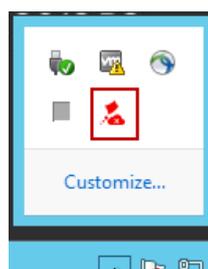
7. Enter the enrollment key provided by your Netop Portal administrator and click **Next**.



Your license should have been registered by now; click **Next** and **Finish**.

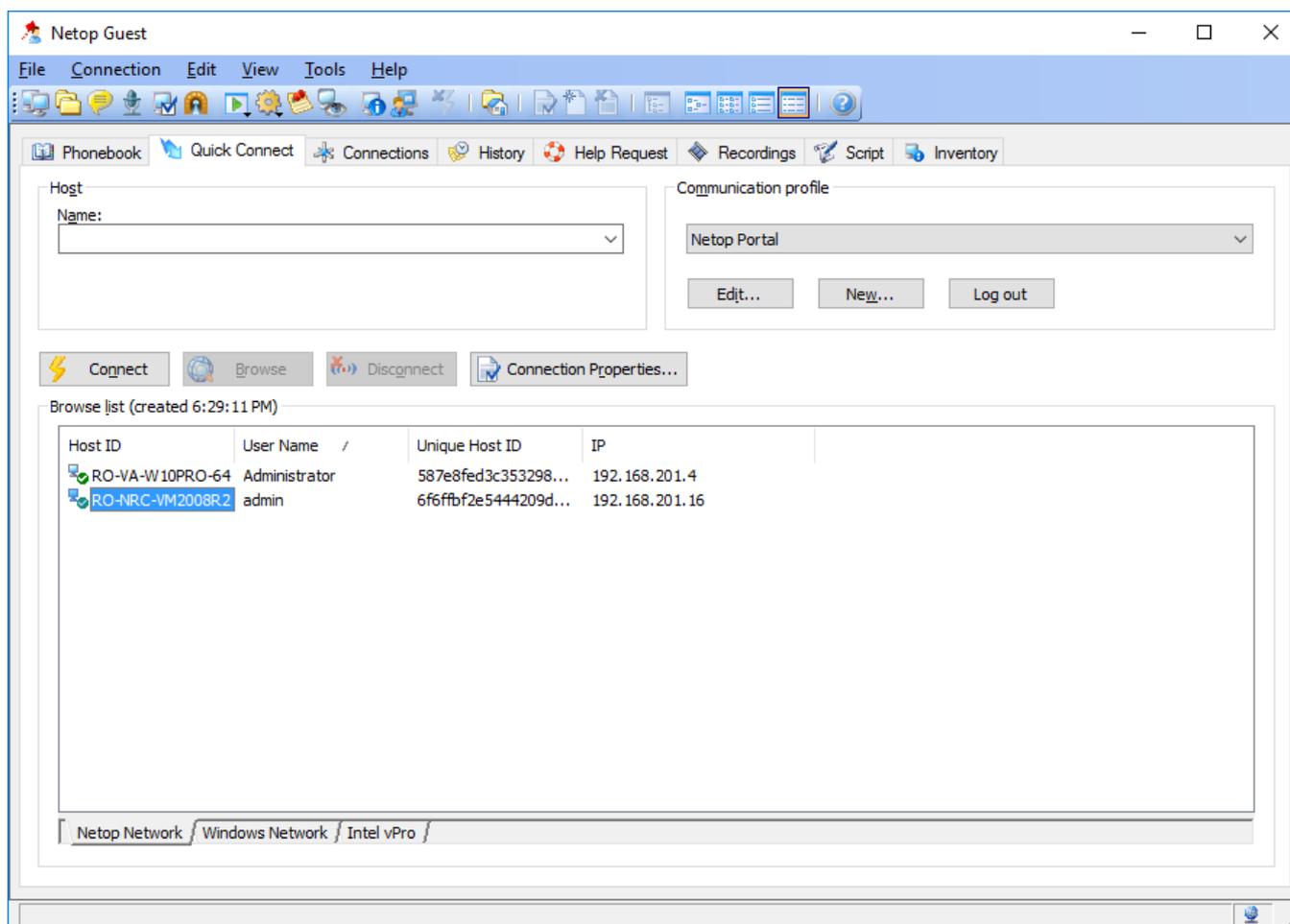
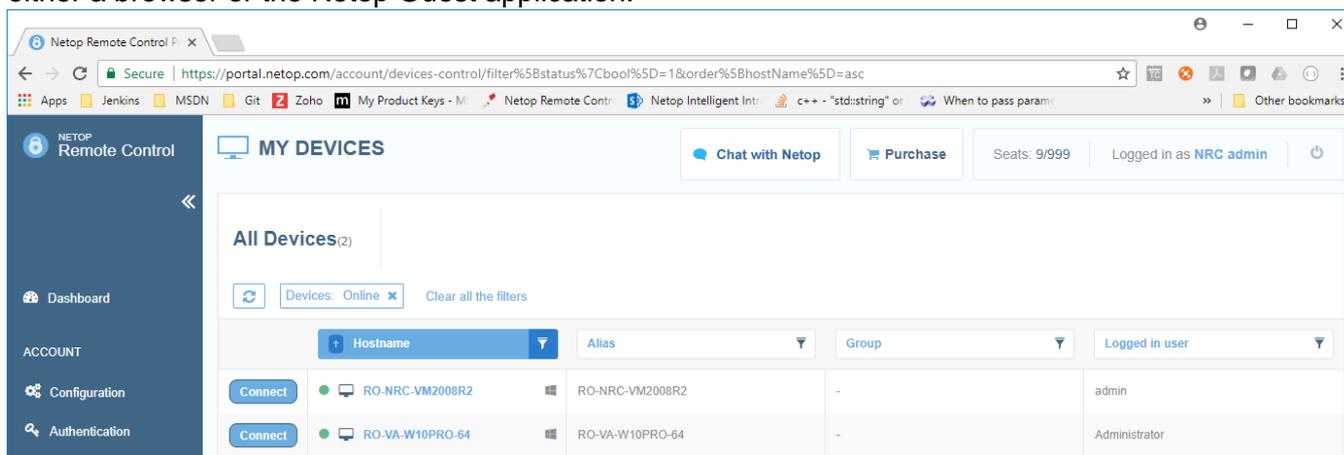


8. Click the Task tray, right click the Netop icon and select **Restore**.



3.2 Connect using the Netop Portal

You are now ready to remote control the terminal server's **console session** via the Netop Portal using either a browser or the Netop Guest application:



Note: The Netop Portal profile will only start in the console session of the server. You will not be able to use this configuration to control the other terminal server sessions running on the machine.