Minor disruptions during Netop Portal system improvements

Article Number: 535 | Last Updated: Thu, Mar 25, 2021 10:33 AM

During the Netop Portal updates, when â€œminor disruptionsâ€• are mentioned, the following things can be impacted: Users who are logged into the Netop Portal interface are going to get disconnected from the real-time connection to the Portal service (the list of devices and sessions won't update automatically, no notification when a new session is present, etc). The connection reconnects automatically (random delay between 30 - 120 seconds + retry delay if the service gets overwhelmed). Hosts get disconnected. They reconnect automatically (random delay between 30 - 120 seconds + retry delay if the service gets overwhelmed). Guests are disconnected from the Netop Portal services. They do not reconnect automatically. In order to reconnect, it is necessary that the Guest user restarts the Guest or logs out & logs in the Netop Portal communication profile. **NOTE**: The above items only take place if the account is configured to use the new Connection Manager.

Posted - Wed, Feb 24, 2021 2:34 PM.

Online URL:

https://kb.netop.com/article/minor-disruptions-during-netop-portal-system-improvements-535.html