Connect

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Contents

1 Introduction

The scope of the document is to guide the user through the installation steps of the **Connect** together with a cloud component. Refer to the manuals section for the on-premise installation (no internet requirement needed).

Connect comes with three modules – **Host**, **Guest**, and **Portal**.

- The **Host** is the application that is installed on the devices the user wants to control.
- The **Guest** is the application that is installed on the device or from which the user wants to connect. It also comes as a no-install with the Browser Based Support Console.
- The **Portal** is the web-based management console that provides central management of users, devices, access control, and other settings.
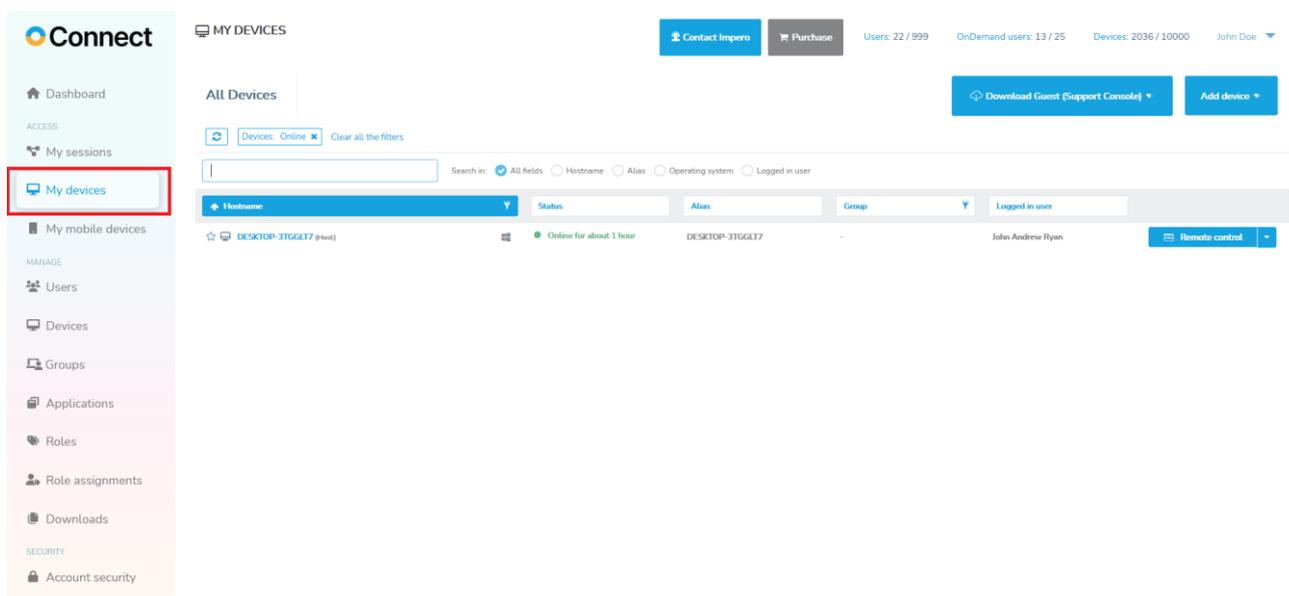
2   Target device - Host setup
2.1 Windows (7 & later)

Depending on how you want to set up the **Host**, there are multiple options as seen below.

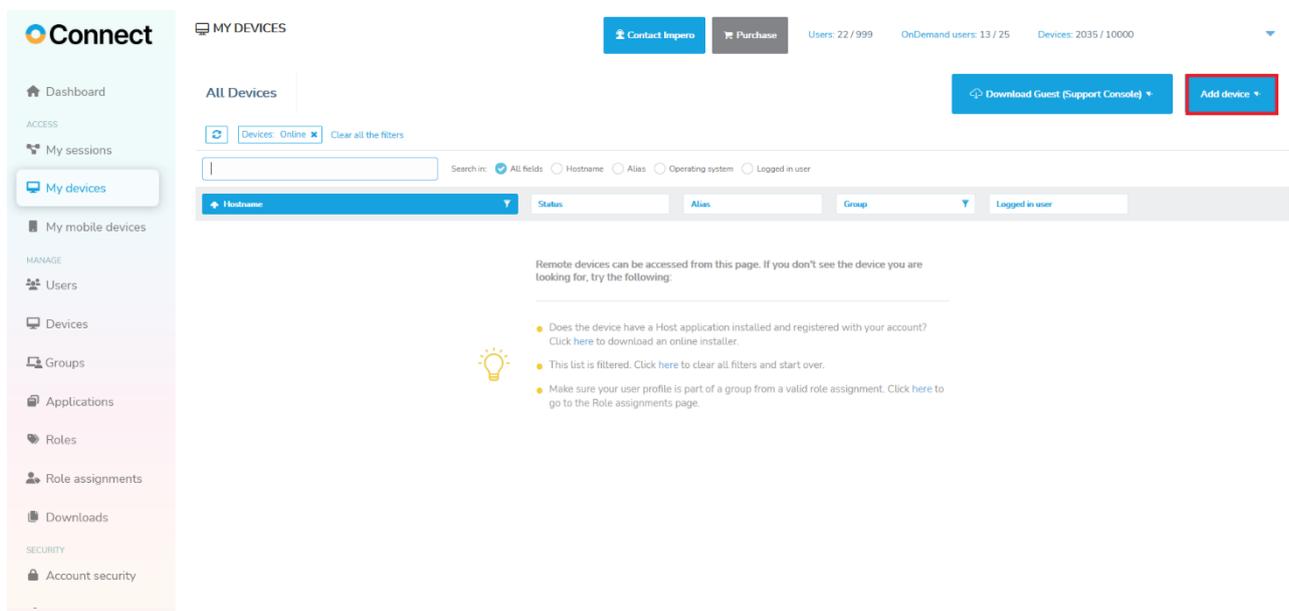## 2.1.1 Manually install the Host on the machine that you are on

To install the **Host** on the device that you are on, proceed as follows:

1. Go to the **My devices** tab.

2. Click on the **Add device** button.

3. Click on the **Host installer** button.

4. Click on the **Online installer** button.

5. Click on the downloaded executable file.

The installation process begins, and it only requires that you accept the **E**nd **U**ser **L**icense **A**greement.

6. When the installation process is finished, the **Host** automatically connects to the **Portal**.
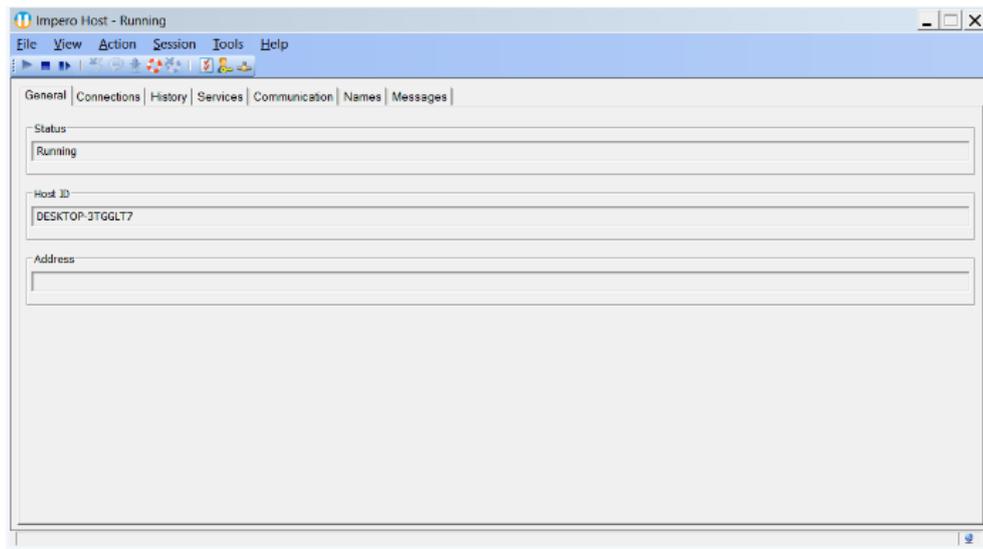
2.1.2 Manually install the Host on a different machine

To manually install the **Host** on a different machine, proceed as follows:

1. Go to the **Downloads** tab.

2. Click on the deployment package you want to install. The **Deployment package details** page is displayed.

3. Click on the **Send link** button.

4. On the target device, open the link into a browser, click on **I understand** and then click on the **Download** button.
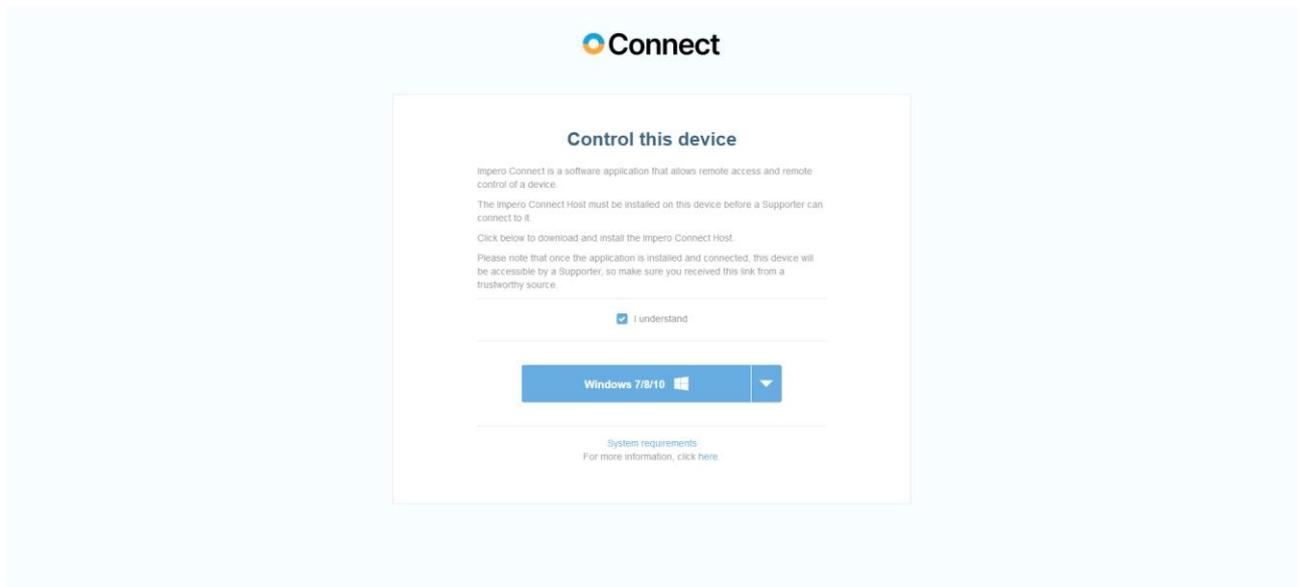
5. Once downloaded, go through the installed. When installation finished, the **Host** automatically connects to the **Portal**.
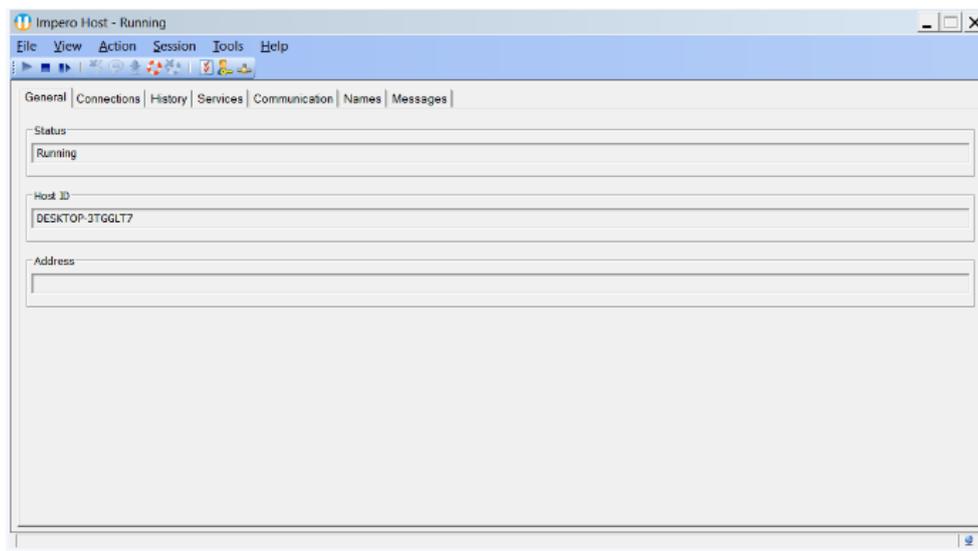
2.1.3 Automatically install the Host using a mass deployment tool

More information on how to mass deploy the **Host** can be found at the following knowledge base article.

2.2 Mac & Linux

To install the **Host** on a macOS or Linux environment, proceed as follows:

1. Install the Host. More information on how to install for macOS here and for Linux here.

2. Open **Impero Host Manager** (**Tools** > **Options**).

3. Go to **Host computer** > **Communication** > **Network listen**.

4. Click on **Impero Portal** and verify that the communication profile attributes are properly set.
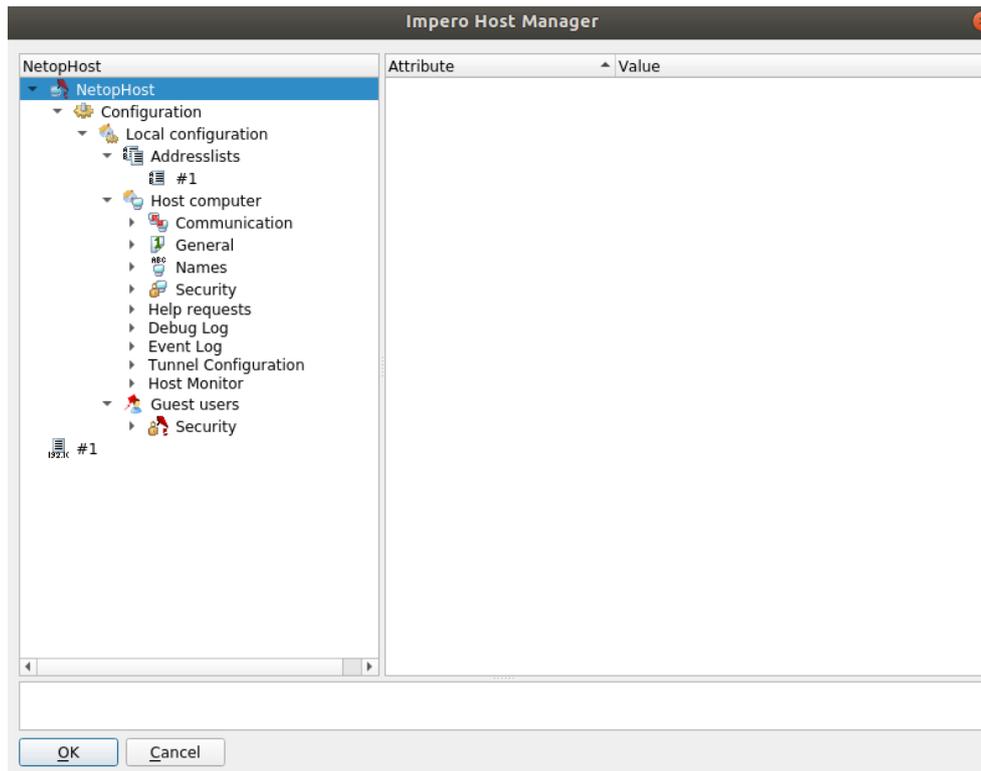
> **NOTE**: **Impero Linux Host** version 12.79 and above allow you to connect to a UNIX device through the **Impero Portal** and **Impero Windows Guest**.

The table below describes what is necessary for you to fill in.

Attribute	Value
Enable	Enabled
Name	The name of the communication profile that appears in the **Host Manager** tree structure.
Impero Portal Service Address	The address of the **Impero Portal** service: `connect.backdrop.cloud`
Impero Portal Service Enrollment key	The **Impero Portal** enrollment key. Check Windows (XP & Vista) on how to retrieve it from the **Impero Portal**.

2.3 Windows (XP & Vista)

To install the **Host** on Windows XP & Vista, proceed as follows:

1. Go to the **Impero Portal** under **Settings** > **Downloads** and click on the deployment package to retrieve the Enrollment key.

Package details	
Name	a new package
Status	● *Active*
Description	-
Valid from	2018-03-01
Valid to	-
Valid for	Unlimited devices
Enrollment key	xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

2. Download the **Host** online installer from the following link.

3. Install the **Host** online installer.

   NOTE: You can manually install it on the device you use or use a mass deployment tool. Refer to the following link for more information on how to mass deploy the **Host**.

4. Configure the **Host** to use the **Impero Portal** communication profile in the Setup wizard with the default address and the above enrollment key. You can also add a new **Impero Portal** communication profile from **Tools** > **Communication profiles** > **New**.

3 Connect to the device – Guest (Support Console) setup

After you install the **Host** (step 2), refresh the **My devices** page in the **Connect Portal**. The page now lists online devices.

In order to connect to the device, it is necessary for the Supporter to either install the **Guest** or use the **Browser Based Support Console**. Depending on the operating system from where you want to connect from and if there is an installed application, the options are described below.

3.1 Windows

To install the **Guest** on a Windows device, proceed as follows:

1. Click on the **Download Guest (Support Console)** to download and install the Windows **Guest**.

NOTE: Supported Windows versions: Windows 7 & higher; no license is required for the **Portal** only installation.
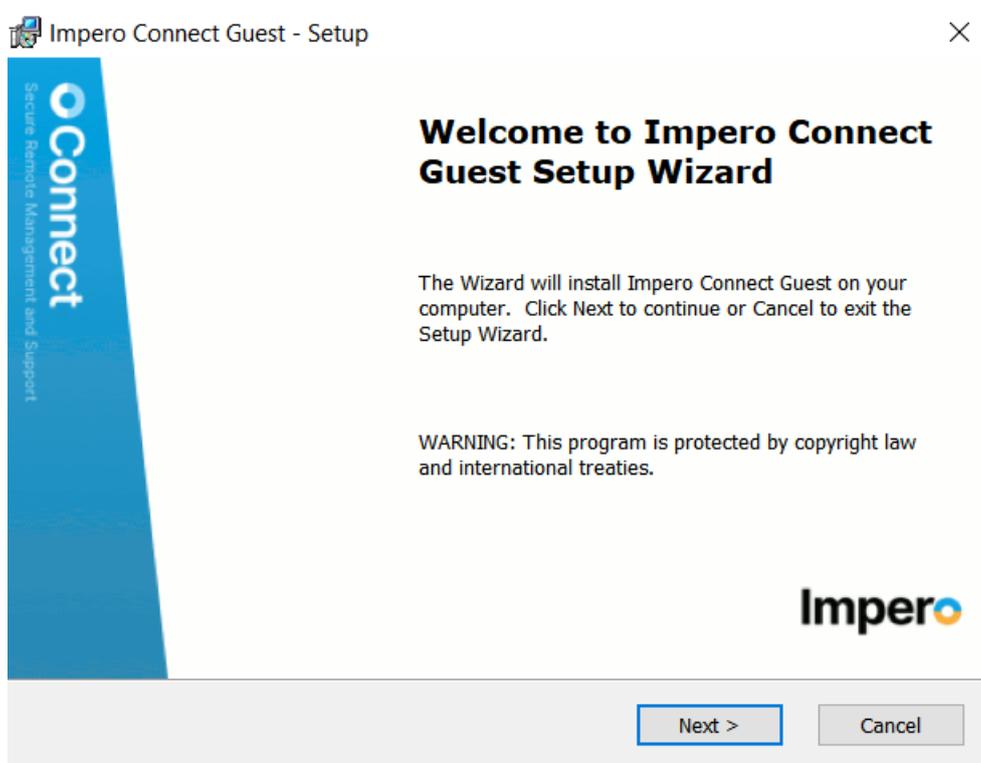
2. Once the installation is completed, click on **Finish** and return to your **Impero Portal** browser window. You can click on any of the options next to the online device in order to initiate the corresponding action.
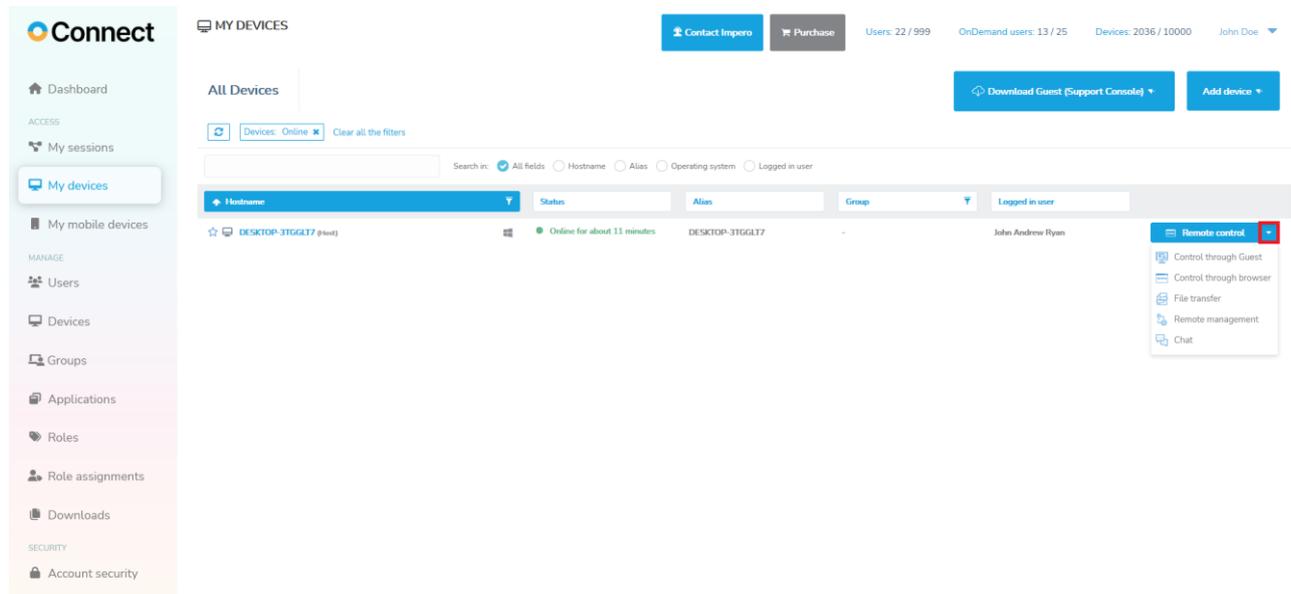
NOTE: If you click on one of the first four options, the installed **Guest** application launches, and the selected action is performed (e.g. opening up the file transfer window).

3.2 Linux

To install the **Guest** on a Linux environment, proceed as follows:

1. To download and install the **Guest** (Support Console) refer to the following link.

2. When launching the **Guest**, set up the **Impero Portal** communication profile by clicking on **Yes** in the **Impero Portal** prompt and by using the trial username & password.
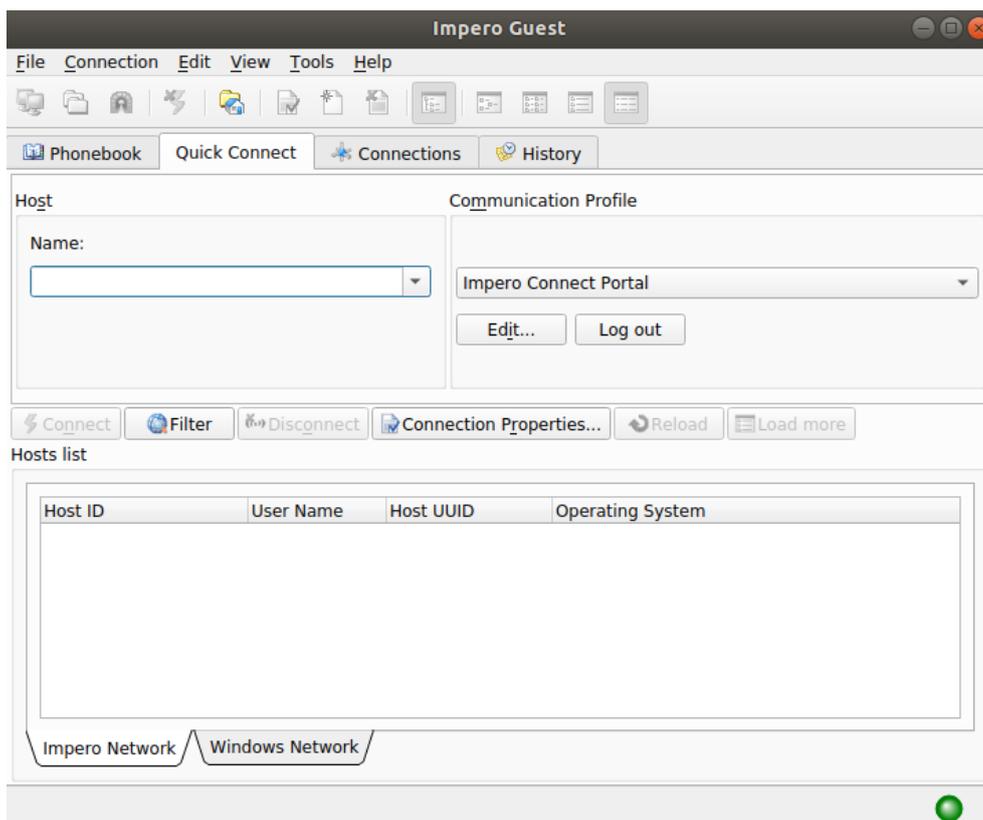
3. Once the information is filled in, a list of online devices is displayed. You can connect directly from the **Guest** to the device or by going back to the **Connect Portal** and use one of the following options: Remote Control, File transfer or **Browser Based Support Console**.
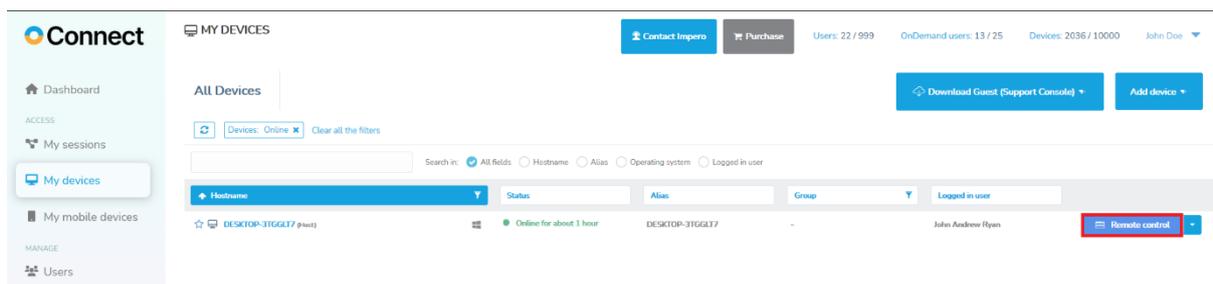
NOTE: When you connect to the device using the Linux Guest, you are required to re-authenticate on every connection.

3.3 Browser based application (running on Windows, Mac, and Linux)

Go to the **My devices** page and click on the **Browser Based Support Console**. This launches the remote session in the browser.

NOTE: This supports only the remote control capability.

3.4 Firewall and Proxy server settings for the Impero Portal communication profile

When you configure **Connect** to use the **Impero Portal** communication profile, you need to create rules or exceptions to allow communication through a proxy server or firewall to communicate with the **Impero Portal** service.
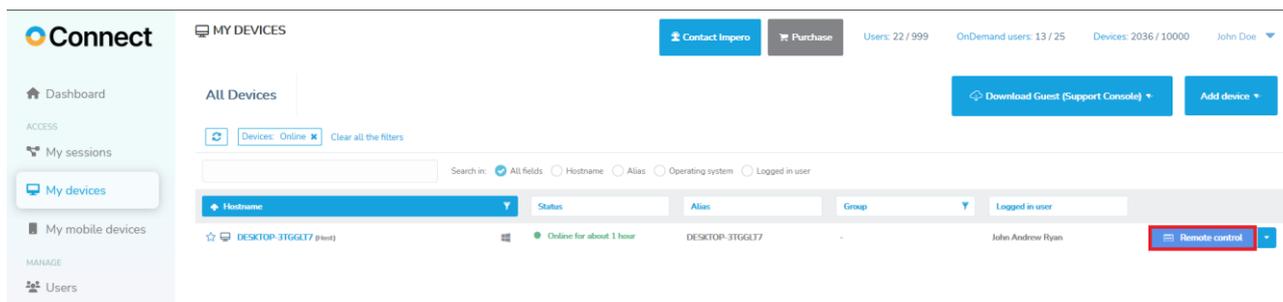
For the **Impero Portal** service, allow the following communication:

- **Outbound HTTPS** (port 443):
    - accounts.connect.backdrop.cloud[1]
    - device.connect.backdrop.cloud[1]
    - connect.backdrop.cloud[1]
    - api.connect.backdrop.cloud[1]
    - dl.connect.backdrop.cloud[1]
    - secure.connect.backdrop.cloud[1]
    - get.connect.backdrop.cloud[2]
    - remote.connect.backdrop.cloud[2]
    - nas.connect.backdrop.cloud[3]
    - wcs.connect.backdrop.cloud[3]
- **TCP** (port 443)
    - cm.connect.backdrop.cloud

- o Ireland: `s1-cs-eu-west-1.connect.backdrop.cloud:443` | 52.211.129.227 (static IP)
- o Frankfurt: `s1-cs-eu-central-1.connect.backdrop.cloud:443` | 52.28.221.32 (static IP)
- o Singapore: `s1-cs-ap-southeast-1.connect.backdrop.cloud:443` | 52.74.247.93 (static IP)
- o Tokyo: `s1-cs-ap-northeast-1.connect.backdrop.cloud:443` | 54.64.34.84 (static IP)
- o Sao Paolo: `s1-cs-sa-east-1.connect.backdrop.cloud:443` | 54.232.255.105 (static IP)
- o N Virginia: `s1-cs-us-east-1.connect.backdrop.cloud:443` | 54.164.69.65 (static IP)
- o Oregon: `s1-cs-us-west-2.connect.backdrop.cloud:443` | 54.148.245.185 (static IP)
- o Bahrain: `s1-cs-me-south-1.connect.backdrop.cloud` | 157.175.10.43 (static IP)
- o South Africa: `cs-af-south.netop.com` [13.245.250.222] (static IP)

WebSocket Secure (port 443)

- `wss.connect.backdrop.cloud`[1]

  NOTE: This is a persistent connection and the DNS name is dynamic.

TCP & UDP[2]:

- `s1-ice-ap-northeast-2.connect.backdrop.cloud` | 3.34.203.149
- `s1-ice-ap-south-1.connect.backdrop.cloud` | 13.126.197.58
- `s1-ice-eu-west-1.connect.backdrop.cloud` | 52.228.62.188
- `s1-ice-us-east-1.connect.backdrop.cloud` | 54.157.42.39

Outbound HTTPS (for SSL certificate validation):

- **GlobalSign ROOT CA R1**
  - *.globalsign.com
- **Amazon Root CA1**
  - ***.**amazontrust.com
- **Digicert**
  - ***.digicert.com**

If your device is protected by a local firewall, make sure that you configure the firewall so that you allow the following **Impero Portal** executable files to run and be accessed from outbound LAN/Internet access:

- `nhstw32.exe` (**Host**)

- `ngstw32.exe` (**Guest**)

NOTE:

1 Services required by Impero Connect and Impero OnDemand.

2 Services required by Impero OnDemand.

3 Services required by Impero Connect.