



Connect

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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

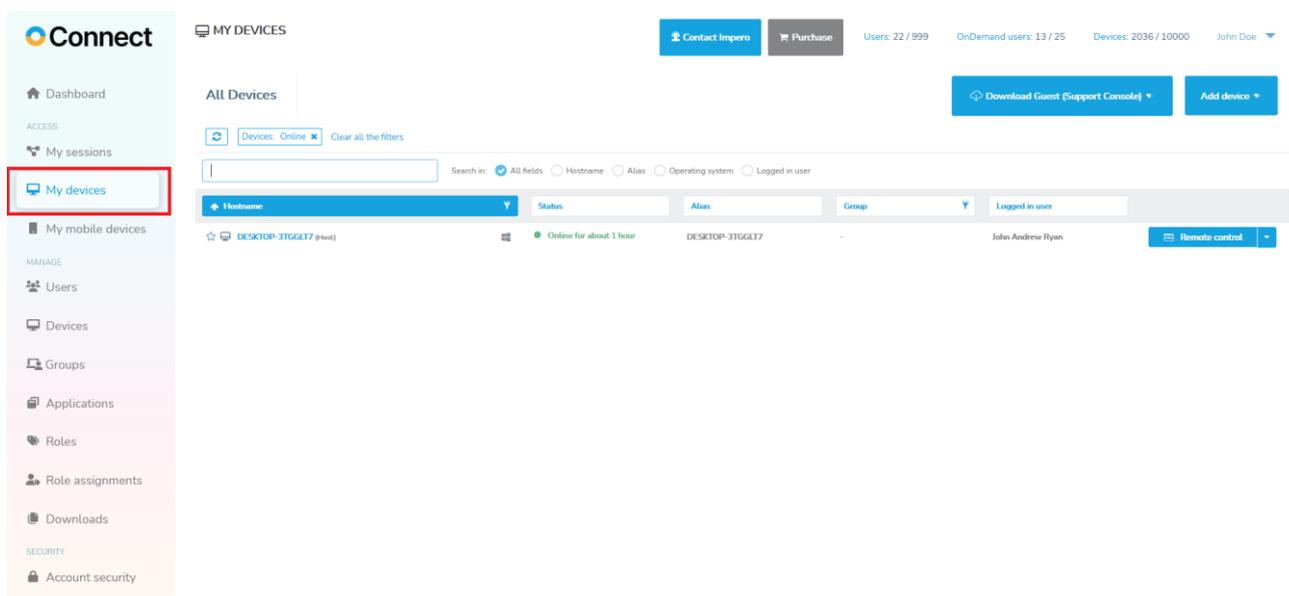
2.1 Windows (7 & later)

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

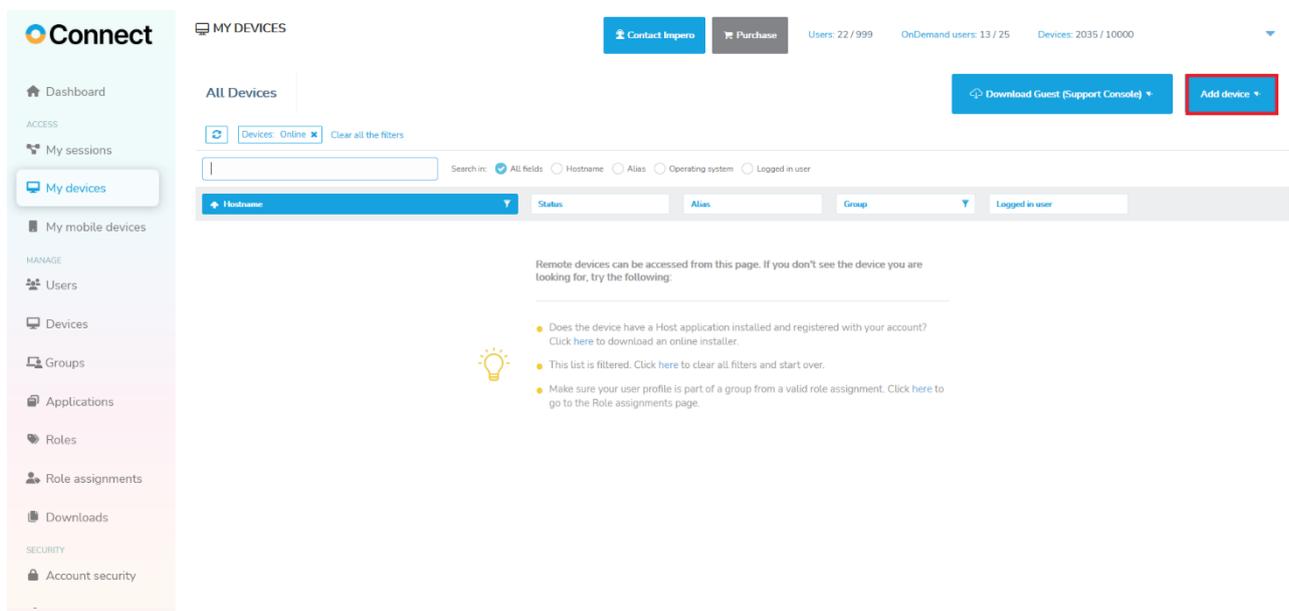
To install the **Host** on the device that you are on, proceed as follows:

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



The screenshot shows the Connect dashboard interface. On the left sidebar, the 'My devices' tab is highlighted with a red box. The main content area is titled 'MY DEVICES' and shows a table of devices. The table has columns for Hostname, Status, Alias, Group, and Logged in user. One device is listed: DESKTOP-3TGG6L7 (host) with status 'Online for about 1 hour'. The 'Add device' button is visible in the top right corner.

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



The screenshot shows the Connect dashboard interface. The 'Add device' button in the top right corner is highlighted with a red box. Below the table, there is a section titled 'Remote devices can be accessed from this page. If you don't see the device you are looking for, try the following:' followed by a list of three bullet points:

- Does the device have a Host application installed and registered with your account? Click [here](#) to download an online installer.
- This list is filtered. Click [here](#) to clear all filters and start over.
- Make sure your user profile is part of a group from a valid role assignment. Click [here](#) to go to the Role assignments page.

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

The screenshot shows the 'MY DEVICES' page in the Connect interface. The left sidebar contains navigation options like Dashboard, My sessions, My devices, My mobile devices, Users, Devices, Groups, Applications, Roles, Role assignments, Downloads, and Account security. The main content area shows a table of devices. The 'Host installer' button is highlighted with a red box.

| Hostname | Status | Alias | Group | Logged in user |
|-----------------------|-------------------------|----------------|-------|------------------|
| DESKTOP-3TGG17 (host) | Online for about 1 hour | DESKTOP-3TGG17 | - | John Andrew Ryan |

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

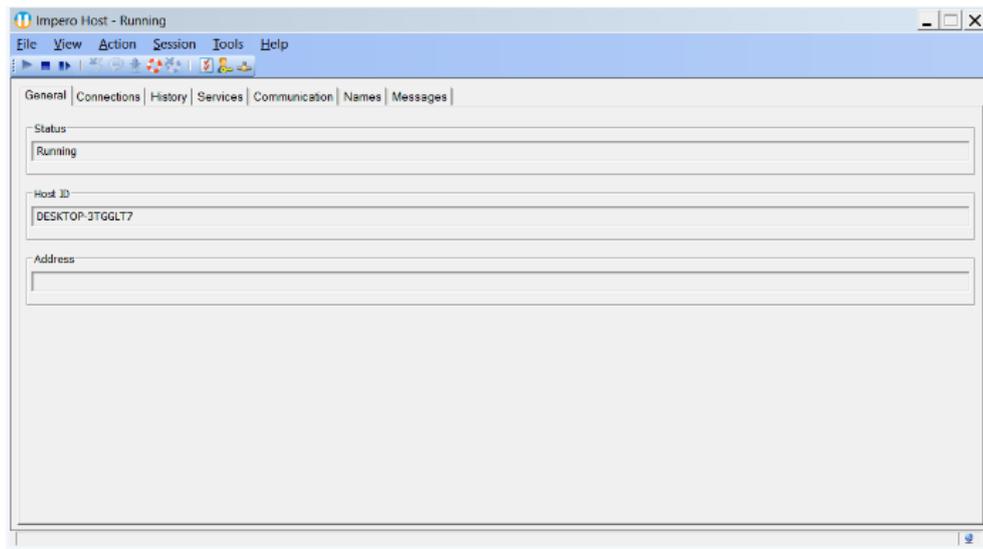
The screenshot shows the 'DOWNLOADS' page in the Connect interface. A message at the top states: "There is more than one valid deployment package in your account. If you want to add a device, select a deployment package, and then download and run the installer." Below this is a table of deployment packages. The 'Online installer' button for the '12.80 dep' package is highlighted with a red box.

| Name | Enrollment state | Valid from | Valid to | Devices | Online installer |
|--|------------------|------------|------------|---------|------------------|
| 12.80 dep | Enrolled | 2020-04-24 | - | 6 | Online installer |
| crpi | Enrolled | 2020-10-19 | 2021-05-08 | 4 | Online installer |
| driv | Enrolled | 2018-10-01 | - | 0 | Online installer |
| FARA LICENTA | Enrolled | 2019-06-11 | - | 1 | Online installer |
| flarin | Enrolled | 2019-09-05 | - | 1 | Online installer |
| gela | Enrolled | 2021-03-16 | 2022-05-25 | 1 | Online installer |
| hostMockTest | Pending | 2018-11-07 | - | 0 | Online installer |
| LICENTA | Enrolled | 2019-02-06 | - | 19 | Online installer |
| myDeviceToken-9961c79a11f385980c43cf84db8577950391e787 | Enrolled | 2017-07-03 | 2030-07-03 | 0 | Online installer |
| new test | Enrolled | 2020-07-28 | - | 0 | Online installer |

5. Click on the downloaded executable file.

The installation process begins, and it only requires that you accept the **End User License Agreement**.

- When the installation process is finished, the **Host** automatically connects to the **Portal**.

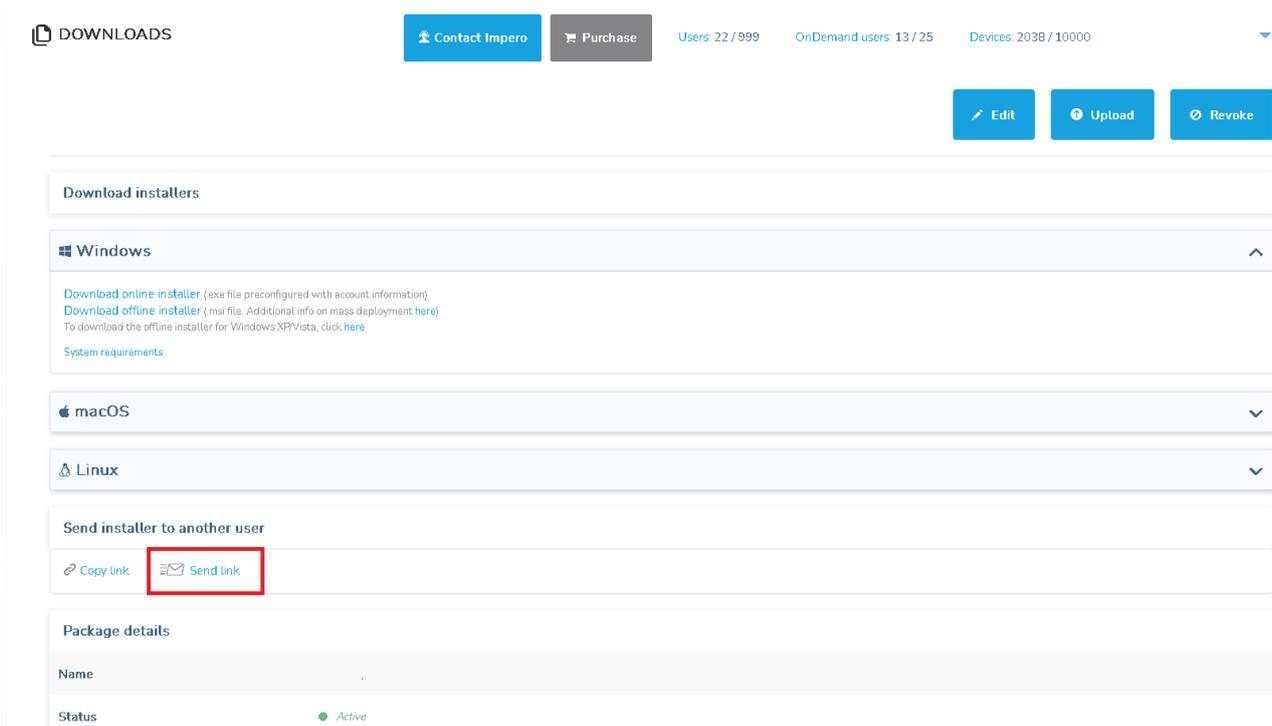


2.1.2 Manually install the Host on a different machine

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

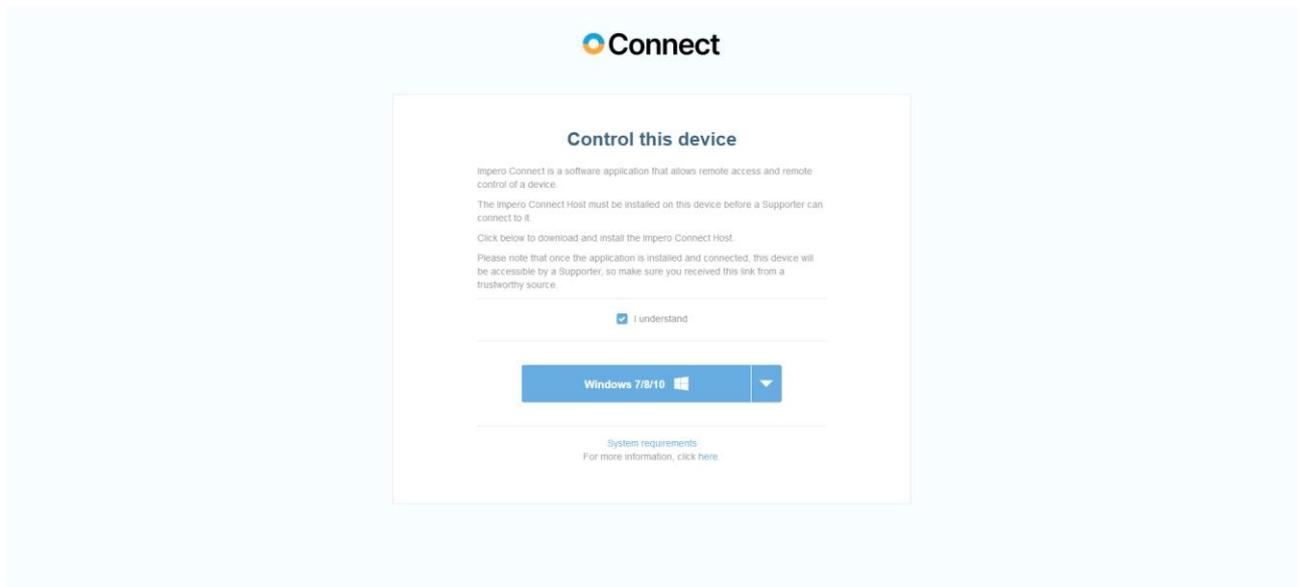
- Go to the **Downloads** tab.
- Click on the deployment package you want to install. The **Deployment package details** page is displayed.

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



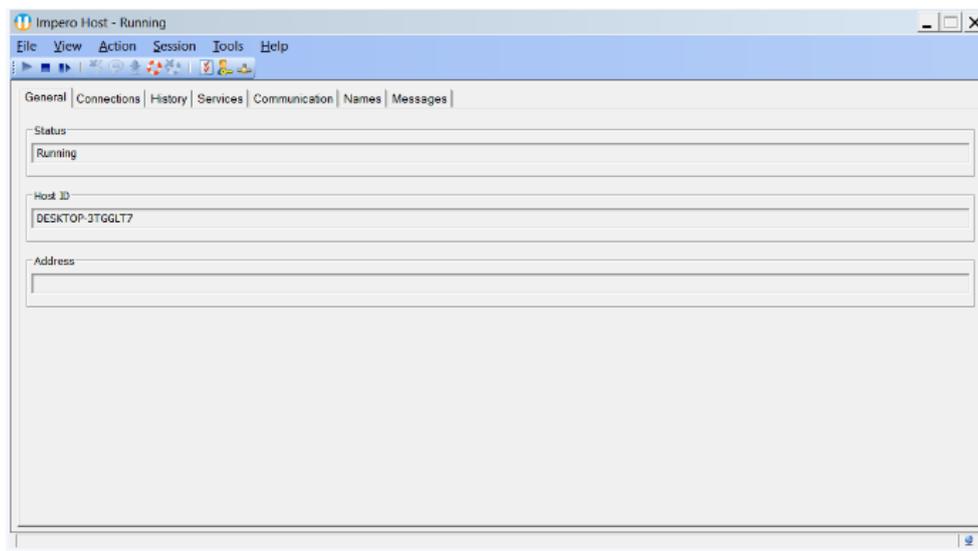
The screenshot shows the 'DOWNLOADS' section of the Impero interface. At the top, there are buttons for 'Contact Impero' and 'Purchase', along with statistics: 'Users: 22 / 999', 'OnDemand users: 13 / 25', and 'Devices: 2038 / 10000'. Below these are 'Edit', 'Upload', and 'Revoke' buttons. The main content area is titled 'Download installers' and is divided into sections for 'Windows', 'macOS', and 'Linux'. Under the 'Windows' section, there are links for 'Download online installer' and 'Download offline installer', and a link for 'System requirements'. Below this is a section titled 'Send installer to another user' with two buttons: 'Copy link' and 'Send link'. The 'Send link' button is highlighted with a red rectangle. At the bottom, there is a 'Package details' section showing 'Name' and 'Status: Active'.

4. On the target device, open the link into a browser, click on **I understand** and then click on the **Download** button.



The screenshot shows the 'Connect' interface on a target device. The title is 'Control this device'. Below the title, there is a paragraph of text explaining the Impero Connect software and its purpose. A checkbox labeled 'I understand' is checked. Below this, there is a blue button labeled 'Windows 7/8/10' with a dropdown arrow. At the bottom, there is a link for 'System requirements' and a note to click here for more information.

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

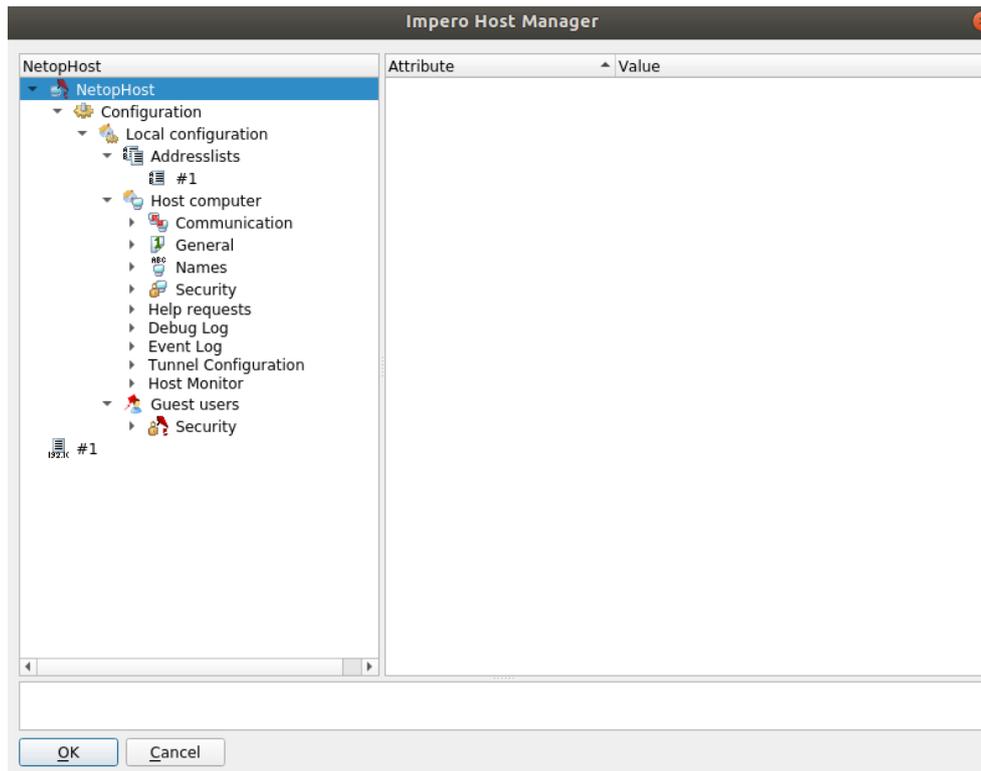
More information on how to mass deploy the **Host** can be found at the following knowledge base [article](#).

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: <code>connect.backdrop.cloud</code> |
| Impero Portal Service Enrollment key | The Impero Portal enrollment key. Check Windows (XP & Vista) on how to retrieve it from the Impero Portal . |

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.

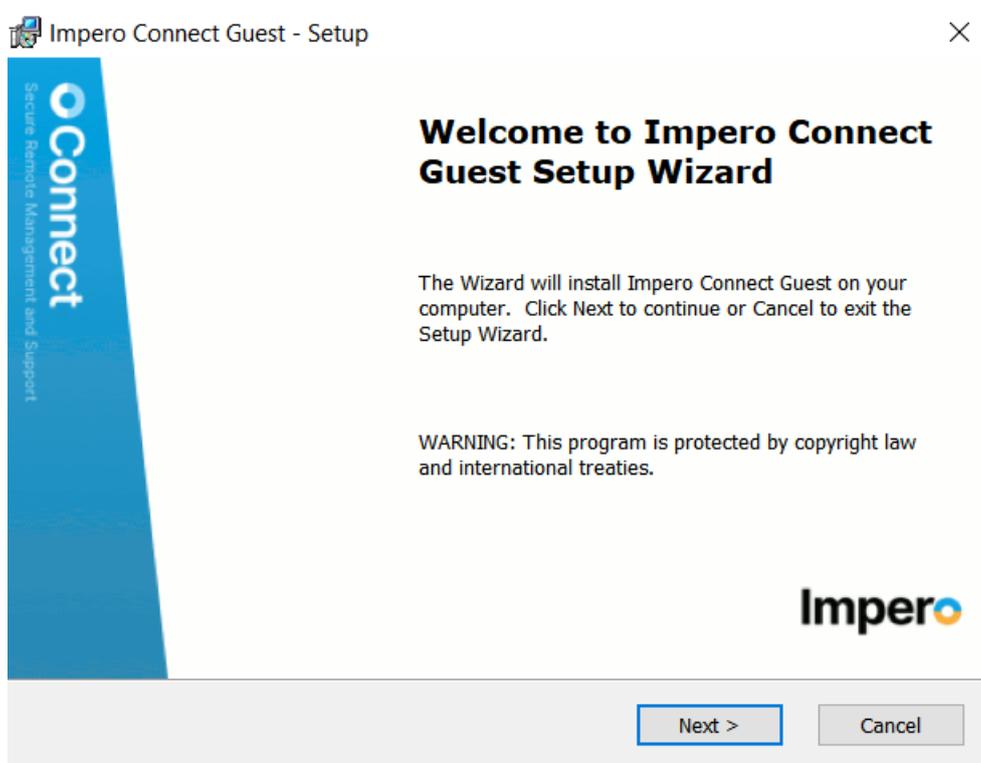
In order to connect to the device, it is necessary for the Supporter to either install the **Guest** or use the **Browser Based Support Console**. Depending on the operating system from where you want to connect from and if there is an installed application, the options are described below.

3.1 Windows

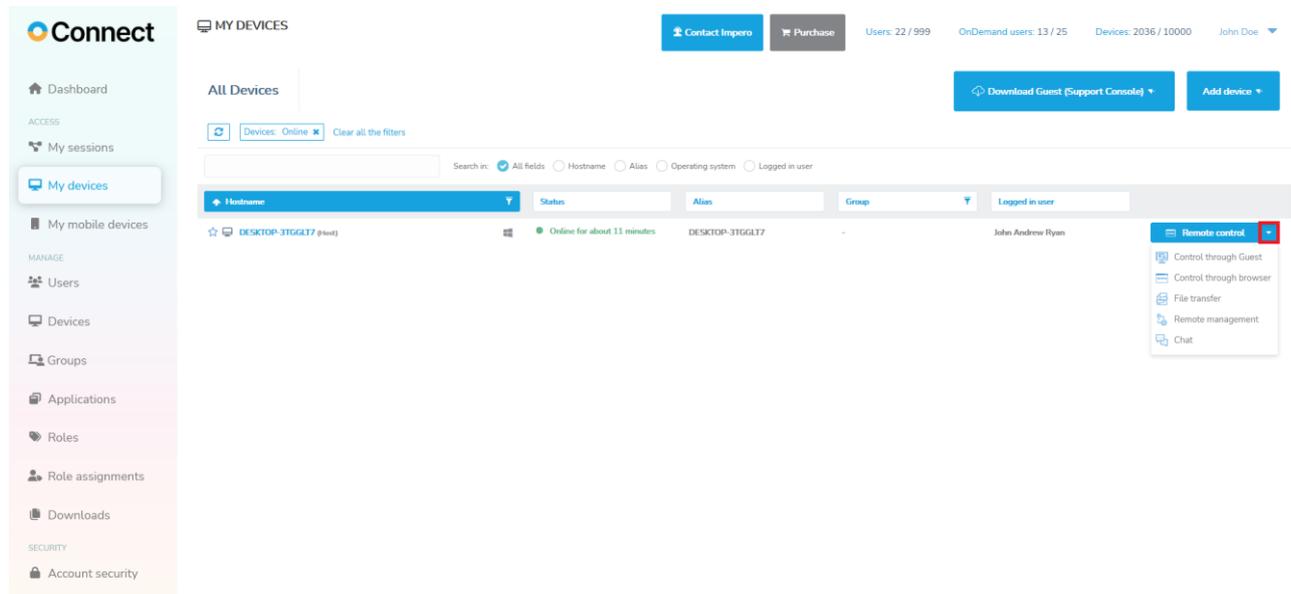
To install the **Guest** on a Windows device, proceed as follows:

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.

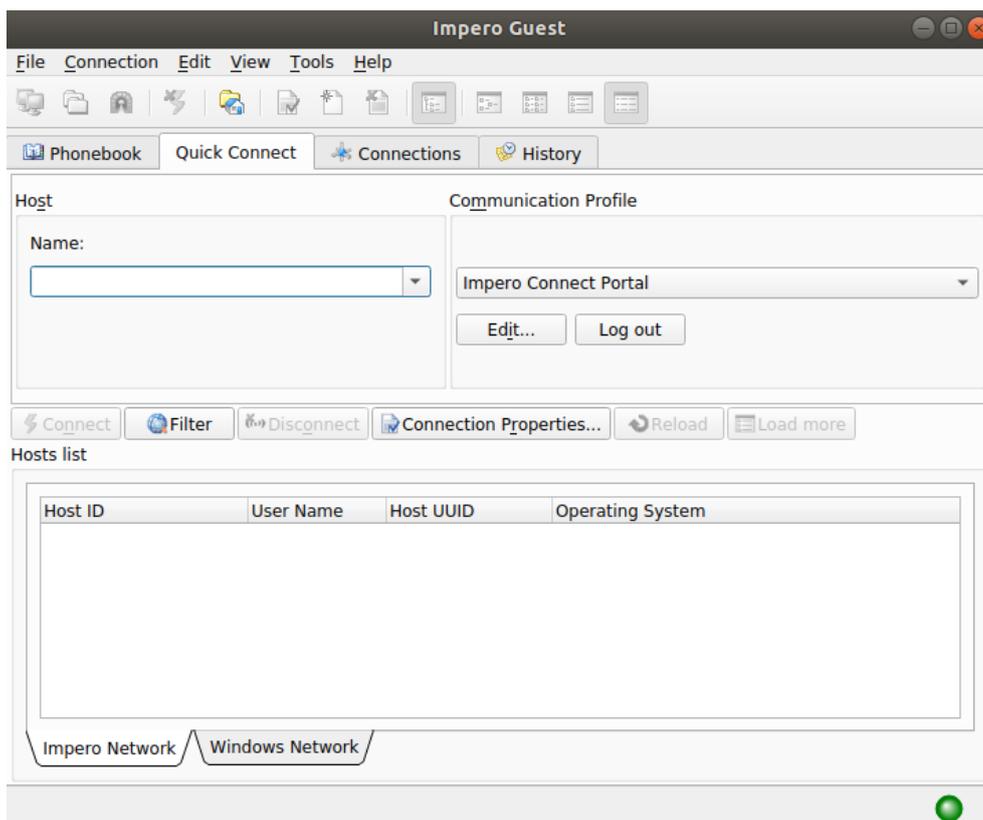


NOTE: If you click on one of the first four options, the installed **Guest** application launches, and the selected action is performed (e.g. opening up the file transfer window).

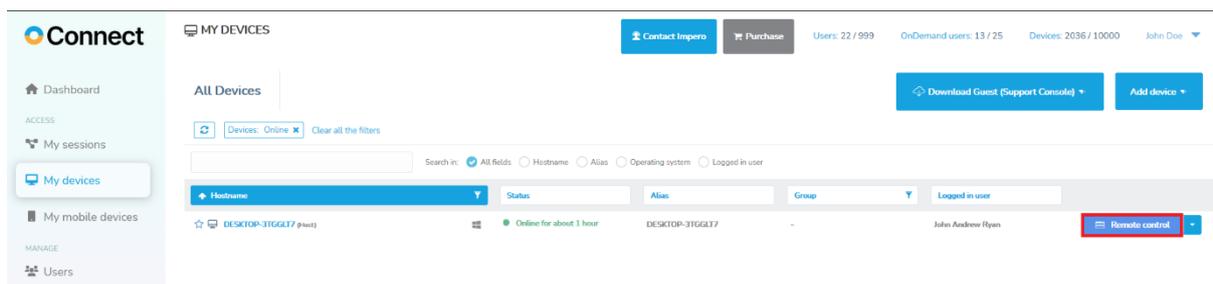
3.2 Linux

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.



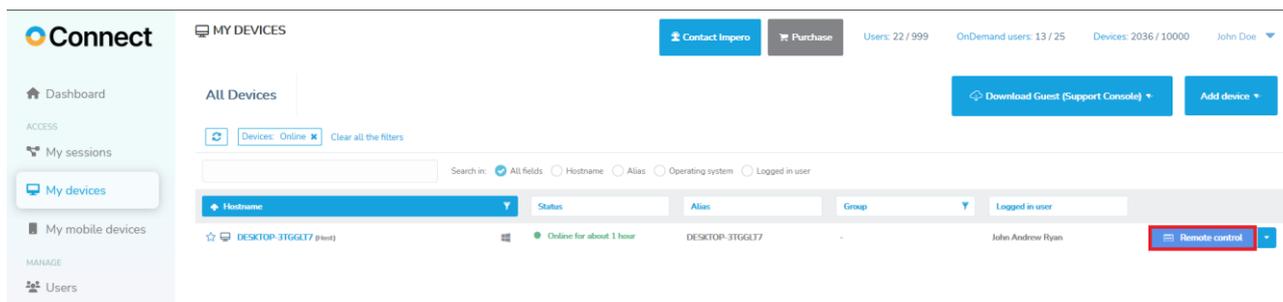
3. Once the information is filled in, a list of online devices is displayed. You can connect directly from the **Guest** to the device or by going back to the **Connect Portal** and use one of the following options: Remote Control, File transfer or **Browser Based Support Console**.



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):
 - o `accounts.connect.backdrop.cloud1`
 - o `device.connect.backdrop.cloud1`
 - o `connect.backdrop.cloud1`
 - o `api.connect.backdrop.cloud1`
 - o `dl.connect.backdrop.cloud1`
 - o `secure.connect.backdrop.cloud1`
 - o `get.connect.backdrop.cloud2`
 - o `remote.connect.backdrop.cloud2`
 - o `nas.connect.backdrop.cloud3`
 - o `wcs.connect.backdrop.cloud3`
- **TCP** (port 443)
 - o `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 Paulo: `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 & UDP²:

- `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](https://www.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.