# **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 <u>manuals section</u> 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.

Connect	I MY DEVICES		호 Contact Impero 🗮 P	Purchase Users: 22 / 999	OnDemand users: 13 / 25	Devices: 2036 / 10000 John Doe 🔻
Dashboard	All Devices				Ownload Guest (Su	pport Console) • Add device •
My sessions	Clear all the filters	Search in: 🕑 All fields 🔵 Hostname	Alias Operating system O Logged in u	user		
The My devices	♦ Hostname	₹ Status	Alias	Group	▼ Logged in user	
My mobile devices	☆ 🖵 DESKTOP-3TGGLT7 (Host)	<ul> <li>Online for abox</li> </ul>	at 1 hour DESKTOP-3TGGLT7		John Andrew Ryan	Remote control
MANAGE						
🖵 Devices						
Groups						
Applications						
Roles						
Sole assignments						
Downloads						
SECURITY						

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

Connect	☐ MY DEVICES	2 Contact le	mpero 🗮 Purchase	Users: 22 / 999 OnE	Demand users: 13 /	25 Devices: 2035 / 10000	-
<ul> <li>✿ Dashboard</li> <li>Access</li> <li>❤ My sessions</li> </ul>	All Devices       Image: Devices: Online #     Clear all the filters         Image: Devices: Online #     Search in: Image: All Devices: Online #	1 fields 🔵 Hostname 🔵 Alias 🔵	Operating system 🔵 Logged in user		ආ <b>D</b>	ownload Guest (Support Console) *	Add device *
My devices	♦ Hostname	Status	Alias	Group	Y	Logged in user	
MANAGE		Remote devices can be acces looking for, try the following	ssed from this page. If you don I:	"t see the device you an	e		
🖵 Devices		<ul> <li>Does the device have a Ho Click here to download an</li> </ul>	ist application installed and regi online installer.	istered with your accoun	t?		
Groups	-Q-	<ul> <li>This list is filtered. Click he</li> <li>Make sure your user profile go to the Role assignment</li> </ul>	ere to clear all filters and start or e is part of a group from a valid s page.	ver. role assignment. Click h	ere to		
🏶 Roles							
Role assignments Downloads							
Account security							

3. Click on the Host installer button.

Connect	I MY DEVICES		Contact Impero     Purch	ase Users: 22 / 999	OnDemand users: 13 / 25	Devices: 2036 / 10000 John Doe 🔻
🕈 Dashboard	All Devices				Ownload Guest (Sup)	port Console) 🔹 Add device 📣
ACCESS	Devices: Online      Clear all the filters	Search in: 🥑 All fields 🔿 Hostname 🔿 Alia	s Operating system Dagged in user			Host installer
My devices	♦ Hostname	Y Status	Alias	Group	▼ Logged in user	
My mobile devices	☆ 🖵 DESKTOP-3TEGEL7 (Host)	Online for about 1 hour	DESKTOP-3TGGLT7		John Andrew Ryan	Remote control 🔹
Devices						
🕒 Groups						
<ul><li>Applications</li><li>Roles</li></ul>						
🌲 Role assignments						
Downloads						
Account security						

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

Connect			2 Contact Impero	Purchase Users: 22 / 999	OnDemand users: 13 / 25	Devices: 2036 / 10000 Joh	ın Doe 🔻
📌 Dashboard	There is more than one valid deployment package in your account. If you want to add	i a device, select a deployment package, ar	d then download and run the instal	ller.			×
Access	Deployment packages (22)					Add deployment p	package
🖵 My devices	Results can be filtered using the ▼ on each column	_					
My mobile devices	♠ Name	Enrollment state	Valid from	▼ Valid to	Devices		
	• 12.80 dep	Enrolled	2020-04-24		6	Online installer	- 0
	● crgi	Enrolled	2020-10-19	2021-05-08	4	Online installer	- 0
· Sels	O driv	Enrolled	2018-10-01		0	Online installer	-
Devices	⊘ FARA LICENTA	Enrolled	2019-06-11		1		•
Groups	Ø florin	Enrolled	2019-09-05		1	Online installer	-
	• gela	Enrolled	2021-03-16	2022-05-25	1	Online installer	•
Applications	O hostHockTest	Pending	2018-11-07		0	Online installer	-
Roles	• LICEITA	Enrolled	2019-02-06		19	Online installer	•
• Dale assignments	OmyDeviceToken-996fe79a01f385980c43cf8ddb8577950391e787	Enrolled	2017-07-03	2030-07-03	0	Online installer	-
Note assignments	O new test	Enrolled	2020-07-28		0	Online installer	-
Downloads     SECURITY					Show Rows 10 🗸	Go to page 1 - 10 of 22	< >
Account security							

5. Click on the downloaded executable file.

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

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

#### the **Portal**.

U Impero Host - Running	
Elle View Action Session Iools Help	
General Connections History Services Communication Names Messages	
Running	
- thet 10	
DESKTOP-3TGGLT7	
⊂ Address	
Γ	

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

	2 Contact Impero	📜 Purchase	Users: 22 / 999	OnDemand users: 13 / 25	Devices: 2038 / 10000	•
					🖍 Edit 🕕 Upload	Ø Revoke
Download installers						
# Windows						^
Download online installer (axe file preconfigured with account infor Download offline installer (ms file. Additional info on mass deploym To download the offline installer for Windows XPIVista, click here System requirements	nation) ent <mark>here)</mark>					
é macOS						~
∆ Linux						~
Send installer to another user						
🖉 Copy link 🛛 🖅 Send link						
Package details						
Name						
Status  • Active						

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

DOWNLOADS	2 Contact Impero	🗏 Purchase	Users: 22 / 999	OnDemand users: 13 / 25	Devices: 2038 / 10000	-
					🖍 Edit 🚯 Upload	Ø Revoke
Download installers						
I Windows						^
Download online installer (exe file preconfigured with account inform Download offline installer (msi file. Additional info on mass deploym To download the offline installar for Windows XP/Vista, click here	nation) ent <mark>here</mark> )					
System requirements						
é macOS						~
∆ Linux						~
Send installer to another user						
Copy link  ≣ Send link						
Package details						
Name						
Status   Active						

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

<section-header><section-header><text><text><text><text></text></text></text></text></section-header></section-header>	Connect	
Impero Connect is a software application that allows remote access and remote control of a device. The twopero Connect Host must be installed on this device before a Supporter can connect to it. Dick below to download and install the Impero Connect Host. These net that once the application is installed and connect Host is that be accessible by a Supporter, so make sure you received this link from a trusthorthy source. Index State Index State System requerencies For more information, click here.	Control this device	
The Impero Connect Host must be installed on this device before a Supporter can connect to it. Citick below to download and install the impero Connect Host. Please note that once the application is installed and connected, this device will be accessible by a Supporter, so make sure you received this link from a trustworthy source. Inderstand  Inderstand  Inderstand  System requirements  For more information, click here.	Impero Connect is a software application that allows remote access and remote control of a device.	
Click below to download and install the Impero Connect Host. Pieses note that once the application is installed and connected, this device will be accessible by 3 Supporter, so make sure you received this link from a trustworthy source. I understand Windows 7/B/10 System requirements For more information, click here:	The impero Connect Host must be installed on this device before a Supporter can connect to it.	
Please note that once the application is installed and connected, this device will be accessible by a Supporter, so make sure you received this link from a trustworthy source.  I understand  Windows 7/8/10  System requirements For more information, click here.	Click below to download and install the Impero Connect Host.	
Vindows 7/8/10 E	Please note that once the application is installed and connected, this device will be accessible by a Supporter, so make sure you received this link from a trustworthy source.	
Windows 7/8/10  System requirements For more information, click here.	☑ 1 understand	
System requirements For more information, click here.	Windows 7/8/10 🗱 👻	
	System requirements For more information, click here.	

5. Once downloaded, go through the installed. When installation finished, the **Host** automatically connects to the **Portal**.

Umpero Host - Running	- 🗆 X
Elle View Action Session Tools Help ▶ ■ ▶   * ⊕ ⊕ ☆ ☆   3] & 3	
General Connections History Services Communication Names Messages	
Status	
Running	
Host 10	
DESKTOP-3TGGLT7	
Address	

#### 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:

- Install the Host. More information on how to install for macOS <u>here</u> and for Linux <u>here</u>.
- 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.

Impero Host Manager 🧧				
NetopHost	Impero Host Manager	▲ Value		
<ul> <li>         i Pequests         <ul> <li>Help requests</li> <li>Debug Log</li> <li>Event Log</li> <li>Tunnel Configuration</li> <li>Host Monitor</li> <li>Guest users</li> <li>                 Security</li> </ul> </li> </ul> <li>Ideating the security is a security in the security is a security is a security in the security in the security is a security in the security in the security in the security in the security</li>				
•				
<u>O</u> K <u>C</u> ancel				

**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 <b>Host Manager</b> tree structure.
Impero Portal Service Address	The address of the Impero Portal service: <pre>connect.backdrop.cloud</pre>
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	000000000000000000000000000000000000000

- 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 <u>link</u> 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.

Communication Profile Ec	lit	×
Communication Information Communication Profile description: Impero Portal		Ok
Communication Device:	Help	
Address:	connect.backdrop.cloud	
Enrollment Key:	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	0000
		Test

# 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:

 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.



 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.

Connect	HY DEVICES		호 Contact Impero 🗧 Pu	irchase Users: 22/999	OnDemand users: 13 / 25	Devices: 2036 / 10000 John Doe 🔻
Dashboard     Access     My sessions	All Devices           Devices         Other #         Clear all the filters	Search in: 🕑 All fields 🔿 Hostname 🔿 Alla	s Operating system O Logged in us	ier	C Download Guest (Suppor	t Console) * Add device *
The My devices	♦ Hostname	▼ Status	Alias	Group	T Logged in user	
My mobile devices	습 😡 DESKTOP-3TGGL17 pleat)	Online for about 11 mins	tes DESKTOP-3TGGLT7		John Andrew Ryan	Remote control      Control through Guest     Control through browser
🖵 Devices						🛃 File transfer 🖏 Remote management 🔁 Chat
Groups						
🕷 Roles 🌲 Role assignments						
Downloads						
Account security						

**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).

### 3.2Linux

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

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

	Im	pero Guest		
<u>File</u> <u>Connection</u> <u>Edit</u> <u>View</u>	<u>T</u> ools <u>H</u> elp			
😨 🖻 n 🗏 🦓 😽		а- а- а-		
Phonebook Quick Conne	t 🔺 Connection	s 🛛 🧐 History		
Ho <u>s</u> t	(	Co <u>m</u> munication F	Profile	
Name:				
	-	Impero Connec	t Portal	•
		Ed <u>i</u> t	Log out	
		ation Descertion		
Hosts list	sconnect   Conne	ction Properties.	Reload Belload more	
Host ID Use	Name Host UL	JID Ope	erating System	
Impero Network / Windows	Network /			

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.

Connect	I MY DEVICES		2 Contact Impero	users: 22 / 999	OnDemand users: 13 / 25 Devices: 2034	3/ 10000 John Doe 🔻
Access	All Devices           C         Devices: Online ×         Clear all the filters				🗇 Download Guest (Support Console) 🕈	Add device *
My sessions	s	earch in: 🥑 All fields 🔵 Hostname 🔵 Alias 🔵	Operating system 🔵 Logged in user			
My mobile devices	♦ Hostname	Y Status	Alias	Group	Y Logged in user	
MANAGE	☆ 🖵 DESKTOP-3TGGLT7 (Post)	Online for about 1 hour	DESKTOP-3TGGLT7		John Andrew Ryan	🖹 Remote control 💌

**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.

Connect	MY DEVICES		2 Contact Impero 🛛 🗮 Purcha:	se Users: 22 / 999	OnDemand users: 13 / 25	Devices: 2036 / 10000 John Doe 💌
<ul> <li>Dashboard</li> <li>Access</li> <li>My sessions</li> </ul>	All Devices       Image: Devices: Online x     Clear all the fitters				🗘 Download Guest (St	upport Console) * Add device *
Wy devices	Search in:	All fields 🔿 Hostname 🔿 Alias 🔿	Operating system 🔵 Logged in user			
My mobile devices	Hostname     DESKTOP-3TGGLT7 (Host)	Status     Online for about 1 hour	Alias DESKTOP-3TGGLT7	Group	T Logged in user	Remote control
MANAGE						

**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.cloud<sup>1</sup>
  - o device.connect.backdrop.cloud<sup>1</sup>
  - o connect.backdrop.cloud<sup>1</sup>
  - o api.connect.backdrop.cloud<sup>1</sup>
  - o dl.connect.backdrop.cloud<sup>1</sup>
  - o secure.connect.backdrop.cloud<sup>1</sup>
  - o get.connect.backdrop.cloud<sup>2</sup>
  - o remote.connect.backdrop.cloud<sup>2</sup>
  - o nas.connect.backdrop.cloud<sup>3</sup>
  - o wcs.connect.backdrop.cloud<sup>3</sup>
- **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 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<sup>1</sup>

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

#### TCP & UDP<sup>2</sup>:

- 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.