

QUICK INSTALL GUIDE



27.06.2025

Contents

1	Introduction	2
2	Target device - Host setup	3
2.1	Windows (7 & later)	3
2.1.1	Manually install the Host on the machine that you are on	3
2.1.2	Manually install the Host on a different machine	5
2.1.3	Automatically install the Host using a mass deployment tool	7
2.2	Mac & Linux	7
2.3	Windows (XP & Vista)	9
3	Connect to the device – Guest (Support Console) setup	10
3.1	Windows.....	10
3.2	Linux	12
3.3	Browser based application (running on Windows, Mac, and Linux).....	13
3.4	Firewall and Proxy server settings for the Impero Portal communication profile	13

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

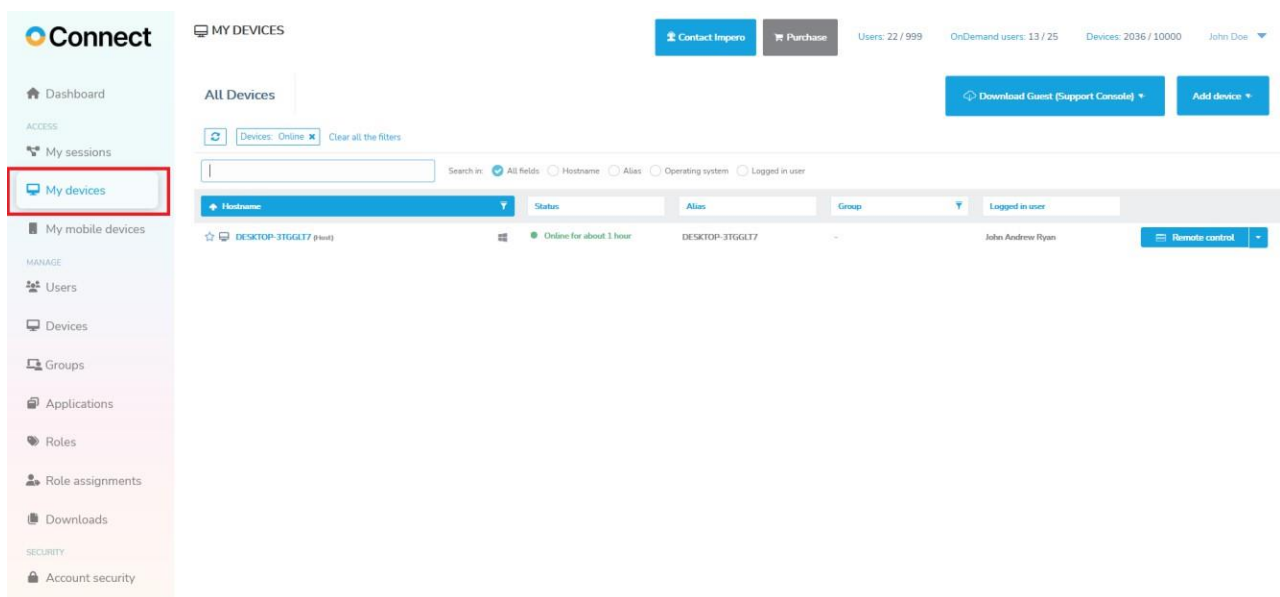
2.1 Windows (7 & later)

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

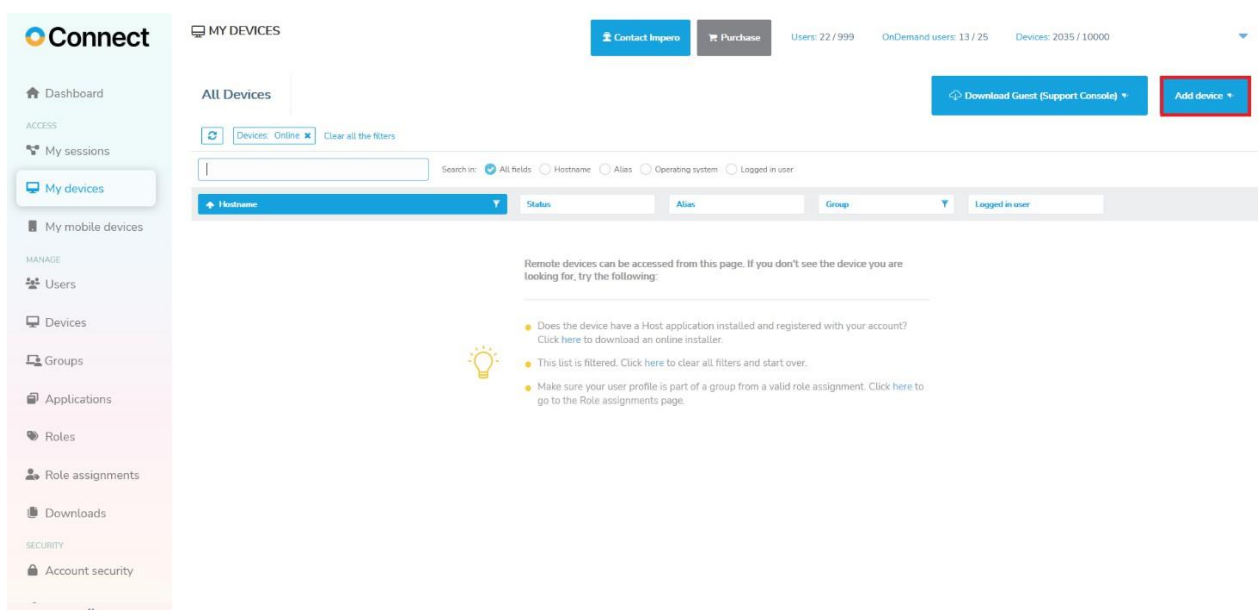
2.1.1 Manually install the Host on the machine that you are on

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.

The screenshot shows the 'MY DEVICES' page in the Connect interface. The left sidebar contains navigation links for 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 list of devices under the 'All Devices' tab. A red box highlights the 'Host installer' button in the top right corner of the device list area.

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

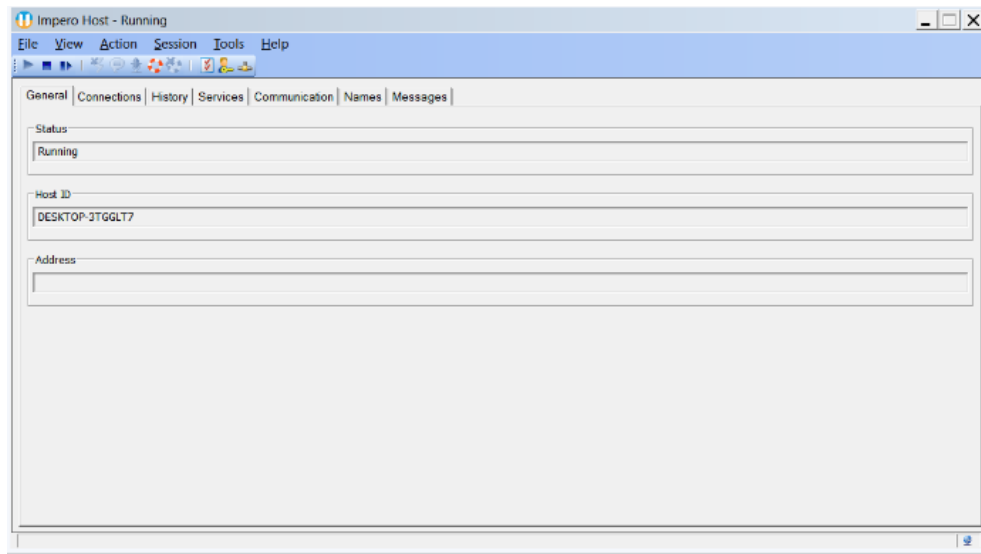
The screenshot shows the 'DOWNLOADS' page in the Connect interface. The left sidebar is the same as in the previous screenshot. The main content area shows a table of deployment packages. A red box highlights the 'Online installer' button in the 'Deployment packages' table for the package named '12.80 dep'.

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
drv	Enrolled	2018-10-01	-	0	Online installer
FARA LICHTA	Enrolled	2019-06-11	-	1	Online installer
florin	Enrolled	2019-09-05	-	1	Online installer
gela	Enrolled	2021-03-16	2022-05-25	1	Online installer
host-lock-test	Pending	2018-11-07	-	0	Online installer
LICHTA	Enrolled	2019-02-06	-	19	Online installer
myDeviceToken-9966e79a01f395980c43c8b4b8577950391e787	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**.

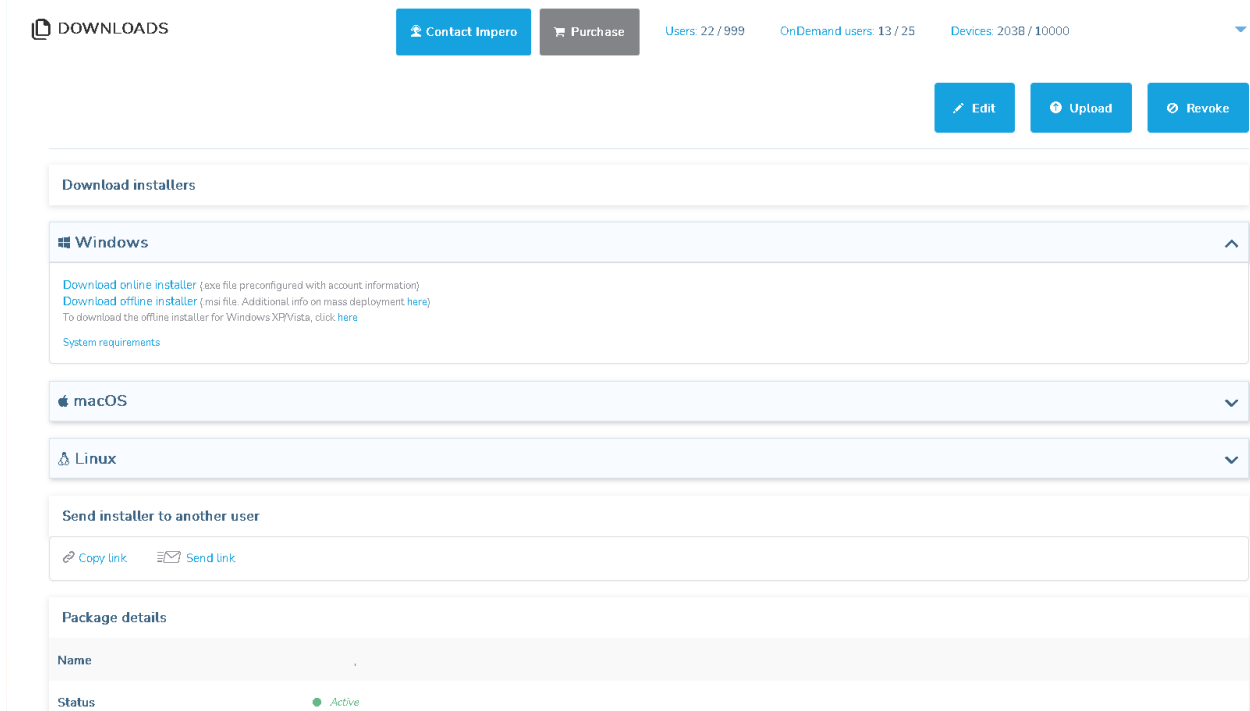
- When the installation process is finished, the **Host** automatically connects to the **Portal**.



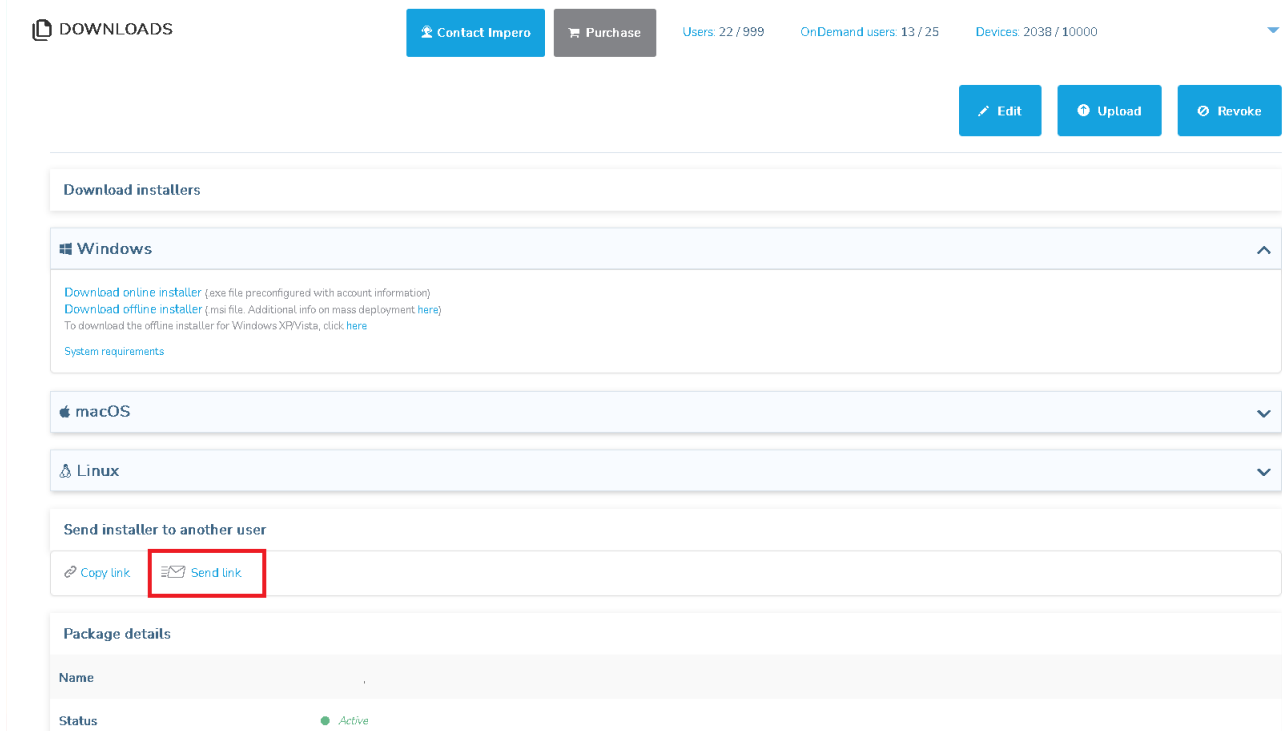
2.1.2 Manually install the Host on a different machine

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.

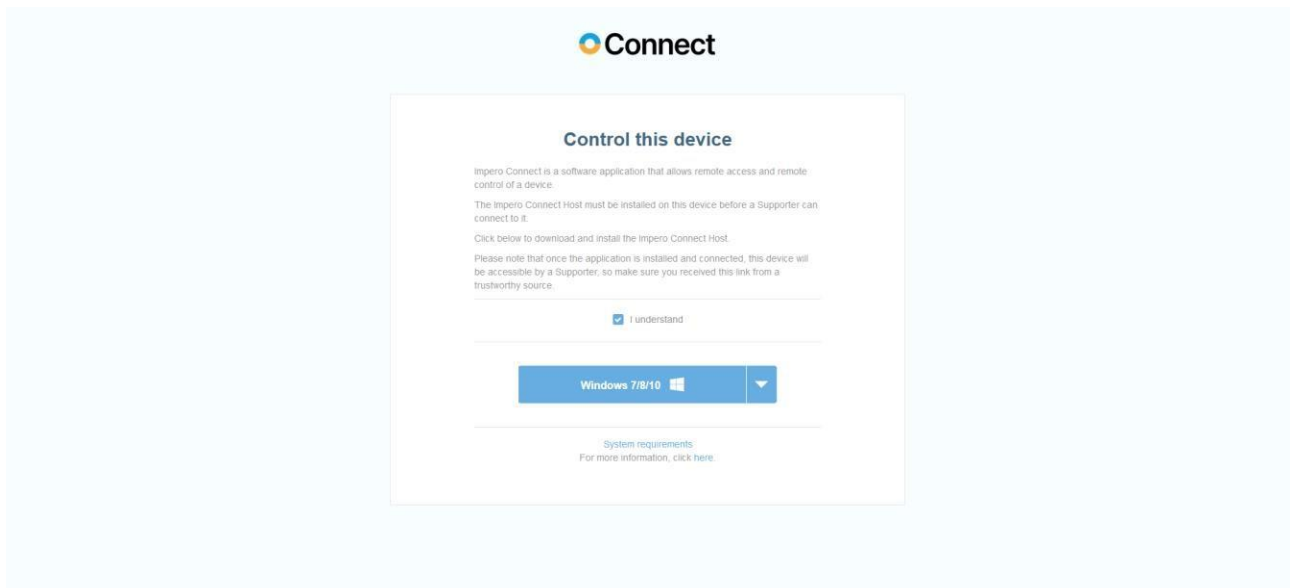


3. Click on the **Send link** button.



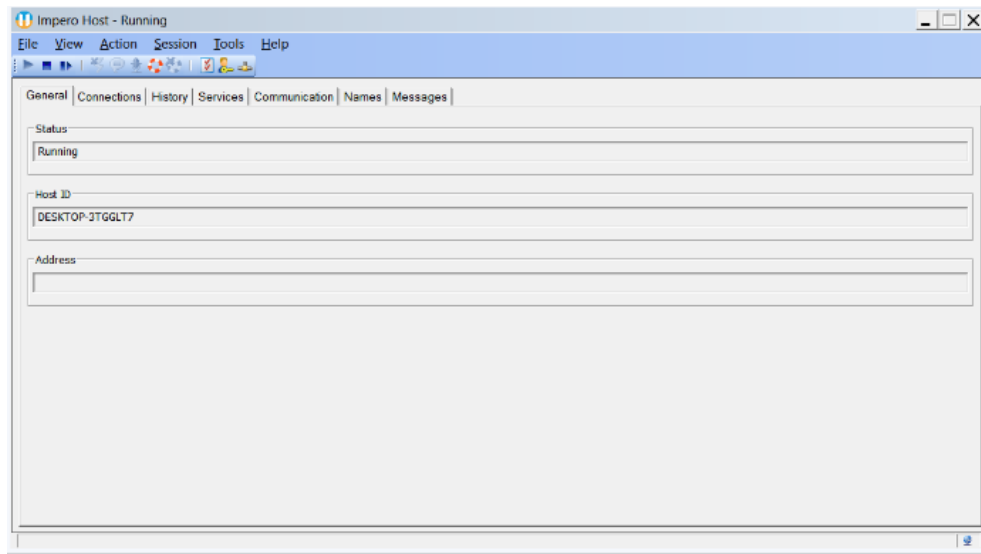
The screenshot shows the 'DOWNLOADS' section of the Impero interface. At the top, there are buttons for 'Contact Impero' and 'Purchase', along with user statistics: 'Users: 22 / 999', 'OnDemand users: 13 / 25', and 'Devices: 2038 / 10000'. Below these are 'Edit', 'Upload', and 'Revoke' buttons. The main content area is titled 'Download installers' and lists operating systems: Windows, macOS, and Linux. Under the Windows section, there are links for 'Download online installer' and 'Download offline installer'. Below the operating system list is a section titled 'Send installer to another user' containing 'Copy link' and 'Send link' buttons. The 'Send link' button is highlighted with a red rectangle. Below this is a 'Package details' section showing the package name and status as '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 explaining that Impero Connect is a software application that allows remote access and remote control of a device. It states that the Impero Connect Host must be installed on this device before a Supporter can connect to it. Below this, there is a checkbox labeled 'I understand' which is checked. At the bottom, there is a blue button labeled 'Windows 7/8/10' with a dropdown arrow. Below the button, 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

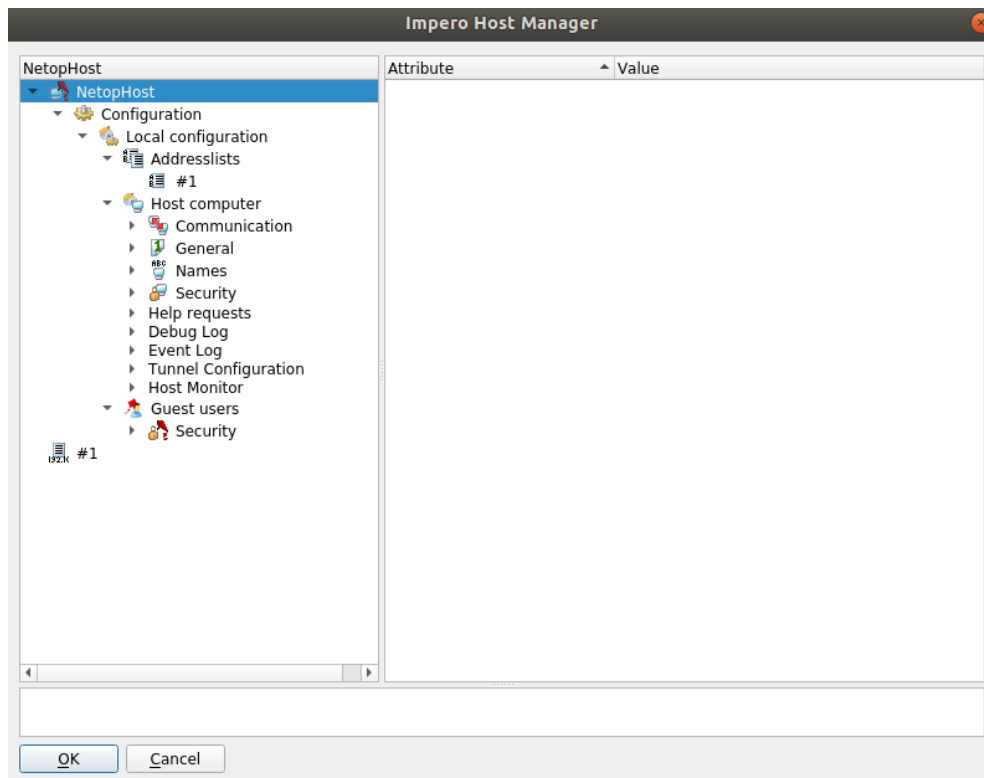
More information on how to mass deploy the **Host** can be found at the following knowledge base [article](#).

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 s Vista) on how to retrieve it from the Impero Portal .

2.3 Windows (XP & Vista)

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

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

[illegible]

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**.

The screenshot shows a window titled "Communication Profile Edit". It contains two main sections. The first section, "Communication Information", includes a label "Communication Profile description:" followed by a text field containing "Impero Portal", and a label "Communication Device:" followed by a dropdown menu showing "Impero Connect Portal". To the right of this section are three buttons: "Ok", "Cancel", and "Help". The second section, "Impero Connect Portal", includes a label "Address:" followed by a text field containing "connect.backdrop.cloud", and a label "Enrollment Key:" followed by a text field containing a long string of 'x' characters. A "Test" button is located at the bottom right of this section.

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.

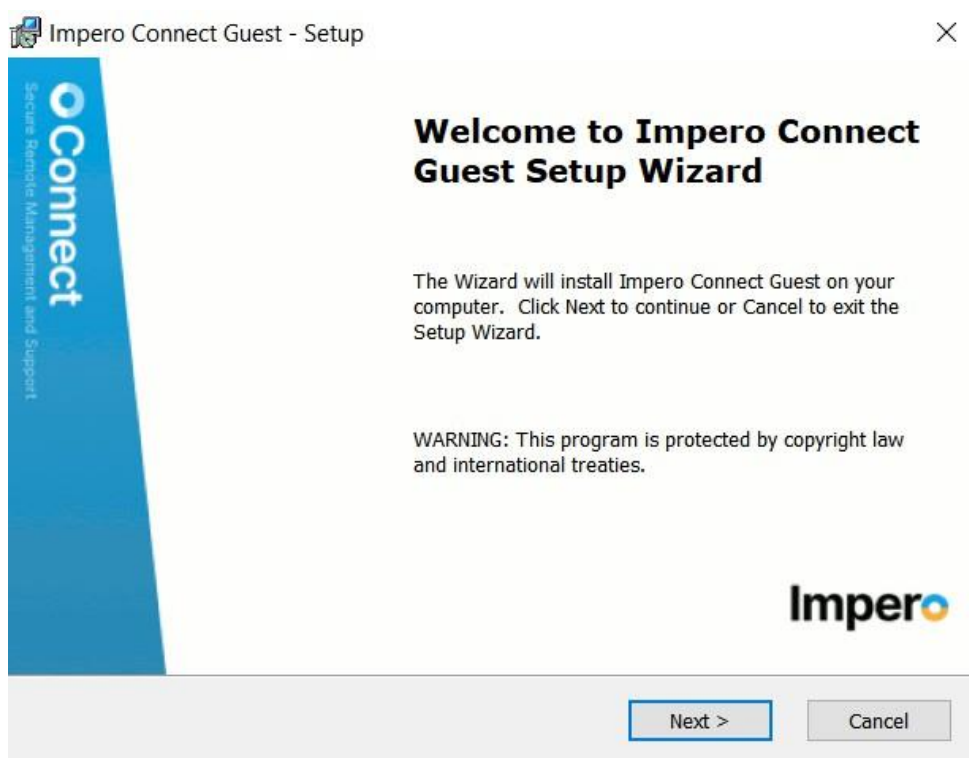
In order to connect to the device, it is necessary for the Supporter to either install the **Guest** or use the **Browser Based Support Console**. Depending on the operating system from where you want to connect from and if there is an installed application, the options are described below.

3.1 Windows

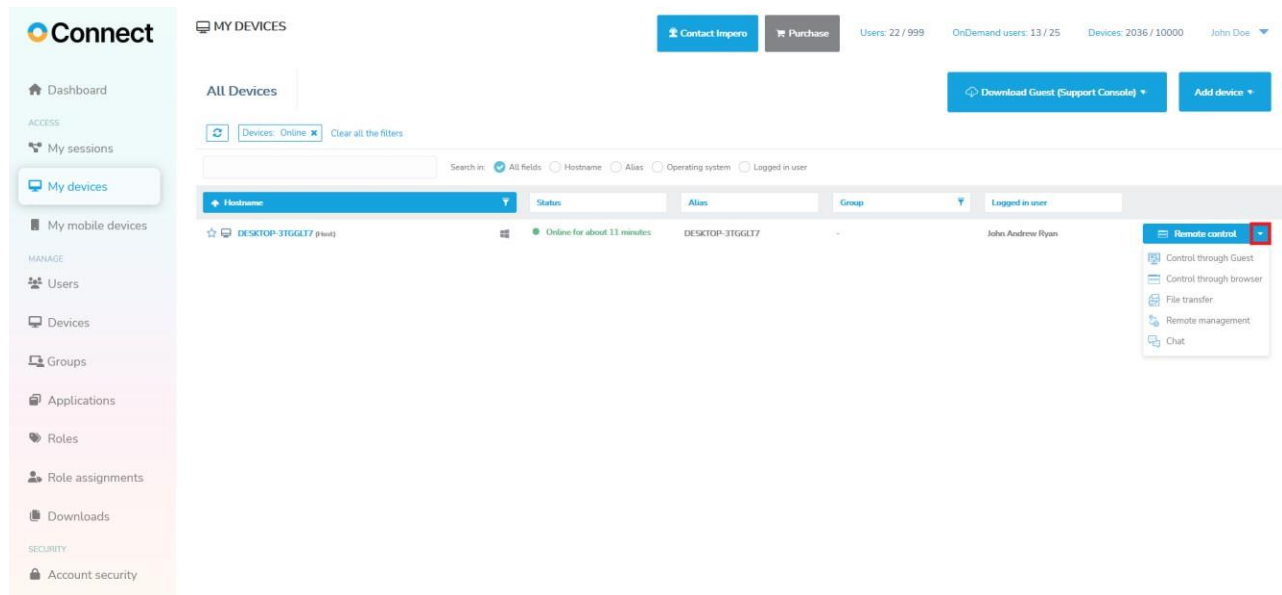
To install the **Guest** on a Windows device, proceed as follows:

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

NOTE: Supported Windows versions: Windows 7 s 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.

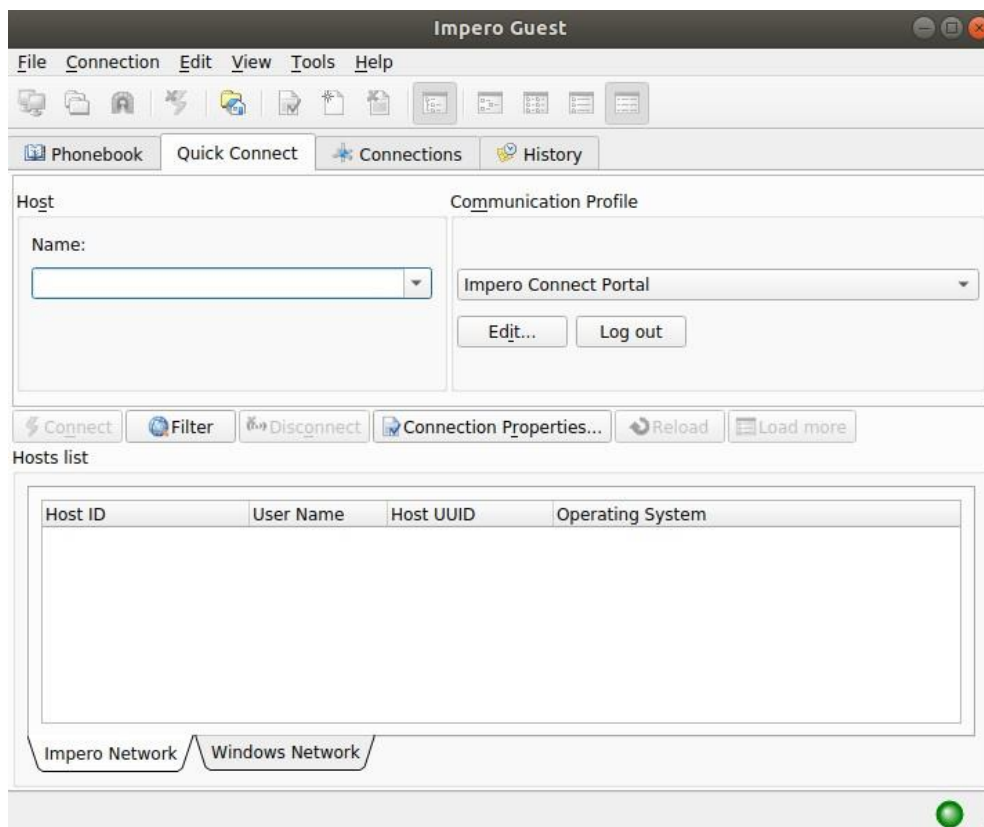


NOTE: If you click on one of the first four options, the installed **Guest** application launches, and the selected action is performed (e.g. opening up the file transfer window).

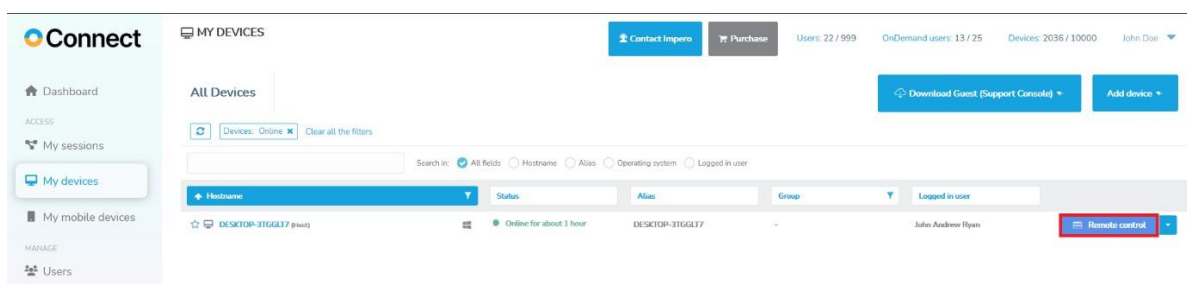
3.2 Linux

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 s password.



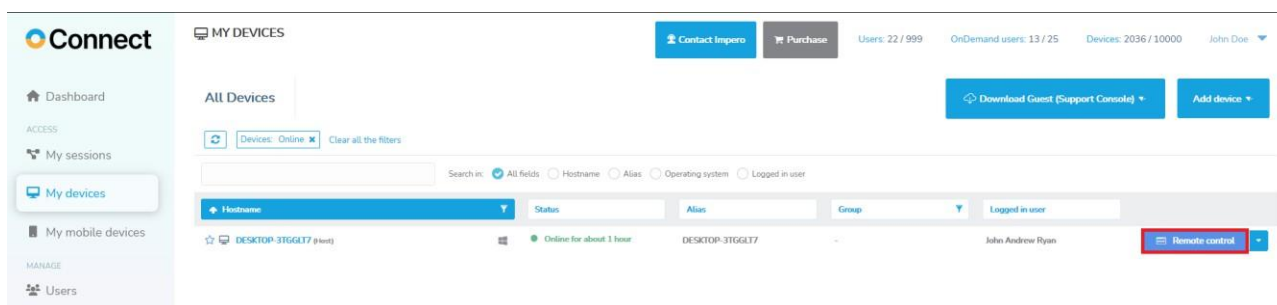
3. Once the information is filled in, a list of online devices is displayed. You can connect directly from the **Guest** to the device or by going back to the **Connect Portal** and use one of the following options: Remote Control, File transfer or **Browser Based Support Console**.



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.cloud`¹
 - o `device.connect.backdrop.cloud`¹
 - o `connect.backdrop.cloud`¹
 - o `api.connect.backdrop.cloud`¹
 - o `dl.connect.backdrop.cloud`¹
 - o `secure.connect.backdrop.cloud`¹
 - o `get.connect.backdrop.cloud`²
 - o `remote.connect.backdrop.cloud`²
 - o `nas.connect.backdrop.cloud`³
 - o `wcs.connect.backdrop.cloud`³
- **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 s 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
- **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.