Netop

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Contents

1 Introduction

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

Netop 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.
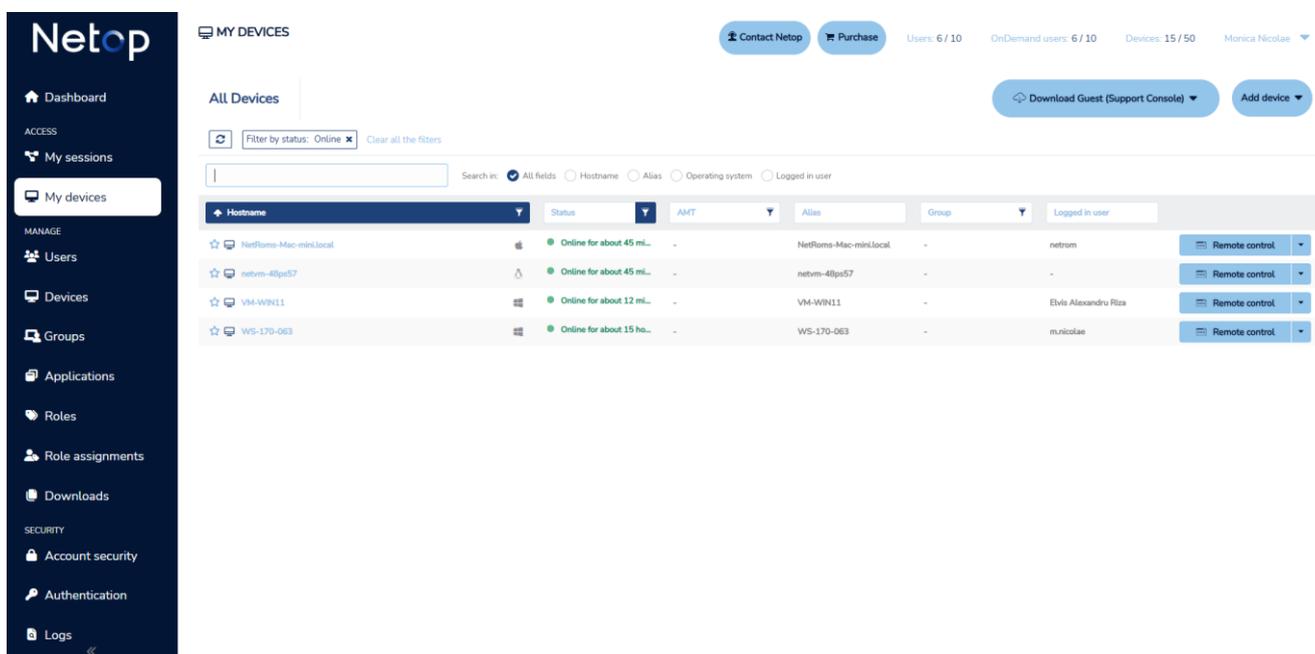
2   Target device - Host setup
2.1 Windows (7 & later)

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

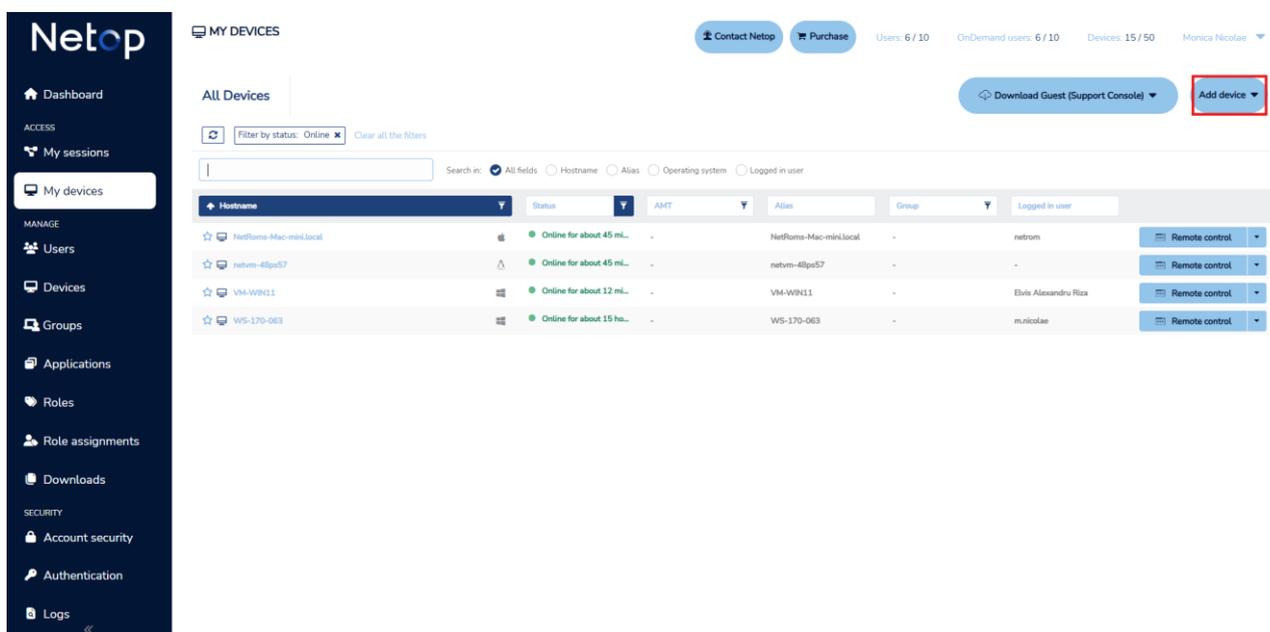To install the **Host** on the device that you are on, proceed as follows:

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**.
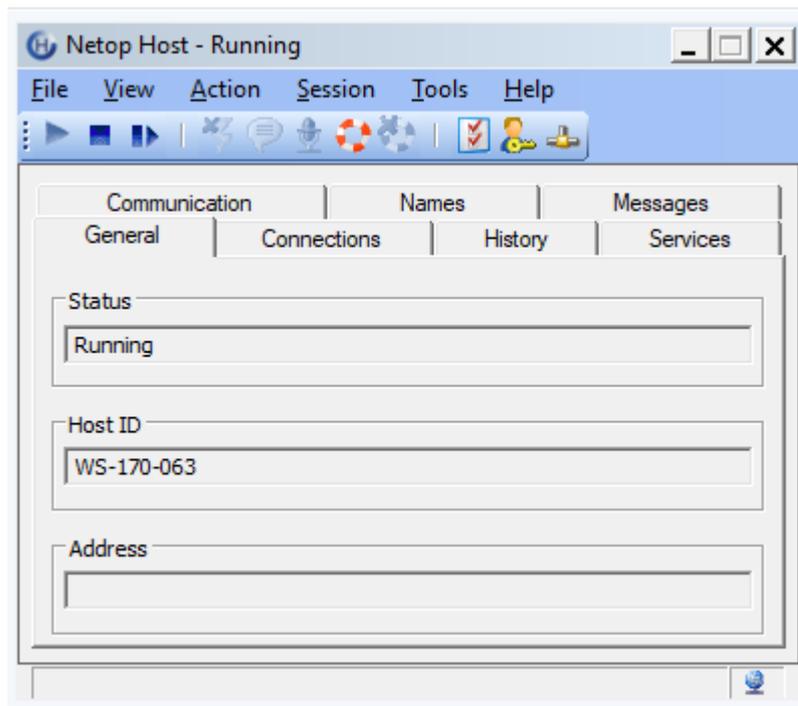
2.1.2 Manually install the Host on a different machine

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**.
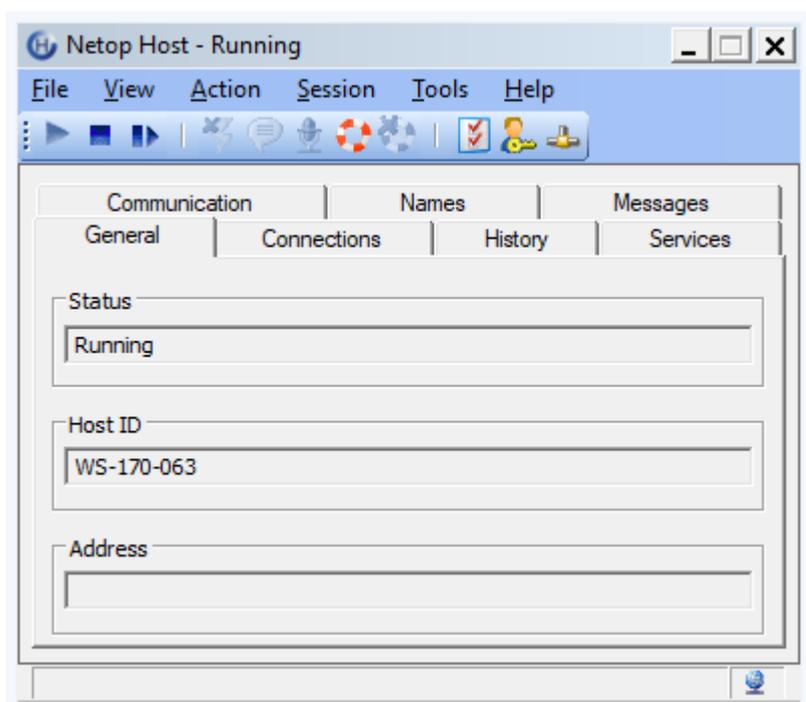
2.1.3   Automatically install the Host using a mass deployment tool

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 **Netop Host Manager** (**Tools** > **Options**).
3. Go to **Host computer** > **Communication** > **Network listen**.

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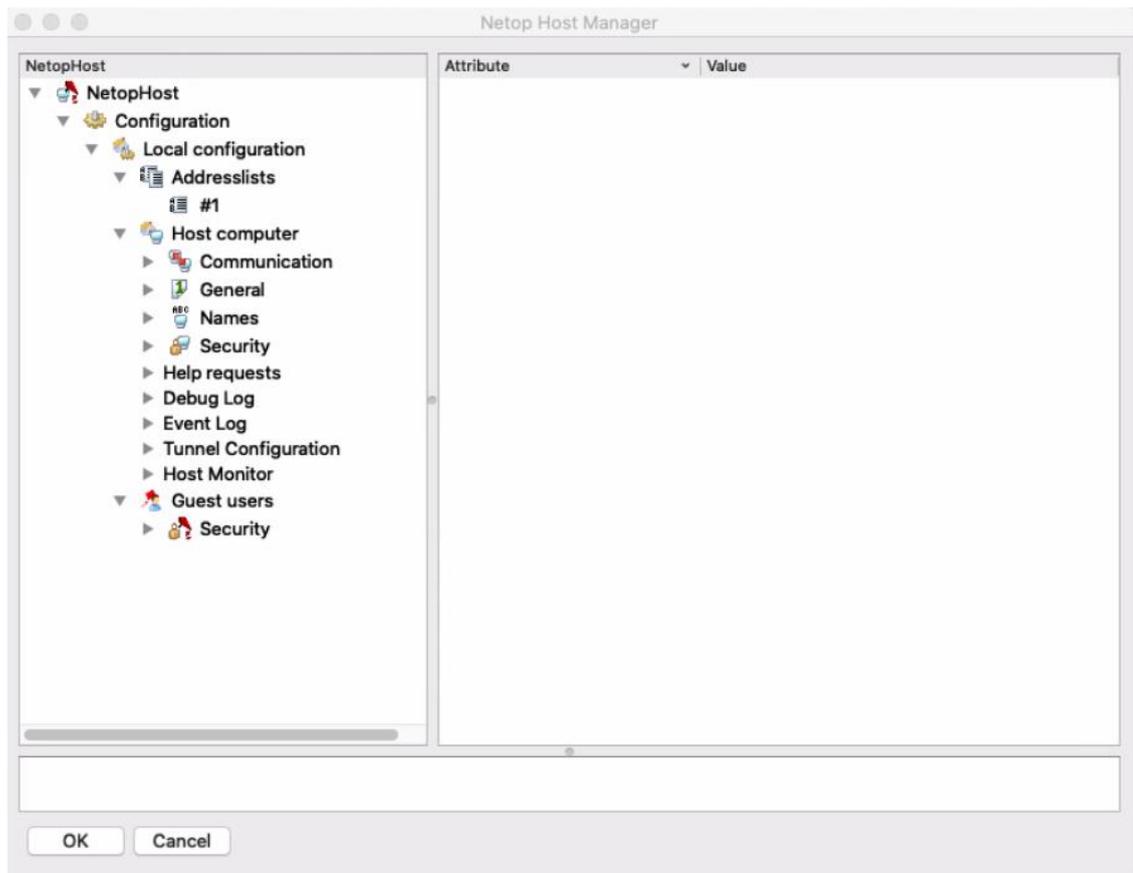
> **NOTE**: **Netop Linux Host** version 12.79 and above allow you to connect to a UNIX device through the **Netop Portal** and **Netop Windows Guest**.

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.
Netop Portal Service Address	The address of the **Netop Portal** service: `netop.cloud`
Netop Portal Service Enrollment key	The **Netop Portal** enrollment key. Check Windows (XP s Vista) on how to retrieve it from the **Netop Portal**.

2.3 Windows (XP & Vista)

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

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

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 **Netop Portal** communication profile in the Setup wizard with the default address and the above enrollment key. You can also add a new **Netop 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 **Netop 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.
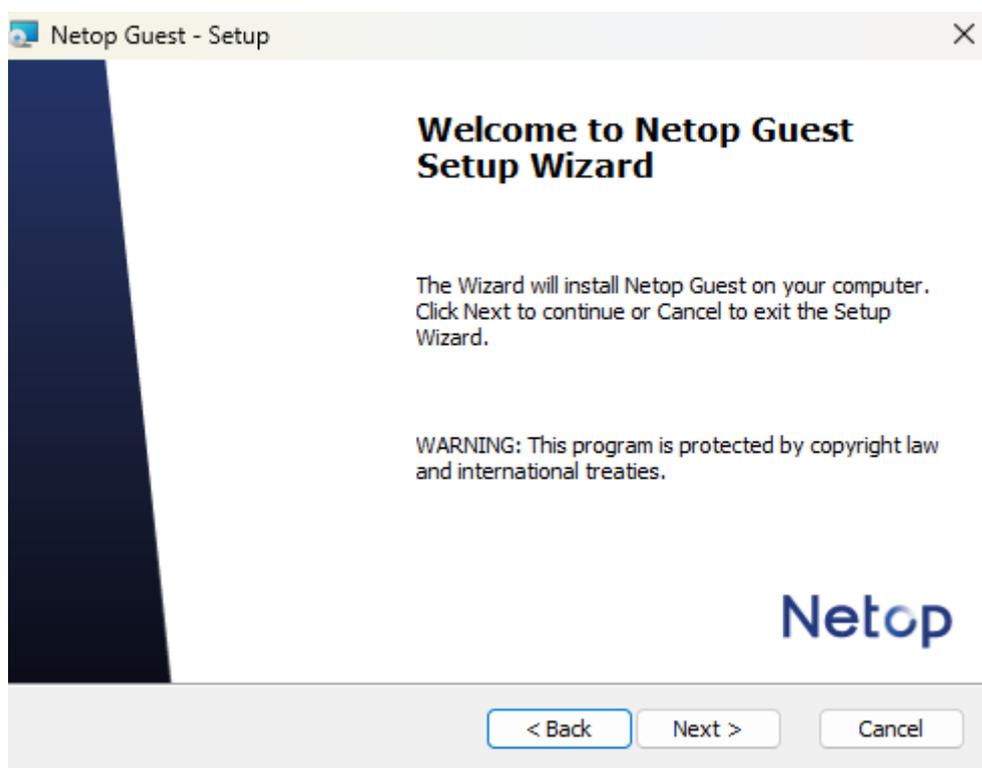
2. Once the installation is completed, click on **Finish** and return to your **Netop Portal** browser window. You can click on any of the options next to the online device in order to initiate the corresponding action.

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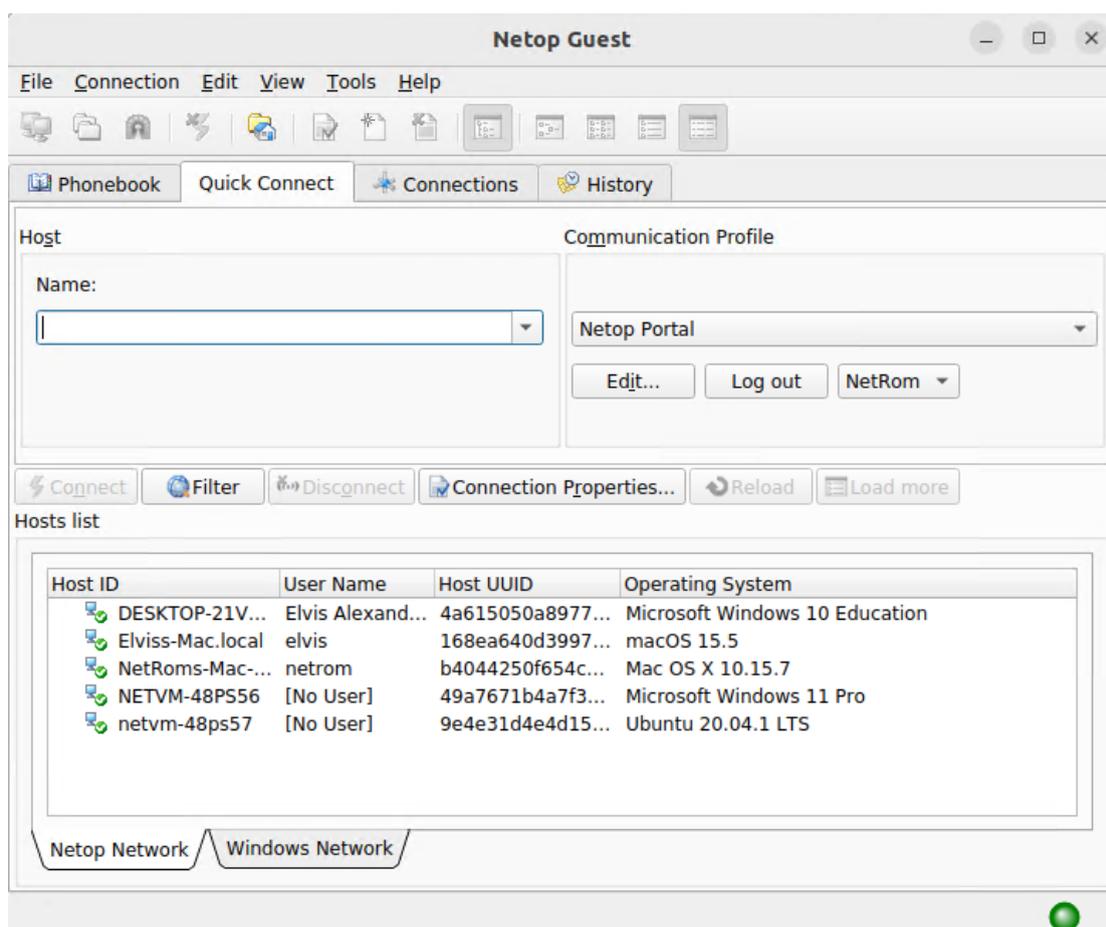
3. Once the information is filled in, a list of online devices is displayed. You can connect directly from the **Guest** to the device or by going back to the **Netop Portal** and use one of the following options: Remote Control, File transfer or **Browser Based Support Console**.
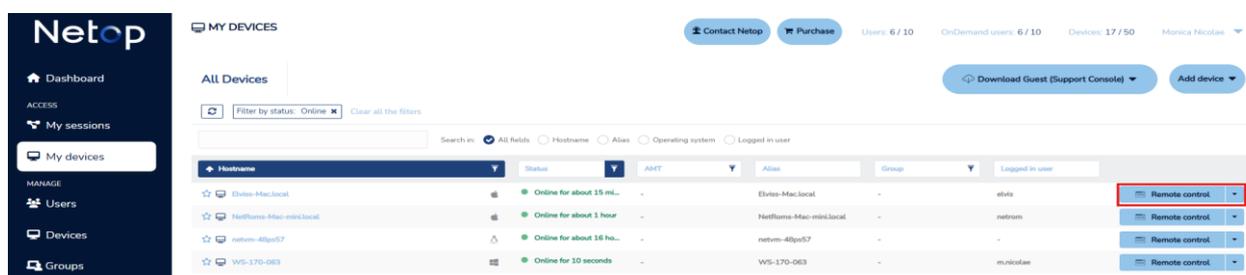
NOTE: When you connect to the device using the Linux Guest, you are required to re-authenticate on every connection.

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 Netop Portal communication profile

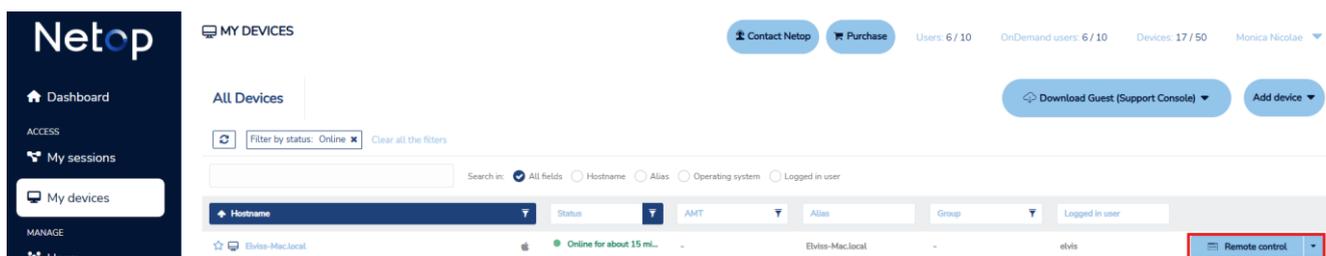When you configure **Netop** to use the **Netop Portal** communication profile, you need to create rules or exceptions to allow communication through a proxy server or firewall to communicate with the **Netop Portal** service.

For the **Netop Portal** service, allow the following communication:

- **Outbound HTTPS** (port 443):
    - accounts.netop.com1
    - deviceapi.netop.com1
    - portal.netop.com1
    - portalapi.netop.com1
    - portal-dl.netop.com1
    - secure.netop.com1
    - get.netop.com2
    - remote.netop.com2
    - nas.netop.com3
    - wc-eu-wcs.netop.com3
    -
- **TCP** (port 443)

    - cm.netop.cloud

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

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

TCP s UDP[2]:

- `s1-ice-ap-northeast-2.netop.cloud` | `3.34.203.149`
- `s1-ice-ap-south-1.netop.cloud` | `13.126.197.58`
- `s1-ice-eu-west-1.netop.cloud` | `52.228.62.188`
- `s1-ice-us-east-1.netop.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 **Netop Portal** executable files to run and be accessed from outbound LAN/Internet access:

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

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

NOTE:

1 Services required by Netop OnPremise and Netop OnDemand.

2 Services required by Netop OnDemand.

3 Services required by Netop OnPremise.