NETOP™

WebConnect™

Internet-Based Secure Remote Access

Internet friendly connection solution

Product white paper
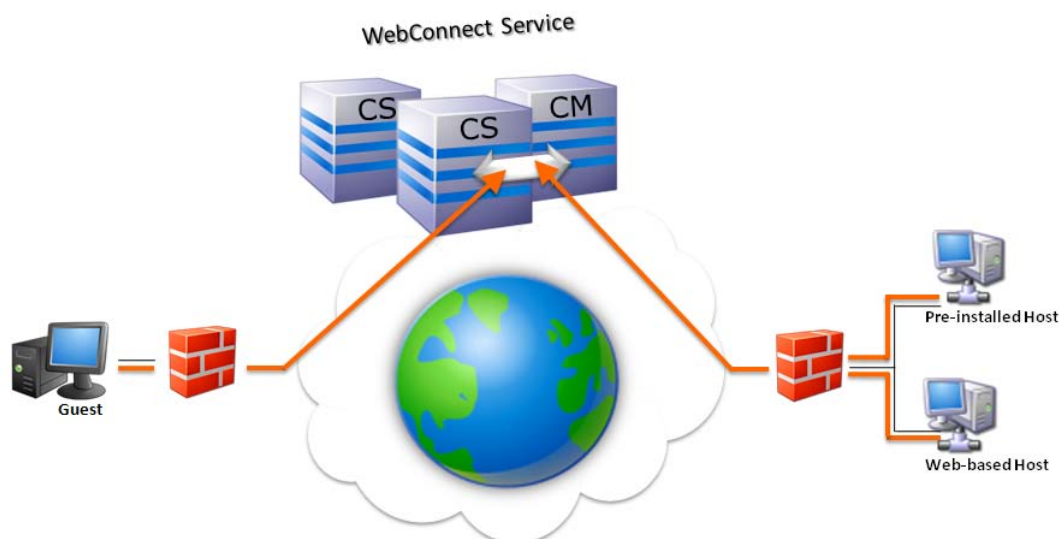
Netop

The challenge

Providing timely, efficient, and cost-effective technical support for all users in a secure manner is one of the challenges that many organizations face today.

Remote control tools, such as the Netop Remote Control range, which allow remote access to or control of another computer, is a natural choice for the help desk, or for the internal support or IT administrators in large worldwide organizations who need to be able to access corporate computers in many different local sites to offer support or carry out general IT maintenance.

Sometimes end users do not have a formal relationship with the help desk, and the help desk thus has little or no influence over the hardware that is being used. Or the end users, although belonging to the same organization, are located in different local sites. Anyway, the end users will most likely be behind firewalls, sometimes unmanaged, and this poses some challenging connectivity problems in relation to remote control. In order for Netop users to be able to remote control computers without the need to configure any firewall, proxy or router, Netop Business Solutions has come up with a new and innovative solution that overcomes these connectivity problems.

The solution

The Netop WebConnect solution eliminates these connectivity problems by creating a new secure meeting ground for applications to meet and communicate over the Internet, unhindered by firewalls.

The Netop WebConnect system consists of a Connection Manager that serves as a meeting hub for Netop Guests and Hosts and multiple Connection Servers that route the traffic.

The Connection Manager is a web service that facilitates connection information and parameters to Netop Guests and Hosts (including OnDemand Hosts and Mobile Hosts) that have a need to meet in relation to remote control sessions. The service directs the applications to a Connection Server.

The Connection Manager uses a Microsoft Internet Information Server and a Microsoft SQL Server for data management.

Connection Servers are capable of connecting Netop modules and routing the traffic.

Netop Remote Control version 9.2 and later Guests and Hosts, Netop OnDemand 2.0 Hosts and later, and Netop Mobile 9.5 Hosts and later are able to use Netop WebConnect as an add-on to existing connection capabilities. Other existing and new Netop products will be developed to use Netop WebConnect.

Key features

- Overcomes connectivity problems through firewalls – all traffic outbound

- High security

- Ad-hoc connection using one-time service ticket

- Communication using HTTP, port 80

- Configurable web service

Target industries / markets

- Large worldwide companies and organizations with multiple locations

- Help Desks services

- IT service providers

- Application Service Providers (ASP)

- Companies with mobile staff members

Questions and answers

Q: When would I need WebConnect?

A: If the computer that you want to remote control is behind a firewall, WebConnect makes it considerably easier to do that, because all traffic will be outbound.

Q: Is WebConnect a service that you subscribe to, or can you host it yourself?

A: WebConnect is a connection solution that you can both subscribe to and host yourself.

Q: Why is it an advantage for me to host WebConnect myself?

A: Hosting the WebConnect solution yourself makes it more secure for you, because there is no need for any third parties to be involved. It also makes it more flexible, because you

can customize it to your own needs, use one or more Connection Servers depending on your needs etc.

Q: What is needed to run the WebConnect solution?

A: A standard and recommended installation includes two computers with Windows Server 2003 or higher - one for the Connection Manager and another for the Connection Server, and they should both listen on port 80. The computer on which the Connection Manager is installed should have Microsoft Internet Information Server and Microsoft SQL Server. However, the SQL Server can also be on a third computer. You will be able to install multiple Connection Managers and Connection Servers as needed. Finally, you need at least one Netop Guest and one Netop Host, version 9.21 or later to run a remote control session using WebConnect.

Q: How many concurrent WebConnect sessions are possible?

A: The upper limit of concurrent Guest-Host sessions is 100 per Connection Server. The actual capacity depends on client bandwidth and the available bandwidth for the Connection Server. One Guest can remote control one Host at a time during a WebConnect session.

Further information about Netop WebConnect

For further information about WebConnect, please see the "Netop Remote Control User's Guide", the "Netop WebConnect Installation Guide", the "Netop OnDemand Quick Guide", and the Netop Mobile and Embedded Host User's Guide".

About Netop

Netop develops and sells software solutions that enable swift, secure and seamless transfer of video, screens, sounds and data between two or more computers over the Internet. The company has three business areas, Administration, Education and Communication.

Netop's unique and cost-saving Administration solutions make life easier for IT professionals with Remote Control and IT Asset Management. With the market-leading solutions for Education classroom management and corporate e-learning, Netop helps students and teachers to achieve optimum results through virtual education. Netop Communication solutions including unified communications let customers, partners and colleagues meet easily and safely in the virtual space via video conferencing, instant messaging, voice and file sharing over the Internet.

Netop employs 152 people and has subsidiaries in the United States, Great Britain, China, Romania and Switzerland. The company sells its solutions to public and private clients in more than 80 countries. Netop Solutions A/S shares are listed on the Copenhagen Stock Exchange and are part of the SmallCap+ index. In 2008 Netop Solutions had a total revenue of DKK 92.1m.

Read more at: http://www.netop.com.