WebConnect Migration Guide

7/26/2022

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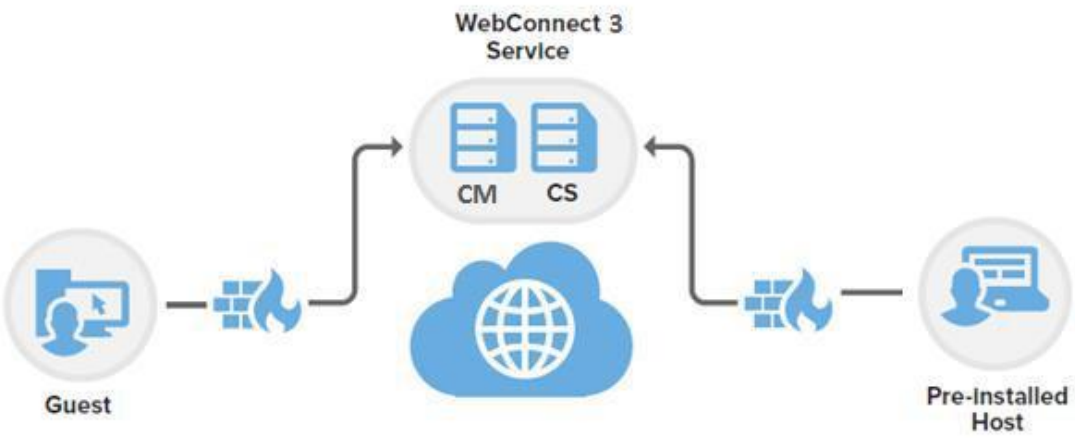
1 Introduction

This document is intended to describe what the **WebConnect 3** solution is, how to migrate to **WebConnect 3** and how to pack and deploy the Impero **Guest** and **Host** configured with **WebConnect 3**.

1.1 What is WebConnect 3

Impero **WebConnect 3** service is a highly secure web-based solution consisting of a **Connection Manager** that serves as a meeting hub for Impero **Guests** and **Hosts**, and at least one **Connection Server** that routes the traffic between the **Guests** and **Hosts**. The **Connection Server** is an extended **Host**. This is available as an on-premise application. Using the Impero **WebConnect** 3 service, users can remote control computers without having to configure firewalls and routers.



The Impero **WebConnect 3** system consists of a **Connection Manager** that serves as a meeting hub for Impero **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 Impero **Guests** and **Hosts** (including **OnDemand Hosts**) that are required to meet with the remote control sessions. The service directs the applications to a **Connection Server**.

The **Connection Manager** uses a Microsoft **I**nternet **I**nformation **S**erver and a Microsoft SQL Server for data management.

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

Data traffic protocols must be allowed outbound through a firewall to the **Connection Manager** and the **Connection Server**. Outbound communication to the **WebConnect Connection Manager** is **HTTP:80** and/or **HTTPS:443**. Outbound communication to the WebConnect **Connection Servers** is **TCP:443**.

Rules or exceptions may be required to be created that allow communication through a proxy server to communicate with the **WebConnect 3.0**, **Connection Manager** and **Connection Server** modules.

The URL (name resolution) does not impact the firewall setup. When configuring a Windows firewall rule, the address of the **Connection Manager** and **Connection Server** can be indicated either as IP or name (domain).

NOTE: For a **WebConnect 3.0** installation a valid **HTTPS** certificate is required. This certificate must be issued to the name (domain) of the **Connection Manager** machine. Also, the **WebConnect Connection Manager** URL should contain the same name (domain) as the **HTTPS** certificate of the **Connection Manager**. The certificate can either be provided by a local Certificate Authority, which also provides it to the systems which are expected to use the solution or from a third party SSL Certificate Provider.

For testing and proof-of-concept setups where no certificate is required, the configuration can be performed via the **Impero.ini** file by adding a parameter to ignore the certificate validation check.

- **On the Guest**

```
[WC19] GuestIgnoreCertificateErrors = 1
```

- **On the Host**

```
[WC19] HostIgnoreCertificateErrors = 1
```

The **`Impero.ini`** file is located, by default, under ***`C:\Windows\`***.

In the case of Impero hosted **Connection Manager**, the **Connection Manager's HTTPS** certificate is issued to **"*.Impero.com**" (issued by the GlobalSign Domain Validation CA). The **WebConnect 3.0x Connection Manager** URL used by the client is "https://webconnect3.Impero.com".

1.2 Why move to WebConnect 3?

We strongly recommend you use **WebConnect 3** due to improved security:

- Cross-site request forgery mitigation
- Stronger hashing and improved encryption of passwords prevent browsers from storing credentials.

2 How to move to WebConnect 3

The following instructions are for **Impero Connect** components running on Windows. Components for macOS and Linux require similar instructions.

2.1 Upgrade the components connecting to WebConnect

The components that are currently supported with the new version of WebConnect:

- Impero Connect Guest
  - Windows, Linux, and macOS
  - GuestEx
  - ActiveX Guest
- Impero Connect Host
  - Windows, Linux and Mac Gateway
  - Security Server
  - Connection Server
- Impero OnDemand

2.1.1 For Impero Hosted WebConnect customers

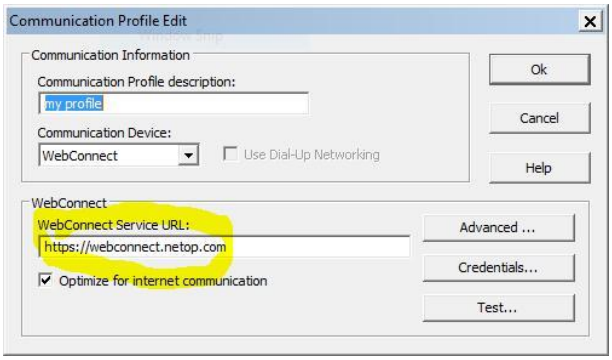
Impero WebConnect 3 works with **Impero Connect** version 12.5 and above. **Impero Connect** versions prior to version 12.5 cannot use the **WebConnect 3** communication profile.

2.1.1.1 Prerequisites

The customer must have a **Impero Hosted WebConnect** account.

2.1.1.2 How to verify

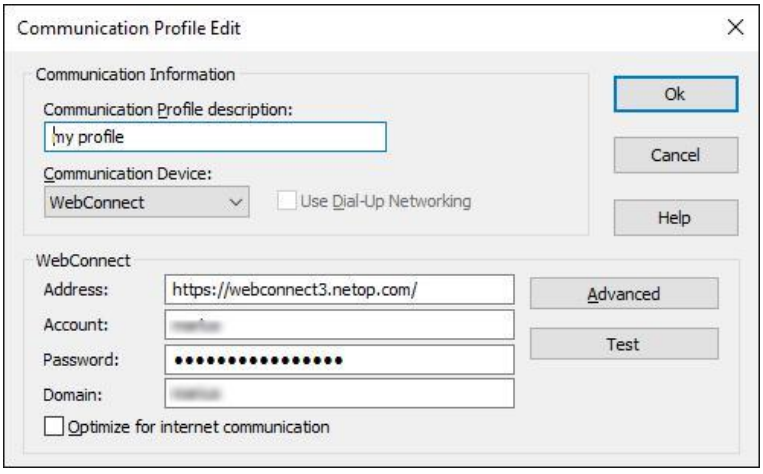
Open the **WebConnect** communication profile and verify the **WebConnect** service URL. If the domain includes **.Impero.com**, the customer is using **Impero Hosted WebConnect**.



2.1.1.3 Change the WebConnect Service URL

Change the **WebConnect** service URL to the new **WebConnect 3** service URL as follows:

- Europe
  http://webconnect01eu.Impero.com/Imperocm > https://webconnect3eu.Impero.com/
- Europe
  http://webconnect.Impero.com/Imperocm > https://webconnect3eu.Impero.com/
- Americas
  http://webconnect01us.Impero.com/Imperocm > https://webconnect3us.Impero.com/



2.1.2 For the self-hosted customers

Since the upgrade of **WebConnect** happens using the same **WebConnect Service** URL, nothing needs to change on the components connecting to **WebConnect**.

2.2 Upgrade the WebConnect environment

2.2.1 For Impero Hosted WebConnect customers

This is a Impero hosted environment, therefore nothing needs to be handled by the customer.

2.2.2. For the self-hosted customers

NOTE: **WebConnect 3.x** is not backward compatible. After you install and configure the **Connection Manager** 3.0 or higher and the **Connection Server** version is 12.5 or higher, you cannot use the **WebConnect** environment to connect to components that use the **WebConnect 1.x** service.

The upgrade to **WebConnect** 3 happens the same way as before. This is done by upgrading the **Connection Manager** and the **Connection Server**.

WebConnect 3.x works similarly to **WebConnect**.

Make sure that you have a backup of the database before upgrading.

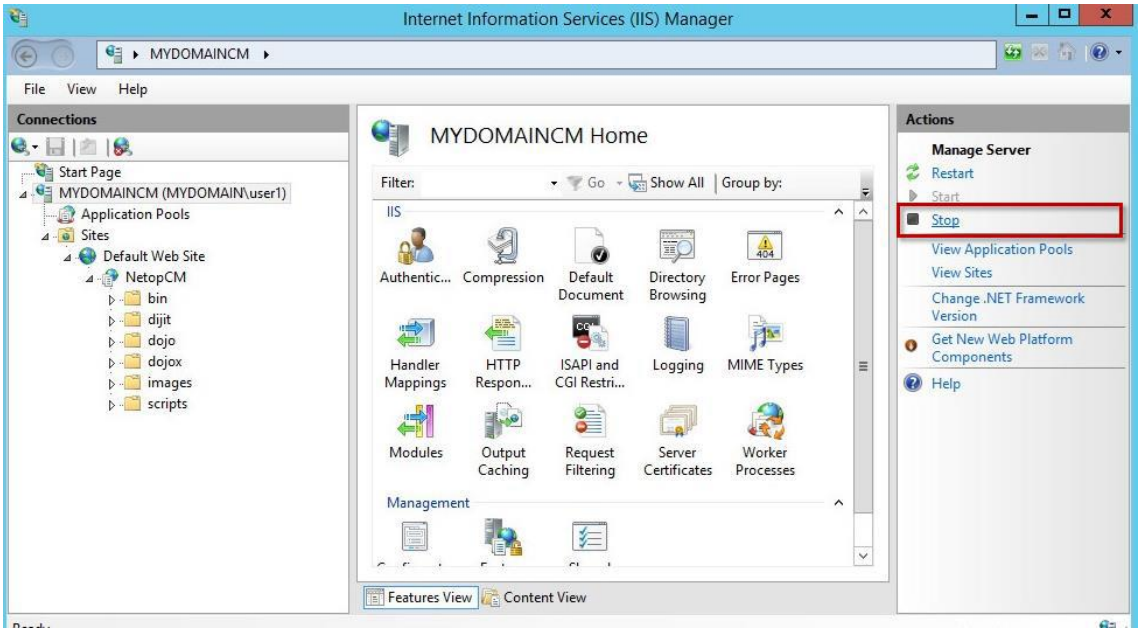
2.2.2.1 Migration steps

To migrate **WebConnect 1.9x** to **WebConnect 3.x**, proceed as follows:

1. Upgrade all the **Impero Connect** modules (**Guest**, **Host** and **Connection Server**) to version 12.50 or higher.

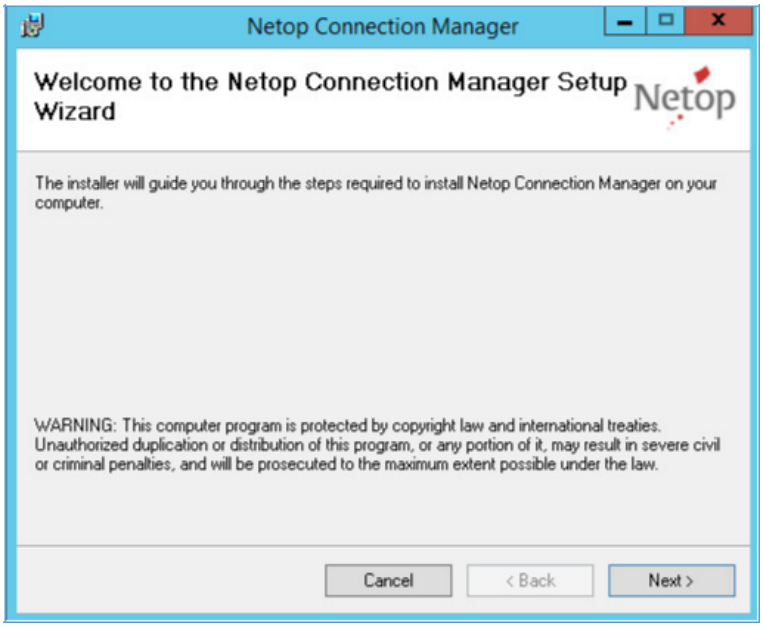
   NOTE: **Impero Connect** version 12.50 or higher is compatible with **WebConnect 1.96**.

2. Stop the IIS Manager Server on the Windows Server where you installed the **Connection Manager 3.x** (from the Start menu > Internet Information Service (IIS) Manager).



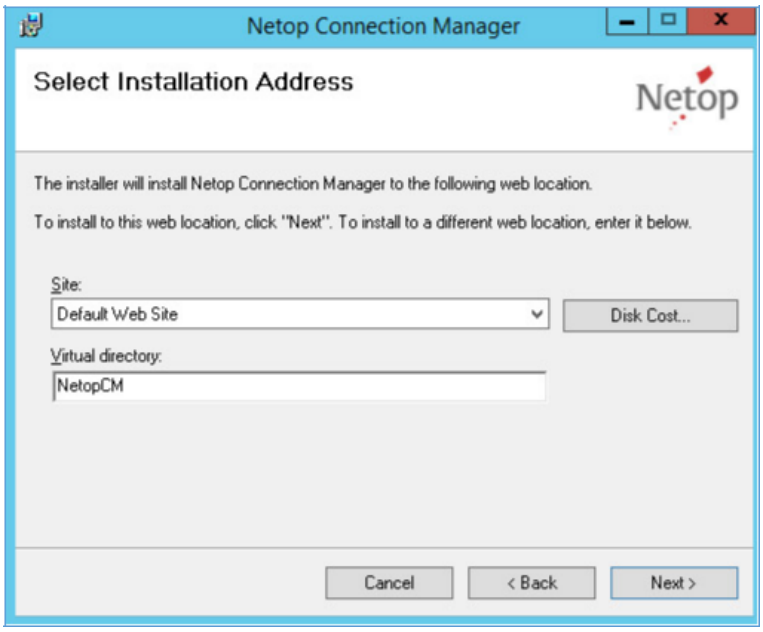
Optionally, you can uninstall the Impero **Connection Manager** 1.96 from Windows Control Panel to avoid confusion because once you install **Connection Manager 3.x**, both versions are displayed in the Windows Control Panel.

3. Install the **Connection Manager 3.x** using Admin rights. The **Impero Connection Manager** wizard is displayed.

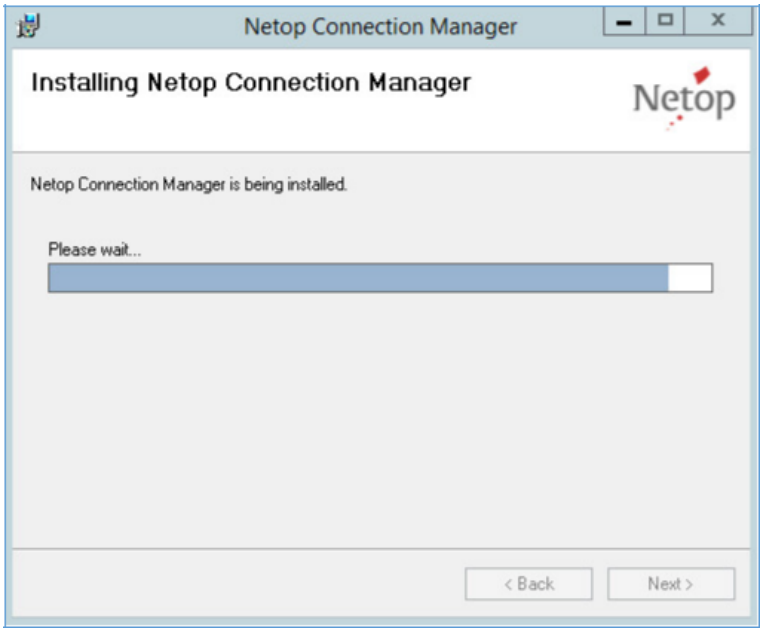


4. Click on **Next**.

5. Select the web location where to install the **Impero Connection Manager**.



6. Click on **Next.**



7. Click on **Next**.

8. Specify the **Connection Manager** 3.0 license key you received by email.

9. Click on **Next**.
10. Make sure that you do not choose to **Download database for test**.

11. Click on **Next**.

12. Uncheck the **Use default setting** option.

13. Click on **Next**. The **Data Link Properties** dialog is displayed.
14. Connect to the SQL server:
15. In the **Connection** tab, enter the server name and a SQL admin account.

16. Select the **WebConnect** 1.9x database on the SQL server. Optionally, you can test the connection.

17. Click on **OK**.
18. Choose to use an SQL account and create a new database user.
19. Choose to **Use an SQL account**.
20. Specify the credentials (username, password, confirm password) of a new user that is not present on the SQL server.

21. In the **WebConnect database name** field, enter the name of the **WebConnect** 1.9x database:

22. Click on **Next**. The new user who has access to **WebConnect 1.9x** is created in the SQL database.
23. You are notified that the **Connection Manager** 3.0 connects to the old **WebConnect 1.9x** database (version 10) and upgrades it to version 11.

Warning!: This step is irrevocable. Once you choose to upgrade the **WebConnect 1.9x** database, you cannot use it with **Connection Manager 1.9x**.

24. Click on **Next.**

25. Click on **OK**.

2.2.2.2 Test if the migration is successful

To test if the migration is successful, proceed as follows:

1. Start the **WebConnect** server IIS Server Manager service.
2. Connect to the **WebConnect 3.x** website on port **443** (**HTTPS**).

In the upper left corner of the website, verify the version. If version **3.x** is displayed, the migration is successful.