Netop® WebConnect

Improved connectivity – higher productivity

Faster incident resolution, more cases solved per support rep. The case for remote control software is clear, but sometimes even the best remote control software falls short. Multiple firewalls and support reps on the move can make it difficult to perform remote support.

Netop WebConnect, the new connection module for Netop Remote Control, sidesteps firewalls, proxies and routers. Now you can offer your company world-class support from anywhere and avoid costly deskside visits.

Netop WebConnect is placed on your network giving you 100% control of security. Combine it with Netop Security Server and you will have the most secure remote control solution in the world.

Own you data

It is typically easy to use 3rd party web-based remote control. Sign-up, download a program, exchange ticket number and you're all set.

Many IT professionals have used such services for helping friends and family but when it comes to their professional life they are hesistant.

When supporting business critical applications and dealing with confidential data, their foremost concern is security.

This is a concern that is not calmed by storing login credentials and traffic log files on a 3rd party vendor central server.

Now enter Netop WebConnect.

Own WebConnect

You get the best of two worlds when choosing Netop WebConnect - flexible and secure connections for remote support sessions.

Netop WebConnect is installed on your server in your network. You have full control of security settings and full access to all session data.

Netop WebConnect is an additional module to the trusted Netop Remote Control solution.

Enable WebConnect in the Guest and Host and you are ready to go. And because all connections are outbound, you don't have to worry about configuring firewalls, proxies or routers.

NetOp®

How it Works

Enable WebConnect and the Host will continuously send a 'here I am' message to Netop WebConnect's Connection Manager - the meeting hub for Netop Remote Control products.

Netop WebConnect

Connection Manager

Connection Server

Netop Remote Control **Guest**

Netop Remote Control **Host**
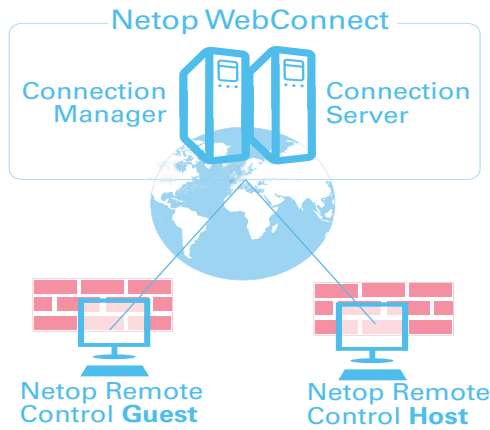
When you need to perform a remote control session the Guest sends a signal to the Connection Manager and a connection is established using WebConnect's Connection Server – an advanced router which manages and routes the traffic between Guest and Host.

Netop WebConnect consists of two main elements: the Connection Manager and the Connection Server:

Connection Manager

An IIS (Internet Information Server) based application that provides connection information to Netop Guests about to create a remote session.

The Connection Manager uses MS SQL database for data storage and handling. Administrative tasks are done through a web interface.
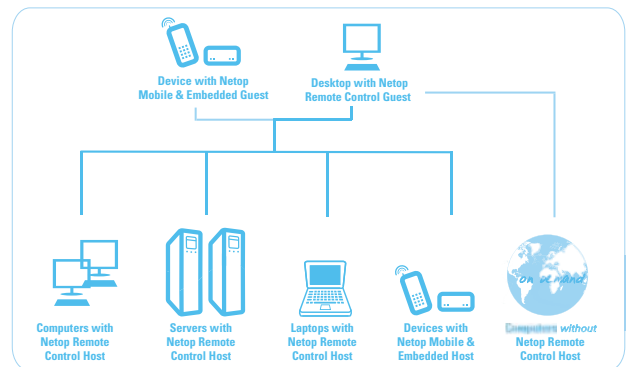
Connection Server

An application based on the Netop Host with extended functions providing traffic routing between Netop Guests and Hosts based on information exchanged with Connection Manager.

The Connection Manager and the Connection Server must run on separate computers with different public IP addresses as they both, in the default configuration, use port 80 for incoming traffic.

Supported platforms	
Connection Manager:	Windows Server 2003/2008 (all 32 Bit versions)
	Internet Information Services 6.0/7.0
	Microsoft SQL Server 2005/2008
Connection Server:	Windows Server 2003/2008 (all versions)
Netop Remote Solution:	Netop Guest 9.2 (or higher)
	Netop Host 9.2 (or higher)

The Netop Remote Control Solution

The larger your IT network and the wider your geographical scope, the more you rely on measures to rapidly move IT expertise, when systems stop functioning - without having to move people. NetOp Remote Solution brings unparalleled security, proven performance, and complete scalability to your business.

Netop Remote Solution is truly integrated, cross-platform and multiple-device solution to service and support any computer, user, or device in a single user-friendly interface.

Netop has designed a range of remote support solutions that provide a complete package for remote management of computers and networked devices as well as proactive maintenance of software and hardware inventory. Netop has a solution for virtually any networked device, from cell phones to windmills and from PDAs to cooling systems.

Device with Netop Mobile & Embedded Guest

Desktop with Netop Remote Control Guest

Computers with Netop Remote Control Host

Servers with Netop Remote Control Host

Laptops with Netop Remote Control Host

Devices with Netop Mobile & Embedded Host

Computers without Netop Remote Control Host

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Netop • Bregnerodvej 127 • DK-3460 Birkerod • Denmark
Tel. +45 4590 2525 • sales@netop.com • www.netop.com