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PROXY Pro Server Overview

The PROXY Pro Server is part of the Private Cloud Edition of the PROXY Pro Remote Desktop solution from Proxy Networks, Inc. This includes the following individual components:

- PROXY Pro Gateway Server (GWS)
- PROXY Pro Identity Manager (PIM)
- PROXY Pro Web Console (WC).

These individual components are commonly installed on the same machine as part of the bundle installer. However, it is possible to separate these components onto different servers. It is important to note that all 3 of these components share a SQL database. The SQL instance can also be installed on the same server using the bundle installer, which offers to install SQL Express, or you can specify an existing off-box SQL instance instead during the installation. In all configurations, all components must have access to the SQL database in order to function properly.

PROXY Pro Gateway Server (GWS)

The Pro Gateway Server (GWS) is the component that acts as a hub and connection broker between Masters and Hosts. It serves as a central point of security management for remote access activities and facilitates such things as off-LAN access, many-to-one connections, Wake on LAN, screen recording, and more.

PROXY Pro Identity Manager (PIM)

The PROXY Pro Identity Manager (PIM) is the authentication service for the PROXY Pro Server. It manages authentication using Windows accounts by default and can be configured to integrate with Azure Active Directory services.

PROXY Pro Web Console (WC)

The PROXY Pro Web Console (WC) provides browser-based management and administration of the Gateway server. This includes the importing of Windows users and groups, the specification of security for managed Hosts, initiation of clientless remote control connections right from the browser, initiation of recordings, central audit logging etc. The Host on Demand is also launched from the landing page of the Web Console.
PROXY Pro Server Requirements

The following sections describe requirements and prerequisites for installing and running the PROXY Pro Server:

Server Hardware Requirements

The following section describes minimum recommended specifications for the hardware needed to install the PROXY Pro Server. There are a couple of assumptions made when coming up with these recommendations:

1) The chart below assumes all PROXY Server components (GWS, WC, and PIM), along with the SQL instance are installed on the same machine.

2) Although the chart below is sizing based on the number of managed Hosts, we assume a relationship to the number of concurrent support sessions.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Server Hardware Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 100 Hosts /</td>
<td></td>
</tr>
<tr>
<td>(4 support</td>
<td>• 2 cores CPU at 2 GHz or faster</td>
</tr>
<tr>
<td>sessions)</td>
<td>• 4 GB RAM or more</td>
</tr>
<tr>
<td></td>
<td>• SQL Server configured for &quot;Max Server Memory&quot; of 2048MB</td>
</tr>
<tr>
<td>Up to 1000 Hosts</td>
<td>• 4 cores CPU at 2 GHz or faster</td>
</tr>
<tr>
<td>(20 support</td>
<td>• 8 GB RAM or more</td>
</tr>
<tr>
<td>sessions)</td>
<td>• SQL Server configured for &quot;Max Server Memory&quot; of 4096MB</td>
</tr>
<tr>
<td>Up to 5000 Hosts</td>
<td>• 8 cores CPU at 2 Ghz or faster</td>
</tr>
<tr>
<td>(60 support</td>
<td>• 12 GB RAM or more</td>
</tr>
<tr>
<td>sessions)</td>
<td>• SQL Server configured for &quot;Max Server Memory&quot; of 6144MB</td>
</tr>
<tr>
<td>Up to 10,000 Hosts</td>
<td>• 12 cores CPU at 2 Ghz or faster</td>
</tr>
<tr>
<td>(100 support</td>
<td>• 16 GB RAM or more</td>
</tr>
<tr>
<td>sessions)</td>
<td>• SQL Server configured for &quot;Max Server Memory&quot; of 8192MB</td>
</tr>
</tbody>
</table>
Server Operating System Requirements

The server components are supported on the following operating systems:

- Microsoft Windows Server 2012, or later, 64-bit server-class OS

**NOTE:** Web Console installation is not supported on a Windows Domain Controller and should not be installed on a machine that also runs Windows Server Update Services (WSUS).

Server Database Requirements

Microsoft SQL Server 2012 (any edition) is supported. Note that the bundle installer will offer to install SQL Express on the server machine. Optionally you can point to an off-box SQL instance.

PROXY Pro Server Installation

In version 10, the installation process of PROXY Pro Server has been streamlined by allowing all components to be installed from a single bundle installer. If you intend to install components across multiple servers, it is possible to do so by using the advanced mode options of the installer.

Fresh Install vs. Upgrade

Version 10 of the PROXY Pro server software does not support upgrade from earlier versions, although the non-server components (e.g. Host, Master) do have upgrade options. Upgrade from version 10 to a later release of version 10 is supported.

Account Performing the Install

The account used to perform this installation needs to be a machine administrator in order to install the software and a Domain Administrator to set the SPNs correctly. If SPNs aren’t established at install time, a domain administrator can fix them later by running the CheckSPNs tool on the Gateway Server machine. This account should be designated a SQL administrator as well if you choose to install to an off-box SQL Server.

Service Accounts Specified/Created During the Install

The accounts specified during the installation process for the various PROXY services should be domain accounts but should not have administrative rights. These services were specifically designed to run with a minimal set of privileges and do not require administrative privileges to function properly. For security purposes, we recommend that the Console and Gateway Server accounts be separate accounts and not used for anything else.

Domain/Non-Domain and Multi-Server Install Options

We support both domain and non-domain installation of the server. Installing in a domain requires that service accounts be “Domain Users”, and components can be installed on a single machine or spread across up to 3 machines: (off-box SQL, Gateway Server, Web Console and PIM). In a non-domain
installation, everything is installed on one machine and machine-local service accounts (which must be in the “Users” group) are used.

Web Console (WC) and PROXY Pro Identity Manager (PIM) must be installed on the same machine. The Gateway Server (GWS) can be optionally put on a separate machine, and the SQL Server should either be a separate machine managed by your DBA, or you can use SQL Express on the same machine as WC and PIM.

**NOTE:** Although you can choose to point to an existing off-box SQL Instance, manual database creation of the PROXY database is not recommended. However, “Advanced Installation” can be run to set up the database only. Once the database is setup, log files and/or the “INDEXGROUP” file group can be moved as appropriate by your DBA.

### Redistributables Needed for Installation

The provided installation folder contains the PROXY Pro installers and redistributable components that you're most likely to need. Optional components, specifically the .NET Framework 4.6.2 and SQL Server 2016 Express, are not included in the main distribution. These components are automatically downloaded if needed at installation time.

If the machine you're installing on has no, or limited, internet connectivity, or if there are any concerns about downloading the redistributable software at installation time, we can provide an auxiliary zip file, and the contents of that can be placed in the installation folder. If these files are present in the folder, they will be detected (by exact file and file name) and the download will be skipped.

### Installation Steps

<table>
<thead>
<tr>
<th>Step</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Begin installation by double-clicking on <strong>PROXYProServerProducts.exe</strong></td>
</tr>
</tbody>
</table>
| 2    | Select “New Installation (quick mode)”  
You will have the option to choose between installing SQL Express locally on this machine or to use an existing database server. If a SQL instance named “SQLExpress” already exists on the machine, the “Use existing…” option will be selected for you.

If you select “Use existing…” you will be prompted for the instance name. You can also browse for it if you don’t know what it is or it is not found by default.

The default database name to be created is “RemoteControlGatewayDb”.

Note that SQL Server authentication is available for the purposes of installation only. The PROXY Pro services will do Windows authentication to the SQL Server as their service accounts. |
| 3    | Read and accept the license agreement. |
4. Enter the fully qualified domain name that will be used to access the PROXY Pro services on this machine. The PIM requires that it be accessed by the same name (and port) both internally and externally if also exposed to the internet. That DNS name is what needs to be entered here and should match what is on the SSL certificate to be used on this server.

The Web Console and Gateway Server can have different names and ports if desired.

5. Enter the ports that the PROXY Pro Gateway (GWS) and the PROXY Pro Web Console (WC) will be listening on. Note that it is possible to enter a 2nd port for the WC in the case that internal and external access require it (configured in IIS).

6. Select the SSL certificate to be used on this machine. This certificate will be selected in IIS for the WC and PIM applications, and is also selected in the GWS. You must have a certificate to select in order to proceed. If a desired certificate is not listed, you can click on the “Launch Wizard” button to generate a new certificate or to import an existing certificate. We strongly recommend that you use a trusted SSL certificate – either from a trusted 3rd party or from a domain CA.

7. Select how you will access the On Demand applications. A default will be chosen based on the certificate selected. If the certificate was a valid 3rd party trusted certificate, the URL will default to “Web Console Installation”. If it was a self-signed certificate, the default will be to download these applications from the cloud. If you later install a 3rd party trusted certificate, you can change this setting in the WC - “On Demand Application Access”.

8. Enter the user account information under which the WC service will run (default account is RemoteControlConsole). If this account does not already exist, you will be prompted to create it.

9. Enter the user account information under which the PIM service will run (default account is the same as for the WC service, RemoteControlConsole).

10. Enter the user account information under which the GWS service will run (default account is RemoteControlGateway). If this account does not already exist, you will be prompted to create it.

11. Enter the server license or select the 30-day trial.

12. Review summary action page and start the install process.

**SQL Server Configuration**

<table>
<thead>
<tr>
<th>Step</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Open SQL Server Management Studio, click <strong>Connect</strong> on the “Connect to Server” screen.</td>
</tr>
<tr>
<td>2</td>
<td>Right-click the server name in the “Object Explorer” pane and click <strong>Properties</strong></td>
</tr>
<tr>
<td>3</td>
<td>Highlight <strong>Memory</strong> and assign the appropriate value for the “Max Server Memory” field. These values are given in the “Server Hardware Requirements” earlier, and are generally half of the total memory of the system.</td>
</tr>
</tbody>
</table>
**PROXY Pro Web Console Account Management**

Each user account imported into your Web Console’s **Accounts** tab will be designated as one of the following three account types: **Administrative** users, **Master** users, or **Personal** users.

**NOTE:** The installation process automatically imports the “BUILTIN\Administrators” group (machine local Administrators) as an Administrative category in the Web Console. Any member of that group can then import other users or groups.

- **Administrative Accounts** are users who are expected to have Full Control/Administration rights, including the ability to view & modify Gateway Server settings, configure access rights for all other users of the Master and Personal account types, and run usage reports. A user of an Administrative account type will see all tabs in the Web Console.

- **Master Accounts** are users who will need day-to-day access to Host desktops for remote support and remote collaboration. Users of this account type typically do not have administration rights over the Gateway Server. They may be granted a broad level of access to Hosts and Groups, but will see only the Home, Hosts and Recordings tabs.

- **Personal Accounts** are users who log into Web Console for access to a specific Host computer – usually their desktop PC at the office. Personal Accounts are ideal for work-from-home and on-the-road employees, and for guest employees who need access to one and only one Host desktop.

Accounts can be imported, modified or deleted by Administrative Account Users on the **Accounts** tab in the Web Console. Please see the “**PROXY Pro Web Console Operations Guide**” for more information.

**Additional Resources**

Further information is available upon request that covers:

- Rebranding the Web Console
- Integrating your Azure AD tenant
- Host deployment (see video: [https://www.youtube.com/watch?v=LwvM6gYCv_c](https://www.youtube.com/watch?v=LwvM6gYCv_c))