De-Coupling the PROXY Pro RAS Server Components

The scope of this document will cover the steps to install the PROXY Pro RAS server components across multiple machines with SQL running on one machine, the Gateway component running on the second and the Proxy Web Console (WC) + Proxy Identity Manager (PIM) components running on a third. Each server needs its own respective DNS alias and it should be noted that Hosts should be configured to report to the address of the Gateway server. Below you'll find guidance on how to prepare for this configuration broken down into four steps.

• Step 1 of 4 (Page 1): Preparing the servers

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- Step 2 of 4 (Page 2): Preparing the server database
- Step 3 of 4 (Page 5): Installing the PROXY Pro Gateway component
- Step 4 of 4 (Page 9): Installing the PROXY Pro Web Console + PIM components

PROXY PRO GATEWAY AND WEB CONSOLE+PIM SERVER PRE-REQUISITES

- A fully-patched Windows Server 2016/2019/2022 to run the PROXY Pro Gateway component
 - Create a DNS alias for the server to run the Gateway component (i.e. gateway.domain.com)
 - A trusted certificate to validate its identity (i.e. gateway.domain.com)
 - o This would be the address that Hosts would reach the server on, on the WSS protocol over port 443
- A fully-patched Windows Server to run the PROXY Pro Web Console + Proxy Identity Manager components
 - Create a DNS alias for the server to run the Proxy Web Console component (i.e. support.domain.com)
 - o A trusted certificate to validate its identity (i.e. support.domain.com)
 - This would be the address of the PROXY Pro Web Console landing page (<u>https://support.domain.com</u>)

STEP 1 OF 4: PREPARING THE SERVERS

Install a trusted certificate on each of the servers. Each server (Gateway, Web Console+PIM, SQL server) requires their own FQDN and a trusted certificate to validate their identities. The certificates must reside within both the Personal and Trusted Root Certification Authorities stores.

- a. If a trusted certificate is not an option, you can use a self-signed certificate generated with the ServerCertificateWizard.exe tool, found within the same directory as the PROXYProServerProducts.exe installer.
- b. Run **ServerCertificateWizard.exe** tool to create a self-signed certificate using the same name.
- c. Open MMC, find the certificate from the "Personal" store, right-click and choose Export. Export the certificate with the private key, give it a password when prompted and save the file to the desktop. Copy this file to the other machines, install it to both the Personal and Trusted Root Certification Authorities stores.



STEP 2 OF 4: PREPARING THE SERVER DATABASE

- 1) On the machine to be the Gateway server, run **PROXYProServerProducts.exe**.
- 2) Select the radio button for **New Installation (set up new database only for advanced installation).** With this selection, a new database will be created on SQL instance of your choice including SQL servers within the network.

PROXY Pro Server Products Installer 10.2.38	17 (Not Respondin	g) –	- 🗆	×
Installation Mode				
Select the type of installation to perform.		PRO.	X Y Network	5
O New installation (quick mode)				
Select this option to create a new PROXY Pro be created on an existing local or remote SQ	Server installation L Server instance.	. A new datab	ase will	
 Install SQL Express locally - A new inst edition will be installed to this computer created there. 	ance of SQL Server and the database w	Express ill be		
 Use existing database server - A databa existing SQL Server instance 	se will be created o	on an		
New installation (set up new database on	ly for advanced inst	allation)		
Select this option to start a new PROXY Pro created on an existing local or remote SQLS components will be installed at this point; pro	Server installation. erver instance. No duct components a	A new databas PROXY Pro re added later	e will be	
O Continue installation (add components to	work with existing	database)		
Select this option to install product compone existing PROXY Pro Server database.	nts on this machine,	referencing a	in	
	<< Back	Next >>	Cancel	

3) Click Next to specify a local or remote SQL Server instance.

nter database info	mation	PROXY Networks
Server: Database:	win2016-rg-test \sqlexpress Brows ProxyGatewayDatabase Brows	se
User Credential	with Sysadmin Role (used only during installation)	
Authenticatio	n: 💿 Windows 🔘 SQL Server	
Username:		
Password:		

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a. Optionally, click the "Browse..." button to choose from available SQL Server instances within the network.

PROXY Pro Server Products Installer 10.2.3817	- 🗆 X
Database Information	
Enter database information	PROXY • Networks
Server: win2016-rg-test\sqlexpress Database: ProxyGatewayDatabase	Browse
SQL Server Picker WIN2016-RG-TEST\SQLEXPRESS	×
	OK Cancel

4) Use the **Authentication** radio button to select which authenticate mode should be used to authenticate to your SQL Server instance. Enter a user that is of the Sysadmin Role and click **Next** to continue.

PROXY Pro Server Products Installer 10.2.3817	– 🗆 X
Database Information	
Enter database information	• Networks
Server: win2016-rg-test\sqlexpress Bro Database: ProxyGatewayDatabase Bro	wse
User Credentials with Sysadmin Role (used only during installatio	n)
Authentication: Windows SQL Server	
Username:	
Password:	
Note well: the credentials specified above are used for this inst process only, and are not stored. Credentials for service acces the database are established when those services are installed	allation ss to
<< Back	Next >> Cancel



5) A list of packages to be installed will presented. A couple other pre-requisites such as Microsoft System CLR Types for SQL Server 201X and Microsoft SQL Server 201X Management Objects. Click **Install** to create the Gateway system database.

ady to install			
ck Install to begin installation		PROXY • Net	tworks
nstallation parameters:			
SQL Server	RemoteControlGate	wayDb on win-dst	94euj41d\sq
SQL Authentication	Windows Authentica	ation	
Universal C Runtime	Installed		
<			>
٢			>
< The following packages will be installed or	upgraded:		>
< The following packages will be installed or Package	upgraded: Installed Version	Action	>
The following packages will be installed or Package Microsoft .NET Framework 4.6.2	upgraded: Installed Version 4.6.1586	Action None	>
 The following packages will be installed or Package Microsoft .NET Framework 4.6.2 Microsoft SQL Server Express 	upgraded: Installed Version 4.6.1586	Action None None	>
 The following packages will be installed or Package Microsoft .NET Framework 4.6.2 Microsoft SQL Server Express Microsoft System CLR Types for SQL Ser 	upgraded: Installed Version 4.6.1586 ver 2	Action None None Install	>
 The following packages will be installed or Package Microsoft .NET Framework 4.6.2 Microsoft SQL Server Express Microsoft System CLR Types for SQL Ser Microsoft SQL Server 2016 Management 	upgraded: Installed Version 4.6.1586 ver 2 Objec	Action None None Install Install	>
 The following packages will be installed or Package Microsoft .NET Framework 4.6.2 Microsoft SQL Server Express Microsoft System CLR Types for SQL Server Microsoft SQL Server 2016 Management Bundle persistent state 	upgraded: Installed Version 4.6.1586 ver 2 Objec	Action None None Install Install None	>
* The following packages will be installed or Package Microsoft .NET Framework 4.6.2 Microsoft SQL Server Express Microsoft System CLR Types for SQL Server 2016 Management Bundle persistent state Gateway System Database	upgraded: Installed Version 4.6.1586 ver 2 Objec	Action None None Install Install None Install	
The following packages will be installed or Package Microsoft .NET Framework 4.6.2 Microsoft SQL Server Express Microsoft System CLR Types for SQL Ser Microsoft SQL Server 2016 Management Bundle persistent state Gateway System Database Microsoft SQL Server 2012 Native Client	upgraded: Installed Version 4.6.1586 ver 2 Objec	Action None None Install Install None Install None	
Che following packages will be installed or Package Microsoft .NET Framework 4.6.2 Microsoft SQL Server Express Microsoft SQL Server 2016 Management Bundle persistent state Gateway System Database Microsoft SQL Server 2012 Native Client Microsoft ODBC Driver 17 for SQL Server	upgraded: Installed Version 4.6.1586 ver 2 Objec	Action None None Install Install None Install None None None	
The following packages will be installed or Package Microsoft .NET Framework 4.6.2 Microsoft SQL Server Express Microsoft System CLR Types for SQL Ser Microsoft SQL Server 2016 Management Bundle persistent state Gateway System Database Microsoft SQL Server 2012 Native Client Microsoft SQL Server 2012 Native Client Microsoft ODBC Driver 17 for SQL Server OS Features for Web Console	upgraded: Installed Version 4.6.1586 ver 2 Objec	Action None None Install Install None Install None None None None	

- 6) When the database creation process has completed successfully click **Close** to dismiss the installer.
- 7) Open the Windows Control Panel, visit Programs and Features, highlight PROXY Pro Server Products Bundle and click **Uninstall** to remove the bundle installer from the system.



STEP 3 OF 4: INSTALLING THE GATEWAY SERVER COMPONENT

- 1) After having uninstalled the bundle installer, run the bundle installer again (PROXYProServerProducts.exe).
- 2) Choose Continue installation (add components to work with existing database) and click Next.

PROXY Pro Server Products Installer 10.2.3817	_	Ē		Х
Installation Mode				
Select the type of installation to perform.	PROX •°N	(Y letwo	orks	
New installation (quick mode) Select this option to create a new PROXY Pro Server installation. At be created on an existing local or remote SQL Server instance.	new databas	e will		
 O Install SQL Express locally - A new installed of SQL Server Exercised there. O Use existing database server - A database will be created on a existing SQL Server instance 	press pe			
New installation (set up new database only for advanced installa Select this option to start a new PROXY Pro Server installation. A ne created on an existing local or remote SQL Server instance. No PRO components will be installed at this point; product components are a	ition) ew database DXY Pro idded later.	will be		
Continue installation (add components to work with existing data Select this option to install product components on this machine, ref existing PROXY Pro Server database.	abase) ferencing an			
<< Back N	lext >>	Cano	cel	

3) Select the SQL Server instance and database specified in the previous section or use the **Browse...** button to select a SQL server instance from a list and click **Next**.

PROXY • Net	works	•••	•		
•	PROXY Pro Serve	er Products Installer 10.2.3817		- 🗆 X	
D	atabase Informati nter database inforr	on nation		PROXY • Networks	
	Server:	win2016-rg-test\sqlexpress	Browse		
	Database:	RemoteControlGatewayDb	Browse		
	User Credentials Authentication: Username: Password:	with Sysadmin Role (used only during in Windows O SQL Server	stallation)		
	Note well: the cred process only, and the database are e	lentials specified above are used for t are not stored. Credentials for servic stablished when those services are in	his installation e access to nstalled. < Back	Vext >> Cancel	

4) Use the radio buttons to set the Identity Manager and Web Console to Leave Alone. Set the radio button for Install for the Gateway line and click Next.

PROXY Pro Server	Products Installer 10.2.3817			- 0
Installed Component Select installation opti	s ons		PR	OXY Networks
Database SQL Instance:	win2016-rg-test'sqlexpress			
SQL Database: Schema Version:	RemoteControlGatewayDb 1003714			
Identity Manag Location: Not Ins Version:	ger talled) Install	Remove	 Leave Alone
Web Console Location: Not Ins Version:	talled	🔿 Install	O Remove	() Leave Alone
Gateway Location: Not Ins Version:	talled	 Install 	Remove	O Leave Alone
		<< Back	Next >>	Cancel



- 5) Accept the EULA by clicking the checkbox and clicking Next.
- 6) When prompted for the Fully Qualified Domain Name, enter an appropriate value (i.e. gateway.domain.com). Note that this name must be different to the Web Console server's address.

PROXY Pro Server Products Installer 10.2.3817 - 🗆 🗙	
Preferred DNS Name	
Enter the preferred fully qualified domain name you would like to use to access services installed on this machine.	
Fully Qualified Domain Name: gateway.domain.com	
Important Note	
This name will be used to access the system both from within the local LAN and by external/internet users, if the latter is allowed by firewall rules. This name must also exactly match the name on the SSL Certificate selected in the next step.	
The installer has detected this machine's DNS name as:	
win201	
<< Back Next >> Cancel	

7) Accept the default port number or assign a custom port (i.e. 443) and click Next.

PROXY Pro Server Products Installer 10.2.3817	_		\times
Port Selection	PROX	Y etworks	
Gateway SSL Protocol Port Enter the port on which the Gateway should listen for the SSL protocol.		443	
<< Back	Next >>	Cancel	

- 8) Choose a trusted certificate from a list of available installed certificates and click Next.
- 9) When prompted to create a service account by the name of DOMAIN\RemoteControlGateway, supply a password, or adjust the default account name to meet service account formatting policies at your company. Please note that the service account name cannot be changed later. Click **Next**.
- 10) Enter your PROXY Pro RAS Server license key into the field and click Next.



eady to install ck Install to begin installation		PROXY Networks	
nstallation parameters:			
SQL Server	RemoteControlGatev	wayDb on win20)16-rg-test∖s ∧
SQL Authentication	Windows Authentica	tion	
Gateway Service User Account	RemoteControl	Gateway	
Gateway Licenses	5330		
Gateway SSL Port	8443		
Preferred FQDN	win2016-rg-1		
Certificate	win2016-rg-1		: CN=win2 >
<			>
he following packages will be installed or u	pgraded:		
Package	Installed Version	Action	1
Microsoft NET Framework 4.6.2	4.6.1586	None	

Microsoft .NET Framework 4.6.2	4.6.1586	None	
Microsoft SQL Server Express		None	
Microsoft System CLR Types for SQL Server 2	13.0.1601.5	None	
Microsoft SQL Server 2016 Management Objec	13.0.1601.5	None	
Bundle persistent state		Install	
Gateway System Database		None	
Microsoft SQL Server 2012 Native Client		Install	
Microsoft ODBC Driver 17 for SQL Server		Install	
DS Features for Web Console		None	
PROXY Pro Identity Manager		None	~

12) When the installation finishes, click the **Close** button and reboot if prompted.

At this point the PROXY Pro Gateway component has been installed and we're finished working with this server. We'll now move to the server used as the Proxy Web Console and Proxy Identity Manager (PIM).



STEP 4 OF 4: INSTALLING THE PROXY WEB CONSOLE + PIM COMPONENTS

1) Run PROXYProServerProducts.exe and select Continue Installation (add components to work with existing database).

PROXY Pro Server Products Installer 10.2.3817	_			\times
Installation Mode				
Select the type of installation to perform.	PROX • N	(Y letw	orks	
New installation (quick mode) Select this option to create a new PROXY Pro Server installation. A be created on an existing local or remote SQL Server instance.	new databas	se will		
 Install SQL Express locally - A new instance of SQL Server Exection will be installed to this computer and the database will be created there. Use existing database server - A database will be created on a existing SQL Server instance. 	cpress be an			
O New installation (set up new database only for advanced installa Select this option to start a new PROXY Pro Server installation. A ne created on an existing local or remote SQL Server instance. No PR(components will be installed at this point; product components are a	a tion) ew database OXY Pro added later.	will be	:	
Continue installation (add components to work with existing data Select this option to install product components on this machine, ref existing PROXY Pro Server database.	abase) ferencing an			
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- 2) Select the SQL Server instance and database chosen in the previous section or use the **Browse...** button to select a SQL server instance from a list and click **Next**.
- 3) Use the radio buttons to set the Gateway to Leave Alone and set the Web Console and Identity Manager radio buttons to Install. Click Next to begin.

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• ^	letworks 🐂 🖣	0		🍨 🍎) 🦰 🍢
	PROXY Pro Server Products Installer 10.2.3817			- 0	×
	Installed Components				
	Select installation options		PRO	Networks	
	Database				
	SQL Instance: win2016-rg-test\sqlexpress				
	SQL Database: RemoteControlGatewayDb				
	Schema Version: 1003714				
	Identity Manager				
	Location: Not Installed				
	Version:	Install	Remove	 Leave Alone 	
	Web Console				
	Location: Not Installed				
	Version:	Install	Remove	○ Leave Alone	
	Gateway				
	Location: Not Installed but Database says its on the	his machine			
	Version:	🔵 Install	Remove	Leave Alone	
	Г	cc Back	Next >>	Cancel	
		N DOCK	IVEX[>>	Cancer	
ccept the EUL/	A by clicking the checkbox then click Next .				
/hen prompted	d for the Fully Qualified Domain Name, enter a	an appropr	iate value (i.	e. support.dom	ain.com).
	PROXY Pro Server Products Installer 10.2.3817			_	×
	Preferred DNS Name			.•	
	Enter the preferred fully qualified domain name you wo access services installed on this machine.	ould like to us	e to PR	OXY • Networks	i
	Fully Qualified Domain Name: support.mydomain.c	com			
	Important Note				

The installer has detected this machine's DNS name as:	The installer has detected this machine's DNS name as:		the name on t	ine SSL	L Certificate	e select	ted in	
win	win2 om	ected this	machine's DN	IS nam	ie as:			
			om					

4) 5)



6) Accept the default port number (443) or supply your own and click Next.

PROXY Pro Server Products Installer 10.2.3817	– 🗆 X
Port Selection	PROXY Networks
Web Site Ports Enter a list of ports on which the secure web site should listen (configured in IIS). If the Web Console will be accessed at different ports on the internal and external networks, you may enter those ports here.	Add Port >>
<< Back	Next >> Cancel

- 7) Select the trusted certificate that the Gateway machine should be presenting from the list. If you have pre-installed a certificate before starting it should be listed. Select it and click **Next.**
- 8) When prompted to choose between two radio buttons for the URL to access On Demand Applications, choose the top radio button, assuming a trusted certificate is provided.
 - a. The first radio button is the correct choice when using trusted certificates.
 - b. The second radio button is the correct choice only when using self-signed certificates that have been placed into the proper stores on the other machines involved (Personal, Trusted Root Certification Authority).

PROXY Pro Server Products Installer 10.2.3817	_		\times
On Demand Application Access			
Configure site used to access On Demand applications.	PROXY • Net	works	
URL to access On Demand Applications:			
 Access from this Web Console installation (requires trusted certif 	ficate)		
O Access from public cloud web hosting (requires HTTPS internet a	eccess)		
The URL to access the On Demand Applications controls how the Click- applications, Macintosh Host and Master software, and other code comp from the Web Console. The recommended configuration is to have a thir certificate configured for the Web Console web site, and access these or Web Console installation. If the Web Console web site does not have a to can use the cloud-hosted copies.	Once deploymer onents are downl rd-party trusted omponents from t trusted certificate	t oaded he , you	
Note that this setting can be changed later in the Web Console, Gateway settings configuration.	r tab, Network sul	otab,	
<< Back	Next >>	Cancel]

9) When prompted to create a service account for the Proxy Identity Manager (default name is DOMAIN\RemoteControlConsole) supply a password or adjust the default account to match service account formatting practices at your company. The service account name cannot be changed later.



- 10) When prompted to create a service account for the Web Console (default name is DOMAIN\RemoteControlConsole), supply a password or adjust the default account to match service account formatting practices at your company. The service account name cannot be changed later.
- 11) The following list of items will be installed:

ck Install to begin installation		PROXY Net	works
nstallation parameters:			
SQL Server	RemoteControlGatew	vayDb on win2010	6-rg-test\s 🔺
SQL Authentication	Windows Authentica	tion	
Identity Manager Application Pool Identity	lemoteControlC	Console	
Web Console Application Pool Identity	RemoteControlC	Console	
Preferred FQDN	win2016-rg	om	
Certificate	win2016-rg	.,	CN=win2(
Web Site Binding Ports	443	_	~
Package	Installed Version	Action	^
Microsoft .NET Framework 4.6.2	4.6.1586	None	
Microsoft SQL Server Express		None	
Microsoft System CLR Types for SQL Server 2		Install	
Microsoft SQL Server 2016 Management Objec		Install	
		Install	
Bundle persistent state			
Bundle persistent state Gateway System Database		None	
Bundle persistent state Gateway System Database Microsoft SQL Server 2012 Native Client		None Install	
Bundle persistent state Gateway System Database Microsoft SQL Server 2012 Native Client Microsoft ODBC Driver 17 for SQL Server		None Install Install	
Bundle persistent state Gateway System Database Microsoft SQL Server 2012 Native Client Microsoft ODBC Driver 17 for SQL Server OS Features for Web Console		None Install Install Install	
Bundle persistent state Gateway System Database Microsoft SQL Server 2012 Native Client Microsoft ODBC Driver 17 for SQL Server OS Features for Web Console PROXY Pro Identity Manager		None Install Install Install Install	

- 12) Click the **Install** button and the installation will begin.
- 13) When the installation finishes, click the **Close** button and reboot if prompted.

DE-COUPLING COMPLETE!

Let's confirm that the installation was a success. Please open a web browser and input your Proxy Web Console server's address into the URL bar (i.e https://support.mydomain.com). Click the "Find a Desktop" button to log into your Proxy Web Console then click a Host to verify that you can connect successfully. Please reach out to support@proxynetworks.com for help or questions on achieving this setup.