



# Remote Network Connection™ Installation Guide for Linux and macOS



# Remote Network Connection™ Installation and Administration Guide for Linux and macOS

Product version: 2.0.1

Documentation version: 3

This document was last updated on: February 11, 2018

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All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

### Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

<http://cloudtrust.solutions/support/>

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting CloudTrust
  - Recent software configuration changes and network changes



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## Installing Remote Network Connection™

### Planning the installation

#### Plan your installation structure

Before you install the product, consider the size and geographical distribution of your network to determine the installation architecture. To ensure good network performance, you need to evaluate several factors. These factors include how many computers need networking, whether any of those computers connect over a wide-area network, or how often to works.

- If your network is small, is located in one geographic location, and has fewer than 500 clients, you need to use only one Remote Network Connection™ server.
- If the network is very large, you can install additional sites. To provide additional redundancy, you can install additional sites for failover or load balancing support.
- If your network is geographically dispersed, you may need to install additional servers for load balancing and bandwidth distribution purposes.

#### Prepare for and then install Remote Network Connection™

Make sure the computer on which you install the management server meets the minimum system requirements.

To install Remote Network Connection™, you must be logged on with an account that grants local administrator access.

Install Remote Network Connection™.

Decide on the following items when you configure the Remote Network Connection™:

- A Remote Network Connection™ server address, which may be needed depending on the options that you select during installation
- A Ticket ID, which may be needed depending on the options that you select during installation
- A Passphrase, which may be needed depending on the options that you select during installation
- A local internet connection proxy settings, proxy server address, username and password



## System requirements for Remote Network Connection™

Component	Requirements
Processor	64-bit processor: 2 GHz Pentium 4 with x86-64 support or equivalent minimum
Physical RAM	512 MB (1 GB recommended), or higher if required by the operating system
Hard drive	60 MB of available hard disk space for the installation; additional space is required for content and logs
Operating system (server)	Red Hat Enterprise Linux 7 CentOS 7 Oracle Linux 7 Fedora 25, Fedora 26 Debian 8.7 or later versions Ubuntu 17.04, Ubuntu 16.04, Ubuntu 14.04 Linux Mint 18, Linux Mint 17 openSUSE 42.2 or later versions SUSE Enterprise Linux (SLES) 12 SP2 or later versions
Operating system	mac OS X 10.12

Remote Network Connection™ client for Linux system requirements



## Internationalization requirements

Certain restrictions apply when you install Remote Network Connection™ in a non-English or mixed-language environment.

Component	Requirements
Computer names, server names, and workgroup names	Non-English characters are supported with the following limitations: <ul style="list-style-type: none"><li>• Network audit may not work for a host or user that uses a double-byte character set or a high-ASCII character set.</li><li>• Double-byte character set names or high-ASCII character set names may not appear properly on the Remote Network Connection™ client user interface.</li><li>• A long double-byte or high-ASCII character set host name cannot be longer than what NetBIOS allows.</li></ul>
English characters	English characters are required in the following situations: <ul style="list-style-type: none"><li>• Deploy a client package to a remote computer.</li><li>• Define the installation path for Remote Network Connection™.</li></ul>

Internationalization requirements

## Product license requirements

If you want to use Remote Network Connection™ after the trial period expires, you must purchase and then activate a product license.



## Supported virtual installations and virtualization products

You use the Remote Network Connection™ clients to protect the supported operating systems that run in the virtual environments. You can also install and manage Remote Network Connection™ on the supported operating systems that run in virtual environments. You install Remote Network Connection™ on the guest operating system, not the host.

Component	Virtualization product
Remote Network Connection™ components	Windows Azure Amazon WorkSpaces VMware WS 5.0 (workstation) or later VMware GSX 3.2 (enterprise) or later VMware ESX 2.5 (workstation) or later VMware ESXi 4.1 - 5.5 Microsoft Virtual Server 2005 Microsoft Enterprise Desktop Virtualization (MED-V) Windows Server 2008 Hyper-V Windows Server 2012 Hyper-V Windows Server 2012 R2 Hyper-V Citrix XenServer 5.6 or later Virtual Box, supplied by Oracle

Supported virtualization products

## Network architecture considerations

You can install Remote Network Connection™ for testing purposes without considering your company network architecture. You can install Remote Network Connection™ with a few clients, and become familiar with the features and functions.

When you are ready to install the production clients, you should plan your deployment based on your organizational structure and computing needs.

You should consider the following elements when you plan your deployment:

- Remote console: Administrators can use a remote computer that runs the console software to access Remote Network Connection™. Administrators may use a remote computer when they are away from the office. You should ensure that remote computers meet the remote console requirements.
- Local and remote computers: Remote computers may have slower network connections. You may want to use a different installation method than the one you use to install to local computers.
- Portable computers such as notebook computers: Portable computers may not connect to the network on a regular schedule.
- Computers that are located in secure areas: Computers that are located in secure areas may need different security settings from the computers that are not located in secure areas.





### Communication server ports

Remote Network Connection™ uses the following ports by default. To change the default ports, choose the custom installation type when you run the Setup Wizard.

All communication over these ports is sent over TCP.

Setting	Default	Description
Remote Network Connection™ server port	443	Remote Network Connection™ server listens on this port. The Remote Network Connection™ clients communicate with the server on this port.
Remote Network Connection™ LiveUpdate server port	443	The Remote Network Connection™ clients checks and downloads the latest client version on this port.

Remote Network Connection™ ports



## Installing Microsoft .NET Core

To install Microsoft .NET Core

*Note: You must have superuser privileges to install the Remote Network Connection™ client on the Linux computer. The procedure uses sudo to demonstrate this elevation of privilege.*

To install Microsoft .NET Core for Linux

<https://docs.microsoft.com/en-us/dotnet/core/linux-prerequisites?tabs=netcore2x>

.NET Core native installers are available for supported Linux distributions/versions. The native installers require admin (sudo) access to the server. The advantage of using a native installer is that all of the .NET Core native dependencies are installed. Native installers also install the .NET Core SDK system-wide.

To install Microsoft .NET Core for macOS

<https://docs.microsoft.com/en-us/dotnet/core/macos-prerequisites?tabs=netcore2x>



## Installing Remote Network Connection™

To install Remote Network Connection™

*Note: You must have superuser privileges to install the Remote Network Connection™ client on the Linux computer. The procedure uses `sudo` to demonstrate this elevation of privilege.*

To install the Remote Network Connection™ client for Linux

Download the installation package. The package is a `.tar.gz` file.

```
bash
wget https://rnc.services/setup.tar.gz
```

Copy the installation package that you downloaded to the Linux computer. The package is a `.tar.gz` file.

On the Linux computer, open a terminal application window.

Navigate to the working directory/installation directory with the following command:

```
bash
cd $(pwd)
```

Where `directory` is the name of the directory into which you copied the `.tar.gz` file.

Extract the contents of the `.tar.gz` file into a directory named `bin` with the following command:

```
bash
mkdir bin
tar -zxvf setup.tar.gz -C ./bin
```

Where `setup.tar.gz` is the full name of the `.tar.gz` file, and `bin` represents a destination folder into which the extraction process places the installation files.

If the destination folder does not exist, the extraction process creates it.

Navigate to `bin` with the following command:

```
bash
cd bin
```

To correctly set the execute file permissions on `install.sh`, use the following command:

```
bash
chmod u+x install.sh
```



Use the built-in script to install Remote Network Connection™ with the following command:

```
bash
sudo ./install.sh -i
```

Enter your password if prompted.

This script initiates the installation of the Remote Network Connection™ components. The default installation directory is as follows:  $\$(pwd)/bin$

The installation completes when the command prompt returns. You do not have to restart the computer to complete the installation.

After the initial installation completes, you configure the Remote Network Connection™ server address and Ticket ID.



## Running Remote Network Connection™ as a Linux daemon

To run Remote Network Connection™ as a Linux daemon

*Note: You must have superuser privileges to install the Remote Network Connection™ client on the Linux computer. The procedure uses sudo to demonstrate this elevation of privilege. Linux has a case-sensitive file system.*

Create SystemD rncsvc.service file.

```
rncsvc.service
[Unit]
Description=Remote Network Connection Service
After=network.target

[Service]
ExecStart=/usr/bin/dotnet $(pwd)/bin/RNCService.dll
Restart=always
#Restart=on-failure
RestartSec=10 # Restart service after 10 seconds if dotnet service crashes
SyslogIdentifier=remotenetworkconnection

[Install]
WantedBy=multi-user.target
```

### Configure SystemD

Copy service file to a System location.

```
bash
sudo cp rncsvc.service /lib/systemd/system
```

Reload SystemD and enable the service, so it will restart on reboots.

```
bash
sudo systemctl daemon-reload
sudo systemctl enable rncsvc
```

Start the service.

```
bash
sudo systemctl start rncsvc
```



Start the service and verify that it's running.

```
bash
systemctl status rncsvc
```

Tail the service log.

Remote Network Connection application's output can be examined with journalctl.

```
bash
journalctl --unit rncsvc --follow
```

## Stopping and restarting the service

Stop the service.

```
bash
sudo systemctl stop rncsvc
systemctl status rncsvc
```

Restart the service.

```
bash
sudo systemctl start rncsvc
systemctl status rncsvc
```



## Cleaning up

Ensure service is stopped.

```
bash
sudo systemctl stop rncsvc
```

Disable.

```
bash
sudo systemctl disable rncsvc
```

Remove and reload SystemD.

```
bash
sudo rm rncsvc.service /lib/systemd/system/rncsvc.service
sudo systemctl daemon-reload
```

Verify SystemD.

```
bash
systemctl --type service |& grep rncsvc
```

## Viewing logs

A centralized journal includes all entries for all services and processes managed by systemd. To view the rncsvc.service specific items, use the following command:

```
bash
sudo journalctl -fu rncsvc.service
```

For further filtering, time options such as --since today, --until 1 hour ago or a combination of these can reduce the amount of entries returned.

```
bash
sudo journalctl -fu rncsvc.service --since "2018-10-13" --until "2018-10-13 04:00"
```



## Running multiple Remote Network Connection™ as a Linux daemon

To run multiple Remote Network Connection™ as a Linux daemon

*Note: You must have superuser privileges to install the Remote Network Connection™ client on the Linux computer. The procedure uses sudo to demonstrate this elevation of privilege. Linux has a case-sensitive file system.*

Make a copy of the previously installed Remote Network Connection™ application into a different directory – eg. bin2.

Create SystemD rncsvc2.service file, and step-by-step to make the previous settings but now with the new directory and the new daemon configuration file.

Modify appsettings.json and add AdapterIndex parameter – default AdapterIndex is 0

```
appsettings.json
{
  ...,
  "AdapterIndex": "1"
}
```

Start the service.

```
bash
sudo systemctl start rncsvc2
```

Add routing tables and rules binding source IP address for each route, and add those as default gateway for each network interface.

Add new routing tables in /etc/iproute2/rt\_tables

```
# cat /etc/iproute2/rt_tables
100 t1
101 t2
```

Add routes to those routing tables

```
bash
# ip route add 10.238.0.0/16 dev rnc0 src 10.238.197.6 table t1
# ip route add table t1 default via 10.238.197.254 dev rnc0
# ip route show table t1
default via 10.238.197.254 dev rnc0
10.238.0.0/16 dev rnc0 scope link src 10.238.197.6
```





Add routes to those routing tables

```
bash
# ip route add 10.238.0.0/16 dev rnc1 src 10.238.197.7 table t2
# ip route add table t2 default via 10.238.197.254 dev rnc1
# ip route show table t2
default via 10.238.197.254 dev rnc1
10.238.0.0/16 dev rnc1 scope link src 10.238.197.7
```

Add rules to apply traffic to the routing tables

```
bash
# ip rule add table t1 from 10.238.197.6
# ip rule add table t2 from 10.238.197.7
# ip route show
10.238.0.0/16 dev rnc0 scope link
```

Set interfaces ready for receiving ARP replies

```
bash
# sysctl net.ipv4.conf.default.arp_filter=1
```

To make this routes persistent following configuration files have to be changed

For receiving ARP replies:

```
bash
# grep arp_filter /etc/sysctl.conf
net.ipv4.conf.all.arp_filter = 1
net.ipv4.conf.default.arp_filter = 1
```

For sending ARP:

```
bash
# grep arp_announce /etc/sysctl.conf
net.ipv4.conf.all.arp_announce = 2
net.ipv4.conf.default.arp_announce = 2
```

Checking ping with -I IPADDR

```
bash
# ping -I 10.238.197.6 DSTADDR
# ping -I 10.238.197.7 DSTADDR
```



## Product updates

Product updates are improvements to the installed client software. These updates are usually created to extend the operating system or hardware compatibility, adjust performance issues, or fix product errors. Product updates are released on an as-needed basis. Clients can receive product updates directly from a Remote Network Connection™ LiveUpdate server.

## Prerequisites for .NET Core on Linux

### Linux distribution dependencies

#### Ubuntu

Ubuntu distributions require the following libraries installed:

libunwind8, liblttng-ust0, libcurl3, libssl1.0.0, libuuid1, libkrb5, zlib1g, libicu52 (for 14.X), libicu55 (for 16.X), libicu57 (for 17.X)

#### CentOS

CentOS distributions require the following libraries installed:

libunwind, lttng-ust, libcurl, openssl-libs, libuuid, krb5-libs, libicu, zlib

More information: <https://docs.microsoft.com/en-us/dotnet/core/linux-prerequisites>



## Interconnection with other networks

There are several ways to extend the virtual network segment created by the Remote Network Connection™ VPN solution, depending on the usage needs and the requirements of the applications to be used:

- IP Routing,
- Port Forwarding can all be used.

The Remote Network Connection™ VPN solution can be extended using other, classic, standard network solutions - e.g. L2TP/IPSec server connections.

To select the best way to connect to the other networks, you may need to investigate the usage patterns, and you may need to analyze the operation and the traffic patterns of the applications to be used.

The Remote Network Connection™ VPN solution can be used to build point-to-point, point-to-site, and even site-to-site connections.



## Remote Network Connection™ by default enables split tunneling

When you configure a Remote Network Connection™ VPN solution, the default setting is to enable split tunneling. What split tunneling refers to is the fact that only connections to the private network are sent over the Remote Network Connection™ VPN tunnels. If the user wants to connect to resources on the Internet, the connection is made over the local link - that is to say, the connection is sent directly to the Internet based on the IP addressing configuration on the Remote Network Connection™ client computer's NIC.

Remote Network Connection™ by default use 10.238.0.0/16 IPv4 addresses as VPN address as a unique IP address to each Remote Network Connection™ Adapter in the range of 10.238.0.0/16 subnet.

### What is split tunneling?

Split tunneling is a computer networking concept which allows the user to access dissimilar security domains like a public network (e.g., the Internet) and a local LAN or WAN at the same time, using the same or different network connections. This connection state is usually facilitated through the simultaneous use of a Local Area Network (LAN) Network Interface Card (NIC), Wireless Local Area Network (WLAN) NIC, and Remote Network Connection™ VPN client software application without the benefit of access control.

The advantage of split tunneling is that users have a much better computing experience, especially when accessing Internet based resources. In addition, users on the private network are likely to have a better computing experience when accessing resources on the Internet, since the Remote Network Connection™ client traffic isn't consuming corporate Internet bandwidth to connect to Internet resources - it alleviates bottlenecks and conserves bandwidth. The combined advantages of improved Remote Network Connection™ client and private network client Internet computing experience makes it worthwhile to make split tunneling the default configuration for Remote Network Connection™ VPN communications.

Another advantage is in the case where a user works at a supplier or partner site and needs access to network resources on both networks throughout the day. Split tunneling prevents the user from having to continually connect and disconnect.



## Identity authentication with Remote Network Connection™

Remote Network Connection™ server can be configured to require endpoint SSL authentication certificates when establishing the SSL/TLS communications channel. Remote Network Connection™ VPN application supports USB tokens as a mean to increase identity authentication, to enforce security policy while keeping it simple for users and IT managers.

Remote Network Connection™ VPN application is natively interoperable with a large range of tokens and smart cards because it supports smart cards interface to the Microsoft Smart Card Base Cryptographic Service Provider (CSP). Remote Network Connection™ VPN application always accesses the Windows Certificate Store in CSP mode.

Remote Network Connection™ VPN application recognizes the smart cards or USB tokens from leading manufacturers (Gemalto, Oberthur, Aladdin, SafeNet, Yubico, Feitian, etc.). The list below shows the qualified or supported tokens with Remote Network Connection™ VPN application:

- SafeNet/Aladdin - eToken PRO 64k
- Yubico - Yubikey Neo
- Omnikey - Omnikey Cardman 3121, Omnikey CM 6121
- Gemalto - Gemalto IDBridge K30 USB Token

Remote Network Connection™ VPN application can be configured to check the certification chain of the certificate received from the Remote Network Connection™ server. This feature requires importing the root certificate and all the certificates of the certification chain in the Windows Certificate Store.

Remote Network Connection™ VPN application will also use the CRL (Certification Revocation List) of each intermediate certification authority. This CRL must be accessible, either in the Windows Certificate Store or downloadable. If not, the Remote Network Connection™ VPN application won't be able to check the validity of the certificate.

Remote Network Connection™ VPN application checks the following elements of the certification chain:

- the expiration date of the certificate
- validity beginning date of the certificate
- signature of each certificate in the certification chain (included the root certificate, the intermediate certificates, and the server certificate)
- the update of each CRL

\* Unique installation of Remote Network Connection™ VPN solution allows integrating Identity authentication into Remote Network Connection™ application's sign-in processes and providing secure TLS communication channel.