

NCP Exclusive Remote Access Management

for Windows

Release Notes



Service Release: 5.01 r40724

Date: August 2018

Prerequisites

Operating System Support

The following Microsoft Operating Systems are supported with this release:

- Windows Server 2016 64 Bit
- Windows Server 2012 R2 64 Bit

The NCP Exclusive Remote Access Management (hereinafter “Management”) is only available as 64-bit software.

Database:

The following databases with corresponding driver have been tested:

Database	Driver
MySQL Server 5.x	MariaDB ODBC 3.0.3 or newer ¹
MariaDB 10.2.10	MariaDB ODBC 3.0.x
MS SQL Server 2016	MS SQL Server 10.00.14393.00
Oracle 11g Express	ODBC InstantClient 12.01.00.02
Oracle 12c Enterprise	ODBC InstantClient 12.01.00.02

¹ The MariaDB ODBC driver cannot use SOCKET mode.

NCP Management Console 5.0 for configuration purposes.

1. New Features and Enhancements

None.

2. Improvements / Problems Resolved

Backup Management

If plug-ins were deleted in the primary management, e.g. after installing a more recent version of the plug-in, backup management could not be started without errors. This issue has been resolved.

Problems Entering a License and Using a Backup Management Server

If the backup management server was shutdown, installing new licenses on the primary management

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server could stop the backup server from functioning. This issue has been resolved.

Incorrect Console Login

When using the native database connection (C-Connector) of MySQL/MariaDB, the error "Incorrect logon" could occur during console logon. The subsequent login was correct. This issue has been resolved.

Error when Creating Templates with the ISDN Connection Medium

The generation of a template profile with the ISDN Connection Medium generates an error message. This issue has been resolved.

Unexpected Termination of the RADIUS Service

If the external authentication server (MS Active Directory) cannot be reached during the user logon (e.g. via MC CHAPv2), the RADIUS service was terminated. This issue has been resolved.

Error when Assigning a MAC Address to the NCP Secure Enterprise VPN Server (SES)

The management application could not assign a MAC address to the SES with certain database code page settings. The error message was: "Entry cannot be modified". This issue has been resolved.

Deleting Static Routes Does Not Work

When using MariaDB with the MariaDB C-Connector 3.0.5 static routes could not be deleted in SES. This issue has been resolved.

No Error Message if DB is Not Connected

If the database is not accessible when the management application is started, the console's connection attempt was rejected but the corresponding error message was not displayed. This issue has been resolved.

RADIUS MSCHAPv2: The Error Message "Password expired" was not Forwarded.

If the external authentication server (MS Active Directory) outputs the error message "Password expired" during the logon phase of a user, this message was not forwarded to the client. This issue has been resolved.

Incorrect Management Notification "Certificate expired"

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The management notification "Certificate expired" was still displayed, although the expired certificate was already deleted.

3. Known Issues

None.

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4. Getting Help for the NCP Exclusive Remote Access Management

To ensure that you always have the latest information about NCP's products, always check the NCP website at:

<http://www.ncp-e.com/de/downloads>

For further assistance with the NCP Exclusive Remote Access Management, visit:

<http://www.ncp-e.com/de/support.html>

E-Mail: support@ncp-e.com

5. Features List

Central Management

NCP Exclusive Remote Access Management (Management) is the central component of the NCP Next Generation Network Access technology. As the **Single Point of Administration** it provides the transparency required to enable network administrators to centrally manage mobile and stationary workstations, as well as remote VPN gateways (such as those in branch office networks). The NCP software tool provides all functionalities and automation mechanisms that are required for commissioning and operating a remote access infrastructure.

Using the Exclusive Remote Access Management, configurations, certificates and software updates are created and updated centrally, stored or distributed and rolled-out.

Components of the Exclusive Remote Access Management

The NCP Exclusive Remote Access Management (Management) consists of the Management Server and the Management Console. Database system software is not included the package.

Server Prerequisites

64-Bit Operating Systems

Windows Server 2016

Windows Server 2012 R2

Computer

CPU min. Pentium III-800 MHz (depending on the number of managed units)

With RADIUS Plug-in: Pentium IV-1,5 GHz

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Hard disk: at least min. 50 MB free disk capacity plus disk capacity for log files and app. 20 MB per software package

Databases Supported

The Management Server is a database based system and it communicates with any of the following databases via ODBC:

- MySQL Server 5.x
- MariaDB 10.2.10
- MS SQL Server 2016
- Oracle 11g Express
- Oracle 12c Enterprise

All system relevant information is stored in the database and is usually integrated in the VPN operator's backup process; i.e. user profiles (configurations of the managed units), license keys and authentication data, certificates, provider passwords, etc.

Windows 64 bit systems provide two ODBC Data Sources. NCP recommends that the ODBC database connection is setup via the NCP Secure Management Server - Configuration utility (Start -> NCP Management Server -> Configuration).

Backup System

A backup option includes the integrated replication services needed by main and backup Management Servers to ensure the continuous availability of management services.

Supported Certification Authorities

Microsoft Certificate Services as integrated or stand-alone CA.

Console Prerequisites

The Management Console is used to centrally manage the VPN user data.

Operating Systems

Windows Desktop operating systems 32 bit and 64 bit

Management Server Modules

The Management Server modules are provided as plug-ins and can be installed from any computer within the local network by simply entering the IP address of the Management Server. The same applies for the Management Console, which may also be installed as a plug-in.

Available Plug-ins

- Client Configuration Plug-in
- Firewall Plug-in

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- License Management Plug-in
- PKI Management Plug-in
- Script Plug-in
- RADIUS Plug-in
- System Monitor Plug-in (experimental)

RFCs and Drafts Supported

- RFC 2138 Remote Authentication Dial In User Service (RADIUS)
- RFC 2139 RADIUS Accounting
- RFC 2433 Microsoft CHAP
- RFC 2759 Microsoft CHAP V2
- RFC 2548 Microsoft Vendor-specific RADIUS Attributes
- RFC 3579 RADIUS Support For Extensible Authentication Protocol (EAP)
- RFC 2716 PPP EAP TLS Authentication Protocol
- RFC 2246 The TLS Protocol
- RFC 2284 PPP Extensible Authentication Protocol (EAP)
- RFC 2716 Certificate Management Protocol
- RFC 2511 Certificate Request Message Format
- Draft-ietf-pkix-cmp-transport-protocols-04.txt, Transport Protocols for CMP
- Draft-ietf-pkix-rfc2511bis-05.txt, Certificate Request Message Format (CRMF)

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Core Functionality

Management of Administrators and Multi-Company Support

The Exclusive Remote Access Management's multi-company support makes it a natural choice for implementation at Managed Security Service Providers (MSSP) with their "managed VPNs", or in remote access structures, where multiple companies jointly use one VPN platform (VPN sharing).

Using centralized administrator management, access rights can be defined for the administrators of the respective stand-alone companies and their associated VPN users.

Administrator groups mean that the rights of the administrators can be assigned in such a manner that each has exclusive access to only his/her specific company (Organization Group); the chances of infringing on any other organization's data are precluded.

License Management (License Management Plug-in)

Using License Management, all the managed units are made available to the Management Server. The Managed Units can be either user licenses or remote server licenses. All licenses are managed according to predefined policies:

- Licensing can be handled either automatically or manually
- When no longer required licenses can be returned to the pool
- Warning is given when the license pool is empty

Creating Configurations for the Managed Units

Using the Management Console, user data can be called down or configurations and certificates stored. All relevant information is stored in the database and is normally integrated into the backup process of the VPN operator.

All relevant data can be input either interactively via the Management Console or scripted via the Script Plug-in.

Automatic Update (via LAN or VPN)

The Exclusive Remote Access Management Update Service enables all software components relevant for a remote access environment to be held centrally. As soon as a connection is established between a Client and the corporate network, these components are copied to the Client. Even if the connection is interrupted during the transfer, the pre-existing software status and configurations are preserved unchanged. Only after a complete, error-free transfer of all pre-defined data does the actual update take place.

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- **Control of the Update Package**
Software components are distributed according to an Update List, collected together by an administrator and based on certain pre-defined needs. In this way it is possible to differentiate, per component, between communications media, frequency that an update is refused and type of update.
- **Update Components**
The following software components can be prepared for automatic update:
 - Configurations (Enterprise Client Profiles and Monitor settings)
 - User Certificates (Soft certificates, p12 format)
 - Issue Certificates (Soft certificates, cer and pem format)
 - Update Client
 - Software versions (Software Updates/Upgrades can only be performed on Clients under Windows desktop operating systems)
- **Communications Media**
All communications media supported by the remote device can be used for update components. This ensures, for instance, that a fast communications media can be used to transfer large amounts of data.
- **Update Process**
As an alternative to updates via VPN, updates can also be performed via LAN. During updates via VPN all data is transferred encrypted through the tunnel. During updates via LAN, when the Client machine is located in a home corporate network, data is transferred using an SSL VPN connection.

Description of the Plug-ins

System Monitor Plug-in (experimental)

This plug-in provides information about all important events within a VPN installation, in bar graphs or line diagrams. The administrator can use the system monitor to call up current status information in real time, or to access previously saved data repositories of the remote access environment. Each graph can be paged backwards or forwards on the time axis. The views of the diagrams can be freely selected.

Client Configuration Plug-in

Using this plug-in, Secure Enterprise Client profiles can be created, configured and administered, using such features as:

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- automatic generation of all group specific and connectivity parameters, based on predefined templates
- only personalized data need be entered manually (authentication data for the first connection during the rollout)
- definition of those parameters that will not be alterable by the remote user
- automatic configuration of central component data (RADIUS, LDAP, SNMP) that is referenced in user profiles
- extensive logging (versions, time stamps for configuration changes, automatic upload of client log files)
- creation of a generalized init-user for rollout, and
- automatic creation and provision of configuration updates.

Firewall Plug-in

The Firewall Plug-in is used for configuring the personal firewall of the Secure Enterprise Clients and also for configuring the Dynamic Personal Firewall of the Client Suite. Configuration options include:

- definition of application and connection dependent filter rules
- filter rules can be based on protocols, ports and addresses
- definition of specifications for detection of “friendly networks“ (IP address, network, network mask, IP address of the DHCP server, MAC address)
- definition of logging settings
- FND server configuration (Friendly Net Detection), and
- alterations to firewall settings that will not be alterable by the remote user.

PKI Enrollment Plug-in

The PKI Enrollment Plug-in functions as Registration Authority (RA) and manages the creation as well as the administration of electronic certificates (X.509 v3) in conjunction with different certification authorities (CA). A generated certificate can optionally be stored as a soft certificate (PKCS#12) or on hardware, e.g. smart card or USB token (PKCS#12). The NCP Demo CA that ships with the product can be used to simulate a PKI during the test phase, however it is not recommended for production operations. Conversion to an external CA is problem-free. The most important functionalities include:

- creation of user and hardware certificates (also bulk mode)
- renewing of certificate validations (PKCS#7)
- revocation of certificates
- distribution of the certificates (also multi client certificates)
- creation of the user configuration via LDAP in the directory service

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- creation of a PAC letter (Personal Authentication Code) for initial connection and licensing, and
- generation and distribution of server certificates.

RADIUS Plug-in

The RADIUS interface is optionally available for configuration of managed units (users) in the central VPN gateway. This plug-in is used to manage the integrated RADIUS server and it is responsible for the following functions:

- automatic creation of RADIUS accounts via the client and remote server configuration plug-ins
- support of PAP/CHAP requests
- capture of accounting data
- blocking users when repeating incorrect logon attempts
- management of multiple RADIUS configurations of various gateways, and
- RSA authentication manager proxy functionality

Redundancy through backup RADIUS servers is optionally. Existing RADIUS servers can be combined, i.e. they can be replaced in an economical manner.