

Migration of G/On 3 Clients and Tokens to G/On 5

Administrator's Guide

About this document

This document describes how to migrate G/On Tokens from the older version 3.x to the new G/On version 5, and how to enroll the G/On USB Tokens into a version 5.4 installation.

If you do not find the information you need in this document, you may want to look in the other documents in the G/On software documentation suite:

- G/On User Guide – Getting started – Fedora
- G/On User Guide – Getting started – Windows XP
- G/On User Guide – Getting started – Windows Vista
- G/On User Guide – Getting started – Windows 7
- G/On User Guide – Getting started – Mac
- G/On User Reference
- Getting started with G/On Setup and Configuration
- Getting started with G/On Management
- Getting started with Field Deployment
- Getting started with Secure Desktop
- G/On Setup and Configuration Reference
- G/On Management Reference
- G/On Customization Reference
- Migration of G/On 3 Clients and Tokens to G/On 5 – User's Guide
- Migration of G/On 3 Clients and Tokens to G/On 5 – Administrator's Guide

© Giritech A/S, 2010
Spotorno Allé 12, 2.
2630 Taastrup
Denmark
Phone +45 70.277.262

Legal Notice

Giritech reserves the right to change the information contained in this document without prior notice. Giritech® and G/On™ are trademarks and registered trademarks of Giritech A/S. Giritech A/S is a privately held company registered in Denmark. Giritech's core intellectual property currently includes the patented systems and methods known as EMCADS™. Other product names and brands used herein are the sole property of their owners. Unauthorized copying, editing, and distribution of this document is prohibited.

Contents

About this document.....	2
Contents.....	3
Introduction.....	4
Before installation.....	4
Supported Platforms.....	4
Preparing the G/On 3.x installation for migration.....	5
Update G/On 3.x with G/On version 5 Client Installer files	5
Creating Client Migration Menu actions for end-users.....	5
Definition of Menu action “Download G-On 5 Installer” in G/On 3.x.....	6
Definition of Menu action “Start G-On 5 Update” in G/On 3.x.....	6
Preparing the G/On 5.4 installation for migration.....	7
G/On Client Upgrade and Token Enrollment.....	7
G/On Client upgrade process.....	8
End User Installation of the new G/On version 5 Client.....	9
First time start of the G/On 5 client on the USB token.....	11
Manual assignment of tokens to users:.....	13
Automatic assignment of tokens to users:.....	14

Introduction

G/On version 5 is a new implementation of the G/On Secure Virtual Access solution, with many advantages compared to the earlier G/On version 3 (there is no G/On version 4).

Among the advantages are higher scalability, better manageability for the IT administrator, and improved user experience in terms of supported platforms (Windows, Linux and Mac), as well as performance advantages in many application scenarios.

From G/On version 5.4, older version 3.x USB Tokens, as well as running the G/On using the users PC as a authentication token is supported.

An upgrade from version 3 to version 5 consists of the following steps:

1. Prepare the G/On version 3.x server, so that users can perform the client upgrade/migration themselves (G/On administrator action)
2. Prepare the G/On version 5 server for “Field enrollment” of G/On tokens (G/On administrator action)
3. Inform users about the migration (G/On administrator action)
4. Upgrading the G/On version 3 client on a G/On USB token – or installed on a PC as a G/On Desktop client (G/On User action)
5. Enrollment of the G/On USB token – or the users PC, if a desktop client is used (G/On user action)
6. Optionally: Waiting for the IT administrator to confirm the enrollment (G/On administrator action)

G/On version 3 was only available for Windows, and G/On version 3 USB tokens can only be used on the Windows operating system. This is also the case after these tokens have been upgraded to contain the G/On version 5 client. Users in need a G/On client and token for Linux and/or Mac PC's should contact their IT administrator.

Assumptions:

1. A running G/On version 3.x installation
2. G/On version 5 has been installed, and configured, ready for use.
3. Note: In order to successfully upgrade a G/On version 3 USB key, administrative rights are needed on the PC on which the upgrade is carried out

Before installation

Supported Platforms

Windows XP (except 64 bit versions)

Windows Vista.

Windows 7

G/On version 3.x (the G/On system upgrading from)

G/On version 5.4 (the G/On system upgrading to)

Preparing the G/On 3.x installation for migration

Since the GUpdate facility is used in the client migration to G/On version 3, the G/On 3.x installation need to be configured for the migration. The preparation is carried out in a few simple steps:

1. Update G/On 3.x with the version 5 Client Installer files
2. Creating two G/On 3.x menu items for the users - one for download – and one for launch- of the version 5 installer.

Update G/On 3.x with G/On version 5 Client Installer files

Two installation files needs to placed into the RWData folder under the G/On 3.x installation folder (typically **C:\Program Files\emcads\RWData**)

The two files are:

1. **G-On Client Installer.exe** – The G/On 5 Client installer, prepared for each specific G/On 5 installation. Instructions on how to make the “G-On Client Installer.exe” is found in a separate document: “Getting started with Field Deployment”.
2. **GOnInstallerLaunch.exe** – a G/On 5 Client installer launch tool, used to launch the G-On Client Installer.exe (as the G/On 5 installer needs to be started with “run as administrator” option when upgrading G/On USB tokens).
GOnInstallerLaunch.exe – is most easily downloaded from Giritech's website:

<http://www.giritech.com/int/Support-Download/Product-Download/G-On-5.4-Product-Download>

Creating Client Migration Menu actions for end-users

Once the two G/On 5 installation files are available in G/On 3.x for download with Gupdate, enable the two menu items, end users can use to migrate their G/On 3.x client and token. The two menu items are:

1. “Download G-On 5 Installer”
2. “Start G-On 5 Update”

Note: You can give any name you desire to the menu actions.

The menu action “Download G-On 5 Installer” allows users to download the G-On Client Installer.exe and GOnInstallerLaunch.exe on to the G/On 3 USB key and/or G/On 3 Desktop client - using the G/On 3.x Gupdate function.

Menu action “Start G-On 5 Update” allows user to start the launch the G/On 5 client installer and complete the update process.

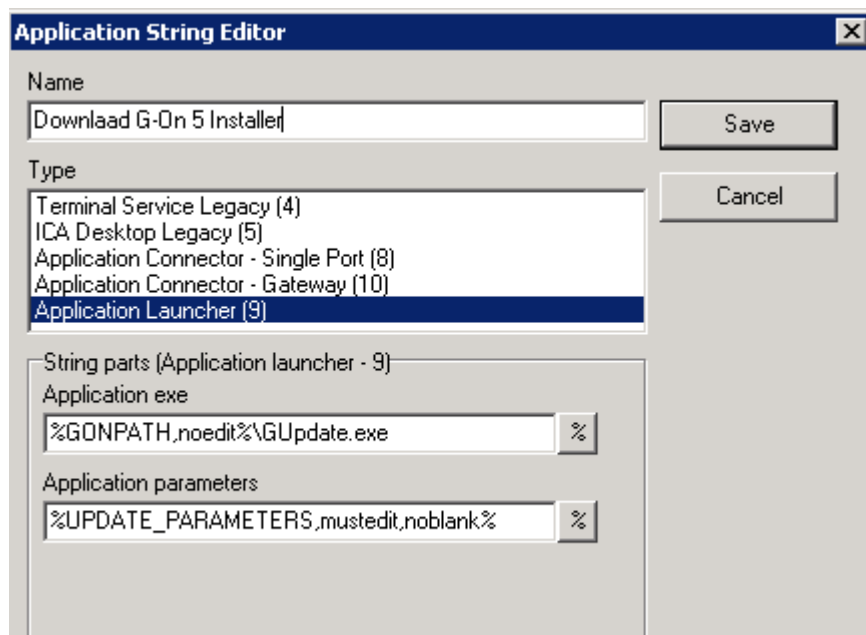
Note: On both menu items, you can use the “autolaunch” feature. However, this is not recommended, as a large number of users migrating all at the same time can put strain on the infrastructure. It is therefore recommended to have users do the upgrade in their own pace – and keep both G/On 3.x and G/On 5 running in parallel for a while – until all users have completed the upgrade process.

Definition of Menu action “Download G-On 5 Installer” in G/On 3.x

The application string is:

**9;%GONPATH,noedit%\GUpdate.exe;%UPDATE_PARAMETERS,mustedit,noblink%
%UPDATE_PARAMETERS% are /getall /updaterw**

You can use the G/On 3.x Application String Editor to enter the string as shown:



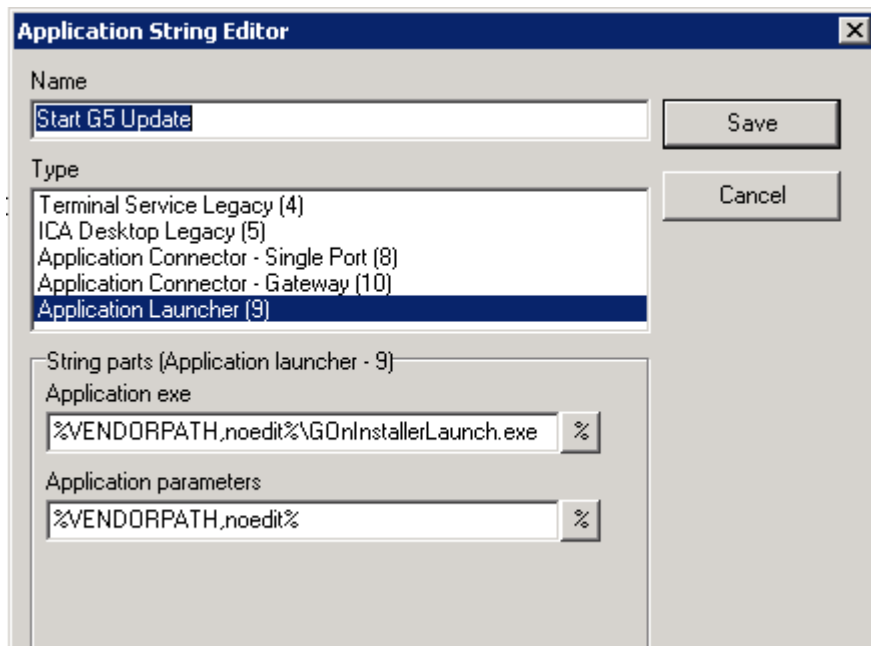
Note: other Update parameters can be used i.e. /yestoall /nodialog /autoclose /launchgon together with the mentioned /getall and /updaterw parameters which are the required.

Definition of Menu action “Start G-On 5 Update” in G/On 3.x

The application string is:

9;%VENDORPATH,noedit%\GOnInstallerLaunch.exe;%VENDORPATH,noedit%

as shown in example screen shot



Menu actions “Download G-On 5 Installer” and “Start G-On 5 installer” should be included into the Menu and be available for all users who should migrate their G/On 3.x client to version 5.

Note: The Zones functionality in G/On 3.x can be used to allow different set of users at a time (i.e. Upgrade only users with USB keys).

The G/On 3.x installation is now ready for client migration.

Preparing the G/On 5.4 installation for migration

Please refer to the descriptions in the separate documents:

- Getting started with Field Deployment
- G/On Setup and Configuration Reference, subsection: Field Deployment – Advanced Setup.

G/On Client Upgrade and Token Enrollment

Upgrading G/On tokens and clients is straight forward, and the process has been designed, so that the majority of end users will be able to upgrade their own token/client, once the G/On servers (both version 3 and 5) has been configured as described earlier.

Please note the special user guide “How to upgrade your G/On version 3 client to version 5” - that takes the user through the upgrade process step by step. You can either distribute this document directly to end users, or use it as a template in case you have special considerations.

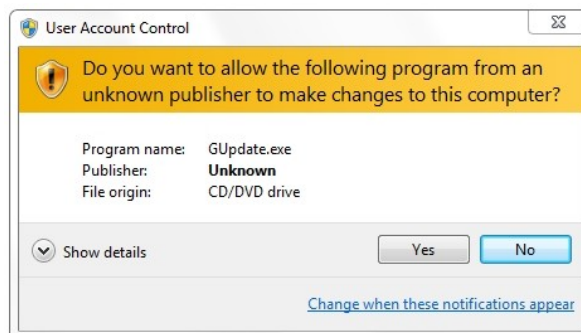
G/On Client upgrade process

The end user G/On client upgrade from version 3 to version 5 is initiated by starting the G/On 3.x Client as the user would normally do:



Depending on your choice (see preparing the G/On version 3 server for migration), the update download process might start automatically – or the user can initiate the download from a menu item pointing to “GUpdate” after login (preferred in larger installations, to avoid network congestion by having a large number of users upgrade all at the same time).

The Gupdate executable requires administrative rights to run. So after the upgrade process has started, the user might be presented with the following message from Windows (in particular Windows Vista and Windows 7):



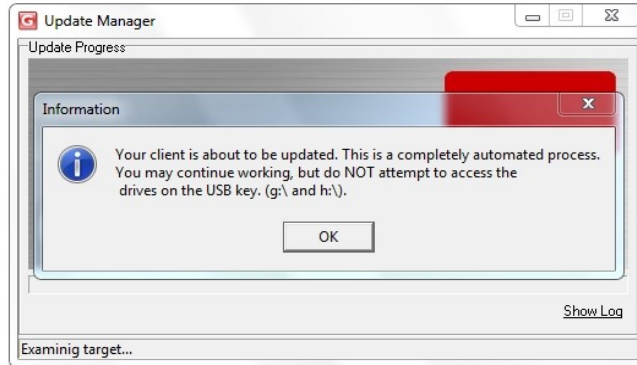
In which case, the user should just press “Yes” to continue the upgrade and start the Update Manager.

Note: In case the users do not have administrative rights to their PC's – you will need to:

In the case of G/On USB tokens: The upgrade can be performed on any windows computer with administrative rights. So the easiest option for the user is to find a PC where administrative rights are available (could be a home pc or other)...

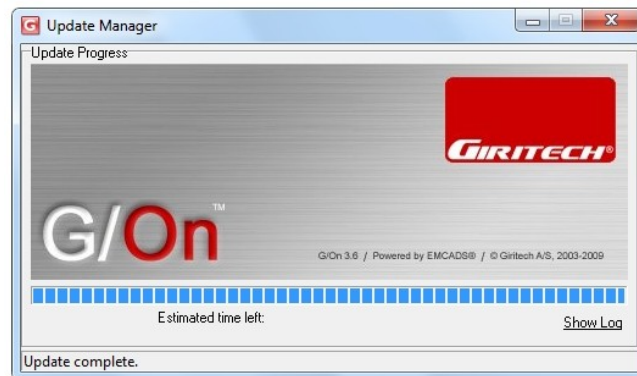
In the case of G/On desktops: Distribute the installer by other means (than Gupdate) to the end users. Could be Download from an intranet site, manual installation from a USB device containing the installer, making the installer part of a PC image – or other.

Once the G/On 3.x Update Manager has started, the user might see the following confirmation prompt (again depending on the choices you made when preparing the G/On 3.x server):



When the user presses "OK", the Update Manager will download the installer to the Read/Write partition on the G/On USB Token – or the "G/On Desktop/Applications" directory" for G/On desktop clients.

The G/On Update Manager window will show a progress bar during the download. The user should allow the G/On Update Manager some minutes to complete the download process. Once the installer has been updated, the G/On Update Manager window will look like this:



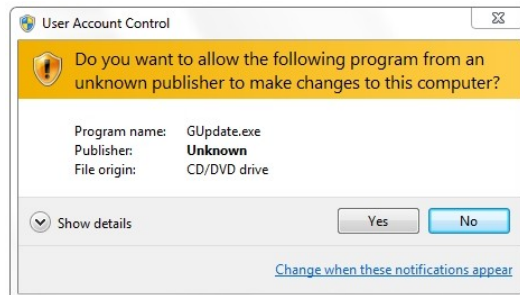
To continue, the user must click the "Close" button in the upper right hand corner, and remove the updated G/On USB token from the computer.

End User Installation of the new G/On version 5 Client

To initiate the installation of the G/On version 5 client, the user will have to restart the G/On version 3.x client – and after successful login select the "Install G/On version 5" menu item that you prepared on the G/On version 3 server.

To upgrade a G/On USB Token, the user will need to have administrative rights to the

computer on which the upgrade is taking place. So again, the user might be presented with the following User Account Control screen:



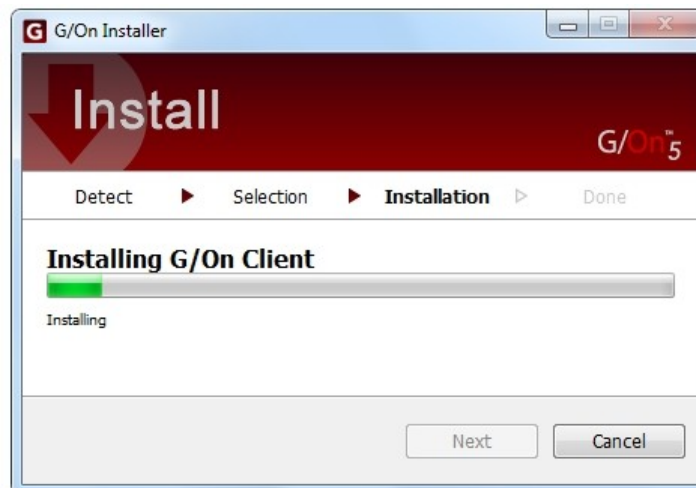
Press yes to continue the installation. After the initial splash screen, the installer will identify the users G/On Token(s) – and show the token selection window:



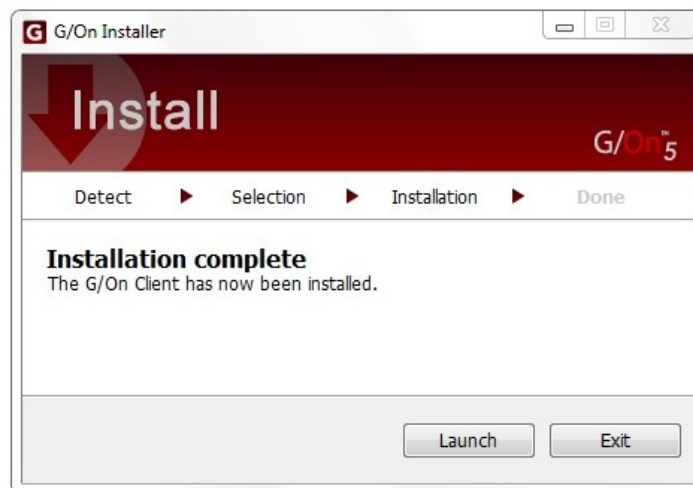
In case of the user upgrading a USB Token, the installer will identify both the G/On USB token – and the users PC as possible G/On tokens. As discussed during preparation of the G/On 5 server under “Field enrollment”, the system can be configured to accept both token options (one at a time though – so to make an additional installation, the installer need to be relaunched by some means).

G/On USB Tokens are named Hagiwara (the original manufacturer) – and can be of generation H2 or H3. The earlier generation H1 can not be upgraded.

Users with H1 tokens must be issued new G/On tokens – or use the ComputerUserToken option. After the user presses install, the installation progress window will be shown:



The user should allow up to several minutes for the installation. Especially for USB tokens. Also, the installation might carry on for some time – even after the progress bar has reached the end. Once installation is completed, the user will see the following window:

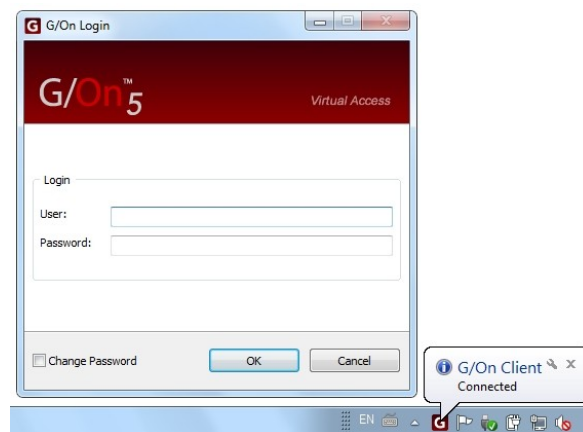


from which the new G/On version 5 client can be launched for the first time.

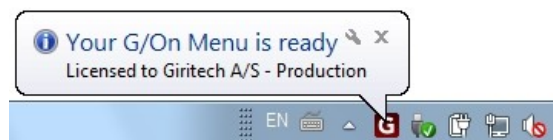
Note: Users upgrading a G/On USB Token will need to physically remove the token from the computer – and reinsert it again before being able to launch the G/On version 5 client. This is due to the unmounting and remounting of the disk partitions on the USB during the installation process.

First time start of the G/On 5 client on the USB token

Once users have started the G/On version 5 client, and a connection has been established, the user will be presented with the G/On version 5 login window:



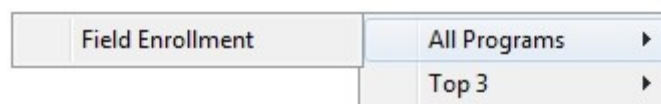
The same userid and password should be used as when logging into G/On version 3, as long as both the G/On version 3.x and version 5 installations are connected to the same directory service (like Active Directory). After successful login, the user will see a confirmation/license message like the one below, and the G/On icon in the Windows notification area.



As with G/On version 3, this icon will give access to the G/On menu. Please note, that depending on the settings in Windows Vista or Windows 7, the icon might “disappear” into the “hidden” notification area. In that case, users should press “show hidden icons” in the notification area – and select the G/On menu from here. If desired, users can also set the G/On menu icon to always show in the notification area, by selecting “Configure..” under “Show hidden icons”.

The first time users start the new G/On 5 client, the G/On USB Token is not yet enrolled (known) in the system. So the next step is to request enrollment of the G/On USB token.

To request enrollment of the G/On token, the user should click on the G/On menu, and select “Field Enrollment” as shown:



Normally, and depending on your choices when preparing the G/On 5 server for the client migration, only the “Field enrollment” menu item will be available when using “non-enrolled” tokens.

After selecting “Field enrollment” the Enrollment window will be shown:

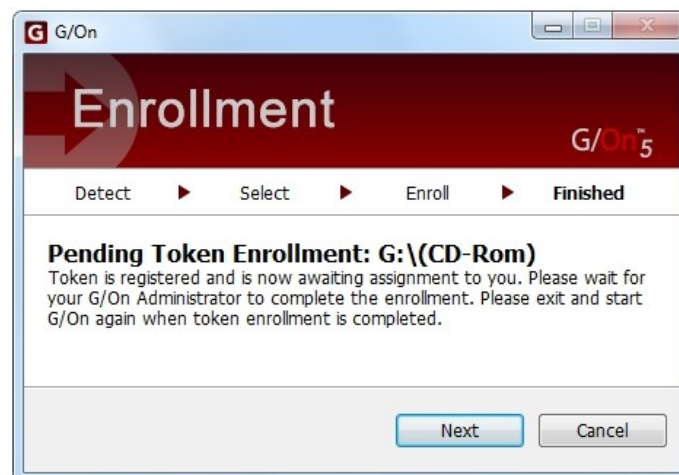


On the Enrollment selection screen the user selects the G/On Token to be enrolled. Note, that depending on choices made by you, the enrollment selection area might contain more token options. Users should select the relevant token to enroll. Note the earlier discussion under “Preparing the G/On 5 server for client migration” regarding token options.

Also, see the section explaining the auto enrollment option.

Manual assignment of tokens to users:

During enrollment, users will see the enrollment progress screen – and after a short while, the Enrollment Status screen that looks like this.



When pressing “Next”, the G/On client will exit.

The enrollment request of this particular G/On token is now registered in the G/On version 5 server. The user can check the enrollment status of the users token by launching the G/On client. In case the token has not yet been confirmed and assigned by you – only the Field enrollment option will be available on the G/On menu. In case the user try to re-enroll the token, the user will see the screen below:



In case the Token has not been assigned to the user by you after a substantial period of time, the user will probably try to contact you to inquire about the enrollment status of the token

Once the USB Token has been assigned by you to the user in the G/On version 5 management interface, the users full G/On menu will be available.

Automatic assignment of tokens to users:

In case you have selected the automatic assignment of tokens to users during enrollment when you prepared the G/On version 5 server for client migration, the token will get assigned to the enrolling user automatically, and the user will see the enrollment status window:



This completes the client migration process, and the user can now use G/On 5 as normal.