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webNetwork 6.0 Feature Guide

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Related Product: webNetwork

Feature Guide

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Overview

This document is to provide a brief outline of the features and services available within the webNetwork 6.0 product. More detailed information can be obtained from the Stoneware web site (www.stone-ware.com) or by reviewing the webNetwork Installation and Configuration Guide.

webNetwork features and services can be broken down into six key areas: Interface, Applications, Security, Cloud Services, Single Sign-on, and Cloud Agents. A brief description of each product feature listed under the appropriate section heading.

webNetwork Interfaces

webNetwork supports several desktop interfaces for users connecting to the private cloud. Each type of interface and its description is listed below:

- webOS (Virtual Web Desktop) - default desktop interface delivered to end users connecting to the private cloud. Desktop is built on web technologies and can run inside most popular browsers including Internet Explorer, Firefox, Chrome, and Safari.
- Portal - traditional portal interface provides users with personalized dashboard layout. Users can customize the portal dashboard with components and gadgets that contain applications, reports, stock quotes, news feeds, web sites, etc.
- Mobile - user interface designed for the growing number of mobile devices and smartphones. Mobile interface leverages the embedded browser within the device and therefore does not require client software to be installed.

Applications

webNetwork integrates and delivers many of the application found inside the data center and the growing number of publicly hosted applications. webNetwork provides security, access control, single sign-on, SSL encryption, etc. to all of the supported application types. The supported application types and their description are described below:

- Web - HTTP/HTTPS web applications including: .NET, Apache, Websphere, portals, Sharepoint, PHP, Flash, etc.
- Public Web - HTTP/HTTPS web applications hosted over the Internet
- Windows (Terminal Server) - Windows applications published via Terminal Server
- Windows (Citrix Server) - Windows applications published via Citrix Presentation Server
- Windows (Virtualized Applications) - Windows applications virtualized via Thinstall, Xenocode, InstallFree, App-V, XenApp, etc.

Brief:

This document is to provide a brief outline of the features and services available within the webNetwork product .

- Client/Server- applications that communicate over non-HTTP protocols (e.g. - database applications, emulators, etc.)
- Telnet - applications and sessions that communicate to backend telnet servers
- VNC - servers and clients that implement any variation of VNC (Virtual Network Computing) for remote control
- Hosted (SaaS) - specific integration to a growing number of Software as a Service applications including Zoho, Google Docs, Zimbra, Salesforce.com, Apple iTunes U, Microsoft Live ID (Office Live, Live@EDU, Skydrive, etc.)

Security

Stoneware's unique two-tier, Server/Relay architecture is unmatched within the industry. It allows for the delivery of IT services and applications to be moved back into the data center while terminating users safely inside the DMZ. Some of the benefits are described below:

- SSL Encryption – webNetwork encrypts all communications between the user and the webNetwork private cloud in SSL. Creates one common IP address and one secure port for all communication.
- Pipeline Service - unique two-tier technology that creates a single connection between the DMZ and internal data center to communicate with internal applications and services.
- Two-factor Authentication - supports various types of secondary authentication methods for improved authentication security
 - USB Keys (e.g. - USB storage devices, thumb drives, etc.)
 - Secure Tokens (e.g. - SecurID, ActiveCard, etc.)
 - Directory Attributes (e.g. - workforce ID, employee number, etc.)
- Desktop Authentication - designed to simplify user access to the webNetwork system in an Intranet setting. Desktop Authentication allows users to automatically authenticate from their workstation directly into the webNetwork system without prompting for user credentials. With Desktop Authentication, users can seamlessly access internal applications, services, and content without continuously authenticating to the system.
- Login Policies - determines the type of authentication that is required based on the entry point into the private cloud.
- Directory Service Integration - direct integration with the network's directory service to eliminate duplication of user and group management. Integrates with popular directory service products including Microsoft Active Directory, Novell eDirectory, OpenLDAP, and Open Directory.

- Role-based Access Control - control access to all private cloud applications and services by a user's role within the organization. Leverage directory service integration to assign rights directly to the user, group, or any organizational container.

Private Cloud Services

webNetwork provides a rich set of private cloud services that integrates all of an organization's IT infrastructure, not just the applications. A list of services and brief description is given below:

- File Services - provides users with access to internal network file systems through the webOS, portal, or mobile interface. With File Services, users can access shared, home, and public directories from anywhere they have an Internet connection. File Services supports features such as drag/drop, local edit, copy/paste, etc.
- Report Services - designed to allow administrator to easily **build, secure, and distribute** dynamic database reports throughout the organization. Stoneware's Report Services is unique in that it leverages an organization's investment in Identity Management to build, secure, and distribute critical business information to the people who need it. Supports most ODBC/JDBC databases.
- Form Services - allows organizations to create their own web-based forms for the collection and presentation of information to both internal and external users. Form Services is designed for the non-developer, enabling webNetwork administrators to build and distribute web forms throughout the webNetwork cloud. Organizations will find the ability to create ad-hoc web forms for the collection of information from customers, employees, and the public a useful tool in many aspects of their business.
- Personal Desktop – a feature designed to connect a user with his office desktop when working from home or on the road. Personal desktop provides users with access to files, documents, reports, and applications sitting on their personal desktops that may not be practical to publish in the webNetwork cloud.
- Registration - self service feature allowing users to register their own system account. Supports CAPTCHA, directory integration, and can be customized to validate against 3rd party databases.
- Self Service - set of applications that enable a user to manage their own system account.
- Password Self Service - allows users to reset their forgotten passwords. Challenge/Response system requires users to answer a set of challenge questions before password reset. Supports immediate reset or emailed activation link.
- Document Publishing - feature that enables users to publish and share documents with other system users. Ideal for departmental sharing of documents (e.g. HR, Sales, etc.). Features include PDF conversion, check-in/check-out, etc.
- News and Alerts - provides users with news and alert messages based on their role within the organization. Administrators are able to easily notify all or specific users of corporate events, departmental notices, or system maintenance.

- Login Scripts - Login Scripts allow the administrator to change the login process for any user by adding simple script commands. Login Scripts dynamically change the user's login based on conditional logic created by the organization.

- Forums - application designed for the discussion of ideas. The forums provide the end user with a means of presenting an idea and then monitoring the feedback from other users with regards to the idea.

- Blogs (wn6) - A blog is an application designed to support regular entries of commentary. Blogs are widely used both personally and in group settings to journal and comment on specific issues, ideas, thoughts, or events.

- Polling - a community service application that allows an organization to query end users for information and opinions. Polls can be created for the purpose of taking surveys, requesting feedback, voting on issues, or collecting user opinions.

- teamPages - provides organizations with a collaborative web interface by which end users can share information in an Intranet or Extranet setting. With teamPages, organization's can turn group of network users into a "team" with just a click of a button. teamPages is perfect for sales organizations, marketing teams, customer service representatives, law firms, educators, and anyone else who needs to share information or collaborate with people as part of their job.

- webPages - a vertical specific application designed to provide school teachers with a simple means of publishing content and information to parents and students. webPages provides a "template" system by which teachers can provide valuable information to their class without becoming an HTML editor or web page designer. webPages simplifies the process of moving content online by providing a common "look and feel" across an entire school district and allowing teachers to rapidly publish educational information.

- Push Console (wn6) - advanced web technology that allows administrators to "push" events out to the user's web desktop. With no client or plug-in code required, the push console can automatically start applications, send messages, lock the web desktop, open web sites, log user off the system, etc.

- Calendaring - enables the sharing of personal and group calendars with other users accessing the webNetwork system. Supports features such as email notification, event approval, and integrates with the Groupware Agent.

- Mail, Tasks, and Contacts - integrates a user's mail messages, tasks, and contacts into the webOS and portal web desktops. Leverages the Groupware Agent to integrate a user's organizational messaging system.

- Groupware Agent - an enhancement pack to the community service applications that provides enterprises with the ability to integrate their collaborative systems into their webNetwork environment. Groupware agent supports both Microsoft Exchange and Novell GroupWise.

- External Users - allows organizations to provide external users and groups with access to webNetwork resources without creating these accounts in their production network environment. The External User feature federates a secondary directory to store non-organizational accounts (e.g. - vendors, customers, public, etc.) which reduces licensing costs and improves account security.

- Folder Monitor - integrated File Services feature designed to automatically scan a file system directory on a local workstation and move its contents to a backend network file system.

- Network Aware Cloud Services - integration with network vendors (e.g. - Enterasys) to control the quality of service based on the user or the IT service. webNetwork administrators can control the bandwidth allocated or priority of network service based on the applications being accessed through the webNetwork private cloud. Feature enables the creation of very scalable and efficient private cloud platforms.

Single Sign-on

Stoneware's webNetwork supports a very comprehensive single sign-on service as part of the cloud technology. All integrated applications and services support the concept of single sign-on which creates a private cloud platform that is tightly integrated all IT delivered applications. A brief description of the single sign-on features is described below:

- Web Authentication

Authentication methods used to background authenticate users to a web application, portal, or web service (both public or private).

- Basic - webNetwork system sends BASIC authentication credentials to the backend web server or service. Supports substitution of Lockbox, Stoneware, and Directory Service attributes.
- NTLM - webNetwork system sends NTLM (NT Lan Manager) authentication to the backend web server or services. NTLM support is enabled on many Microsoft products. Supports substitution of Lockbox, Stoneware, and Directory Services attributes.
- Client-side Form - webNetwork system sends the user's authentication credentials via a securely submitted form. This method will submit from the client's browser and dynamically substitute true credentials within the flow. Supports substitution of Lockbox, Stoneware, and Directory Services attributes.
- Server-side Form - webNetwork system will send the user's authentication credentials via a securely submitted form. This method will submit the form from the webNetwork Server/Relay. Support for substitution of Lockbox, Stoneware, and Directory Services attributes.

- Windows Authentication

Stoneware's webNetwork supports single sign-on for Windows applications when published

from Microsoft's Terminal Server or Citrix's Presentation Server.

- Keystroke Scripting - simple scripting method allowing administrator to mimic keyboard strokes required for authentication to the application or service. Supports integration of advanced scripting methods and substitution of Lockbox, Stoneware, and Directory Service attributes.
- Advanced (XML) Scripting - XML Scripting is designed to be a more advanced form of Single Sign-on scripting that can be used to create Single Sign-on processes that allow more interaction with the application. This includes the ability to target specific windows elements and to perform specific actions. Advanced scripting supports the substitution of Stoneware, Lockbox, and Directory Services attributes.

- Database Authentication - performs single sign-on of users to backend ODBC and JDBC databases through Report Services. Reports can authenticate as a single, generic user account or provide individual authentication credentials. Supports the substitution of Lockbox, Stoneware, and Directory Services attributes.

- File System Authentication - performs single sign-on of users to backend file systems located within the data center. File Services can authenticate as a single, generic user account or provide individual authentication credentials. Supports the substitution of Lockbox, Stoneware, and Directory Services attributes.

- SAML (Security Assertion Markup Language) - a means of updating a public cloud provider with local user account information. As users access the public cloud service via the webNetwork private cloud, their account information will be transferred to the provider as a part of the authentication process. The provider and customer both benefit by significantly reducing the amount of account management and coordination that must take place in order to create and update user information within the public cloud.

- Lockbox - a means of storing and encrypting data inside the directory services for various webNetwork and application uses. Lockbox is designed to ease the management of single sign-on credentials. Lockbox provides a means for users to store and manage account IDs and passwords for various applications which run within the webNetwork private cloud.

- Password Management - provides the end user with an interface into the Lockbox service. The Password Management application allows end users to view, set, remove, and change their Lockbox settings when authenticated through the webOS or portal desktop.

- Stoneware Variables - a service implemented within the webNetwork Server and Relay to dynamically substitute user account information into other webNetwork services. This feature is highly leveraged in the single sign-on process to insert directory attribute, Lockbox attributes, and session information into the authentication process.

Universal Cloud Agents

While webNetwork technology is all based on the concept of web-enabled access and "zero" client, Stoneware provides device-specific agents for the power user who would like webNetwork private cloud

services integrated directly into the desktop's task tray.

- Windows, Linux, and Mac OS X - cloud agent that integrates directly into the system tray of the desktop. All webNetwork private cloud applications and services are available through the Universal Cloud Agent. Supports multi-tier cloud connections, automatic authentication, auto reconnect, and browser identification.
- iPhone and iPod touch - native cloud agent that integrates directly with Apple's iPod Touch and iPhone. All webNetwork private cloud applications and services are available through the agent.