

Installing NetSupport Manager for use with the NetSupport Manager Client extension for Google Chrome

NetSupport Manager delivers the very latest in remote PC support and desktop management capabilities. Flexibility is key in the modern IT environment, so NetSupport Manager allows you to remotely manage any Google Chrome OS device.

A NetSupport Manager Control communicates, via HTTP, with Google Chrome OS devices that are running the NetSupport Manager for Chrome Client extension.

Key features when connecting to Chrome OS 'Client' systems include:

- A crystal clear thumbnail of each Chrome OS Client screen can be viewed by the Control in a single view.
- The Client's screen can be discreetly monitored (Watch Mode) or remote controlled in real-time (Share Mode).
- For real-time instruction or demonstrations, the Chrome OS Client can be shown the Control (Windows or Mac) screen - in a browser tab, or in full screen mode.
- The Client can also be shown an application running on the Control desktop.
- Multi-monitor support – monitor Chrome OS devices running multiple monitors.
- The Client's screen can be 'locked' remotely.
- Chrome OS Clients can join a text 'chat' session initiated by the Control.
- Chrome OS Clients can receive messages sent by the Control.
- Remote clipboard - the content of the Client's clipboard can be remotely retrieved by the Control during a view session. Clients can also be sent a copy of the Control's clipboard.
- Request help facility - Clients can send a request for help to a Control.
- PIN Connect - the Client can initiate an instant connection with a Control simply by both parties entering a matching PIN code, via a central PIN Server module.
- User acknowledgement – the Client must authorise each inbound connection request.

This document provides step-by-step instructions on installing the various components required to facilitate the above features.



Planning an installation

For a NetSupport Manager Control to be able to connect and interact with Client Chrome OS devices, NetSupport's unique NetSupport Connectivity Server/Gateway module must be installed on a Windows Server; the NetSupport Manager Control must be installed on the technician's computer, and the NetSupport Manager Chrome Client extension installed onto each Chrome device.

Installing the NetSupport Connectivity Server

The NetSupport Connectivity Server or 'Gateway' is designed to broker connections between the NetSupport Manager Control application used by technicians and the NetSupport Manager Client extension for Google Chrome. It must, therefore, have a static IP address and be accessible at all times by the Control application and Client extension across the network.

1. Run the NetSupport Manager installer.
2. In the License Information dialog, enter the licence details provided to you separately or choose **30 day evaluation**. Click **Next**.

The screenshot shows the 'License Information' dialog box in the NetSupport Manager installer. It has a title bar 'NetSupport Manager - InstallShield Wizard' and a close button. Below the title bar is a section 'License Information' with the instruction 'If you have a license, please enter the details here. CapItalS and spaces are important.' There are two radio buttons: '30 day evaluation' (selected) and 'Register'. To the right of the 'Register' button is the text 'Use <Ctrl> V to paste License details'. Below these are five text input fields: 'Licensee Name:', 'Serial Number:', 'Maximum Clients:', 'Expiry Date:', and 'Authorisation Code:'. At the bottom left is the 'InstallShield' logo, and at the bottom right are three buttons: '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

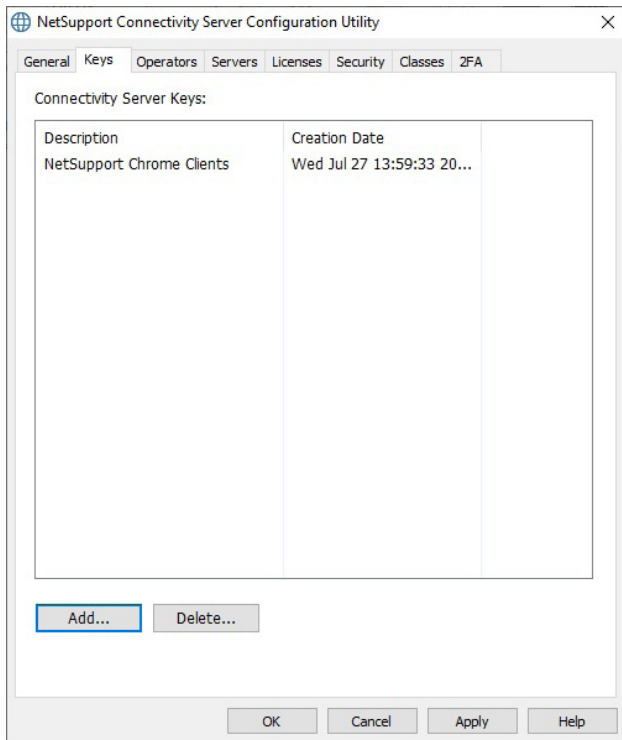
3. Select **Custom** on the Setup Type dialog and click **Next**. In the Custom Setup dialog, choose the **Gateway** option.

The screenshot shows the 'Custom Setup' dialog box in the NetSupport Manager installer. It has a title bar 'NetSupport Manager - InstallShield Wizard' and a close button. Below the title bar is a section 'Custom Setup' with the instruction 'Select the program features you want installed.' There are two main sections of checkboxes. The left section has 'Client' (unchecked), 'Configurator' (unchecked), 'Control' (unchecked), 'Gateway' (checked), 'PIN Server' (unchecked), 'Remote Deployment Utility' (unchecked), and 'Scripting' (unchecked). The right section has 'Install Desktop Icons' (unchecked) and 'Install Start Menu Icons' (unchecked). Below these sections is the 'Install to:' field with the path 'C:\Program Files (x86)\NetSupport\NetSupport Manager\' and a 'Change...' button. At the bottom left is the 'InstallShield' logo, and at the bottom right are four buttons: 'Help', '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

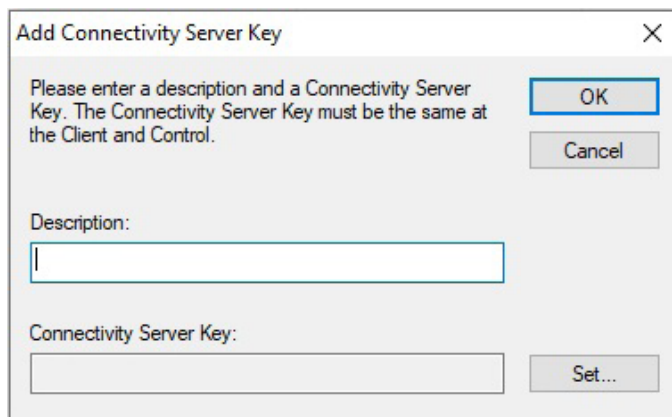


Optional: NetSupport Manager also offers a unique customer service based connection module, PIN Connect, enabling a technician to instantly locate any NetSupport user anywhere across the enterprise, simply by both parties entering a matching PIN code, via a central PIN Server module. The PIN Server module can run alongside the Gateway and is included as standard with NetSupport Manager. For instant and secure access to any NetSupport Client device, we recommend installing this option. The PIN Server details are configured in the NetSupport Control Configuration option once installed.

4. Click **Next** and then click **Install**.
5. At the end of the installation, the NetSupport Connectivity Server Configuration Utility will be launched.



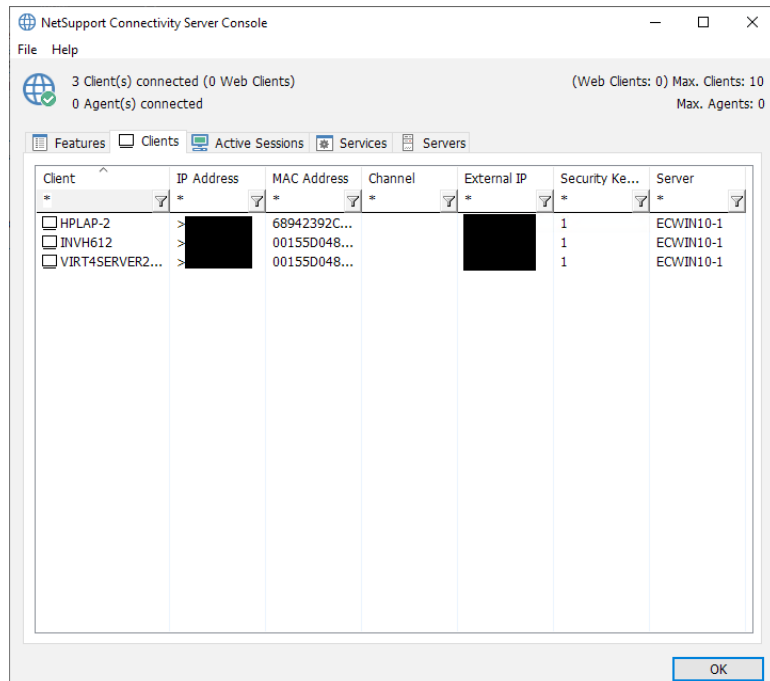
6. On the Keys tab, select **Add** to create a new Gateway/Connectivity Server key.
7. In the Add Connectivity Server Key dialog enter a description (for example, NetSupport Chrome Clients) and a Connectivity Server key (the same key will also need to be entered when you configure the NetSupport Manager Control and Chrome Client). Click **Set**.



8. Click **OK** to return to the Keys tab and click **Apply** to complete the setup of the Gateway/Connectivity Server.



The NetSupport Connectivity Server Console can be used to check the status of the Server and to see details of which Clients are currently connected. This can be accessed by right clicking the **NetSupport Connectivity Console** icon in the taskbar and clicking **Open**.



Make a note of the following information, as you will need this when configuring both the NetSupport Manager Client extension for Google Chrome and the NetSupport Manager Control application.

NetSupport Connectivity Server details:

IP address: _____
Port number: _____
Connectivity Server key: _____



Installing the NetSupport Manager Client extension for Google Chrome on the remote Client Chrome OS devices

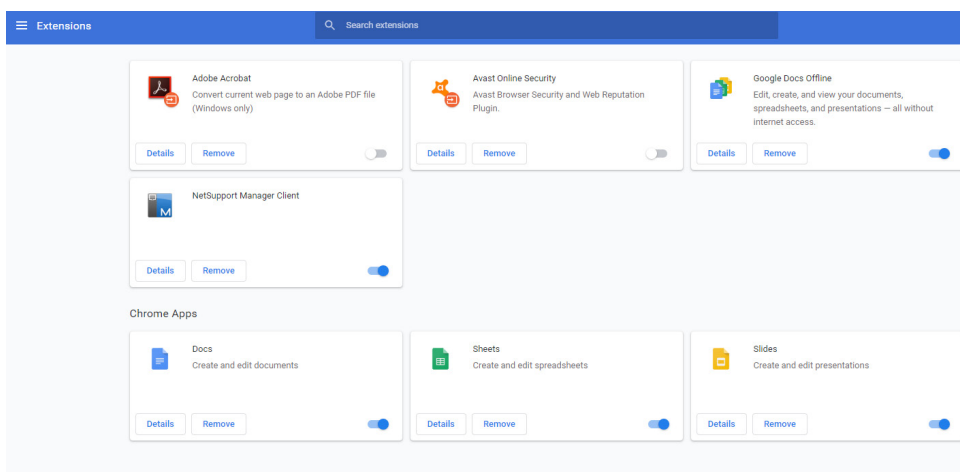
The NetSupport Manager Client extension for Google Chrome must be installed on the Chrome OS devices and configured to connect to the NetSupport Connectivity Server/Gateway (covered earlier in this document) so that they can be remotely managed.


Visit the Google Chrome Web Store for the NetSupport Manager Client extension for Google Chrome and on the Extensions details page, click the **Add to Chrome** button.

Configuring the NetSupport Manager Client to connect to the Connectivity Server/Gateway

Once installed, the NetSupport Manager Client extension for Google Chrome will need to be configured as follows:

1. On the Chrome device, enter the URL `chrome://extensions` to access the Extensions configuration page.



2. Locate the NetSupport Manager Client extension and click **Details**. Click  next to Extension options.
Or
Right-click the **NetSupport Manager** icon on the top right of the screen and click **Options**.
3. Click **Client Settings** and enter the Gateway address and Gateway port of the NetSupport Connectivity Server (Gateway).

Optional: If using NetSupport's PIN Connect facility, enter the PIN Server address and port.



NetSupport Manager > Options

General Settings - **Client Settings** - Student Settings

Gateway Address:
Please Enter The Gateway Address

Gateway Port:
Please Enter The Port Number Of The Gateway

Pin Server Address:
Please Enter The Pin Server Address

Pin Server Port:
Please Enter The Port Number Of The Pin Server

Save



- Click **Save** when finished to complete the setup of the NetSupport Manager Client extension for Google Chrome.

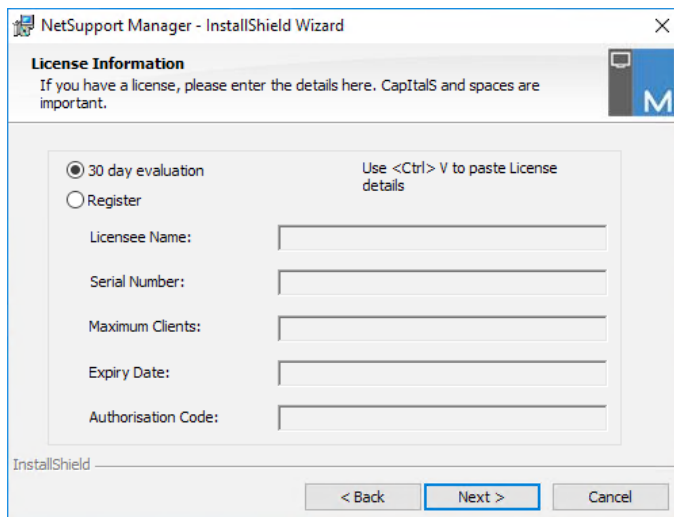
Note: You can also deploy the Client extension via the Google Management Console.

Installing the NetSupport Manager Control

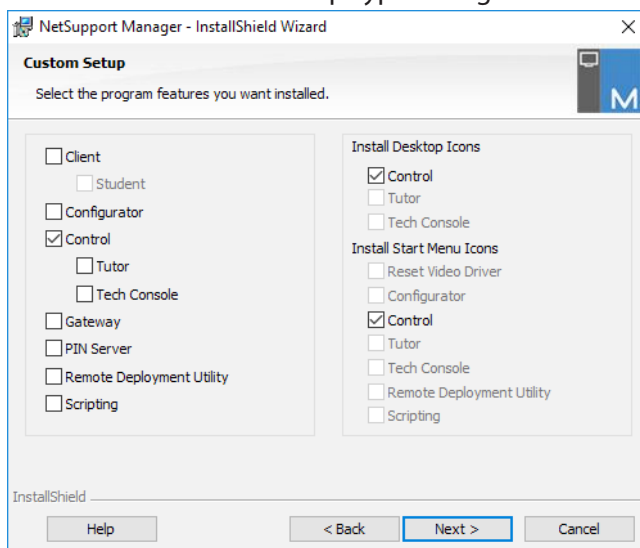
The NetSupport Manager Control application is used by the technician to communicate with the remote Chrome Client devices. The Control can be installed on Windows, Mac, tablet or smartphone (Apple and Android) devices and configured to connect to the previously installed NetSupport Connectivity Server/Gateway.

For more information about the NetSupport Manager Mobile Control for iOS and Android, please visit www.netsupportmanager.com/mobile.asp

- Run the NetSupport Manager installer.
- In the License Information dialog, enter the licence details provided to you separately or choose **30 day evaluation**. Click **Next**.



- Select **Custom** on the Setup Type dialog and click **Next**. In the Custom Setup dialog, select the **Control** option.



- Click **Next** and then click **Install**.




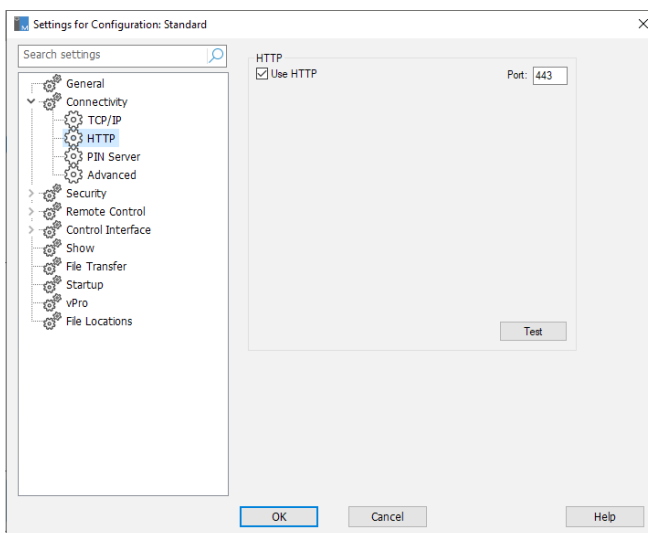
Setting up a Control to use the NetSupport Gateway

Once the NetSupport Manager Control has been installed, it will need to be configured to connect to the previously installed NetSupport Connectivity Server/Gateway.

1. Launch the NetSupport Manager Control and from the left-hand Tree view, select **Internet Gateways**.
2. In the List view, double click the **Add a Gateway** icon. The Gateway wizard will appear.

The screenshot shows a dialog box titled "Add a Gateway" with a back arrow and a close button (X). Below the title bar, there is a prompt: "Add a name and a description for this new Gateway". There are two text input fields: "Name" and "Description". At the bottom right, there are "Next" and "Cancel" buttons.

3. Enter a name and description for the Gateway and click **Next**.
4. Enter the Gateway address for the previously installed Gateway and click **Next**.
5. Click **Set** next to Gateway key and enter the same Gateway key as previously set.
6. Click **Finish**.
7. Click the **Change the settings for the current Configuration** icon  on the caption bar, select **Connectivity** - **HTTP** and ensure **Use HTTP** is enabled.



The NetSupport Manager Control is now configured to communicate with your previously installed Gateway.