



## 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 and adding to the products existing multi-platform support capabilities, you can now 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 from a NetSupport Manager 'Control' to remote 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 HTTP 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.

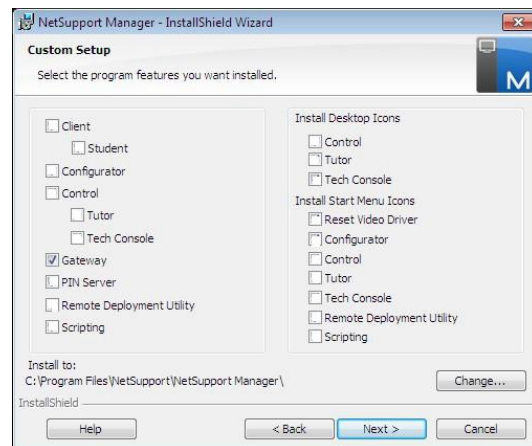
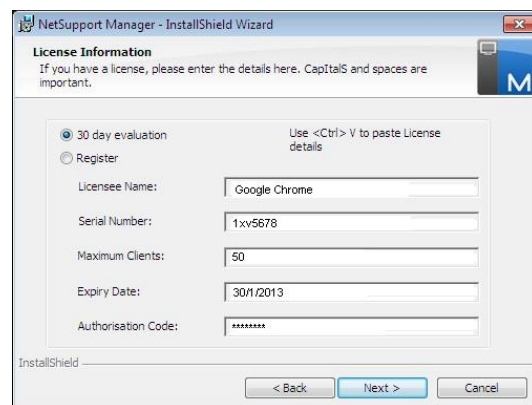
## Installing the NetSupport Gateway

The '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.

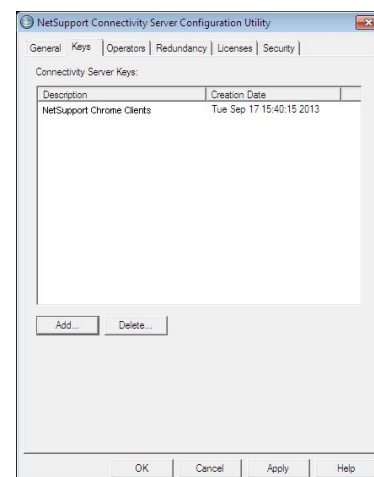
1. Run the NetSupport Manager installer.
2. On the 'License Information' dialog, enter the license details provided to you separately or choose 30-day evaluation.
3. On the 'Custom Setup' dialog, choose the 'Gateway' option.

**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 would recommend installing this option. The PIN Server details are configured in the NetSupport Control Configurations option once installed.

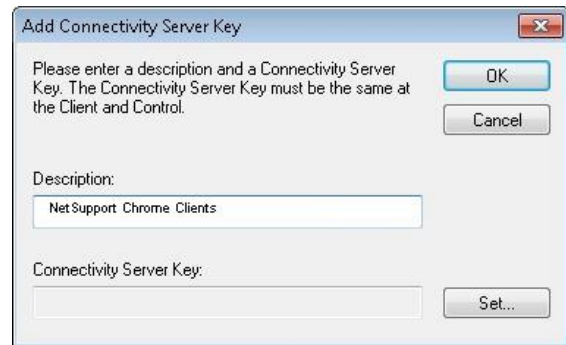
Click 'Next'.



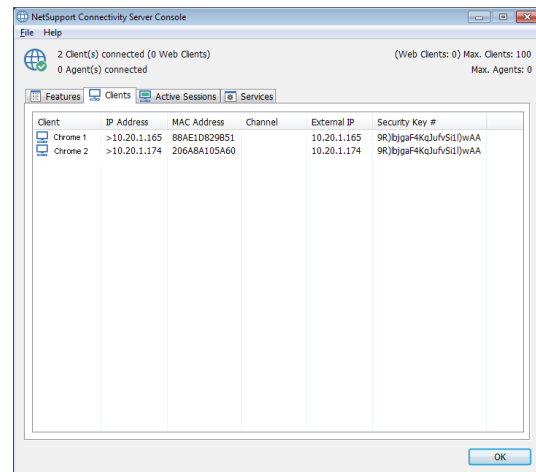
4. At the end of the installation the 'NetSupport Connectivity Server Configuration Utility' will be launched.
5. On the 'Keys' tab, delete any existing keys and select 'Add' to create a new Gateway/Connectivity Server key.



6. On 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...'.
7. Click 'OK' to return to the 'Keys' tab, and click 'Apply' to complete the setup of the Gateway/Connectivity Server.



There is a handy utility called the 'NetSupport Connectivity Server Console' that can be used to check the status of the Server and to see details of which Clients are currently connected. This utility can be accessed by right clicking and selecting 'Open' on the NetSupport Connectivity Console icon in the notification tray.



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) in order that they can be remotely managed.

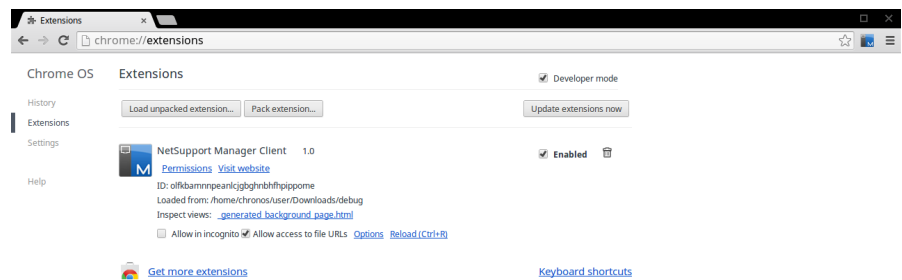
Visit the Google Chrome Web store page for the NetSupport Manager Client extension for Google Chrome and, on the Extensions details page, click the 'Add to Chrome' button.

### 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://settings/extensions> to access the 'Extensions' configuration page.

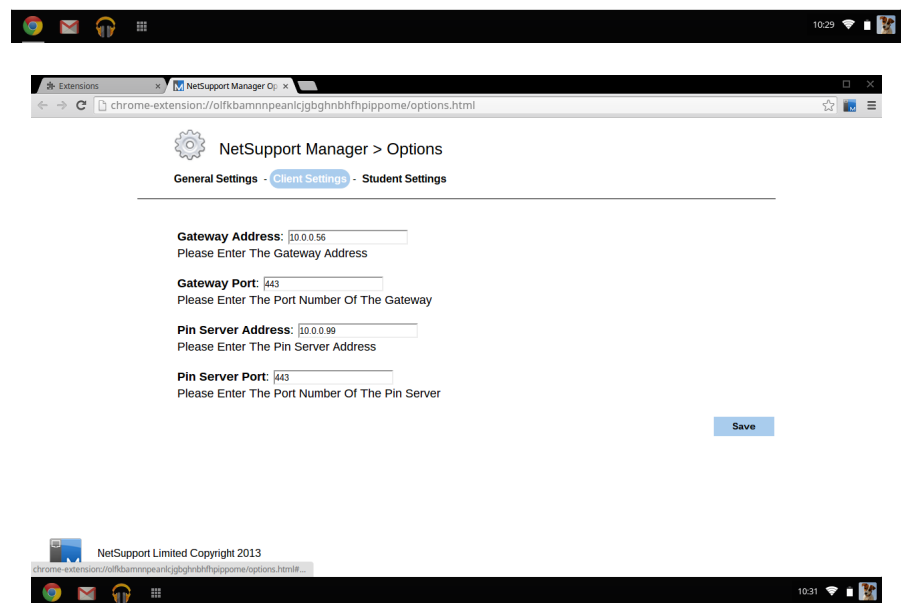
2. Locate the NetSupport Manager Client extension for Google Chrome, and click 'Options'.



3. Enter the 'Gateway Address' and 'Gateway Port' of the Connectivity Server (Gateway).

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

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



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

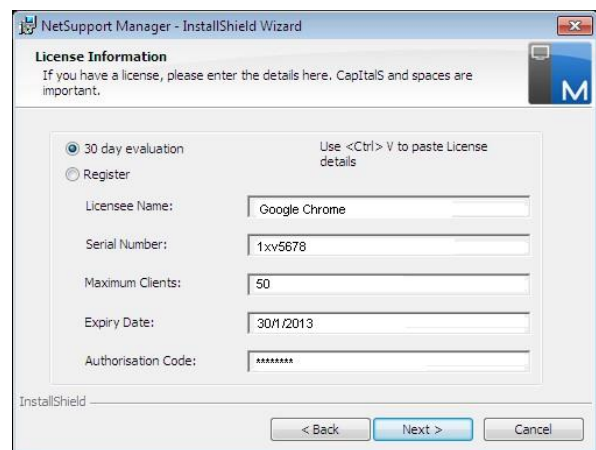
### Installing the NetSupport Manager Control

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.

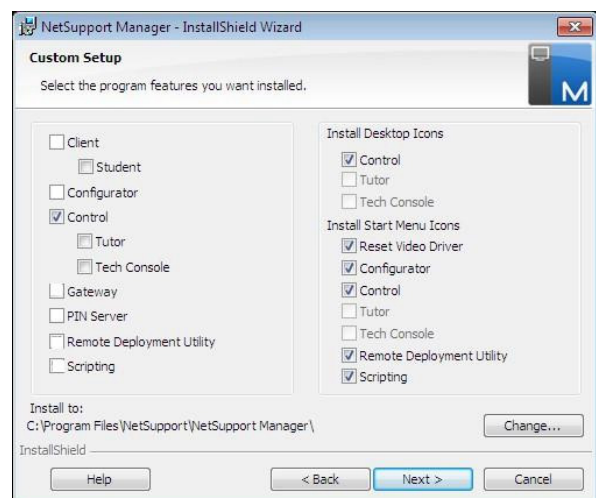
For more information about the NetSupport Manager Mobile Control for iOS and Android please visit:  
[www.netsupportmanager.com/mobile.asp](http://www.netsupportmanager.com/mobile.asp)

Run the NetSupport Manager installer:

1. On the 'License Information' dialog, enter the license details provided to you separately or choose a 30-day evaluation.



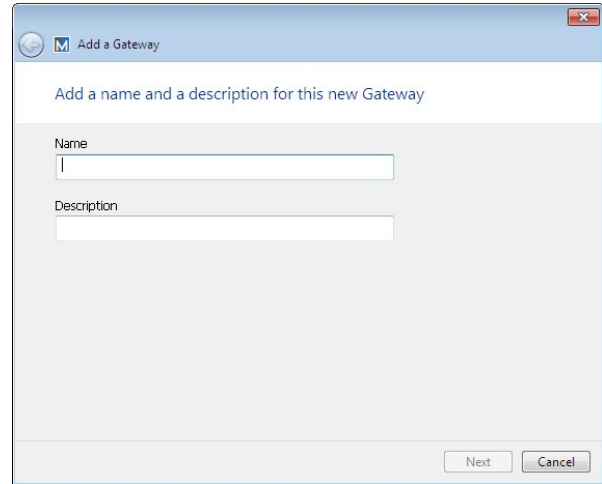
2. On the 'Custom Setup' dialog, choose the 'Control' option.



### 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 Connectivity Server/Gateway as follows...

1. Launch the NetSupport Manager Control application and from the left-hand tree view select 'Internet Gateway'.
2. In the right-hand Window select 'Add Gateway'.
3. Enter a Name and Description for the Gateway.
4. Enter the Address for the previously installed Gateway and click Next.
5. Click 'Set' and enter the same Gateway Key as previously installed.
6. Click Finish to add the Gateway to the Control.



7. Finally, from the Control Window drop down menu, select {Network}{Configure} and ensure HTTP Connectivity is enabled.

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

