NetSupport

NetSupport Manager

macOS manual - v14.00

Manual COPYRIGHT (C) 2022 NetSupport Ltd. All rights reserved.
The information in this document is subject to change without notice. NetSupport Ltd. reserves the right to revise this document and to make changes from time to time in the content hereof without obligation to notify any person or persons of such revisions or changes.

The software described in this document is supplied under a licence agreement and is protected by international copyright laws. You may copy it only for the purpose of backup and use it only as described in the licence agreement.

Any implied warranties, including any warranties of merchantability or fitness for a particular purpose, are limited to the terms of the express warranties set out in the licence agreement.

Program COPYRIGHT (C) 1991 - 2022 NetSupport Ltd. All rights reserved.
Trademarks
NetSupport is a registered trademark of NetSupport Ltd.

NetSupport Manager is an independently created software program and has not been authorised, sponsored, endorsed, or otherwise approved by Apple, Inc.

All third-party product images and company names are for identification purposes only and may be trademarks of their respective owners.

Software Licence Agreement

Please read this agreement before using your copy of NetSupport software. This is a legal agreement between you and NetSupport Ltd. If you do not wish to be bound by the terms of this licence agreement, you must not load, activate or use the software.

TERM: Subject to termination under the Termination Clause below, the licence shall be perpetual.

GRANT OF LICENCE: Subject to the payment of the applicable licence fees, and subject to your abidance by the terms and conditions of this agreement, NetSupport Ltd hereby grants to you a non-exclusive, non-transferable right to use one copy of the specified version of the software which you have acquired.

USE: The software is licensed with volume use terms specified in the applicable order acknowledgement, product invoice, licence certificate or product packaging. You may make, install and use as many additional copies of the software on the number of devices as the terms specify. You must have a reasonable mechanism in place to ensure that the number of devices on which the software has been installed does not exceed the number of licences you have obtained.

SERVER USE: To the extent that the applicable order acknowledgement, product invoice, product packaging or licence certificate sets forth, you may use the software on a device or on a Server within a multi-user or networked environment ("Server Use"). A separate licence is required for each device or "seat" that may connect to the software at any time, regardless of whether such licensed devices or seats are connected to the software concurrently, or are actually using the software at any particular time. Your use of software or hardware that reduces the number of devices or seats that connect to and use the software directly or simultaneously (e.g., "multiplexing" or "pooling" software or hardware) does not reduce the number of licences required. Specifically, you must have that number of licences that would equal the number of distinct inputs to the multiplexing or pooling software or hardware "front end"). If the number of devices or seats that can connect to the software can exceed the number of licences you have obtained, then you must have a reasonable mechanism in place to ensure that your use of the software does not exceed the use limits specified for the licence you have obtained.

COPYRIGHT: This software is protected by international copyright laws. You may copy it only for backup purposes. The software is licensed to you, but not sold to you.

RESTRICTIONS: Neither you nor any reseller may rent, lease, sell licensed copies [on approval], or otherwise transfer the right to use this software to another person, except that you may sell or give away your original copy, as long as you do not keep any copies. The software may not be modified, disassembled or reverse engineered except with the prior written consent of NetSupport Ltd.

LIMITED WARRANTY: NetSupport Ltd warrants that the software will perform substantially in accordance with the accompanying documentation for a period of ninety (90) days from the date of purchase. NetSupport's entire liability and your exclusive remedy shall be either a) the replacement of the defective software or b) return of the price paid. This remedy shall be at NetSupport's discretion and subject to proof of purchase from an authorised source.

Any implied warranties (including any warranties of quality or fitness for a particular purpose) are limited to the terms of the express warranties. NetSupport Ltd. shall not, in any event be liable for loss of profits, data or information of any kind or for special, incidental, consequential, indirect or other similar damages arising from any breach of these warranties or use of the software even if they have been advised of the possibility of such damages. Some countries do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty does not affect your statutory rights, and you may have other rights that vary from country to country. In any event, NetSupport's maximum liability shall not exceed the price paid by the end-user/licensee.

TERMINATION: You may terminate this licence and this agreement at any time by destroying the program and its documentation, together with any copies in any form.

NetSupport Ltd. may terminate this licence forthwith by notice in writing to you if you commit any serious breach of any term of this licence and (in the case of a breach capable of being remedied) shall have failed within 30 days after receipt of a request in writing from NetSupport Ltd. so to do, to remedy the breach (such request to contain a warning of NetSupport's intention to terminate). Upon termination, you will destroy or return to NetSupport Ltd the original and all copies of the software and will confirm in writing to NetSupport Ltd that this has been done.

SUPPORT: If you have a problem with the installation of the software, you should, in the first instance, contact your supplier. You can separately purchase support and maintenance, which will also cover the supply of enhancements and upgrades.

GOVERNING LAW: This agreement shall be governed by the laws of England.

Contents

Installation 6

System requirements 6

Installing the NetSupport Manager Control 6

Starting and using the NetSupport Manager Control 7

The Control window 7

Navigation pane..... 8

Main pane..... 8

Finding Clients 9

Connecting to Clients 9

Configuring NetSupport Manager for subnet browsing 10

Connecting to Clients via a NetSupport Gateway 10

Configuring the Client 10

Adding a Gateway 11

Browsing a Gateway 11

PIN Connect 12

Generating a PIN from the Control 12

Entering a PIN at the Control 12

Add a Client 12

Remove a Client 13

Disconnecting a Client 13

Viewing..... 13

Thumbnail/Monitor mode 14

Launching applications 15

Saving a list of applications 15

Launch an application at a Client 15
Chat 16
Sending a message 17
Rebooting or logging out Clients 17
Sending Ctrl-Alt-Delete 17
Remote inventory. 18
Using the macOS Client 19
Disconnecting from a Control 19
Configuring the Client 20
Connectivity 20
TCP 20
HTTP 21
User interface 22
Security 22
User acknowledgement 22
Connect 23
Users 23
Access privileges 24
Configuring the Control settings 25
General 25
Connectivity 25
Security 26
View Defaults 27
Applications 27
Contact us 28

Installation

System requirements

Control

The macOS Control runs on macOS 10.15 (Catalina) and above.

Note: *The Control can connect to Windows, Mac, Android and Chrome Clients. This includes the older NetSupport Manager Mac Clients. For further information on installing Clients on different platforms, click here.*

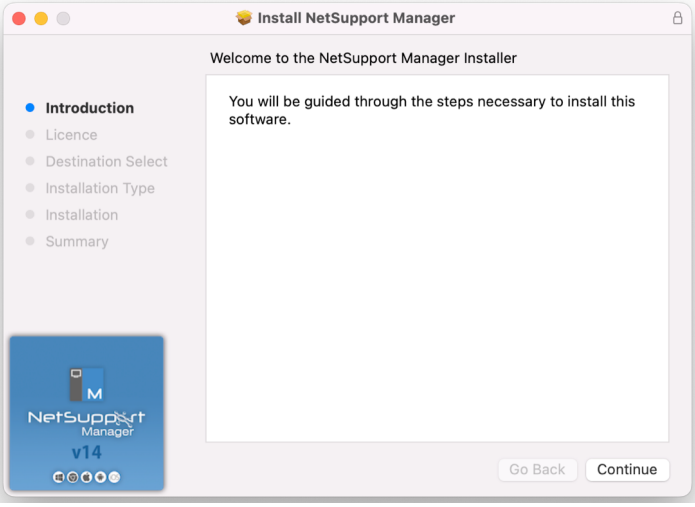
Client

The NetSupport Manager Client for macOS is available for macOS 10.14 (Mojave) and above.

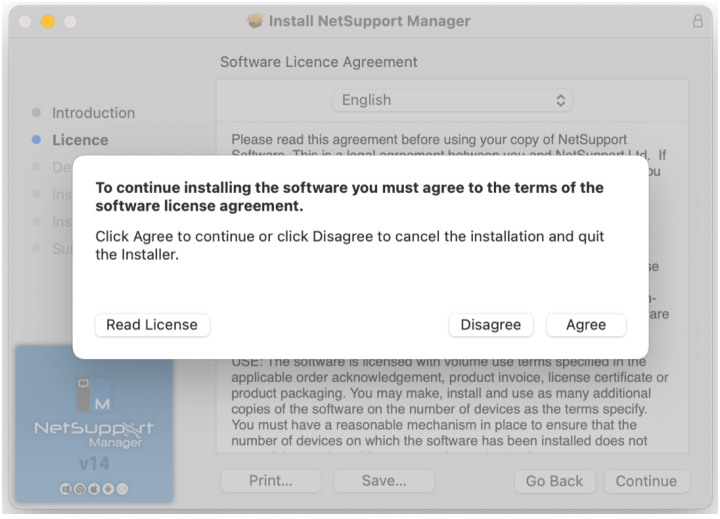
For information on installing a macOS Client, click here.

Installing the NetSupport Manager Control

1. Download the NetSupport Manager Mac .pkg file from our *website* and double-click it to run the package.
2. The NetSupport Manager Installer Welcome screen will appear. Select **Continue**.

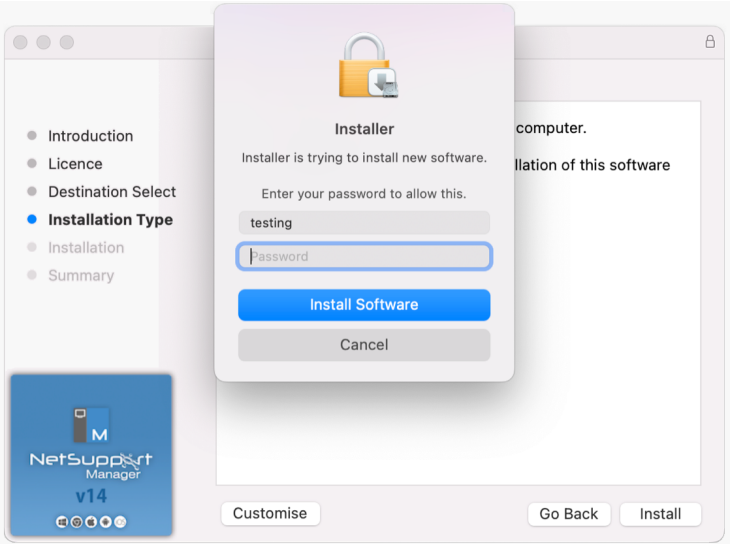


3. The NetSupport Licence Agreement will be displayed. Read the Licence Agreement carefully and select **Continue**. Select **Agree** to accept the terms. (If you reject the Licence Agreement, select **Disagree**. NetSupport Manager will not be installed and the install program will be aborted.)



4. Select **Install**.

5. Enter the Admin password to approve the installation and select **Install Software**.



6. Once the installation is complete, select **Close**.

Starting and using the NetSupport Manager Control

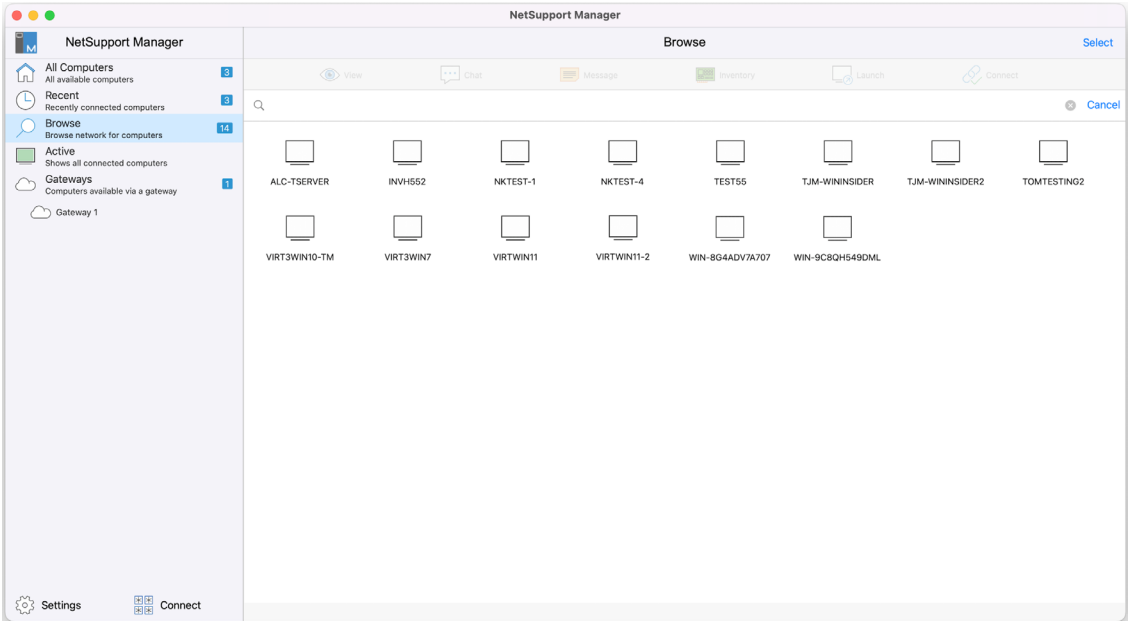
After installation, you can launch the NetSupport Manager Control from within Applications. The Control window will appear.

Notes:

- *When you start NetSupport Manager for the first time, a dialog will appear on the macOS menu bar, asking you to allow notifications for the application, select* **Allow** *or* **Don't allow**, *depending on your preference.*
- *The NetSupport Manager Control is used-based. This means if another user logs into the same Control system, the evaluation licence will restart for them, and any settings and Client known lists will be different for each user.*

The Control window

The Control window is the main NetSupport Manager interface. This is where you configure the Control settings, browse, connect and interact with your Clients.



Navigation pane

The Navigation pane (on the left-hand side of the Control) provides the following sections:

All Computers
Displays a list of all available Clients that have been connected to either during the current or previous sessions. It is quick and easy to connect to a Client from here, as it removes the need to perform a browse.

Recent
Displays a list of recently connected Clients.

Browse
This is a list of Clients discovered by running a browse action in the current session.

Active
Any Client that is currently connected will be displayed here.

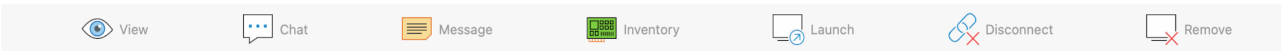
Gateways
The primary role of a NetSupport Gateway is to facilitate seamless remote control between machines that may both be located behind different firewalls. Existing Gateways will be listed and you add new Gateways from here.

Note: The NetSupport Manager Control settings and PIN Connect feature are available at the bottom of the pane.

Main pane

The main pane shows the name of the section you are currently in and the Clients (or Gateways, if the **Gateways** section is selected) stored in the selected section. For example, if you select the **Active** section, the details of the currently connected Clients are displayed. Similarly, if you perform a browse, the results of that browse will be displayed.

Once a Client has been connected to and selected, the feature list at the top of the pane becomes active.



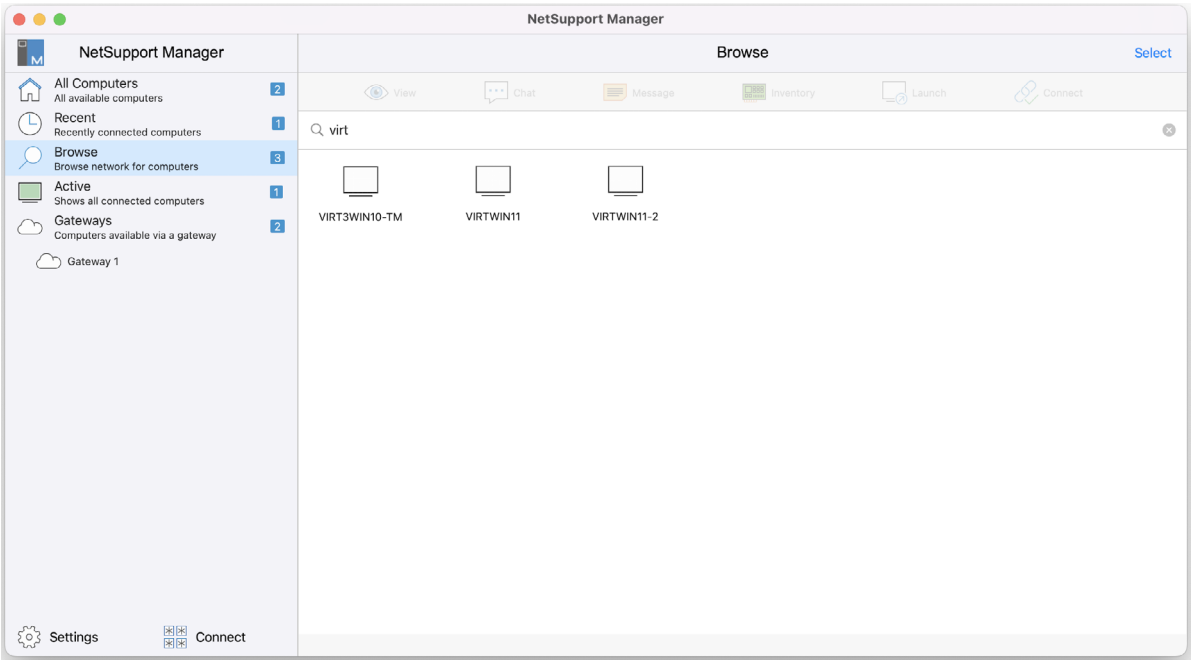
Finding Clients

Before you can view or work with Clients, you must first connect to them. Rather than having to know all the Client names and their network addresses in advance, NetSupport Manager provides a browse facility that enables you to auto-discover them.

When you run a browse action, the Control sends a message on all protocols it has been configured for, asking all Clients to "sign in" with their name, network address and protocol.

The responses are added to the **Browse** section and their details are displayed in the main pane. You can then connect and work with these Clients directly. Once you have connected to a Client discovered by the browse function, its details are automatically stored in the **All Computers** section. These Clients then become known Clients and you can subsequently connect to them without the need to run a browse action first.

1. Select **Browse** in the Navigation pane.



2. In the Search bar, enter the Client name to find the required devices. You can enter a partial Client name or leave blank to find all devices on the network.
3. Press **Enter** to start the browse. The available Clients will be listed.

Connecting to Clients

Once you have found your Clients, you now need to connect to them.

1. Select the Client you want to connect to in the main pane and click **Connect**.

If the Client has been configured with security passwords, you will be prompted to enter your user ID and the correct password.

Configuring NetSupport Manager for subnet browsing

If your network is running across multiple TCP/IP subnets, you need to configure NetSupport Manager to use the additional subnets when browsing for Clients.

Configuring the NetSupport Manager Control for IP subnet browsing

1. Select **Settings** at the bottom of the Navigation pane.
2. In the **Connectivity** section, click **Subnets and Ports to Browse**.
3. Any existing subnets and ports to browse will be listed.
4. Click .
5. Enter the broadcast address of the network you wish to browse if known.
6. To enable NetSupport Manager to calculate the broadcast address, click **Subnet** and enter a target IP address followed by the subnet mask or click **Address Range** and enter the required address range. To find Clients in a Terminal Server environment, click **Terminal Services** and enter the IP address of the Terminal Server and the port range to browse.
7. Click .

Notes:

- *When adding the address of a remote subnet, you must ensure that the broadcast address for the local subnet is also present. If not, the Control will not find any local Clients when you perform a browse.*
- *Some network routers will suppress broadcast packets from being transmitted across WAN links. If this is the case, then even if the Control is correctly configured, you will not be able to browse the remote subnet.*

Connecting to Clients via a NetSupport Gateway

The primary role of a NetSupport Gateway (NetSupport Connectivity Server) is to facilitate seamless remote control between PCs that may both be located behind different firewalls. The Gateway provides a stable and secure method for locating and connecting Clients via HTTP, delivering web-based remote control without the need for modifications to existing firewall configurations.

Note: *The Gateway is designed to run on a machine that is accessible from both the Client and Control. It must therefore have a fixed or static IP address. The Gateway must be installed on a Windows machine.*

Configuring the Client

The Client needs to be configured to use the HTTP protocol and be given the appropriate Gateway access details.

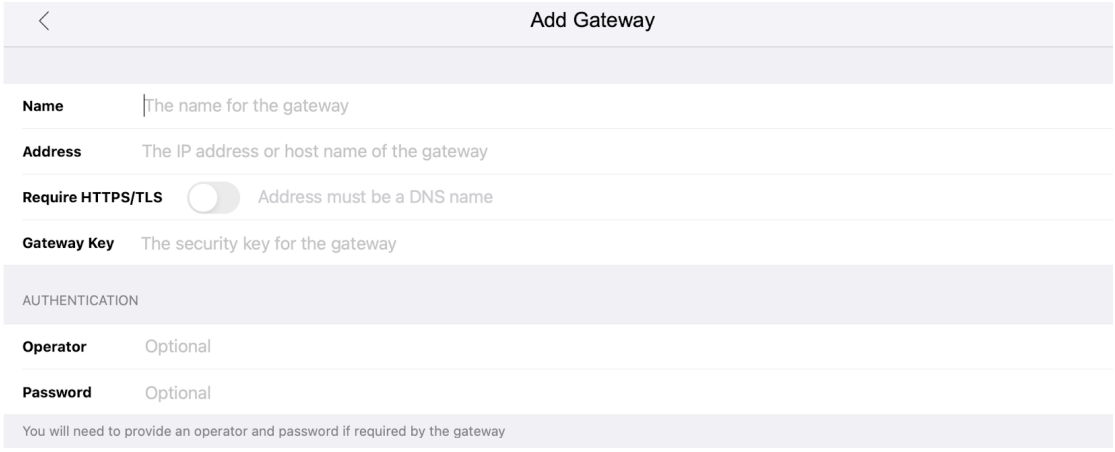
1. Click the NetSupport Manager Client icon on the menu bar and select **Settings**.

   Note: *To unlock the settings, click*  *and enter the local user name and password.*
2. Click **Connectivity** and select **HTTP**.
3. Click **Use Gateway**.
4. Confirm which Gateway to use by entering the IP address (or fully qualified domain name - FQDN) of the Gateway machine. You can enter details for the secondary Gateway, which will take over if the primary Gateway is unavailable. Port 443 will be configured by default.
5. To require a secure connection over HTTPS, select **SSL - FQDN**.
6. Enter the appropriate Gateway key set at the Gateway machine.
7. Click **Apply** to save the changes.
8. Click **Restart**.

Adding a Gateway

The Control can communicate with multiple Gateways and the details of each need to be added.

1. Select the **Gateways** section in the Navigation pane and click .
2. The Add Gateway window will appear.



3. Enter a name for the Gateway.
4. Enter the IP address or hostname of the machine where the Gateway is installed.
5. To require a secure connection over HTTPS, select **Require HTTPS/TLS**.
   Note: *An SSL/TLS certificate needs to be applied to the Gateway.*
6. Enter the Gateway key. This must match the key set at the Gateway and Client.
7. You will need to enter the name and password if an operator has been set up at the Gateway (this restricts who can browse and control Clients).
8. Click .
9. The new Gateway will be added to the **Gateways** section.

Browsing a Gateway

Once the Control has added the required Gateways, it can browse them for Clients. The Gateway responds by scanning through its list of available Clients and returning those that match the browse criteria.

Note: Unlike a standard network browse, where known Client details are stored for future use, Gateway Client details are lost when the Control closes. This is because the details are maintained at the Gateway end. Although the Client is permanently connected to the Gateway, the Control is not and therefore needs to browse the Gateway each time it wants to find Clients.

1. Select the **Gateways** section in the Navigation pane, choose the required Gateway and click **Browse**.
2. In the Search bar, enter a partial Client name or leave blank to search for all available Clients. Click **Enter**.
3. Found Clients will be displayed and you can now connect and remote control them in the usual way.

PIN Connect

NetSupport Manager provides a quick and easy way to connect to Clients without having to know the PC name or IP address. A PIN Server generates a unique PIN code; this is then entered at both the Client and Control and the connection is created.

Notes:

- *A PIN Server must be installed on a Windows machine and configured at the Client and in the Control settings to use this feature.*
- *PIN connect is not available for macOS Clients.*

Generating a PIN from the Control

1. Select **Connect** at the bottom of the Navigation pane.
2. The PIN Connect window will appear.
3. Select .
4. The PIN Server will generate a unique code. When advised, the Client enters the PIN and a connection is established.

Entering a PIN at the Control

1. The Client will advise you of the PIN code.
2. Select **Connect** at the bottom of the Navigation pane.
3. The PIN Connect window will appear.
4. Select .
5. A keypad will appear. Enter the PIN code and click **Connect**.

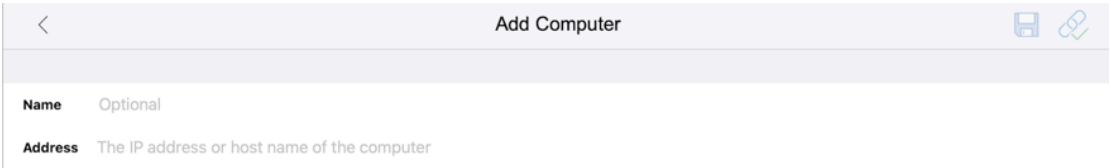
Add a Client

NetSupport Manager maintains a database of all known Clients. This is stored in the **All Computers** section in the Navigation pane and provides a fast way to connect to those Clients without having to perform a browse.

Note: *Clients that have been previously connected to will automatically be added to the database of known Clients.*

To add a Client to the database of known Clients

1. Select the **All Computers** section in the Navigation pane and click .
2. The Add Computer window will appear.



3. If required, enter a name for the Client.
4. Enter the IP address or hostname of the computer.
5. Click  to save the Client.
   Or
   Click  to connect to the Client.
6. The newly created Client will now appear in the **All Computers** section and be displayed in the main pane.

Remove a Client

As part of maintaining a database of known Clients, good housekeeping requires deleting unused previously saved Clients from the database of all known Clients.

To delete a known Client from the database

1. Select the **All Computers** or **Recent** section in the Navigation pane and select the required Client.
2. Click **Remove**.

Disconnecting a Client

When you have finished remote controlling connected Clients, you must disconnect from them before closing your NetSupport Manager session.

To disconnect a Client

1. Select the Client you want to disconnect in the main pane.
2. Click **Disconnect**.

Viewing

Having connected to a Client, you can now remotely control it. This is called 'viewing'. The Client's screen will be displayed in the NetSupport Manager Control.

To view a Client

1. Select the required Client icon in the main pane.
2. Click **View**.
3. The Client's screen will appear.



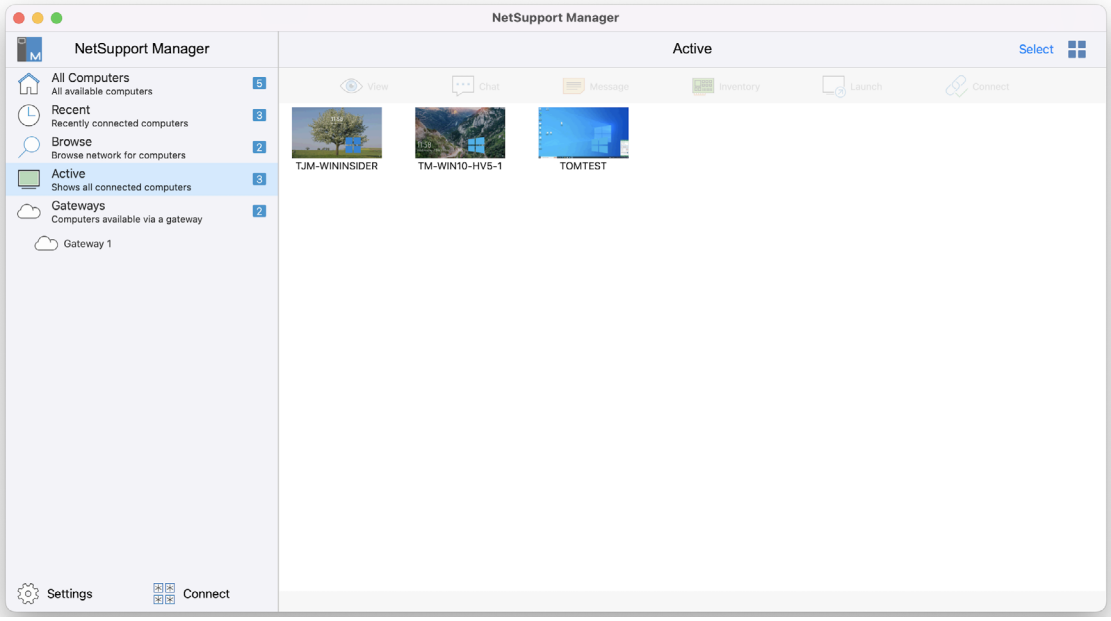
A toolbar is displayed at the top of the Client's screen (you can minimise/maximise this by clicking the arrow). From here, you can see the name of the Client you are viewing and access the following options:

	Stop viewing the Client's screen and return to the Control.
	Perform functions such as Chat and Message with the Client. **Note**: *Reboot, logout and send Ctrl-Alt-Delete are not available for macOS Clients.*

	Select which Control mode to view the Client in: **Control** The Client's screen will be displayed at both the Control and the Client. Only the user at the Control will be able to enter keystrokes and mouse movements. The user at the Client will be locked out. **Note**: *This mode is not available for macOS Clients.* **Watch** The Client's screen will be displayed at both the Control and the Client. Only the user at the Client will be able to enter keystrokes and mouse movements. The user at the Control will be locked out. **Share** The Client's screen will be displayed at both the Control and the Client. Both the Control and the user at the Client will be able to enter keystrokes and mouse movements.
	Allows you to set the mouse scroll direction to reverse scrolling.
	Here, you can select the keyboard layout to be used during the view session. Select the required layout from the list. These layouts map keys on the Control to keys on the Client machine. You should select **Unmapped** from the list if both Client and Control use the same keyboard layout.

Thumbnail/Monitor mode

Thumbnail view or Monitor mode allows a Control to display a thumbnail view of all connected Client workstations simultaneously, providing a quick and easy method for monitoring Client activity. While in Monitor mode, the Control still has access to the range of NetSupport Manager features such as View and Chat.



To switch to thumbnail view

1. Display the required Client list by selecting the appropriate section in the Navigation pane. You would generally want to limit the number of displayed thumbnails to connected Clients only.
2. Click and select .
3. The List view will display each Client thumbnail. You can adjust the size of the thumbnails by using the slider.

Launching applications

This feature allows you to launch (execute) an application on an individual Client machine or a group of Client machines without the need to remote control them.

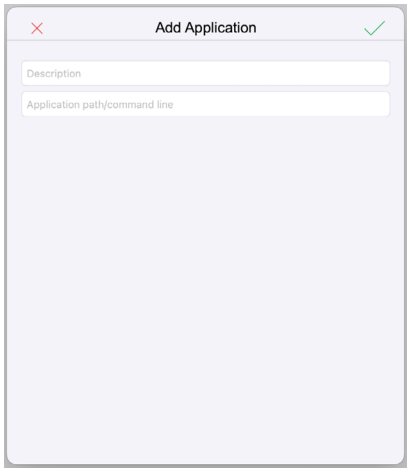
Notes:

- *The application must be installed on or available to the Client machines.*
- *Applications can only be launched to Windows or macOS Clients.*

Saving a list of applications

Before you can launch an application at a Client, it must be added to the Applications list in the Control settings.

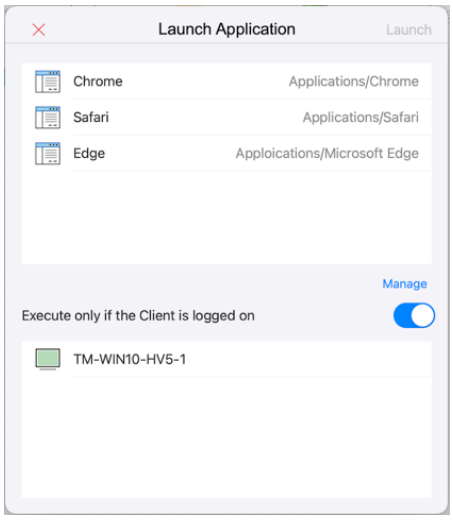
1. Click the **Settings** icon at the bottom of the Navigation pane.
2. Select > next to **Applications** and click +.
3. The Add Application window will appear.



4. Enter a description and the application path or command line and click ✓.

Launch an application at a Client

1. Select the Client in the main pane.
   Note: *You can launch applications at more than one Client by clicking **Select** and choosing the required Clients (a blue background shows which Clients you have selected).*
2. Click **Launch**.
3. The Launch Application window will appear.



4. Select the application to launch from the list.
5. If you only want to launch the application to Clients that are logged on, toggle on the option **Execute only if the Client is logged on**.
6. Click **Launch**.
7. The application will be launched at the selected Client(s).

Chat

NetSupport Manager allows you to 'Chat' to a connected Client via a scrolling text window.

1. Select the Client that you wish to chat to in the main pane and click **Chat**.
   Or
   When viewing a Client, click  on the toolbar and select **Chat** from the list.
2. A Chat window will appear, showing the name of the Client you are chatting with. A Chat window will also appear at the Client.

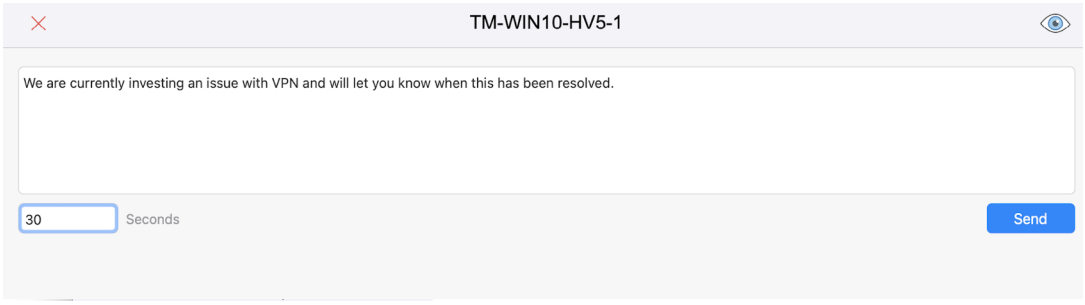


3. Enter your message at the bottom of the window and click **Send**.
4. The Client will see your message and can reply.
5. Click  to view the Client's screen.
6. To end the Chat session, click .

Sending a message

With NetSupport Manager, you can send a message to an individual Client.

1. Select the Client to send the message to in the main pane and click **Message**.
   Or
   When viewing a Client, click  on the toolbar and select **Message** from the list.
2. The Message window will appear, showing the name of the Client you are sending the message to.



3. Enter the message and decide whether to show it at the Client's screen for a specified time.
   Note: *You can view the Client's screen by clicking* .
4. Click **Send**.
5. Confirmation that the message has been sent will appear. Click **OK**.
6. The message will be displayed in a dialog at the Client's screen and will remain until the user closes the dialog or the specified time limit expires.

Rebooting or logging out Clients

NetSupport Manager enables you to remotely reboot or log off a Client machine that you are viewing.

Note: *Reboot or logout is not available for macOS Clients.*

1. Select the Client to reboot or logout in the main pane and click **View**.
2. From the View window, click  on the toolbar and select **Reboot** or **Logout** from the list.
3. The Client will either logout or reboot and you will be disconnected.

Sending Ctrl-Alt-Delete

You can send Ctrl-Alt-Delete to a Client machine that you are viewing.

Note: This feature is *not available for macOS Clients.*

1. Select the Client to send Ctrl-Alt-Delete to in the main pane and click **View**.
2. From the View window, click  on the toolbar and select **Send Ctrl-Alt-Delete** from the list.

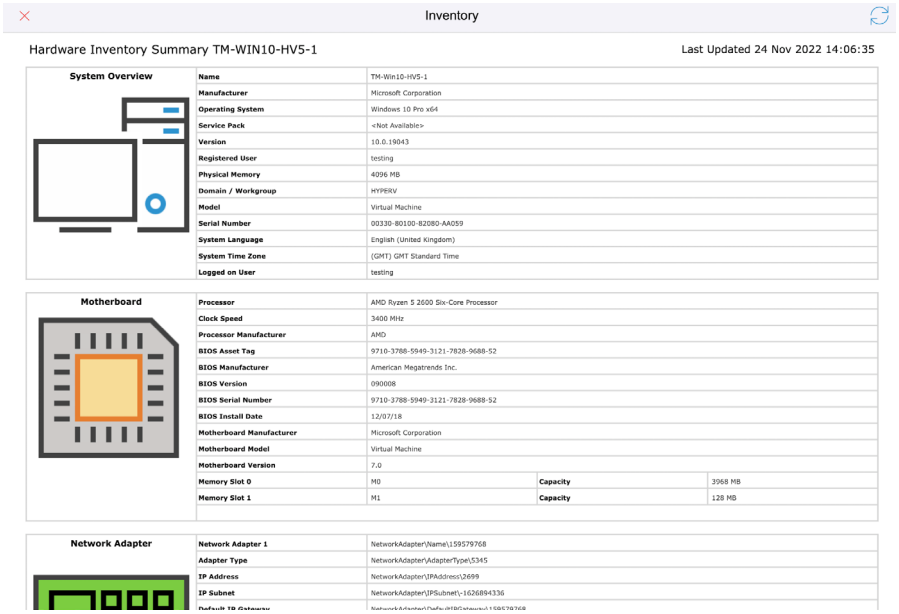
Remote inventory

For many support teams, an important part of the problem resolution process is knowing not only what platform the workstation is running but its hardware specifications. NetSupport Manager collects a range of information specifically about the hardware or environment of the Client machine, providing all the key information needed to assist in speedy problem resolution.

Note: *Inventory is not available for macOS Clients.*

Display the inventory for the selected Client

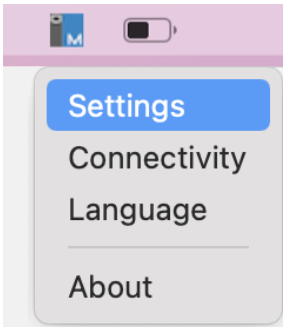
1. Select the Client to view the inventory for in the main pane and click **Inventory**.
2. The Inventory window for the selected Client will appear.



3. Click to refresh the inventory.
4. Click to close the Inventory window.

Using the macOS Client

When a Client clicks the NetSupport Manager Client icon in the menu bar, the Client menu appears.



From here, you can:

- Access the Client settings.
- See the connection status and disconnect from a Control.
- Select the language of the Client.
- View the information about the NetSupport Manager Client.

Note: *You can hide the Client icon in the menu bar. In the Client settings, select* ***Connectivity*** *-* ***User interface*** *and click* ***Quiet***.

Disconnecting from a Control

When a Control is connected to a Client, the Client can choose to disconnect.

1. Click the NetSupport Manager Client icon in the menu bar.
2. Select **Connectivity** from the menu.
3. The Connection Status window will appear.
4. Click **Disconnect**.

Configuring the Client

NetSupport Manager Clients are configured using the NSM - Settings. You can access the settings by clicking the NetSupport Manager Client icon in the menu bar and selecting **Settings**.

Note: *When you first open the settings, they are locked by default. Click*  *and enter the user name and password of the local user to proceed.*

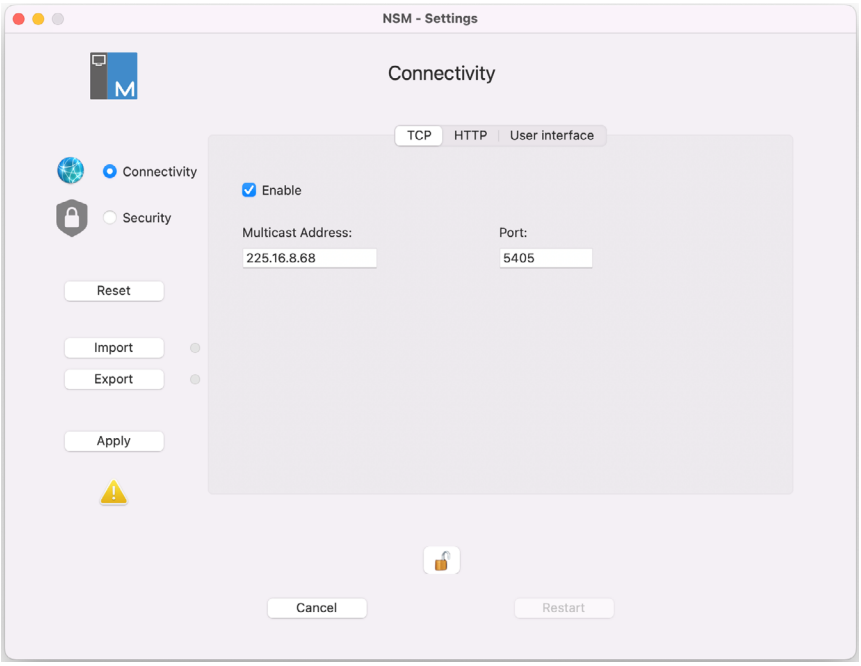
Once you have configured the required settings, click **Apply** and then **Restart** to apply the settings to the Client.

Note: *The settings can be imported and exported, allowing you to easily apply them to other Clients.*

The following options are available:

Connectivity

TCP



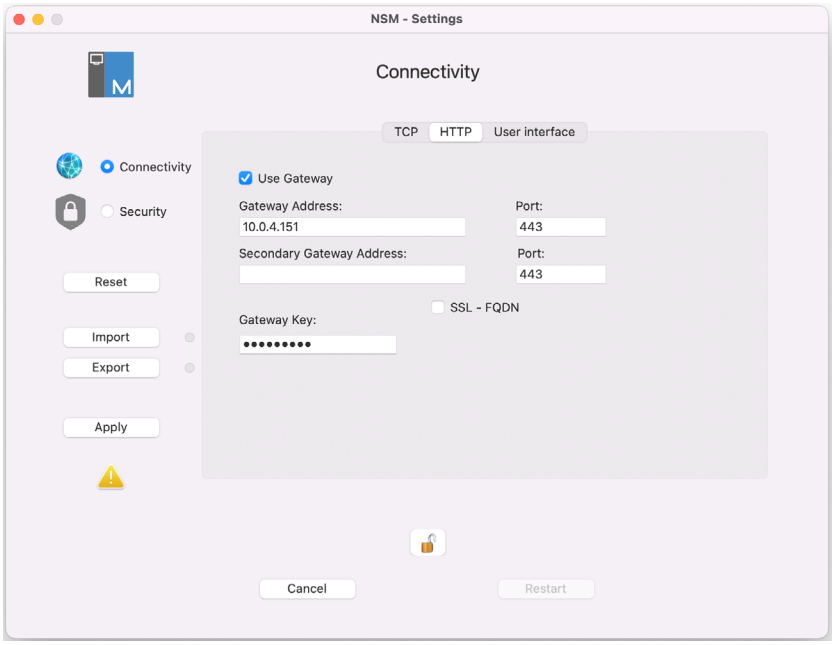
Enable
Select this option if you wish the Client to be able to communicate over TCP.

Multicast address
This is the IP multicast address that the Client is listening on.

Port
The TCP protocol requires a port number to be allocated for applications to communicate through. To enable the Control to communicate with a Client and for the Client to receive the incoming request, the default registered port for NetSupport Manager is 5405.

Notes:
- *Changing the port could interfere with other TCP applications.*
- *If you are using routers, you must ensure that they are configured to pass through data using this port.*
- *To enable Clients to initiate a connection to the Control, the default registered port is 5421.*

HTTP



Use Gateway
Check this option to enable the Client to communicate over HTTP.

Gateway Address
Enter the IP address of the workstation where the NetSupport Gateway component is installed.

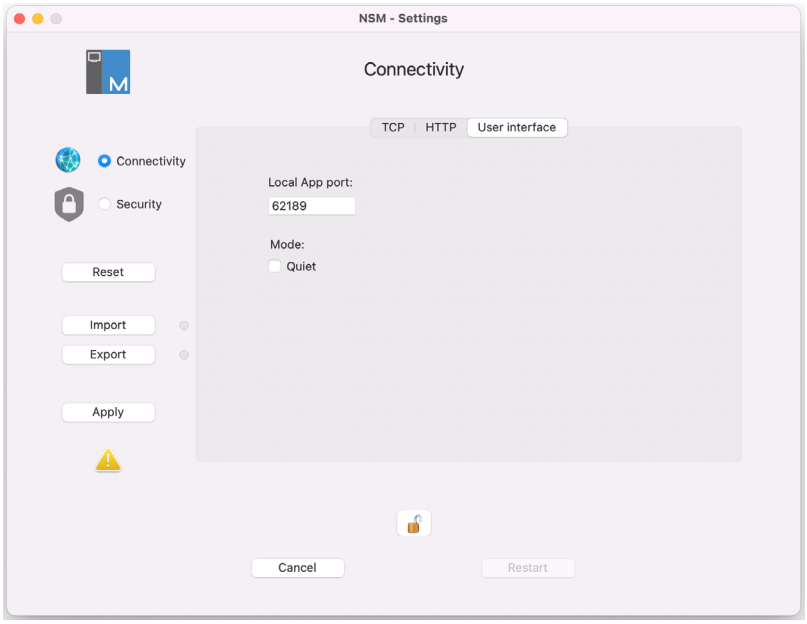
Secondary Gateway Address (optional)
If required, enter the IP address of the secondary Gateway.

Port
NetSupport Manager's default port for HTTP communications is 443.

SSL - FQDN
Select this option to require a secure connection over HTTPS. The Gateway must have an SSL/TLS certificate and a public DNS name.

Gateway Key
The key set here must also be set at the Control and match the key that has been configured in the Gateway itself. This provides additional security that enables Control users to connect only if they have specified the same key as at the Client.

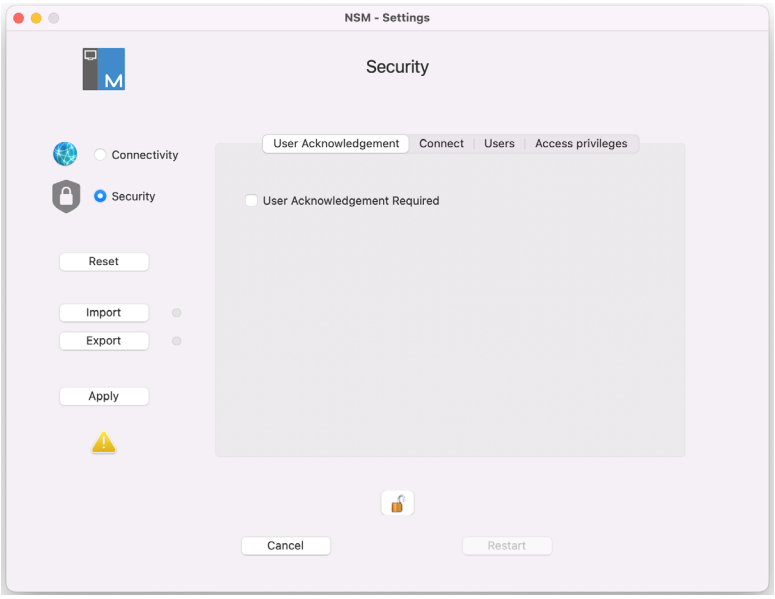
User interface



Local App port
By default, this is 62189.

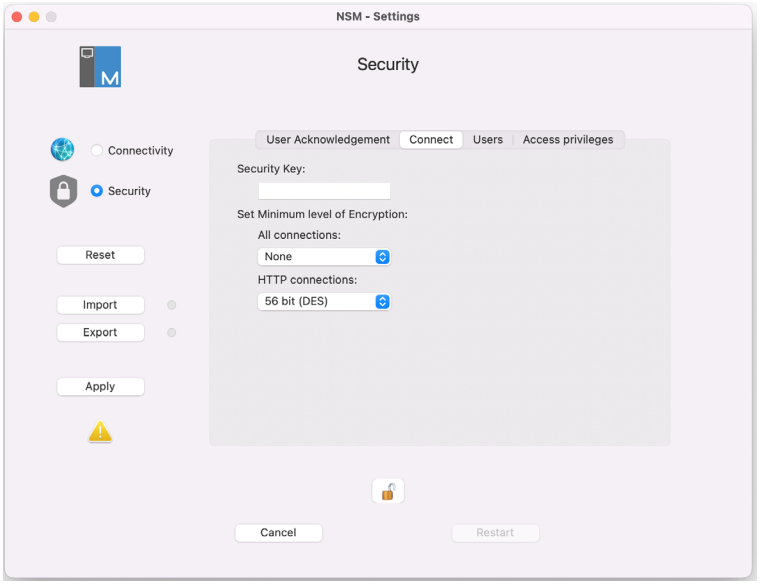
Mode
Quiet
Select this option to hide the Client icon in the menu bar.

Security
User acknowledgement



User Acknowledgement Required
Prevents access to the Client unless a user is present. The user at the Client will have to accept the request to connect before access is granted.

Connect

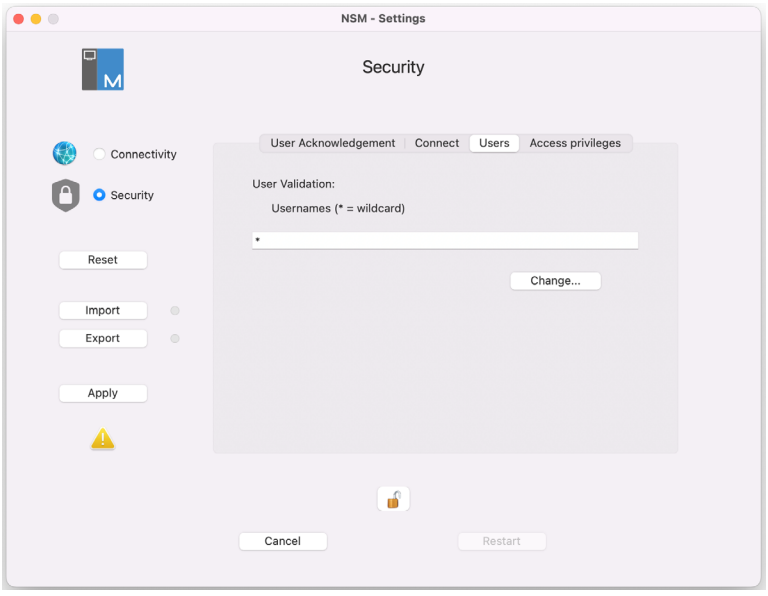


Security Key
Provides additional security that enables Control users to connect only if the Control has the same security key as the Client. Optionally, this can be set as the serial number in your NetSupport Manager Licence file. You must set the security key at both the Control and Client.

Set Minimum level of Encryption
With encryption turned on, all the information that is sent between the Control and Client is very difficult for others to read. NetSupport Manager offers a range of encryption options, ranging from 56 bit DES to 256 bit AES, enabling you to find the necessary balance between security and performance. The higher the level of encryption, the higher the potential for decreased performance.

Choose the level of encryption to be used while a Control is connected. By default, encryption is set to none for all connections and 56 bit DES for HTTP connections.

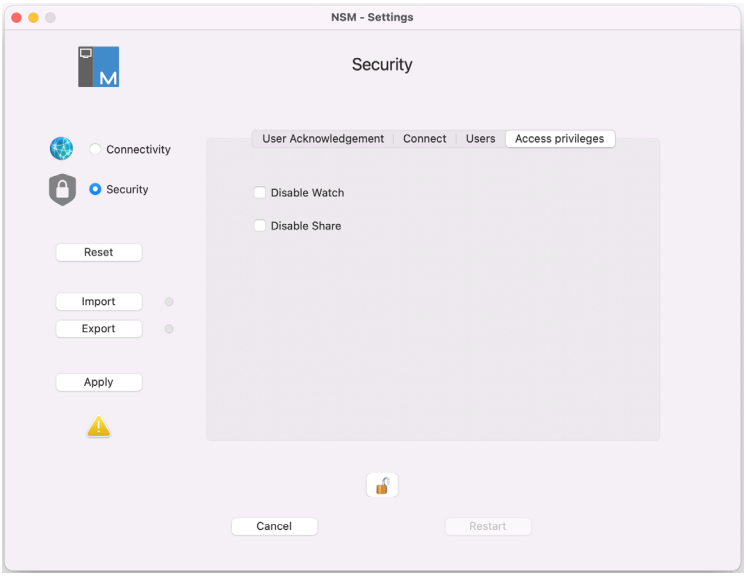
Users



User Validation
User names are used for setting the valid user ID and password for Control users when they connect to the Client. You can enter multiple user names, each with its own password. You do this by clicking on **Change** and adding the individual user names and passwords.

By entering specific user names and passwords, the Client will restrict access to Controls entering a matching user name and password when connecting.

Access privileges



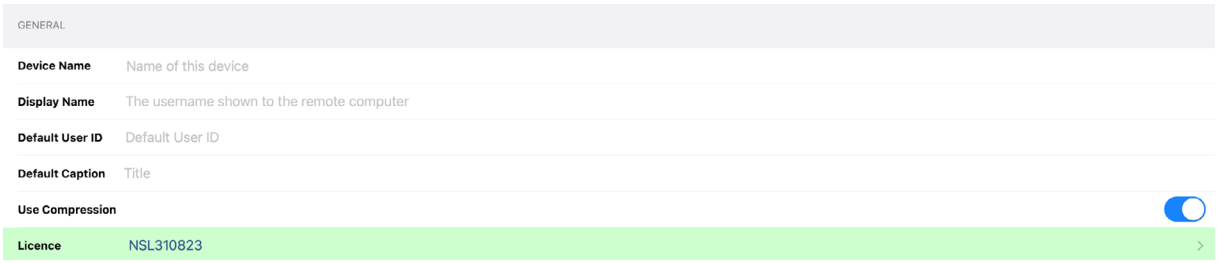
Disable Watch
Prevents a Control from viewing the Client. Other functions are still available.

Disable Share
Allows a Control to view a Client in Watch-only mode.

Configuring the Control settings

The NetSupport Manager Control is configured by selecting **Settings** at the bottom of the Navigation pane.

General



Device Name
Enter the name of this device.

Display Name
The name which the NetSupport Manager Control program uses when connecting to Clients to identify itself.

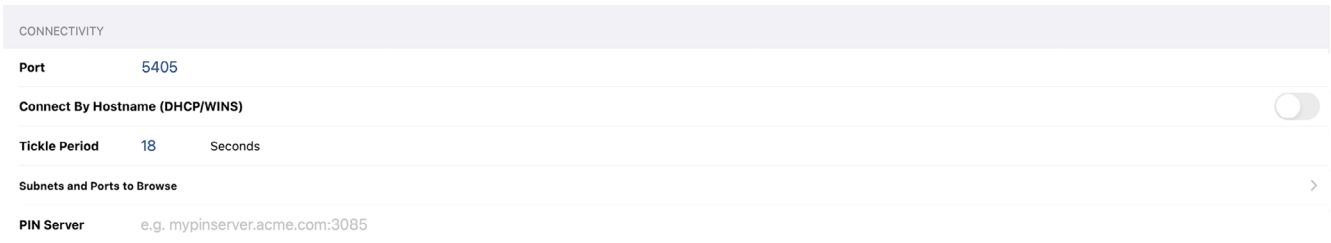
Default User ID
If user validation is required before a Client connection can be made, Control users will need to log on with a valid user name and password. Rather than being continually prompted for the user name, a default ID can be set here.

Default Caption
Allows you to set the caption text displayed when a message is sent to a Client.

Use Compression
When you are communicating with a Client, the data being sent and reviewed will be compressed. This also provides a means of security, as the data will also be encrypted.

Licence
Displays your NetSupport Manager serial number. Clicking here brings up your full licence details.

Connectivity



Port
This value is used for all interactions with TCP Clients. The default registered port for NetSupport Manager is 5405. You can configure Clients on your network to run on a different port number if required. This is useful to provide additional security, as other NetSupport Control users would need to know on which port your Clients are configured.

Connect by Hostname
Normally the Control connects to a Client by IP address rather than by name. In an environment that uses DHCP (Dynamic Host Configuration Protocol), this may be undesirable as the address may change when the Client workstation is restarted. Selecting this option forces the Control to connect by hostname.

Tickle Period
Specify the period in seconds between tickle packets that are sent to the Client. These packets check to make sure that a connected Client is still active. If the Client fails to respond, the Control assumes that it is no longer present and will close down the connection.

Subnets and Ports to Browse
When you are running on a network with multiple subnets or addresses, you need to configure the broadcast addresses for each effective network. When a browse is performed, the broadcast messages are sent to these addresses.

Select and click . Here, you can enter a variety of different browse entries depending on the range of NetSupport Manager Clients you wish to find.

Broadcast Address
Add a broadcast address.

Subnet
Enter a target IP address and the subnet mask you wish to browse.

Address Range
Provides a reliable method for finding a specific range of Clients. It may generate additional network traffic in that individual packets are sent to each workstation in the range but at least you are targeting the required Clients.

Terminal Services
Use this option to find Clients in a Terminal Server environment. Enter the IP address of the Terminal Server and the port range to browse.

Select when complete.

PIN Server
Enter the IP address or name of the workstation where the PIN Server is installed.

Note: *PIN Connect is not available for macOS Clients.*

Security



For additional security, you can set a security key that will ensure only Control users and Clients with matching keys are able to connect. Optionally, this can be set as the serial number in your NetSupport Licence file.

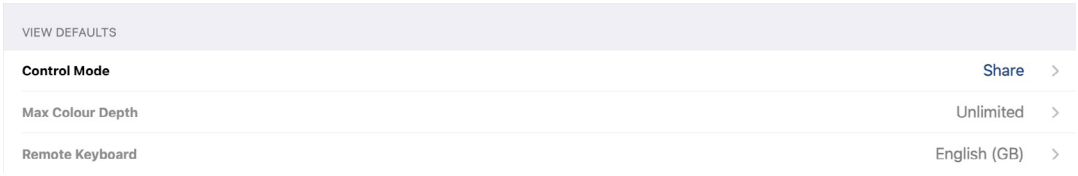
Note: *If a security key is set here, this Control will only connect to Clients with the same security key or no security key.*

Serial Number
To use your NetSupport Manager serial number as the security key, enter it here.

Security Key

Select and enter the security key. If you are using your serial number, enter an asterisk *. Select when complete.

View Defaults



Control Mode
By default, when you view a Client, you start viewing in Share mode. If you prefer to start viewing in a different way, select and select the required mode.

Max Colour Depth
When you connect to a Client, you can restrict the colour depth that is sent. This is done to reduce the amount of traffic between the Client and Control. By default, this is set to **Unlimited**; select to change this.

Remote Keyboard
If you are using a remote keyboard, you can select the language here.

Applications



Before applications can be launched at Clients, they must be added here.

When any changes have been made to the settings, an asterisk * will be displayed next to the Settings title at the top of the page. To save your changes, select . Select to undo any changes.

Contact us

UK and International
www.netsupportsoftware.com
Technical Support: support@netsupportsoftware.com
Sales: sales@netsupportsoftware.com

North America
www.netsupport-inc.com
Technical Support: support@netsupportsoftware.com
Sales: sales@netsupport-inc.com

Canada
www.netsupport-canada.com
Technical Support: support@netsupportsoftware.com
Sales: sales@netsupport-canada.com

Germany, Austria and Switzerland
www.pci-software.de
Technical Support: support@netsupportsoftware.com
Sales: sales@pci-software.de

Japan
www.netsupportjapan.com
Technical Support: support@netsupportsoftware.com
Sales: sales@netsupportjapan.com