

Configuring a NetSupport Manager Connectivity Server in Azure

This guide covers how to set up and configure a NetSupport Manager Connectivity Server on the Microsoft Azure platform.

If you don't already have an Azure subscription, then you can sign up for one at <https://azure.microsoft.com>.

There are many advanced options available when configuring virtual machines in Azure. For more information on these, please see the following links:

Availability Options

<https://docs.microsoft.com/en-gb/azure/virtual-machines/windows/availability>

Azure Hybrid Benefits

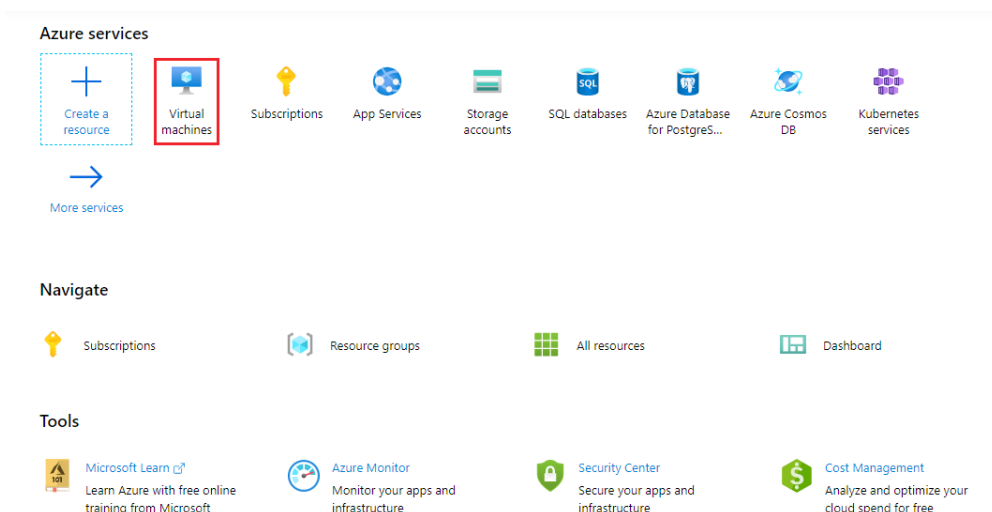
<https://docs.microsoft.com/en-gb/azure/virtual-machines/windows/hybrid-use-benefit-licensing>

Azure Disk Types

<https://docs.microsoft.com/en-gb/azure/virtual-machines/windows/disks-types>

Creating a virtual machine

1. Log into Azure.
2. Click **Virtual machines** > **Add**.





Virtual machines Documentation


[+ Add](#) [Reservations](#) [Edit columns](#) [Refresh](#) [Assign tags](#) [Start](#) [Restart](#) [Stop](#) [Delete](#) [Services](#)

Subscriptions: [Redacted] – Don't see a subscription? [Open Directory](#) + [Subscription settings](#)

Filter by name... All resource groups All types All locations All tags No grouping

0 items

| Name ↑↓ | Type ↑↓ | Status | Resource group ↑↓ | Location ↑↓ | Source | Maintenance status | Sub |
|---------|---------|--------|-------------------|-------------|--------|--------------------|-----|
|---------|---------|--------|-------------------|-------------|--------|--------------------|-----|



No virtual machines to display

Create a virtual machine that runs Linux or Windows. Select an image from the marketplace or use your own customized image.

[Learn more about Windows virtual machines](#) [Learn more about Linux virtual machines](#)

[Create virtual machine](#)

- If you have a previously created resource group you wish to add the virtual machine to, you can select it from the drop-down menu. Otherwise, select **Create virtual machine** and enter a resource group name.
 - Enter a name for the virtual machine. This needs to be between 1 and 15 characters long.
 - Select the region you would like the virtual machine to be hosted in. To ensure the best performance, select a region closest to your geographical location.
 - In this example, we will leave the availability options as **No infrastructure redundancy required**. Further details on the availability options within Azure can be found at the start of this guide.
 - For the image option, select one of the Windows operating system images. If you are unsure of which one to choose, select **Windows Server 2019 Datacenter**.
 - A machine size will be automatically pre-selected. If you want to change this, select the **Change size** option. The monthly cost of the machine will be displayed along with the machine spec.
- Note:** *It's possible to change the machine size after the virtual machine has been created.*
- You can reduce the virtual machine cost if you have available Windows licences. Further details on this can be found at the beginning of this guide under [Azure Hybrid Benefits](#). If you can't take advantage of this, select **No**.

[Home](#) > [Virtual machines](#) > Create a virtual machine

Create a virtual machine

[Basics](#) [Disks](#) [Networking](#) [Management](#) [Advanced](#) [Tags](#) [Review + create](#)

Create a virtual machine that runs Linux or Windows. Select an image from Azure marketplace or use your own customized image. Complete the Basics tab then Review + create to provision a virtual machine with default parameters or review each tab for full customization.

Project details

Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription * ⓘ [Redacted] ▼

Resource group * ⓘ (New) NSM-Gateway ▼ [Create new](#)

Instance details

Virtual machine name * ⓘ NSM-Gateway ✓

Region * ⓘ (Europe) UK South ▼

Availability options ⓘ No infrastructure redundancy required ▼

Image * ⓘ Windows Server 2019 Datacenter ▼ [Browse all public and private images](#)

Azure Spot instance ⓘ ☐ Yes ☒ No

Size * ⓘ **Standard DS1 v2**
1 vcpu, 3.5 GiB memory (£47.88/month)
[Change size](#)



10. Enter a username and password which will be used to log onto the virtual machine.
11. Set **Public inbound ports** to **Allow selected ports** and select the ports HTTPS (443) and (RDP (3389)).
12. Click **Next : Disks >**.

Home > Virtual machines > Create a virtual machine

Create a virtual machine

Administrator account

Username * ⓘ ✓

Password * ⓘ ✓

Confirm password * ⓘ ✓

Inbound port rules

Select which virtual machine network ports are accessible from the public internet. You can specify more limited or granular network access on the Networking tab.

Public inbound ports * ⓘ ☐ None ☒ Allow selected ports

Select inbound ports *

⚠ This will allow all IP addresses to access your virtual machine. This is only recommended for testing. Use the Advanced controls in the Networking tab to create rules to limit inbound traffic to known IP addresses.

Save money

Save up to 49% with a license you already own using Azure Hybrid Benefit. [Learn more](#)

Already have a Windows Server license? * ☐ Yes ☒ No ⓘ

[Review + create](#) < Previous **Next : Disks >**

13. Leave the **OS disk** option as the default. Details of other available disk types can be found at the start of this guide under [Azure Disk Types](#).
14. No data disks are required.
15. Click **Next : Networking >**.

Home > Virtual machines > Create a virtual machine

Create a virtual machine

Basics Disks Networking Management Advanced Tags Review + create

Azure VMs have one operating system disk and a temporary disk for short-term storage. You can attach additional data disks. The size of the VM determines the type of storage you can use and the number of data disks allowed. [Learn more](#)

Disk options

OS disk type * ⓘ ✓

Enable Ultra Disk compatibility ⓘ ☐ Yes ☒ No

Ultra Disk compatibility is not available for this VM size and location.

Data disks

You can add and configure additional data disks for your virtual machine or attach existing disks. This VM also comes with a temporary disk.

| LUN | Name | Size (GiB) | Disk type | Host caching |
|--------------------------------------------------------------------------------------|------|------------|-----------|--------------|
| Create and attach a new disk Attach an existing disk | | | | |

⌵ Advanced

[Review + create](#) < Previous **Next : Networking >**

16. Leave the network settings as default and click **Next : Management >**.
17. Most of the settings under management can be left as default. However, you might want to disable the **Enable auto-shutdown** option.



Auto-shutdown

Enable auto-shutdown ⓘ

☒ On ☐ Off

Shutdown time ⓘ

7:00:00 PM

Time zone ⓘ

(UTC) Coordinated Universal Time

Notification before shutdown ⓘ

☒ On ☐ Off

Email * ⓘ

[Redacted] ✓

Backup

Enable backup ⓘ

☐ On ☒ Off

Review + create

< Previous

Next : Advanced >

18. Click **Next : Advanced >**.

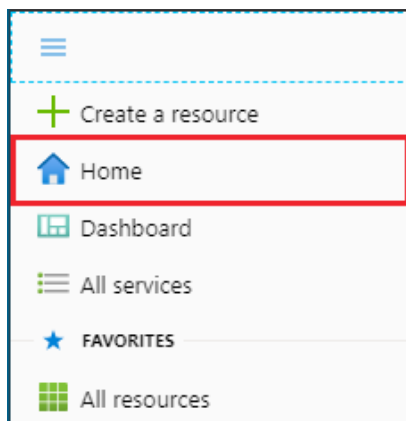
19. The default options can be accepted here, click **Next : Tags >**.

20. If required, you can add tags. Otherwise, click **Next : Review + create**.

21. An overview of the virtual machine configuration will appear. If you are happy with the settings, click **Create**.

Setting the DNS name

1. Click the menu at the top left of the page and select **Home**.



2. Click **Virtual machines** and select the machine you have just created from the list.

Home > Virtual machines

Virtual machines

Default Directory

+ Add ⌚ Reservations ≡ Edit columns ↻ Refresh | 🏷 Assign tags ▶ Start ⏪ Restart ☐ Stop 🗑 Delete ≡ Services

Subscriptions: [Redacted] – Don't see a subscription? [Open Directory + Subscription settings](#)

Filter by name... All resource groups All types All locations All tags No grouping

1 items

| <input type="checkbox"/> | Name ↑↓ | Type ↑↓ | Status | Resource group ↑↓ | Location ↑↓ | Source | Maintenance status |
|--------------------------|-------------|-----------------|---------|-------------------|-------------|-------------|--------------------|
| <input type="checkbox"/> | NSM-Gateway | Virtual machine | Running | NSM-Gateway | UK South | Marketplace | - |



3. Under DNS name, click **Configure**.

Connect

Start

Restart

Stop

Capture

Delete

Refresh

| | |
|-------------------------------------------|------------------------------------------|
| Resource group (change) | Azure Spot |
| NSM-Gateway | N/A |
| Status | Public IP address |
| Running | |
| Location | Private IP address |
| UK South | 10.0.0.4 |
| Subscription (change) | Public IP address (IPv6) |
| | - |
| Subscription ID | Private IP address (IPv6) |
| b998a2b8-252c-4631-a3c6-d5e22eef2e8f | - |
| Computer name | Virtual network/subnet |
| NSM-Gateway | NSM-Gateway-vnet/default |
| Operating system | DNS name |
| Windows (Windows Server 2019 Datacenter) | Configure |
| Size | |
| Standard DS1 v2 (1 vcpus, 3.5 GiB memory) | |
| Tags (change) | |
| Click here to add tags | |

4. Enter a DNS name label and click **Save**.

Save

Discard

Assignment

☒ Dynamic ☐ Static

IP address ⓘ

Idle timeout (minutes) ⓘ

4

DNS name label (optional) ⓘ

mycompany-nsm-gateway

.uksouth.cloudapp.azure.com

Alias record sets

Want to closely track this Public IP address? Create an alias record in Azure DNS. [Learn more.](#)

[+ Create alias record](#)

| Subscription | DNS zone | Name | Type | TTL |
|--------------|----------|------|------|-----|
| No results. | | | | |

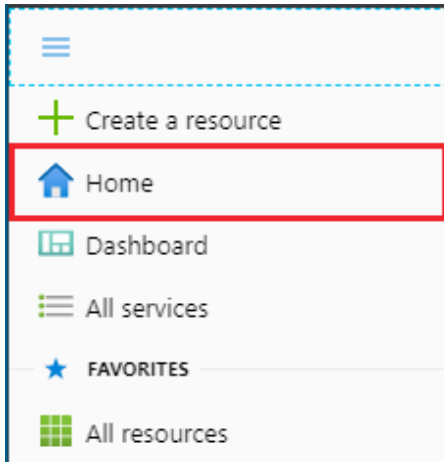
In the example above, the DNS name would be :

mycompany-nsm-gateway.uksouth.cloudapp.azure.com



Connecting to the virtual machine

1. Click the menu at the top left of the page and select **Home**.



2. Click **Virtual machines** and select your machine from the list.

Home > Virtual machines

Virtual machines

Default Directory

Documentation ⓘ ↗ ✕

+ Add ⌚ Reservations ≡ Edit columns ↻ Refresh | ⚙ Assign tags ▶ Start ↺ Restart □ Stop 🗑 Delete ≡ Services

Subscriptions: [redacted] - Don't see a subscription? [Open Directory + Subscription settings](#)

Filter by name... All resource groups All types All locations All tags No grouping

1 items

| <input type="checkbox"/> Name ↑↓ | Type ↑↓ | Status | Resource group ↑↓ | Location ↑↓ | Source | Maintenance status |
|---------------------------------------------|-----------------|---------|-------------------|-------------|-------------|--------------------|
| <input type="checkbox"/> NSM-Gateway | Virtual machine | Running | NSM-Gateway | UK South | Marketplace | - |

3. Select **Connect > RDP**.

Connect ▶ Start ↺ Restart □ Stop 📷 Capture 🗑 Delete ↻ Refresh

RDP

SSH

Bastion

Location
UK South

Subscription ([change](#))
[redacted]

Subscription ID
b998a2b8-252c-4631-a3c6-d5e22eef2e8f

Computer name
NSM-Gateway

Operating system
Windows (Windows Server 2019 Datacenter)

Size
Standard DS1 v2 (1 vcpu, 3.5 GiB memory)

Tags ([change](#))
[Click here to add tags](#)

Azure Spot
N/A

Public IP address
[redacted]

Private IP address
10.0.0.4

Public IP address (IPv6)
-

Private IP address (IPv6)
-

Virtual network/subnet
[NSM-Gateway-vnet/default](#)

DNS name
[mycompany-nsm-gateway.uksouth.cloudapp.azure.com](#)



4. Click **Download RDP File**.

RDP SSH BASTION

Connect with RDP

To connect to your virtual machine via RDP, select an IP address, optionally change the port number, and download the RDP file.

IP address *

DNS name (mycompany-nsm-gateway.uksouth.cloudapp.azure.com) ▾

Port number *

3389

Download RDP File

Can't connect?

[Test your connection](#)

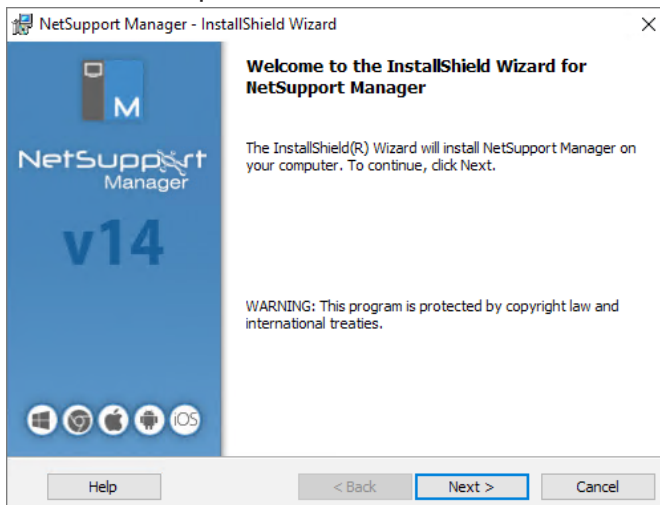
[Troubleshoot RDP connectivity issues](#)

Once the RDP file has downloaded, open it and enter the username and password you set when creating the virtual machine.

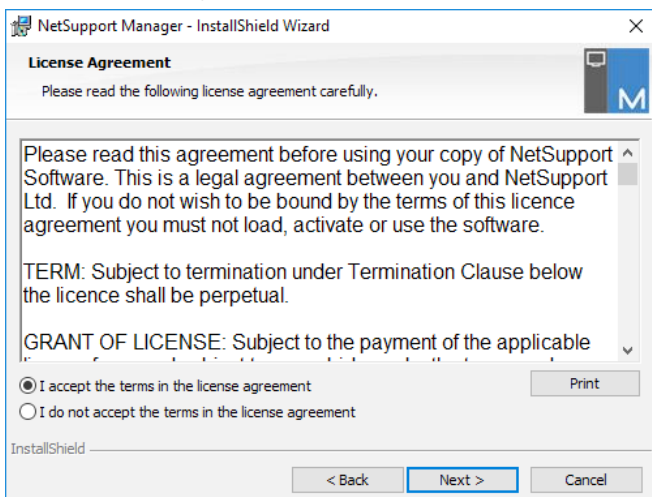
Installing the NetSupport Connectivity Server

Once you have a virtual machine hosted in Azure, you need to install the NetSupport Connectivity Server to this.

1. Copy the NetSupport Manager Setup.exe to the Server.
2. Launch the Setup.exe. At the Welcome screen, click **Next**.



3. In the License Agreement screen, select **I accept the terms in the license agreement** and click **Next**.





4. When prompted for your licence details, either select the **30 day evaluation** or if you have your licence details, select **Register** and enter them here.

The screenshot shows the 'License Information' screen of the NetSupport Manager - InstallShield Wizard. It has a title bar with the application name and a close button. Below the title bar is a header with the application icon and name. The main area contains a section titled 'License Information' with a note: '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 a text box for '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 are three buttons: '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

5. In the Setup Type screen, select **Custom**.

The screenshot shows the 'Setup Type' screen of the NetSupport Manager - InstallShield Wizard. It has a title bar with the application name and a close button. Below the title bar is a header with the application icon and name. The main area contains a section titled 'Setup Type' with a note: 'Choose the setup type that best suits your needs.' Below this is a text box: 'Please select a setup type.' There are three radio buttons: 'Typical', 'Client', and 'Custom' (selected). Each radio button is accompanied by an icon and a description. The 'Custom' option is described as: 'Choose which program features you want installed and where they will be installed. Recommended for advanced users.' At the bottom are three buttons: '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

6. In the Custom Setup screen, ensure **Gateway** is selected.

The screenshot shows the 'Custom Setup' screen of the NetSupport Manager - InstallShield Wizard. It has a title bar with the application name and a close button. Below the title bar is a header with the application icon and name. The main area contains a section titled 'Custom Setup' with a note: 'Select the program features you want installed.' There are two columns of checkboxes. The left column contains: 'Client' (checked), 'Student' (unchecked), 'Configurator' (checked), 'Control' (checked), 'Tutor' (unchecked), 'Tech Console' (unchecked), 'Gateway' (checked), 'PIN Server' (unchecked), 'Remote Deployment Utility' (checked), and 'Scripting' (checked). The right column is titled 'Install Desktop Icons' and contains: 'Control' (checked), 'Tutor' (unchecked), 'Tech Console' (unchecked), 'Install Start Menu Icons' (checked), 'Reset Video Driver' (checked), 'Configurator' (checked), 'Control' (checked), 'Tutor' (unchecked), 'Tech Console' (unchecked), 'Remote Deployment Utility' (checked), and 'Scripting' (checked). At the bottom, there is a text box for 'Install to:' with the path 'C:\Program Files (x86)\NetSupport\NetSupport Manager\' and a 'Change...' button. Below this are three buttons: 'Help', '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

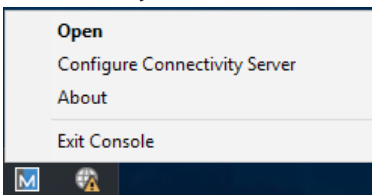


7. Click **Next** and then **Install**.
8. Once the installation completes, click **Finish**. You will be prompted to configure the NetSupport Connectivity Server.

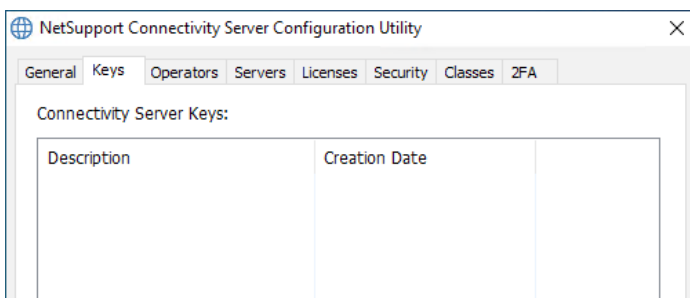
Configuring the NetSupport Connectivity Server

Once the NetSupport Connectivity Server has been installed, you need to configure it.

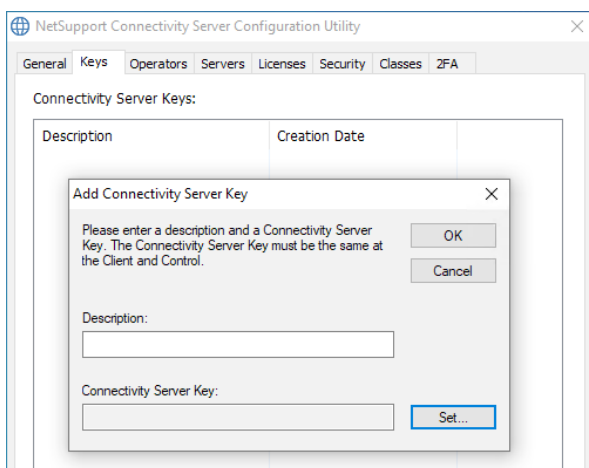
1. The NetSupport Connectivity Server Configuration Utility will launch at the end of the installation. This can also be accessed by right-clicking the **Connectivity Server** icon in the system tray and selecting **Configure Connectivity Server**.



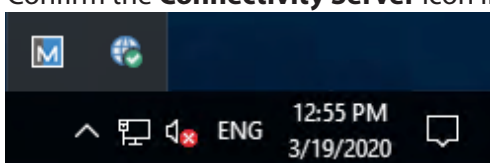
2. Once loaded, select the Keys tab. Click **Add**.



3. Enter a description, click **Set** and enter a Connectivity Server key.



4. Click **OK** and then click **Apply**.
5. Confirm the **Connectivity Server** icon in the system tray now has a green tick.



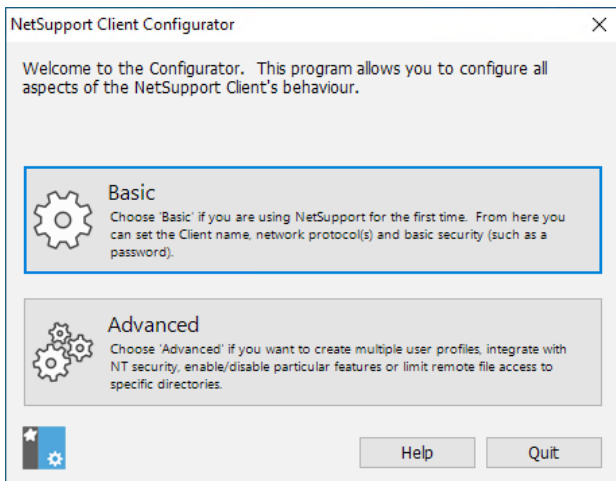
6. The NetSupport Connectivity Server is now ready to accept connections from Clients.



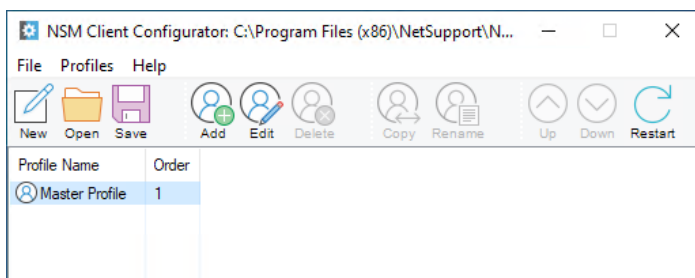
Configuring the NetSupport Manager Client to connect to the Connectivity Server

You need to configure a NetSupport Manager Client to connect to the Connectivity Server hosted on Azure.

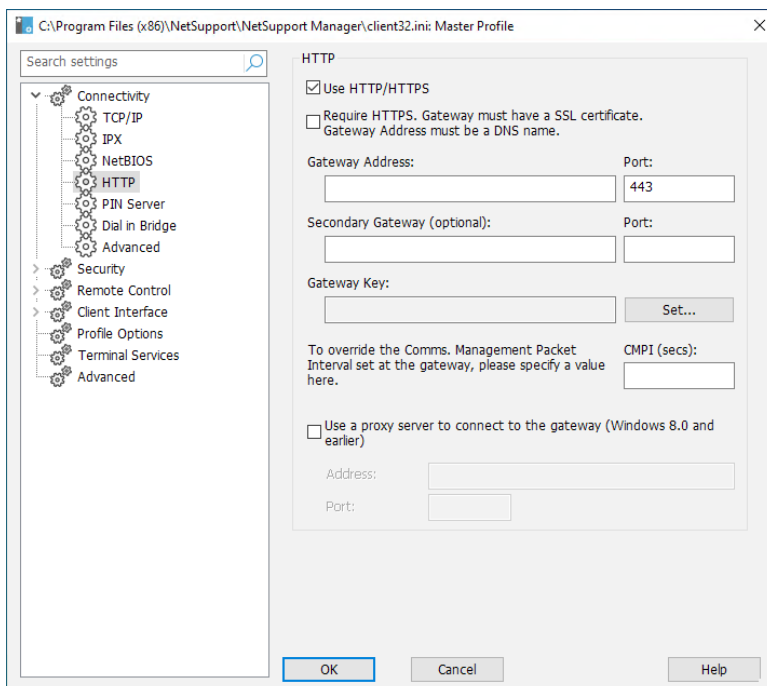
1. From a machine with the NetSupport Manager Client installed, start the NetSupport Manager Client Configurator from the Start Menu.
2. Click **Advanced**.



3. Double click the Master Profile.



4. Select **Connectivity - HTTP**.





5. Enter the following details:

Gateway Address: Use the DNS name you set in the earlier steps.

Gateway Port: 443.

Gateway Key: This must match the one entered when configuring the NetSupport Connectivity Server.

6. We recommend enabling at least one of the following security settings on the Client to restrict who can connect:

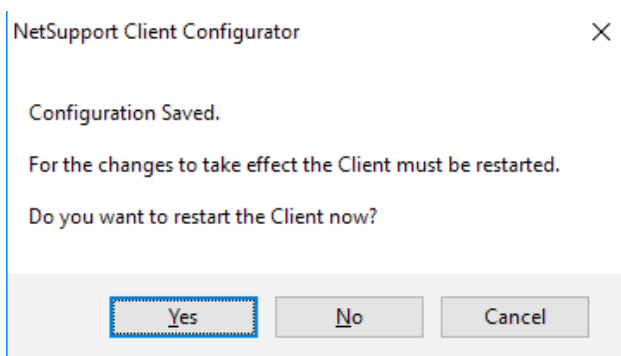
User Validation

User Acknowledgement

Security Key

Customisable text.

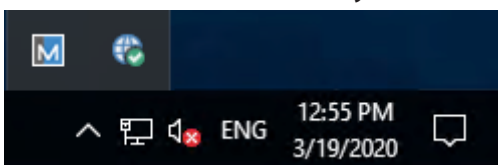
7. Click **OK**.
8. Click **Save** and then **Yes** to restart the Client when prompted.



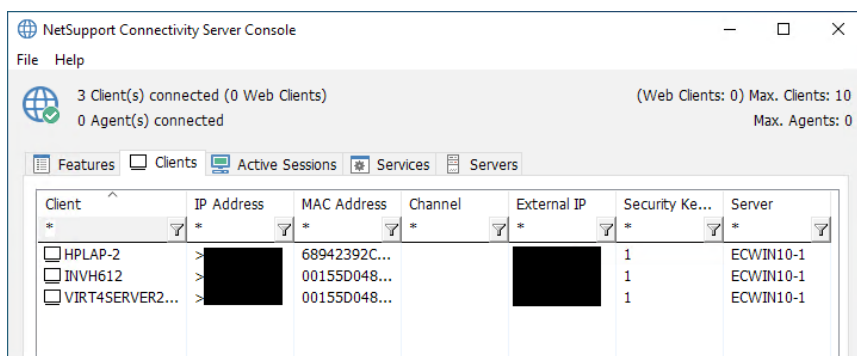
Confirm the Client has connected to the NetSupport Connectivity Server

After a Client has been configured to connect to the NetSupport Connectivity Server, we recommend checking that the Client has reported as connected to it.

1. Double click the **Connectivity Server** icon in the system tray.



2. The NetSupport Connectivity Server Console will be displayed.
3. Select the Clients tab. Any Clients connected will be shown here.



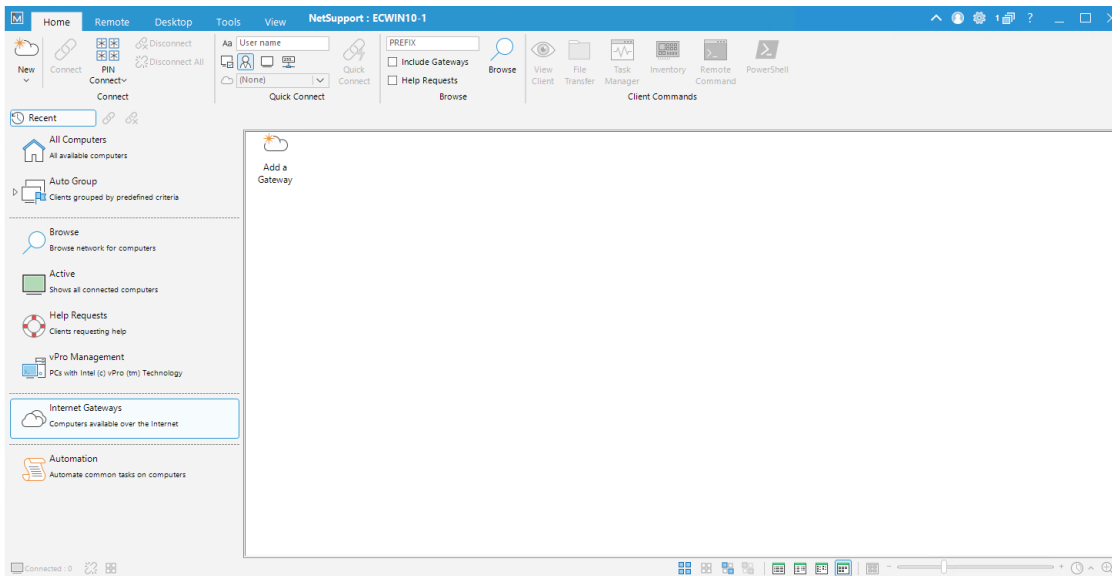
4. If the Clients show as connected, they will be available for a Control to connect to.



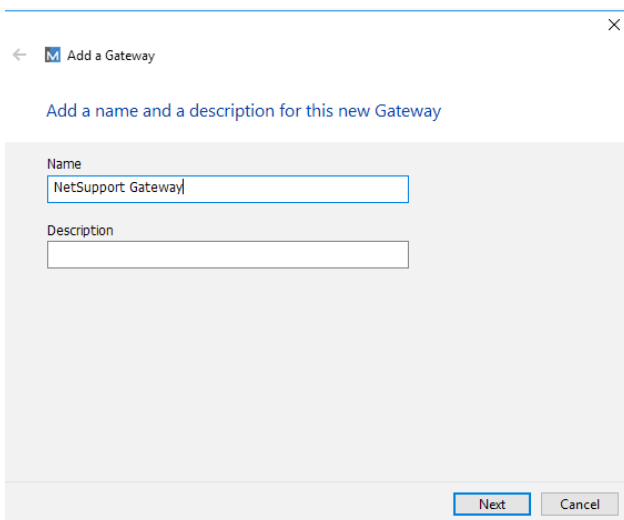
Setting up the NetSupport Manager Control to use the NetSupport Connectivity Server

Once the NetSupport Connectivity Server has Clients connected, you can configure a Control to connect to the Clients.

1. Start the NetSupport Manager Control.
2. When the Welcome Screen appears, click **Start**.
3. From the left-hand Tree view, select **Internet Gateways**.



4. Double click the **Add a Gateway** icon.
5. Enter a name and description and click **Next**.



6. Enter the Public DNS of the NetSupport Connectivity Server and the port number. Click **Next**.
7. Enter the Gateway key by clicking **Set**. This must match the Gateway key entered in the NetSupport Connectivity Server. Click **Finish**.
8. A prompt will appear to re-initialise the Control Program. Click **Yes**.
9. Double click the newly created **Gateway** icon in the List view. This will list the Clients available for remote control.
10. Select the Client to connect to and select the **Connect** icon in the Home tab of the ribbon.
11. Once connected, you will be able to use the Remote Control options from the Control to the Client(s).