

# Hosting the NetSupport Manager Connectivity Server using AWS

This document explains how to host the NetSupport Manager Connectivity Server (Gateway) on a virtual machine hosted by Amazon Workspace (AWS).

### Setting up the virtual machine in AWS

Services ~ Resource Groups ~

If you have an existing AWS account and virtual machine already available in AWS, please skip to the section *Installing the NetSupport Connectivity Server*.

If you do not have an AWS account, you can sign up to one here: https://aws.amazon.com/

Once subscribed, you can create a new virtual machine via the AWS Management Console by following the steps below:

1. Select the option to Launch a virtual machine from the Management Console.

AWS Manag	ement Consc	ble		
AWS services				
Find Services You can enter names, keywords or acron Q. Example: Relational Database	yms. Service, database, RDS			
<ul> <li>Recently visited services</li> <li>EC2</li> </ul>				
All services				
Build a solution Get started with simple wizards and aut	omated workflows.			
Launch a virtual machine With EC2 2-3 minutes	<b>Build a web app</b> With Elastic Beanstalk 6 minutes	Build using virtual servers With Lightsail 1-2 minutes	Register a domain With Route 53 3 minutes	
D	ිද්ධ		53	

 Select what machine image to create. Filter this to Windows and choose a Windows Server to host the NetSupport Connectivity Server.
 Note: SQL is not required.

1. Choose AMI 2. Choose Insta	ce Type 3. Configure Instance 4. Add Storage 5. Add Tags 6. Configure Security Group 7. Review	
Step 1: Choose an An AMI is a template that contain	vmazon Machine Image (AMI) the software configuration (operating system, application server; and applications) required to launch your instance. You can select an AMI provided by AWS, our user community, or the AWS Marketplace; or you can select one of your own AMIs.	Sancel and Exit
Q, Windows		>
AWS Launch Wizard for SQL	Server offers an easy way to size, configure, and deploy Microsoft SQL Server Always On availability groups. Use AWS Launch Wizard for this launch Cf	×
Quick Start (8)	K < 1108	of 8 AMIs > >
My AMIs (0) AWS Marketplace (664)	Microsoft Windows Server 2019 Base - ami-Occ64304clf5b08a22           Windows         Microsoft Windows 2019 Datacenter edition. [English]           Tree server/point         Root drive type via: Vintuitation type type         ENA Enabled Yes	Select 64-bit (x86)
Community AMIs (7489)	Microsoft Windows Server 2019 Base with Containers - ami-0a0509a48a35a41cf           Windows         Microsoft Windows 2019 Datacenter edition with Containers. [English]           Free Kerdipublic         Root device type etals         Vitualization type tyme	Select 64-bit (x86)
	Microsoft Windows Server 1909 Core Base - ami-07ac/18068ed551d2           Windows         Microsoft Windows Server 1909 Semi-Annual Channel release [English]           Free Kerdipide         Root device type eta         Vintuitation type tyme         ENA Exabled. Yes	Select 64-bit (x86)
	Microsoft Windows Server 2018 Base - ami-0148/246905/051c8           Windows         Microsoft Windows 2016 Datacenter edition. [English]           Free Revision2         Root device type els         Visualization type tyme	Select 64-bit (x86)
	Microsoft Windows Server 2016 Base with Containers - ami-08/2/a1a21e892494e      Windows     Microsoft Windows 2016 Datacenter edition with Containers. [English]     Free for editional terms of the Windows     Root device the edition - Windows DataBase (English)     Free for editional terms of the Windows	Select 64-bit (x86)



- 3. Choose an instance type and configure the instance.
- 4. You will be prompted to add storage. The default 30Gb is sufficient.
- 5. It's possible to add a tag to the virtual machine, or this can be left as default.
- 6. You need to configure a security group. This is a set of Firewall rules that control the traffic for your instance.

This will include a default RDP rule. Enter a rule to allow Clients to connect to the Gateway - by default TCP port 443 is used.

1. Choose AMI 2. Choose Instance Type 3. C	configure Instance 4. Add Storage 5. Add Tags 6.	Configure Security Group 7. Review			
Step 6: Configure Security G A security group is a set of firewall rules that cont HTTP and HTTPS ports. You can create a new si	Froup trol the traffic for your instance. On this page, you can ac ecurity group or select from an existing one below. Lean	Id rules to allow specific traffic to reach your instan n more about Amazon EC2 security groups.	ce. For example, if you want to set up a web server and allow Interne	t traffic to reach your instance, add rules that allow unrestricted acces	is to the
Assign a security group:	Create a new security group				
	Select an existing security group				
Security group name:	launch-wizard-1				
Description:	launch-wizard-1 created 2020-03-19T12:04:40.527+	00:00			
Туре ()	Protocol (i)	Port Range (i)	Source (j)	Description (j)	
RDP T	TCP	3389	Custom • 0.0.0.0/0	e.g. SSH for Admin Desktop	⊗
HTTPS V	TCP	443	Custom • 0.0.0.0/0, ::/0	e.g. SSH for Admin Desktop	⊗
Add Rule					

- 7. Click Review and Launch.
- 8. You need to set up a key pair. Enter a name and then download the key pair.
- 9. Click **Launch Instances** and the instance will launch.

#### 10. Click View Instances.

New EC2 Experience Tell us what you think		La	unch instance	•	Connec	t Act	ions ¥																	
EC2 Dashboard New	•	Â.	Â.	Â.	C	Filter by tags	and a	ttributes or se	arch by ke	eyword														
Events New					1	1	•	-	•	•	Ā		Name	Ŧ	Instance ID		<ul> <li>Instance Type –</li> </ul>	Availability Zone ~	Instance State 👻	Status Checks 👻	Alarm Status		Public DNS (IPv4)	-
Tags Reports					i-0107b3853	e9203d	t2.micro	us-east-2c	running	🛛 Initializing	None	70	ec2-3-21-127-179.us-e		3.21.127.179									
Limits																								
▼ INSTANCES																								
Instances																								
Instance Types																								

11. After launching your instance, you can connect to it.



- 12. Note down the Public DNS of the Server, as this will be used in the NetSupport Manager Client and Control configuration.
- 13. Select **Get Password** and browse to your Key Pair file to decrypt your password to login to the virtual machine via RDP.



**Note**: The Public DNS assigned via AWS is generated from the current Public IPv4 address of the Client. If you stop the instance, this will be assigned a new IPv4 address and change the Public DNS. To prevent this, an Elastic IP address needs to be allocated to your AWS account and assigned to this instance. For further information, see the AWS guide below:

https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/elastic-ip-addresses-eip.html#using-instance-addressing-eips-allocating

### Installing the NetSupport Connectivity Server

Once you have a virtual machine hosted in AWS, 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.

🖟 NetSupport Manager - Install	Shield Wizard	×
License Information If you have a license, please ent important.	ter the details here. CapItalS and spaces are	M
<ul> <li>30 day evaluation</li> <li>Register</li> </ul>	Use <ctrl> V to paste License details</ctrl>	
Licensee Name:		
Serial Number:		_
Maximum Clients:		
Expiry Date:		
Authorisation Code:		_
InstallShield		
	< Back Next >	Cancel

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



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

Custom Setup Select the program features you want insta	illed.
Client Student Configurator Control Tutor Tech Console Gateway PIN Server Remote Deployment Utility Scripting	Install Desktop Icons Control Tutor Tech Console Install Start Menu Icons Reset Video Driver Configurator Configurator Control Tutor Remote Deployment Utility Scripting
Install to: C:\Program Files (x86)\NetSupport\NetSuppor potallShield	rt Manager \ Change



- 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**.

	Open
	Configure Connectivity Server
	About
	Exit Console
м	

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 AWS.

- 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 Public DNS name of the AWS Server. Gateway Port: 443 is used by default. 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.

NetSupport Client Configurator					
Configuration Saved.					
For the changes to take effect the Client must be restarted.					
Do you want to restart the Client now?					
Yes <u>N</u> o Cancel					

### 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.

Home Remote Desktop Tools	View NetSupport : ECWIN10-1	🔨 🔍 🏶 🗊 ? 💷 🗆 🗙
Image: Second	ster name	
🕚 Recent 🔗 🔗		
All computers All available computers Auto Group Clents grouped by predefined criteria	Add a Gateway	
Browse Browse network for computers		
Shows all connected computers		
Help Requests Clients requesting help		
vPro Management PCs with Intel (c) vPro (tm) Technology		
Internet Gateways Computers available over the Internet		
Automation Automate common tasks on computers		
Connected : 0 👸 🔡		

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

		×
$\leftarrow$	M Add a Gateway	
	Add a name and a description for this new Gateway	
	Name	
	NetSupport Gateway	
	Description	
	Next Cancel	
		_

- 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 on the ribbon.
- 11. Once connected, you will be able to use the Remote Control options from the Control to the Client(s).