



NetSupport Notify

Getting Started Guide

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NETSUPPORT NOTIFY COMPONENTS

NetSupport Notify consists of four components:

Notification Server

The NetSupport Notify Notification Server, or NetSupport Connectivity Server (Gateway), manages connections to all desktop Notification Agents and ensures immediate delivery of all alerts.

Note: A secondary Notification Server can be added, this will take over if the primary Notification Server is unavailable. Notification Agents will automatically switch to the next available Notification Server; ensuring alerts can always be delivered.

Notification Agent

Notification Agents receive and are responsible for displaying alerts. Notification Agents connect to the Notification Server on start-up and register their availability. When the Console sends an alert to all or selected departments, it will be delivered to the connected Notification Agents by the Notification Server.

Notification Console

NetSupport Notify's simple and easy to use Notification Console allows you to create and send alerts to all Notification Agents or targeted departments in a matter of seconds.

NetSupport Deploy tool

The NetSupport Notify Deploy utility provides network administrators with the ability to install and configure NetSupport Notify on multiple workstations without the need to visit the machines individually.

INSTALLATION

System Requirements

Notification Agent

Windows Vista or above, Windows Server 2008 or later.
Mac OS X 10.5.8 or later.
Linux (SuSE 12.1, Debian 6, Ubuntu 11.01 and Mint 11).
Chrome.

Supports Terminal Server sessions. Notification alerts can be sent to Notification Agents on a Terminal Server.

Notification Server

Windows Server 2008 or later.

Notification Windows Desktop Console

Windows Vista or above, Windows Server 2008 or later.

NetSupport Notify iOS Mobile Console

Devices running iOS 9 or above.

NetSupport Notify Android Mobile Console

Tablets and smartphones running Android 4 or above.

Network Requirements

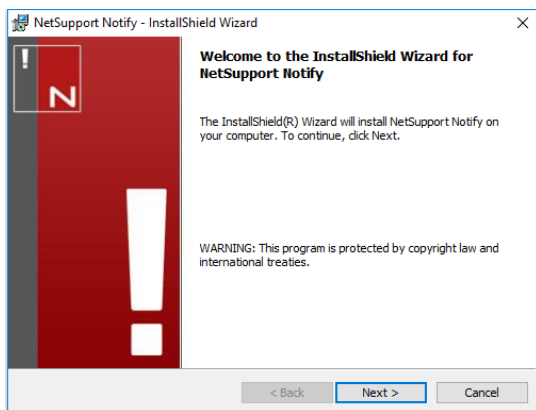
An active TCP/IP connection between ALL NetSupport Notify components is required for notifications to be delivered.

Starting the Installation

Download your copy of NetSupport Notify from www.netsupportnotify.com/downloads

Click the appropriate language from the menu and select the option to install NetSupport Notify.

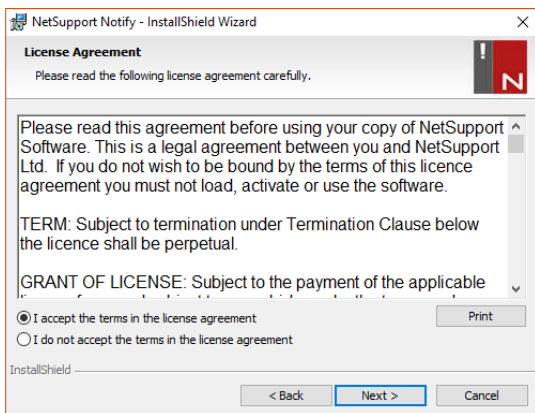
The NetSupport Notify installation will start displaying a Welcome screen. Click **Next** to continue.



NetSupport Licence Agreement

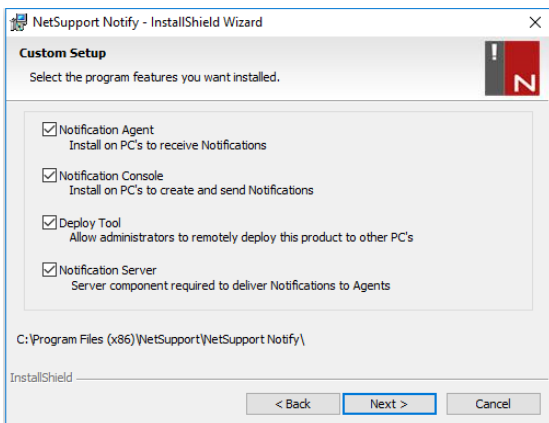
The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select "I accept the terms in the Licence Agreement" and click **Next** to continue.

If you reject the Licence Agreement, ("I do not accept the terms in the Licence Agreement") click **Cancel**. NetSupport Notify will not be installed and you will be directed to exit from the install program.



Custom Setup

Select the NetSupport Notify components that you wish to install.



Notification Agent

The Notification Agent component should be installed on all machines across your network that are to receive notifications.



Notification Console

Install this component on machines that will create and send out notifications to Agents.

Deploy Tool

The Deploy tool enables you to remotely deploy NetSupport Notify without the need to visit each individual workstation.

Notification Server

You will need at least one Notification Server. However additional Notification Servers can be installed. They can be used to manage separate parts of your network or to act as a backup in the event that your primary Notification Server becomes unavailable.

Install to:

By default, NetSupport Notify will be installed in the folder C:\Program Files\NetSupport\NetSupport Notify. If you want to install in a different folder, click **Change**.

Click **Next** to continue.

Configuration Data Setup

The screenshot shows a dialog box titled "NetSupport Notify - InstallShield Wizard" with a close button (X) in the top right corner. The dialog has a header "Configuration Data" and a sub-header "Enter the Agent and Server Configurations details." Below this, there are several input fields:

- Server IP Address or Hostname: 10.0.0.193
- Server Port: 443
- Secondary IP Address or Hostname (Optional): (empty)
- Secondary Port (Optional): (empty)
- Gateway Key: (masked with 7 dots)
- Confirm Gateway Key: (masked with 7 dots)
- Department (Optional): Support

At the bottom left, it says "InstallShield". At the bottom right, there are three buttons: "< Back", "Next >" (highlighted with a blue border), and "Cancel".

If you have chosen to install a Notification Agent, Console or Server, you will be required to enter the following details:

Server IP Address or Hostname

Enter the IP address or Hostname for the primary Notification Server.

Note: IPv6 addresses are supported.

Server Port

By default, this is set to port 443

Secondary IP Address or Hostname (optional)

You can specify a secondary Notification Server which will be used by the Notification Console and Agents in the event that the primary Notification Server is unreachable. Enter the IP address or Hostname for the secondary Notification Server, if required.

Secondary Port

By default, this is set to port 443

Gateway Key

This is the security key for the Notification Server, it must match at both the Notification Agent and the Console.

Note: The Gateway key used must be the same on all Notification Agents, Consoles and Servers in order for them to communicate with each other. If an incorrect Gateway key is set, that component will be unable to communicate with other NetSupport Notify components.

Department (optional)

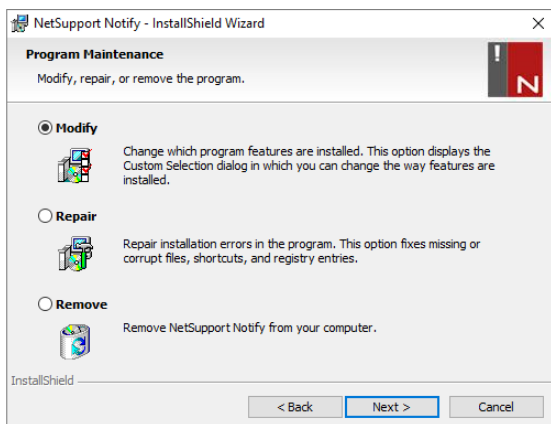
If you are installing the Notification Agent, you have the option to assign the Notification Agent computer to a department. By assigning Notification Agents to different departments, the Notification Console operator will be able to target alerts to specific departments.

Click **Next** to continue.

Sufficient information has been provided to commence the installation. If you need to review any of the settings, click **Back** otherwise, click **Install**.

Existing Installation

This screen will appear if a copy of NetSupport Notify has already been installed on a workstation.



Modify

Enables you to change the NetSupport Notify components that are currently installed.

Repair

Reinstalls all the program features installed by the previous setup and repairs any installation errors in the program.

Remove

This option removes all installed features.

Select the required option and click **Next**.

LICENSING YOUR COPY OF NETSUPPORT NOTIFY

Once you have purchased NetSupport Notify, you will be provided with licence details that include your company name and other product related information. This is used to identify your installation of NetSupport Notify and prevent the software from ceasing to work after the evaluation period expires.

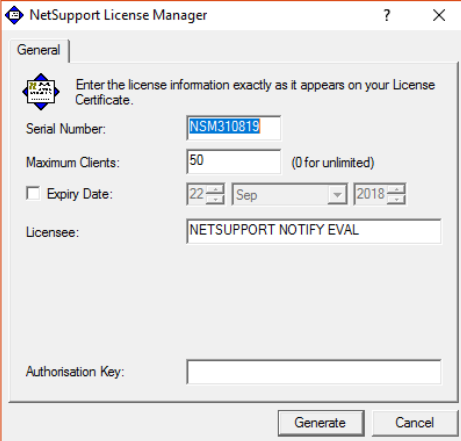
After installation, you will need to enter your licence details using the NetSupport Licence Manager.

Step 1 – Locate the NetSupport Licence Manager

On the computer that has the NetSupport Notification Server installed, navigate to the installation folder (the default will be C:\Program Files\NetSupport\NetSupport Notify).

Step 2 – Start the NetSupport Licence Manager

Run the file PCILIC.EXE, the NetSupport Licence Manager will then open.



The screenshot shows the NetSupport License Manager dialog box with the following fields and values:

- Serial Number:** NSM310819
- Maximum Clients:** 50 (0 for unlimited)
- Expiry Date:** 22 Sep 2018
- Licensee:** NETSUPPORT NOTIFY EVAL
- Authorisation Key:** (empty field)

Buttons: Generate, Cancel

Step 3 – Enter your NetSupport Notify licence details

Enter the required licence information exactly as it has been provided to you and select **Generate** to complete the installation process.

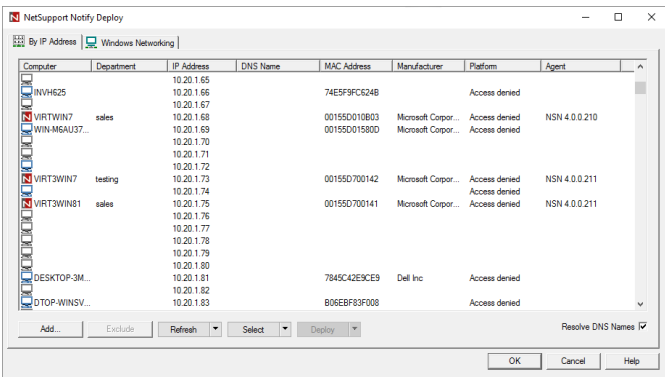
Note: The information must be entered exactly as it appears on your Licence certificate. This is case sensitive.

NETSUPPORT NOTIFY DEPLOY

Installing additional Notification Agents

To start the NetSupport Deployment tool, select {Start}{Programs}{NetSupport Notify}{Deploy Tool}.

You are provided with a view of your network, allowing you to select the workstations you want to include. You can then choose to deploy the NetSupport Notify Setup package and a Configurations file and also remotely uninstall NetSupport Notify.



Step 1 – Find computers

To determine which computer(s) to include in the deployment, firstly decide whether to search 'by IP address' or 'Windows networking', by selecting the appropriate tab. To continue, select **Add**.

If searching by IP address, enter the address range(s) that contain the computers you wish to deploy to. If using Windows networking, select the appropriate network group(s) that contains the computers that you wish to deploy to. Select **OK** to begin searching the network for available computers.

Step 2 – Select the computers to deploy to

To help identify the computers to be included or excluded from the deployment, the list can be sorted by clicking on any of the column headings. You can further refine the list by removing machines that you do not want to include in the deployment. Select and choose the appropriate task from the drop-down list. Select **Exclude** to remove the highlighted items.

From the computers that remain, select the ones to deploy to. To include all machines, click **Select – All Clients** or highlight the computers individually using Shift-Click, Ctrl-Click. With the required computers selected, click **Deploy**.

Step 3 – Deploy the Notification Agent to the selected computers

Select **Setup...** to deploy the NetSupport Notify Setup package to the selected machines. At the same time as deploying the Setup package, you can optionally include a specific Configuration file. To continue, select **Start**.

Deploy Setup Options

When deploying a NetSupport Notify setup, you will be prompted to provide additional information.

The screenshot shows a dialog box titled "Setup Options" with a close button (X) in the top right corner. The dialog is divided into several sections:

- Prompt User Before Commencing Installation:** Contains two radio buttons: "Do not prompt user" (selected) and "Prompt user to commence installation". Below the second option is a checkbox labeled "logged on users only".
- Retry Failed Deploys:** Contains a checkbox "Enable Retries". Below it are two input fields: "Number of Retries:" with the value "3" and "Time between Retries (minutes):" with the value "60".
- Configuration File:** Starts with the instruction "Please enter the location of the configuration file you want to deploy." Below this is a label "Configuration file:" followed by a text box containing "C:\Program Files\NetSupport\NetSupport Notify\config.dat" and a "Select..." button. Below the text box are three radio buttons: "Keep Existing Department" (selected), "Use Department in Configuration file", and "Override Department in Configuration file". At the bottom of this section is a label "Department:" followed by an empty text box.
- Other Options:** Contains a checkbox "Disable uninstall option in Add/Remove Programs".

At the bottom of the dialog are three buttons: "Help", "OK", and "Cancel".

Prompt User before Commencing Installation

If the target computer(s) are likely to be in use at the time of the deployment, you can display a prompt at the machines before commencing. The user can then start the installation when ready. The message can be sent to logged on machines only.

Retry Failed Deploys

Indicate if the deployment should be automatically retried in the event of a failure. Specify the number of retry attempts and the interval between.

Configuration File (optional)

At the same time as deploying the setup, you can also include a specific Configuration file (config.dat). Click **Select** to browse for the appropriate files.

The config.dat file includes information entered when creating the Notification Server such as the server IP address, Gateway key and if specified the department that Notification Agents should be assigned to.

If deploying to machines that already have a Notification Agent installed, consider what action to take if the Notification Agent is already assigned to a department:

Keep Existing Department

Existing Notification Agents will remain in their current department; any new Notification Agent installations will not be assigned to a department.

Use Department in Configuration File

Existing and new Notification Agents will be assigned to the department currently specified in the config.dat file.

Override Department in Configuration File

Enter the name of a new department that you want existing and new Notification Agents to be assigned to.

Note: A Notification Agent can be assigned to multiple departments; this can be achieved by separating each department with a comma, i.e. sales, marketing, support.

Other Options

Disables the uninstall option in Add/Remove Programs, ensuring the user is unable to remove the deployed items.

INSTALLING A NETSUPPORT NOTIFICATION AGENT ON MAC SYSTEMS

To install the Mac Notification Agent, you need to mount the NSNotifyAgent.dmg. Double-click the NSNotifyAgent.pkg installer package file and follow the on-screen instructions.

The NSNotifyAgent.dmg can be downloaded from our download area at www.netsupportnotify.com/downloads.

Note: NetSupport Notify currently supports Mac OS X 10.5.8 and later.

You will need to configure the information that the Notification Agent uses to connect to the Notification Server.

If you place a pre-configured config.dat file next to the installer package file before you double-click, the installer will copy that config.dat file into position for you. This can be used to simplify installation and configuration, especially on more than one machine. You will need to drag the installer package file from the disk image window to another folder, for example, the desktop, to place the config.dat file next to it.

Configuration

The file `/Library/NSNotifyAgent/daemon/config.dat` contains the Notification Server details used by the Notification Agent.

This file can be edited using the Configurator application. The Configurator can be found at:

`/Applications/NetSupport/NetSupport Notify/Configurator.app`

The Log File

Diagnostic information and records of acknowledged messages are stored in the log file. This can be found at:

`/var/log/notifydaemon.log`

To open this file, use the Console application (`/Applications/Utilities/Console.app`) or the "open" command in the Terminal command line.

INSTALLING A NETSUPPORT NOTIFICATION AGENT ON LINUX SYSTEMS

To install the Linux Notification Agent, you need to extract the `nsn_installer.tar.gz` to a folder (i.e. `/home/user/Desktop/nsn_installer`) and then run the install file as a root user.

Note: The NetSupport Notify Agent supports, at the time of release, SuSE 12.1, Debian 6, Ubuntu 11.04 and Mint 11.

You will need to configure the information that the Notification Agent uses to connect to the Notification Server.

If you place a pre-configured `config.dat` file (case sensitive) next to the installer file ("install script" within `nsn_installer` folder) before running the install script, this will copy the `config.dat` file into position for you. This can be used to simplify installation and configuration, especially on more than one machine.

Configuration

The file `/usr/nsn/daemon/config.dat` contains the Notification Server details used by the Notification Agent.

This file can be edited using the Configurator application. The Configurator can be found at:

```
/usr/nsn/configurator/configurator
```

If you modify this file using the Configurator application, the Notification daemon will automatically restart once changes have been applied. If you replace this file manually you will need to restart the Notification daemon from the Terminal using the following command:

```
/etc/init.d/notifydaemon restart (needs to be root).
```

The Log File

Diagnostic information and records are stored in the log file. This can be found at:

/var/log/notifydaemon.log

To open this file either use gedit or emacs or the "cat" command in the Terminal command line.

NETSUPPORT NOTIFY MOBILE CONSOLE FOR ANDROID/IOS

The NetSupport Notify Mobile Console for Android and iOS gives you the freedom to communicate with your Windows, Chrome, Mac and Linux desktop users or unattended information displays on the move from an Android tablet/smartphone or iPad, iPod or iPhone.

Free to download from [Google Play](#), [Amazon App Store](#) and the [Apple App store](#), the Mobile Console allows you to send instant alerts and notifications to existing users via established Notification Servers.

Key features when sending a notification from an Android/Apple iOS device:

- Send alerts and notifications to Windows, Chrome, Mac and Linux desktops.
- Send full screen notifications to unattended digital public information displays.
- Prioritise messages and alerts with clear and concise notification types.
- Support for clickable URLs in alerts.
- Flexible delivery options: auto close after XX seconds, close on user click.
- Send targeted alerts dynamically to selected departments or all computers.
- View full alert history (iPad only).
- Unique security codes limiting access to only authorised Agents and Consoles.
- Send alerts to one or multiple Notification Servers simultaneously.

ACTIVE DIRECTORY CONFIGURATION

NetSupport Notify integrates with Microsoft's Active Directory structure, enabling you to centrally manage Agent and Console configuration and control access to the Notification console. By creating an appropriate Group Policy, you can apply standardised configurations to machines without the need to visit individual desktops.

To make the task a little easier NetSupport supplies four ready-made Administrative templates, NetSupport_Notify_User_Console.ADM, NetSupport_Notify_Machine_Console.ADM, NetSupport_Notify_User_Agent.ADM and NetSupport_Notify_Machine_Agent.ADM containing the configurable options. When you install NetSupport Notify the template is copied to the installation folder.

To apply Agent configuration changes via Active Directory

1. At the Domain Controller, select the Active Directory Users and Computers tool.
2. Decide at which level to apply the policies, domain or organisational. Right-click on the desired container and select the **Properties** option from the context menu, then select the Group Policy tab.
3. Select the desired policy to add the NetSupport template to and click **Edit**.
or
Select **Add** to create a new Policy.
4. In the Group Policy Editor under Computer Configuration, select **Administrative Templates**.
5. Right-click and select **Add/Remove Templates**.
6. Click **Add** and specify the location of NetSupport's ADM file and click **Open**. The new NetSupport policy will be added.
7. Click **Close**.

By default, each NetSupport policy option is disabled.

CONTACTING NETSUPPORT

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