



NetSupport Notify

Product Manual - Version 5.10

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Contents

Welcome to NetSupport Notify	7
Product Overview	7
Features	9
NetSupport Notify Components	11
System Requirements	12
Starting the Installation	13
Custom Setup	13
Configuration Data Setup	14
Existing Installation	15
Registering a Licence Key	16
Assigning Notification Agents to a Department	17
Installing a NetSupport Notification Agent on Mac Systems.....	18
Installing a NetSupport Notification Agent on Linux Systems.....	19
NetSupport Notify Mobile Console for Android/iOS	20
Discovery and Deploy Tool	21
Deploy Setup Options	23
Configuring the Notification Server	25
NetSupport Connectivity Server Configuration Utility - General Properties...26	
NetSupport Connectivity Server Configuration Utility - Creating Keys	28
NetSupport Connectivity Server Configuration Utility - Operators Tab	29
NetSupport Connectivity Server Configuration Utility - Database Tab.....	31
NetSupport Connectivity Server Configuration Utility - Licenses Tab	32
NetSupport Connectivity Server Configuration Utility - Security Tab	33
Using the Notification Server.....	34
Notification Server Status	35
Configure IP Ranges.....	37
The Notification Console Window	38
Using the NetSupport Notification Console.....	41
Customise Mode	44
Schedule Notifications	47
Sending Notifications	49
Schedule Mode.....	52
Notification History	54
Sending an emergency response message.....	57

Sending Messages via an Internet Browser	58
Send and receive notifications remotely	59
Configuring an Agent.....	60
Integration with Active Directory	62
Contact Us	63
Index.....	64

Welcome to NetSupport Notify

A high impact, focused and scalable solution, NetSupport Notify allows an organisation to deliver internal one-way messages guaranteed to grab attention (even on locked computers).

From a desktop, laptop, tablet or smartphone, deliver attention-grabbing notifications (that can't be hidden, ignored or saved for later) to selected users/systems, specific departments or all connected users. Alerts carrying varying priorities, customisations, audibility and delivery options can be distributed across the organisation in seconds – each with an accurate, real-time record of receipt and acknowledgement.

Unlike typical LAN-based messaging solutions, NetSupport Notify provides a dedicated local Notification Server/Gateway(s) to allow seamless message delivery across multiple network segments or dispersed sites - without the need for network modifications or switch configuration. A true mass notification system.

Product Overview

Education

Schools are fast realising the benefits of using mass notification solutions such as NetSupport Notify to boost school communication and support their emergency and lockdown procedures.

Using NetSupport Notify, schools can communicate effectively with staff and students using one-way alerts and notifications – sending them to desktop users and large information panels in halls and foyers. Alerts automatically take screen focus, meaning they can't be hidden, ignored or saved for later (even on locked screens). The notifications can even be targeted to select groups and scheduled for maximum impact.

Emergency and lockdown communication

NetSupport Notify can be a vital communication tool during a school's emergency and lockdown procedure and some integrate it as an official part of their emergency plans, due to its ability to send a clear and concise message or instruction (maximum 1000 characters) to all connected computers – across multiple platforms, specific users, devices or selected departments. The delivered message automatically takes screen focus on recipient computers and can be accompanied by an audible alert to ensure attention is gained.

If there isn't time to type a lengthy message, the sender can create and use a ready-made "emergency response" alert and send it from the office or on the move with our dedicated mobile apps.

Evidence of acknowledgement

Each message can carry a priority level from routine student and staff communication to technical alerts or even a critical emergency – and a request for

acknowledgement. All delivered messages are recorded centrally with full delivery and receipt logging, plus the ability to export a summary for future analysis.

Save time

Not only does NetSupport Notify send messages to all or selected members of staff and students in a single action (across multiple platforms), with its screen presence, users can't ignore them – which saves precious time in the case of more urgent alerts. It also allows recurring events to be scheduled in advance for a fixed time and date: hourly, daily, weekly, even every “xx minutes”.

Plus, it does not require regular management of contacts, making it a quick and easy solution to use.

Corporate

Mass notification technology is vital for instances when all staff need to be informed simultaneously and without delay.

With NetSupport Notify, you can send routine notifications or urgent alerts to unlimited staff computers and digital signage, across multiple sites and multiple platforms. Not only does it instantly improve your ability to communicate effectively with staff in your organisation, but it also ensures everyone receives and reads the message immediately, as the alert takes a central position on the screen (even on locked devices).

Reliable and effective communication

NetSupport Notify provides a welcome backup for existing technology failures (such as e-mail), and an effective tool for delivering staff alerts and guidance such as “The mail server will be off at 5pm” or “We are experiencing difficulties with our file server”. Within seconds, a single message (up to 1000 characters) can be sent to all connected computers (Windows, Chrome, Mac and Linux desktops as well as digital information screens), specific users, devices or selected departments across your enterprise (including multiple sites). The delivered message automatically takes screen focus (full screen option available) on recipient computers and can be accompanied by an audible alert to ensure attention is gained – this can be repeated every five seconds just to make sure!

Boost security

Each message can carry a priority level from “general news” to “technical alerts” or even a “critical emergency”, allowing site administrators and security personnel to use NetSupport Notify to send alerts and notifications to users efficiently. With its Notification Gateway component, a single message can be delivered to staff across many sites or locations in a single action, with a request for acknowledgement attached. All delivered messages are recorded centrally with full delivery and receipt logging, plus the ability to export a summary for future analysis.

Save time

NetSupport Notify allows messages and alerts to be delivered instantly to all or selected users (across multiple platforms) whilst removing the potential delays experienced with emails entering an already busy in-box. It also allows recurring

events to be scheduled in advance for a fixed time and date – hourly, daily, weekly, even every “xx minutes”.

With its screen presence, users can’t ignore the message, saving precious time for more urgent alerts. If there isn’t time to type a lengthy message, the sender can create and use a ready-made “emergency response” and send it from the office or on the move with our dedicated mobile apps.

Features

Simple to implement and use, NetSupport Notify offers a high impact, focused and scalable solution to deliver internal one-way alerts and notifications guaranteed to grab attention across a LAN or WAN.

Its multi-platform support allows you to send notifications (with varying priorities, customisations, audibility and delivery options) from a Windows PC or Android/Apple iOS device to Windows, Chrome, Mac and Linux desktops as well as unattended large screen public information panels.

Key features when sending notifications from a Windows console:

Instant message delivery across multiple platforms

- Send notifications (up to 1000 characters) across multiple platforms instantly (Windows, Chromebooks, Mac and Linux desktops).
- Send messages “full screen” to unattended devices (e.g. digital public information panels), with appropriate timeout.
- Send targeted alerts dynamically to selected users/devices, specified departments, all computers or IP ranges.
- Specify which departments Operators can send notifications to.
- In time-critical situations, send a pre-configured “emergency response” message via a hotkey combination. Use a three hotkey combination to stop emergency response messages from being sent accidentally.
- Real-time message previews.
- Include clickable links to websites and network resources (UNC paths) in the body of the message.
- Supports 10000 connected user desktops.
- Notifications can be sent to IP ranges – handy for organisations with dispersed networks.
- Support for Terminal Server and Citrix clients.
- Support for IPv6 addresses.

Discover and deploy

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

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 or a Configurations file, and also remotely uninstall NetSupport Notify.

Customisation

- Prioritise each notification message with clear and concise notification types (e.g. News, Message, Technical, Security, Alert, Health and Critical). Plus, customise the notification types (using your own text, fonts, colour and icons) to suit the types of messages you wish to send out.
- The text font, text size and font colours in each message can be changed to fit with your branding and include your organisation's logo.
- Choose the size of the alert and where it appears on the recipients' screens, allowing you to adjust the level of impact the alert has.
- Include custom audio alerts and supporting sounds with each notification for emphasis.
- Flexible delivery options: auto close after XX seconds, close on user acknowledgement.
- Send the same message to multiple sites, each carrying different local branding.
- Available in a range of localised languages.

Pre-schedule alerts

- Schedule routine notifications to run at fixed times or dates: hourly, weekly, daily or every xx minutes.
- View and amend currently scheduled notifications.

Reporting and tracking

- Central audit log and reporting of all notification messages sent, received and acknowledged.
- Export the delivery results of a selected notification to a .csv file.

Security and Active Directory integration

- Unique security codes limit access to only authorised Agents and Consoles.
- Integrate within existing systems via the supplied browser-based notification template and COM object.
- Deploy Agents and push out settings centrally through the Console using Active Directory.
- Control ability to send alerts by Active Directory policy.
- No need for router changes or support for broadcast UDP.

Web interface

In addition to the installed desktop Notification Console, you can send notifications via the supplied web component. Once installed centrally, authorised users can initiate notifications directly through their web browser.

NetSupport Notify also provides an interface for integration with existing systems.

Notification Server

Installed on any Windows server or desktop, the Notification Server (Gateway) manages connections to all desktop Agents and ensures immediate delivery of all alerts.

It controls all Agent and Console connections and authenticates these against unique user-defined accounts and security keys, ensuring authorised use only.

NetSupport Notify allows multiple Notification Servers to be implemented, so if one is unavailable at any time, Agent connections will automatically switch to the next available server. You can use as many Notification Servers as you want – they are included for free in the standard licence cost. Alerts can be sent to one or multiple Notification Servers simultaneously.

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.

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 11.04 and Mint 11).
Chrome.

Supports Terminal Server sessions. Notification alerts can be sent to 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 4.0 or above.

Network requirements

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

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

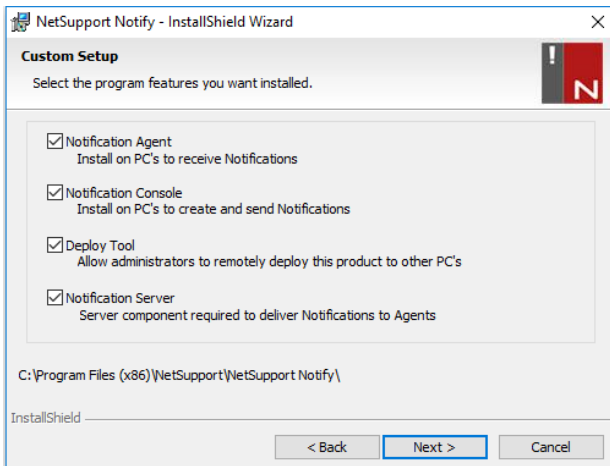
The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select "I accept the terms in the Licence Agreement" and click **Next** to continue.

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.

Click **Next** to continue with the installation.

Custom Setup

Select the components 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 (Gateway)

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

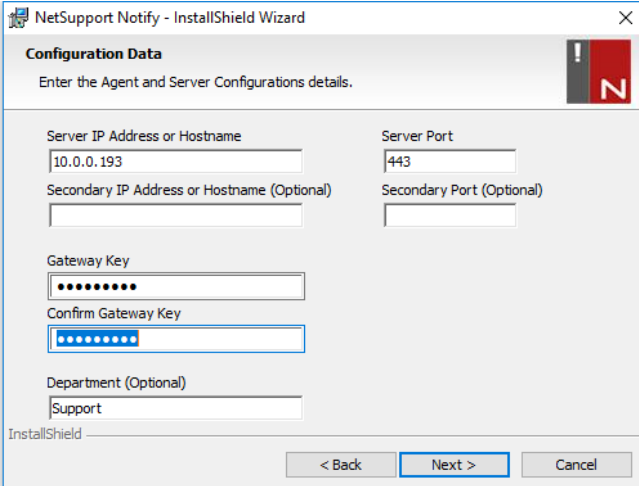
Install to:

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

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



The screenshot shows the 'Configuration Data' window of the NetSupport Notify - InstallShield Wizard. The window has a title bar with the application name and a close button. Below the title bar is a header area with the text 'Configuration Data' and a sub-instruction 'Enter the Agent and Server Configurations details.' To the right of the header is a red square icon with a white exclamation mark and a white letter 'N'. The main area of the window contains several input fields: 'Server IP Address or Hostname' with the value '10.0.0.193', 'Server Port' with the value '443', 'Secondary IP Address or Hostname (Optional)' (empty), 'Secondary Port (Optional)' (empty), 'Gateway Key' (masked with dots), 'Confirm Gateway Key' (masked with dots), 'Department (Optional)' with the value 'Support', and 'InstallShield' (empty). At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border.

Server IP Address or Hostname

Enter the IP address or Hostname for the 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 set up a secondary Notification Server to take over when the primary Server is not available.

Enter the IP address of your secondary Notification Server, if required.

Secondary Port (optional)

Enter the port of your secondary Notification Server, if required.

Gateway Key

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

Department (optional)

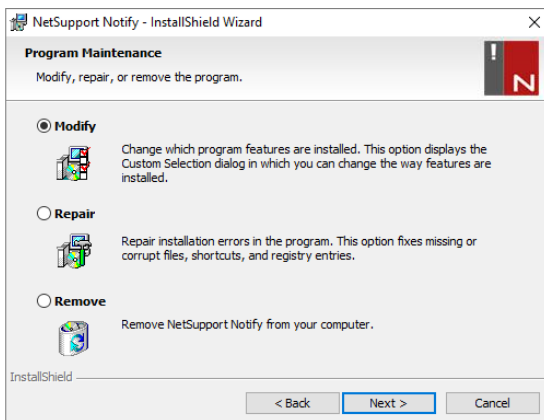
If you are installing the Notification Agent, you have the option to assign the Notification Agent computer to a department. By assigning Notification Agents to different departments, the Notification Console operator will be able to target alerts to specific departments.

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**.

Registering a Licence Key

When you purchase NetSupport Notify you are allocated a serial number. This, combined with your company name and product related information, is used to produce a unique software licence key that enables you to use the product.

After installation, you need to generate a licence key using the NetSupport Licence Manager utility.

To start the NetSupport Licence Manager, run PCILIC.EXE which you can find in the directory where you have installed NetSupport Notify.

The information must be entered exactly as it appears on your Licence certificate. The process is case sensitive and needs to be exact.

When you have entered all the information, select the **Generate** icon to create your licence key file. If this fails, please check and re-enter the details.

Note: You can manually activate your licence using the NetSupport Connectivity Server Configuration utility.

Assigning Notification Agents to a Department

Notification Agents can be assigned to a department allowing the Notification Console operator to target alerts to specific departments. 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.

Note: You can specify which departments Operators can send notifications to in the NetSupport Connectivity Server.

Notification Agents can be assigned to departments during installation in the Configuration Data Setup dialog or at a later date by running the Notification Agent Configurator which is stored in the NetSupport Notify program folder C:\Program Files\NetSupport\NetSupport Notify\Agent Config.exe. You can also assign Agents to departments by using the configuration option in the NetSupport Deploy tool.

Note: If you are using Active Directory, you can configure the Notification Agent department based on the logged on user.

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 or 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) in order 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 Notification 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 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.

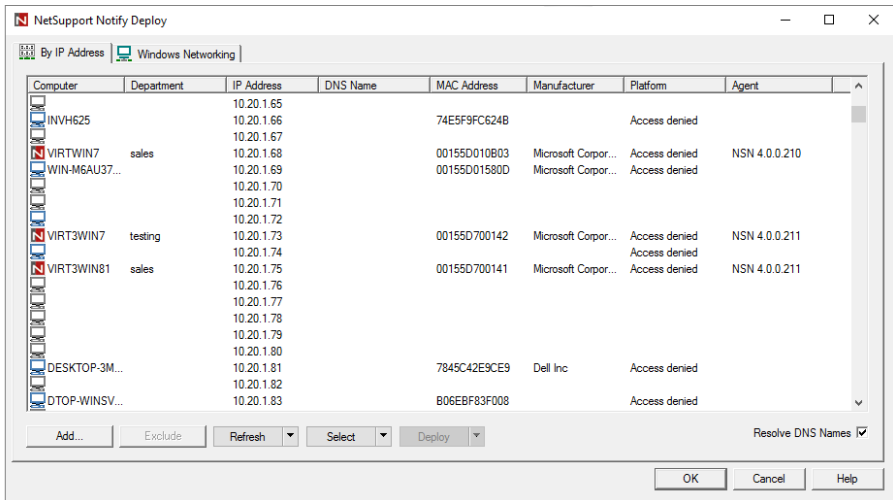
Key features when sending a notification from an Android/Apple iOS device:

- 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, closer on user click.
- Send targeted alerts dynamically to selected departments or all computers.
- View full alert history (iPad only).
- Unique security codes limit access to only authorised Agents and Consoles.
- Send alerts to one or multiple Notification Servers simultaneously.

Discovery and Deploy Tool

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

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 or a Configurations file, and also remotely uninstall NetSupport Notify.



Find PCs

To determine which machines to include in the deployment, firstly decide whether to search 'by IP address' or 'Windows network' by selecting the appropriate tab.

Click **Add**.

If searching by IP address, enter the address range or select an existing range if present. Select the appropriate network groups if using Windows networking.

Click **OK** to begin searching the network for matching machines.

Select PCs

To help identify the PCs 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.

The machine list also identifies existing Notification Agent installations and if the Agent has been assigned to a department. This can prove useful if deploying a NetSupport Notify configuration file (config.dat) along with the Setup. The config.dat file might be pre-populated with information from a past deployment that is no longer valid, such as department.

The Deploy Setup Options dialog enables you to amend the properties of the config.dat before deploying.

Click **Select** and choose the appropriate task from the drop-down list. Click **Exclude** to remove the highlighted items.

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

With the required PCs selected, click **Deploy**.

Select type of deployment

Setup

Enables you 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.

Uninstall

Enables you to remotely uninstall NetSupport Notify from the selected machines.

Configuration

Deploy a stored NetSupport Notify configuration (config.dat file).

Note: You can create and edit the Notification Server details used by the Agent by running the 'Agent Configurator'. This is stored in the NetSupport Notify program folder on Agent PCs, C:\Program Files\NetSupport\NetSupport Notify\AgentConfig.exe.

Click **Start**.

Deploy Setup Options

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

Setup Options

☒ Prompt User Before Commencing Installation

☐ Do not prompt user

☐ Prompt user to commence installation

☐ logged on users only

☐ Retry Failed Deploys

☐ Enable Retries

Number of Retries: 3

Time between Retries (minutes): 60

☐ Configuration File

Please enter the location of the configuration file you want to deploy.

Configuration file: C:\Program Files\NetSupport\NetSupport Notify\config.dat Select...

☒ Keep Existing Department

☐ Use Department in Configuration file

☐ Override Department in Configuration file

Department:

☐ Other Options

☐ Disable uninstall option in Add/Remove Programs

Help OK Cancel

Prompt User Before Commencing Installation

If the target PCs 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 Notify 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.

Configuring the Notification Server

A 'Notification Server' or 'NetSupport Connectivity Server/Gateway' is designed to run on a machine that is accessible from both the Console and Agent PCs. It must, therefore, have a fixed or static IP address. The Notification Server can be installed as a standalone component on the machine you wish to use, or along with other NetSupport Notify components.

When performing a NetSupport Notify installation, select the Notification Server component from the Custom Setup screen. You will also need to set the Connectivity Server (Gateway) properties in the Configuration Data Setup dialog during installation. After installation, you can configure the properties of the Server in the NetSupport Connectivity Server Configuration dialog, which can be launched by right-clicking the Connectivity Server icon in the system tray and selecting **Configure Connectivity Server**. The dialog can also be accessed from the NetSupport Connectivity Server Console, select {File}{Configure Gateway} from the drop-down menu. Alternatively, you can run the file Pcgwcfg.exe from the NetSupport Notify program folder.

The Notification Server is configured with the IP address of the Connectivity Server machine and a security key. This must be the same information that is set at both the Console and Agent machine, thus validating connections between the various components.

NetSupport Connectivity Server Configuration Utility - General Properties

You use this dialog to configure the properties of the NetSupport Connectivity Server (Gateway)/Notification Server.

The screenshot shows the 'NetSupport Connectivity Server Configuration Utility' dialog box with the 'General' tab selected. The 'Listening Port and Interfaces' section has two radio buttons: 'Listen on all IP interfaces' (selected) and 'Listen on specified IP interfaces'. Under 'Listen on all IP interfaces', there is a 'Port(s):' text box containing '443' and a note '(e.g. 443C, 3085C, 4000 etc.)'. Under 'Listen on specified IP interfaces', there is a table with columns 'IP Address' and 'Port', and buttons 'Add...', 'Delete', and 'Edit...'. The 'Comms. Management Packet Interval' section has a 'CMPI (secs):' text box containing '60'. The 'Event Log Files' section has a 'Location:' text box containing 'C:\Program Files\Common Files\NSL\Connectiv' and a 'Max. file size (KB):' text box containing '1000', with a 'Browse...' button. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

IP Address	Port

Listening Port and Interfaces

Listen on all IP interfaces

By default, the installed Connectivity Server component uses the local IP address(es) and communicates through port 443.

Listen on specified IP interfaces

If the Connectivity Server machine has multiple network cards installed, you can add the specific IP address to use. Click **Add** and enter the required address.

Comms. Management Packet Interval

CMPI (secs:)

When configured for Connectivity Server connections, the Agent workstation confirms its availability by periodically polling the Connectivity Server. By default, a network packet is sent every 60 seconds but you can change this if required.

Event Log Files

Connectivity Server activity during an active session is recorded in a text file, default GW001.LOG. This can be useful for checking which Agents and Consoles have connected through the Connectivity Server.

Location:

By default, the log file is stored in c:\Program Files\Common Files\NSL\Connectivity Server\GW001.log. Select **Browse** to specify an alternative path.

Max File Size (KB):

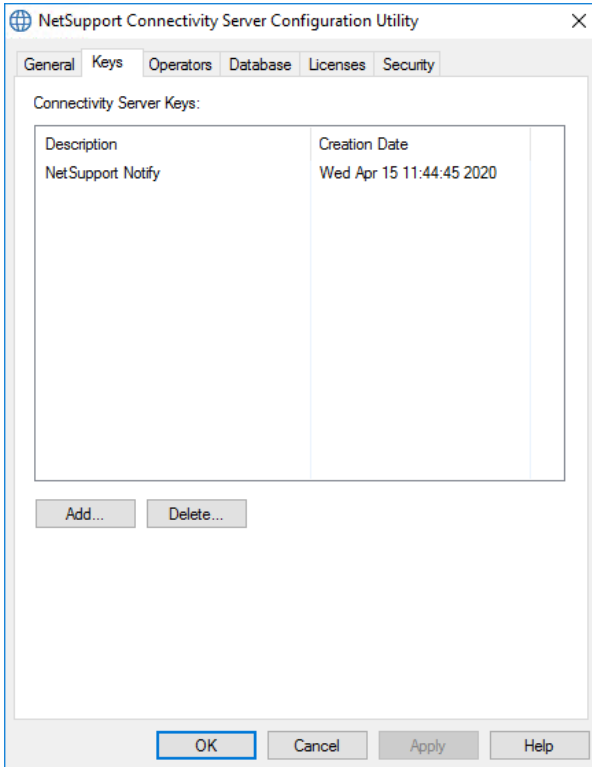
Over a period of time, the log file could become quite large, you can manage this by specifying a maximum file size. When the limit is reached, the existing information in the file is overwritten by the new records.

Note: For changes to the log file settings to take effect, you will need to restart the Gateway32 service.

NetSupport Connectivity Server Configuration Utility - Creating Keys

Access to a NetSupport Connectivity Server (Gateway)/Notification Server is protected by use of a security key.

The Connectivity Server will not accept connections from an Agent or Console unless a "Connectivity Server key" is specified, and that same key is also present at both the Console and Agent end. The Connectivity Server can support multiple keys, at least one key must be specified.



Select **Add** to specify the key. The key must be at least 8 characters.

NetSupport Connectivity Server Configuration Utility - Operators Tab

Access to the Notification Console can be restricted to certain users. You can specify Operators permitted to send notifications and they will need to login with their user name and password to access the Console. You can also set which departments Operators are able to send notifications to.

Username	Full Name	Permissions
J Green		Include 'Sales'
M Smith		Exclude 'Support,Marketing'

Select **Specify operators permitted to send notifications** and click **Add** to specify a new Operator.

To set which departments Operators can send notifications to, click **Permissions**.

Permissions

Set permissions for operator M Smith

Permissions

☐ Add Operators

Notification access

Exclude Departments

Support,Marketing|

Include Departments

Separate multiple departments with a comma (ie DEPT1,DEPT2)
The exclude list is evaluated first

OK Cancel

Exclude Departments

Operators will be unable to send notifications to departments listed here. All other departments will be available.

Include Departments

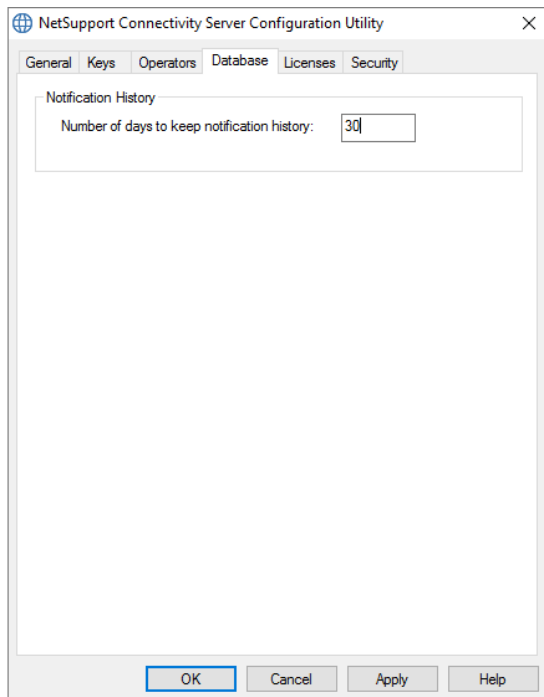
Operators will only be able to send notifications to these departments.

List the required departments and separate multiple departments with a comma. You can choose to populate both lists. For example, if you specify Support in **Exclude Departments** and Admin in **Include Departments**, you will only be able to send notifications to Agents if they are *not* a member of the Support department and *are* a member of the Admin department.

Note: The exclude list is evaluated first.

NetSupport Connectivity Server Configuration Utility - Database Tab

NetSupport Notify automatically keeps a record of all notifications sent in the Notification History dialog. To keep the records at a manageable level, you can specify the numbers of days to keep the notifications for before they are deleted. By default, the number of days is set to thirty.

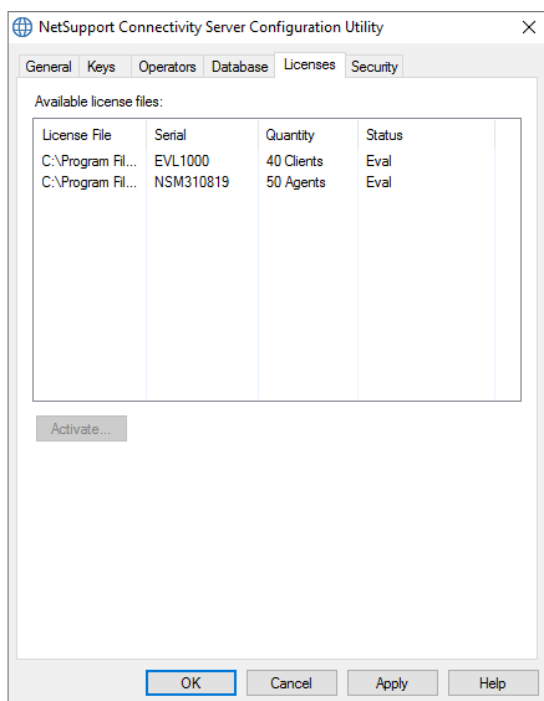


NetSupport Connectivity Server Configuration Utility - Licenses Tab

Displays all licences stored in the NetSupport Notify directory, if you do not have an internet connection, you can manually activate your NetSupport Notify licence here.

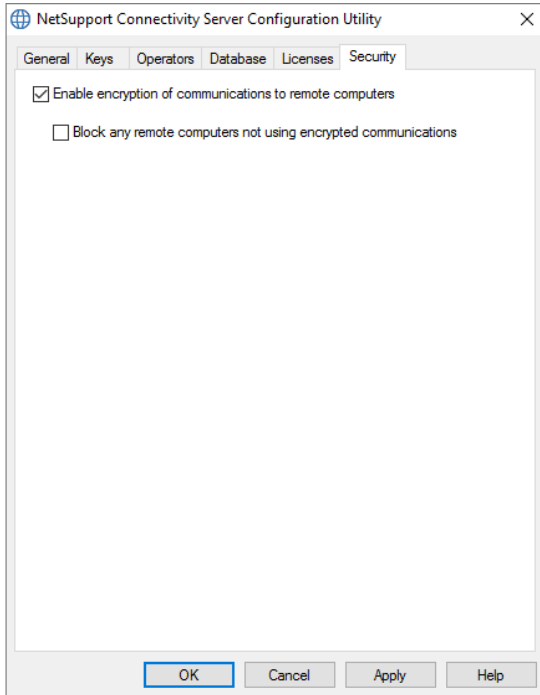
An activation code is required, contact NetSupport or your reseller for this. Click **Activate** and enter the code. You will then need to restart the NetSupport Connectivity Server.

Note: If an internet connection is available, the licence will activate automatically and the Server does not need to be restarted.



NetSupport Connectivity Server Configuration Utility - Security Tab

The NetSupport Connectivity Server provides support for an enhanced level of encryption to be used when initiating communications from remote computers.



Enable encryption of communications to remote computers

When enabled all communications in the connection process are encrypted.

Block any remote computers not using encrypted communications

Earlier versions of the Console and Agent programs do not support the enhanced level of encryption. Selecting this option will block connections from remote computers running versions of the Console or Agent software that does not support this.



Using the Notification Server

The NetSupport Notify 'Notification Server' or 'NetSupport Connectivity Server/Gateway', is provided to manage connections to all desktop Agents and ensure immediate delivery of all messages.

Agent PCs connect to the primary Notification Server on start-up and register their availability and current IP address with the Server. When the Console sends a Notification Message, it will be delivered to all connected Agents.

If the primary Notification Server is unavailable and a secondary Notification Server has been set up with the Agents configured to use it, the Agents will connect to this backup Server. When the primary Server becomes available again, the Agent will not switch back to this until they have been restarted.

Notes:

- If Server availability is disrupted for any reason, you can refresh the Server list from the Notification Servers pane. Select the  icon at the top right of the Console and click  **Refresh**.
 - If the Notification Server is unavailable any scheduled notification messages and Notification history will be lost until the Server is active again. If multiple Servers have been created, data will still appear for Servers that are available.
 - To ensure notification messages are never lost, you will need to back up the Gateway.db file. This is located in the NetSupport Notify program folder.
-


The basic requirements for using a Notification Server are:


- It needs to be installed on a PC that is accessible to all Console and Agent PCs.
- It needs to have a static IP address.
- The Notification Server, Console PC and Agent PC must have a matching Notification Server Security key configured.

Notification Server Status


NetSupport Notify allows you to create more than one Notification Server, either to manage separate parts of your network or to act as backups in the event that your primary Server becomes unavailable.

The Notification Servers pane displays a list of Notifications Servers and their current status. From here, you can add, edit, delete, login and refresh Notification Servers.

1. Select the  icon at the top right of the Console.
2. The Notification Servers are listed and you can see full details of the Servers, their current state and the currently connected Operator. Your NetSupport Notify serial number is also displayed here.

Note: This pane can be viewed as a floating window, click  and select **Floating**.

Server	Address	Serial Number	Max. Users	Current Users	State	Operator
✓ NetSupport Notify	10.0.4.42:443	NSM300621	50	1	Ready	M. Smith

3. To add a new Notification Server, click  **Add**. The Add Notification Server dialog will appear.

Add Notification Server

Settings

Name:

NetSupport Notify

Key:

.....

Address:

10.0.0.100

Port:

443

OK

Cancel

Help

Name

Enter a meaningful name for the Notification Server.

Key





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

Address

Enter the IP address for the Notification Server.

Port

The Notification Server uses HTTP port 443 by default.


4. To delete a Notification Server, select the required Server and click  **Remove.**
5. To edit the details of a Notification Server, select the required Server and click  **Edit.**
6. If you need to connect to a Notification Server that requires Operator credentials, you can log into it by clicking  **Login.**
7. To refresh the Server list, click  **Refresh.**

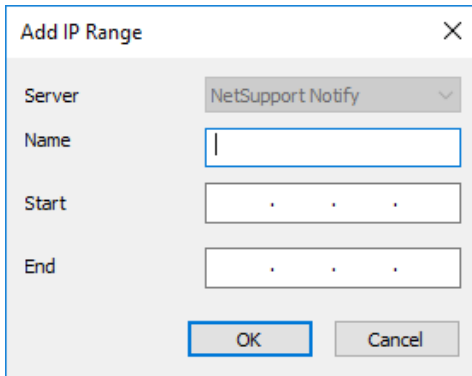
Note: The Status bar shows the current Notification Server. Select the down arrow to switch Servers.

Configure IP Ranges

NetSupport Notify allows you to send notification messages to groups of Agents based on their IP address. You can create multiple IP ranges and apply them to different Notification Servers.

Adding an IP range

1. Select the NetSupport Notify  icon down arrow at the top left of the Console and choose **Configure IP Ranges**.
2. The IP Ranges window will appear. Any existing IP ranges will be listed and you can add, edit and delete them from here.
3. Click **Add**.



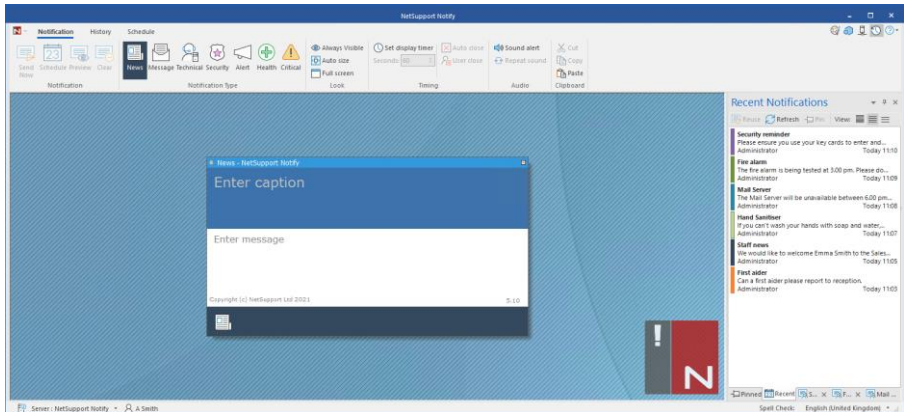
The image shows a dialog box titled "Add IP Range" with a close button (X) in the top right corner. Inside the dialog, there are four fields: "Server" is a drop-down menu currently showing "NetSupport Notify"; "Name" is a text input field with a cursor; "Start" is an IP address input field with three dots as placeholders; and "End" is another IP address input field with three dots as placeholders. At the bottom of the dialog are two buttons: "OK" and "Cancel".


4. From the Server drop-down list, select the Notification Server to apply the IP range to.
5. Enter a name and the start and end of the IP range.
6. Click **OK**.

The Notification Console Window

The Notification Console is the primary interface for creating, customising, sending and tracking your notification messages.

To start the NetSupport Notify Notification Console, choose {Start}{Programs}{NetSupport Notify}{Notification Console}. When you first open the Console, an empty notification message is displayed.



The NetSupport Notify icon  down arrow at the top left of the Console, allows you to switch to Customise mode, configure IP ranges and exit the Console.

There are a selection of icons at the top right of the Console, designed to help you quickly switch to Customise and Advanced mode, see a list of Notification Servers, display the Recent Notifications pane and access help and product information.

Ribbon

The ribbon provides access to all the tools you need to create and send notifications. Three tabs are displayed by default:

1. **Notification**
Allows you to create, customise and send your notification messages.
2. **History**
Keep track of all notification messages that have been sent. From here, you can see full details of the message, along with who has received and acknowledged it and search for specific notification messages.
3. **Schedule**
NetSupport Notify allows you to schedule notification messages to be sent at a specific date or time. From here, you can view, duplicate, delete, pause and add new scheduled messages.


Note: The ribbon can be minimised by right clicking in the ribbon and selecting **Minimize the Ribbon**.

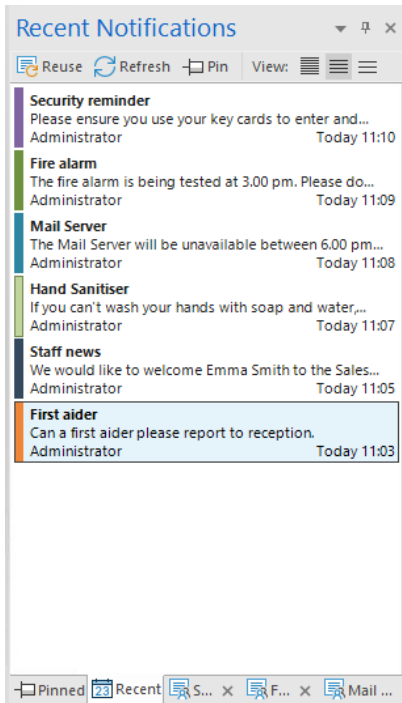
Notification Message window

The Notification Message window displays the current notification message, allowing you to see what the message looks like. The caption and message text is entered here.

Recent Notifications pane

The Recent Notifications pane is displayed on the right side of the Console and displays a list of recently sent notification messages.

Note: This can be turned off by clicking the  icon at the top right of the Console.



The Recent tab lists the most recently sent notifications, allowing you to easily send a message again. Select the required message and click **Reuse**. Notifications can be 'pinned', making it easier to access essential or frequently used messages. Select a notification in the Recent tab and click the **Pin** icon. The notification will now appear in the Pinned tab.

The list of notification messages can be displayed in three modes:

Minimum

Displays the notification message caption, the user name of the sender and the date and time the notification was sent.

Normal

The notification message also displays up to three lines of the message text.

Full

Displays the full notification message details, including icons showing what notification options have been set.

Click the appropriate **View** icon to switch between the modes.

Tabs are displayed for the last five sent notifications, showing you a thumbnail of the message and the notification status. This allows you to track the message progress (these tabs will automatically close once all recipients have responded).

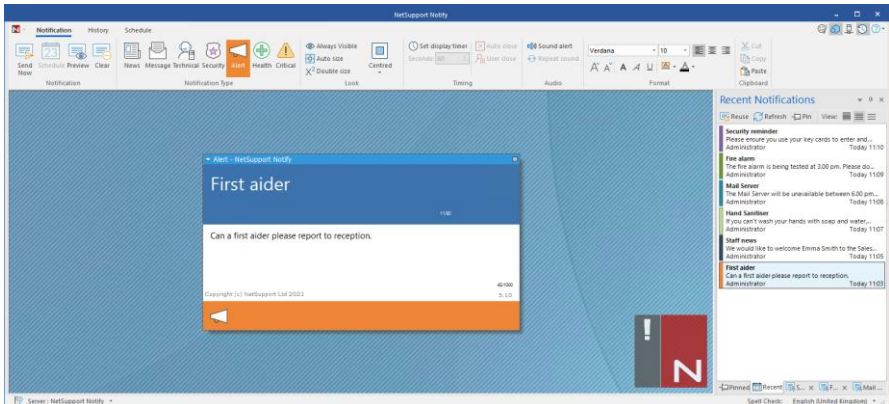
Note: The Recent Notifications pane can be 'docked' or 'floating'. Click the down arrow at the top right of the pane and select the preferred option.

Status bar

The current Notification Server is displayed, along with the logged on Operator (if you have set up Operators). If there is more than one Notification Server, click the down arrow to switch to a different Notification Server. NetSupport Notify includes a spell check facility and will default to the language of your Console. Select the down arrow to choose a different region.

Using the NetSupport Notification Console

NetSupport Notify's simple and easy-to-use Console allows you to deliver notifications to your Agents in a matter of seconds.



Creating a notification message

1. Select the Notification tab in the Console.
2. Type the caption and message text directly into the Notification Message window in the Console.

Note: To make formatting text in your notification message even easier, you can use the following keyboard shortcuts:

Ctrl+B Apply bold formatting to text.
Ctrl+I Apply italic formatting to text.
Ctrl+U Apply underline formatting to text.

3. Choose the type of notification message to send by selecting the appropriate icon from the Notification Type section in the ribbon. You can choose from News, Message, Technical, Security, Alert, Health and Critical (these names can be changed in Customise mode if required).
4. You can customise the look and set the relevant options for the notification message using the icons in the ribbon:

Look

Always Visible

The notification message will always be visible on the Agent's screen.

Auto size

The notification message will automatically adjust according to the size of the Agent's screen.

Full screen

Allows you to send a full screen notification message.

Note: This option will be in the **Centred** icon drop-down menu when using Advanced mode.

Double size*

The notification message will be displayed at double the normal size when it is sent to Agents.

Centred*

You can set the position of the notification window at the Agent, by default this is centred. Click the down arrow and select the appropriate option.

Note: You can also set the position of the notification message by clicking the header bar of the Notification Message window and dragging it to the required position on screen.

Timing

Set display timer

Specify how long the notification message should be displayed for. Use the arrows to set the required time in seconds.

Auto close

The notification message will automatically close after the specified time period.

User can close

Allows the Agent to close the notification message at any time.

Audio

Sound alert

You can further highlight the message by playing a sound at the Notification Agent machine.

Note: You can set different sounds to distinguish between the notification types in Customise mode.

Repeat sound


You can choose to repeat the sound every five seconds.



Format*

Provides the tools to format the font for the caption and message text. Highlight the text and select the appropriate option.

Clipboard

Stores the text that you copy or cut and allows you to paste it into the notification message.

* These options only appear if you are in Advanced mode. To turn this on and off, select the  icon at the top right of the Console.


Note: You further customise the look and feel of the notification message by using Customise mode. Select the  icon at the top right of the Console or select the NetSupport Notify icon  down arrow and select **Customise**.

5. Once you have composed the message, you can see what it will look like at Agents screens. Click **Preview**.
-

Note: You can clear the notification message caption and message text by clicking **Clear**.

6. The notification message is now ready to be sent. To schedule the message to be sent at a later date/time, click **Schedule** or click **Send Now** to send immediately.
-



Notes:

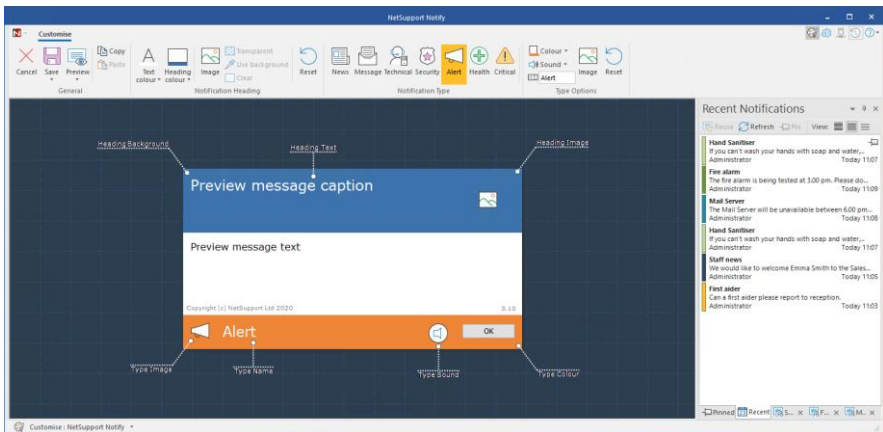
- For time-critical situations, each Agent machine can be pre-configured with an 'emergency response' message that can be triggered by simply typing a combination of hotkeys.
 - If you are sending messages to unattended machines such as public information panels, you can configure the Agent in the Agent Configurator, so they only receive full screen messages and set a default timeout for the message. This will override any size options set in the Console.
 - You can add, edit and delete Notification Servers via the Console. Click the  icon at the top right of the Console.
-

Customise Mode

NetSupport Notify allows you to fully customise the notification message dialog. You can customise the heading caption text and background colour; include your own logo, so the notification message blends in with your company branding; rename the notification type; change the notification type background colour (the strip at the bottom of the dialog); change the notification type image; and add sounds to distinguish between notification types.

Different servers can have different notification message dialogs assigned to them. To view the current notification message dialog for a server, click the **Customise** down arrow next to the server name in the Status bar and select the required server.

1. Select the  icon at the top right of the Console or select the NetSupport Notify icon  down arrow and select **Customise**.
2. The default notification message is displayed. Any changes you make will appear live on screen.
3. If you have multiple servers, select the server to apply the customisation to. Click the **Customise** down arrow next to the server name in the Status bar and select the required server. Selecting **All** will apply the changes to all servers.



Notification Heading

Select the colour for heading caption text and background. Click **Image** to add your own logo to the message. The logo can have a transparent background (click **Transparent**) or you have the option to set the background colour to the same value as the top left pixel of your logo - select **Use background**.

Note: When sending notification messages in full screen mode, a large custom logo can be specified in the Config.dat (located in the NetSupport Notify program folder) at the Agent machine. Open Config.dat in Notepad and enter the path to where the large logo is saved in the UI section (the **Unattended/Full Screen** option needs to be selected in the Agent Configurator for this section to appear).

Notification Type

Each notification type has a different strip at the bottom of the notification message, allowing Agents to easily distinguish between different messages - these can be individually customised. Select the notification type and use the **Type Options** to customise.

Type Options

Select the background colour and if required, change the image displayed. The notification type name can be changed by overtyping the name in the text field.

A .wav file can be added to each notification type. Click the **Sound** icon down arrow and select **Browse** to add the file. To listen to the sound, click **Play**. To delete the sound, click **Clear**.

Note: You can also change the audio by clicking the **Type Sound** icon in the notification message (a sound can be applied here by dragging and dropping a .wav file into this area). Right click to play the sound.

You can preview how the message appears at Agents screens. Select the **Preview** icon down arrow and choose from **Normal**, **Double Size** or **Full screen**.

Note: To revert to the default notification message dialog, click **Reset**. You can reset just the notification heading options or the notification type options.

Once you are happy with the changes, click **Save**. A list of Notification Servers will be displayed showing which ones have had customisation data changes (these will be automatically ticked). Click **Save** to apply the changes.

Note: You can only select Notification Servers that have had customisation changes made.

Once customisations changes have been made to one server, you can easily apply these changes to a different server. Ensure the Notification Server you want to copy data from is selected and click the **Copy** icon in the ribbon. Click the **Customise** down arrow next to the server name in the Status bar, select the required server and click the **Paste** icon in the ribbon. The selected server will now have the copied customisation data applied.

Notes:

- The notification message dialog will update for Agents the next time they check for changes (by default, every 60 minutes or at start-up).
 - If a secondary Notification Server has been set up, we recommend that you use the same configuration as your primary Notification Server. If an Agent switches to the secondary Notification Server and the notification dialog is different, it will not update until the 60 minute check.
-

Schedule Notifications

NetSupport Notify allows you to schedule notification messages to be sent at a specific time or date. You can also schedule routine notifications that need to be sent on a recurring basis.

Scheduling a notification message

1. Select the Notification tab in the Console, enter the required message details (or reuse an existing message) and click **Schedule**.
Or
Select the Schedule tab in the Console, click **New** and enter the notification message details.
2. The Schedule pane appears.

Schedule

Frequency: Weekly

Time: 14:00

☐ Start from now

☒ Start from: 02/08/2021

☒ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

☐ Sunday

☒ Continue forever

☐ Finish on: 19/07/2021

Next occurrence: 14:00 Monday 2nd August 2021

3. From the Schedule pane, decide when you want the notification to be sent.

Frequency

Select how often you want the notification to be sent.

Note: The options available will depend on the frequency you have selected.

Time

Specify the time that the notification message is to be sent.

Note: The time the notification message is sent will be the time at the Notification Server machine, not the Notification Console.

Start from

Choose when you want the schedule to start from. You can select from now or specify a date.

Every

If you have chosen a frequency of every 'x' minutes or hours, select how often this is to be repeated.

Day

If you have chosen a frequency of weekly or biweekly, select the day(s) the notification message is to be sent on.

Specific date/Variable

When the frequency is monthly, yearly or once only, you can set a specific date for the notification message to be sent or a variable date, for example, the last Friday in June.

Continue forever/Finish on

If the notification message is to be repeated, specify when you want this to finish or if it is to be continued forever.

4. In the Recipients tab, choose which Agents are to receive the notification message.

Note: When selecting the recipients to send a scheduled notification to, you will be able to select departments even if the Agents are not currently active (not connected to the Notification Server as they are powered off). When the scheduled notification is sent, it will be sent to the available Agents in the department (any Agents that have not powered on for 30 days will not be available).

5. Click **Save**.

The notification message will be displayed in Schedule mode and from here, you can view and manage all scheduled notifications.

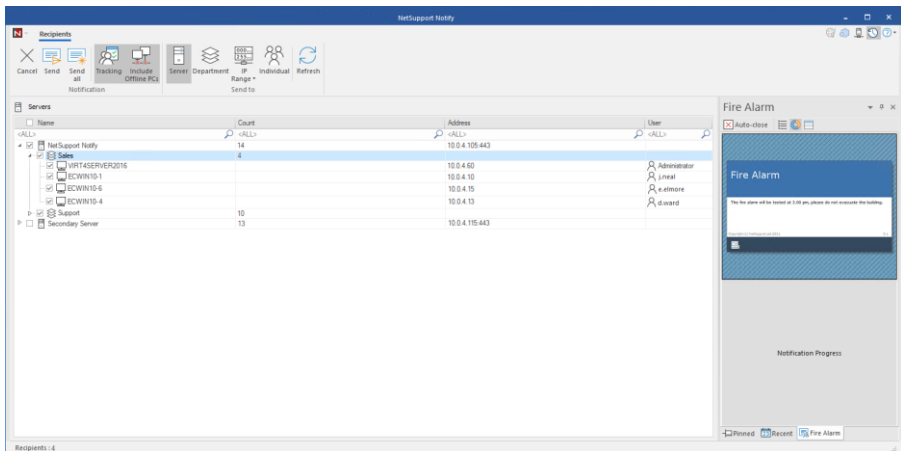
Notes:

- If the Notification Server is unavailable, any scheduled notification messages and notification history will be lost until the Server is active again. If multiple Servers have been created, data will still appear for Servers that are available.
 - To ensure notification messages are never lost, you will need to back up the Gateway.db file, this is located in the NetSupport Notify program folder.
-

Sending Notifications

Once you are ready to send the notification message to Agents, click **Send Now**. The Recipients tab appears. From here, you can decide who to send the notification message to.

Note: The Recent Notifications pane now displays a tab for the message you are sending, allowing you to see a thumbnail of the message and once sent, the message progress. By default, this tab will close when all Agents have acknowledged the notification message. You can toggle this on or off by clicking **Auto-close**.




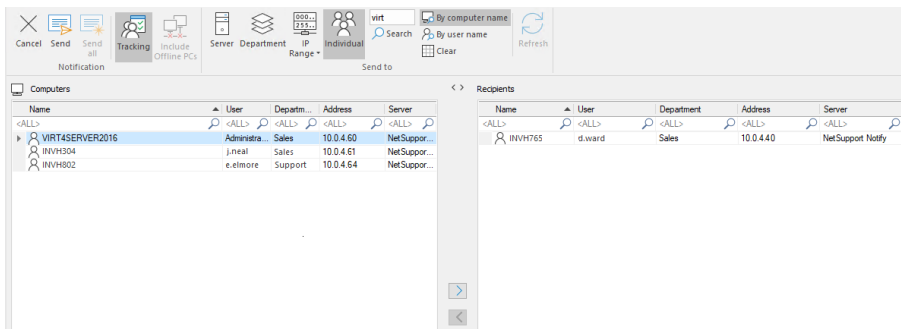
Select the recipients to send the notification message to. You can select by server, department, individual Agent or IP range. Click the appropriate icon in the ribbon.

Notes:

- NetSupport Notify remembers the last selected 'sent' method (e.g. department) and will automatically select this.
- Before you can send by IP range, you need to configure your IP range(s) and apply to the relevant Notification Server. Select the **IP Range** icon down arrow and choose **Configure IP Ranges**.
- You can specify which departments Operators can send notifications to in the NetSupport Connectivity Server. If an Agent is in a department that the Operator is unable to send notifications to, this Agent will not appear when sending by IP range or performing an individual Agent search.
- When selecting the recipients to send a scheduled notification to, you will be able to select departments even if the Agents are not currently active (not connected to the Notification Server as they are powered off). These departments will not be available when sending an instant notification message.
- You can only send notification messages to up to 250 recipients at once.

When sending by Server, department or IP range, a List view of available recipients is displayed. You can filter the list or search for specific recipients by typing in the Search boxes at the top of the columns. Once you have found the required recipients, simply select who you want to send the message to from the Tree.

When sending by individual Agent, you search for Agents to send the notification message to. Enter the Agent name or partial name and click **Search**. By default, you search by computer name, this can be changed to user name by clicking **By user name**. Agents matching the search criteria will be listed, highlight the Agents to send the message to and click .



Note: When choosing the recipients to send a notification message to, the Active Directory display name can be displayed rather than the logged on user name. In the Agent Configurator, select the User Interface tab and click **Show display name**.

By default, all sent notification messages are tracked and the acknowledgements are recorded in the History tab, select the **Tracking** icon in the ribbon to stop this.



Note: If this option is disabled, there will be no tab for the notification message in the Recent Notifications pane after the notification has been sent.

Notification messages can be sent to PCs that are turned off (when sending by Server or Department), any messages sent in the last 48 hours will be displayed when the PCs next power on. Select the **Include Offline PCs** icon in the ribbon.

Note: Tracking must be enabled for this option to be available.

For further information on the different scenarios of when messages will appear to offline PCs, please contact our [Support team](#).

Click **Send** to send to the selected Agents or select **Send All** to send to all connected Agents. The notification message will be displayed on the Agent's screen until the user clicks **OK** or the specified time limit expires.

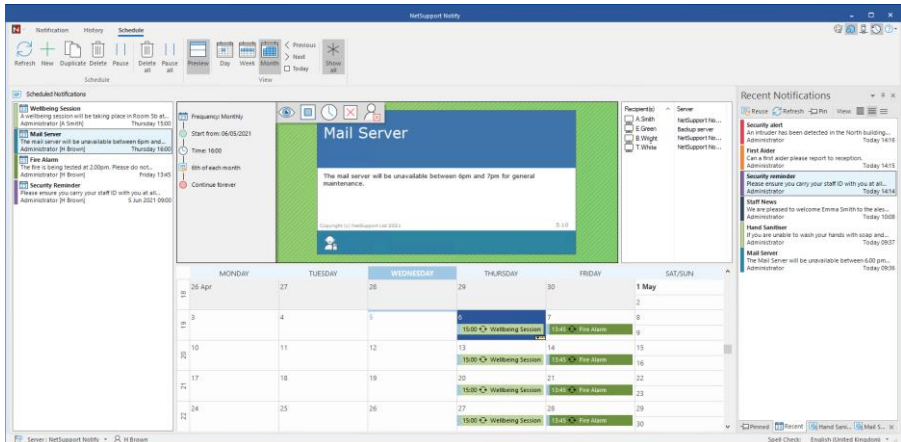
The Recent Notifications pane will now show the progress of the message being acknowledged by Agents. By default, an overview graphic of the progress is displayed, you can switch this to Details view which shows a list of Agents who have responded. Click  to switch to Details view (when in Details view, you can hide the message preview by clicking ).

Note: All notifications sent are recorded in the History tab. From here, you can view full details of all notifications and recipients, filter those of interest and export a summary.

Schedule Mode

NetSupport Notify allows you to schedule notification messages to be sent at a specific time or date. Schedule mode allows you to view and manage your scheduled notification messages.

1. Select the Schedule tab in the Console.
2. All scheduled notification messages are listed. From here, you can view, duplicate, delete, pause and add new scheduled notification messages.



Selecting a notification message displays a preview of the message, what scheduling options have been set and the recipients who are to receive the notification message. Icons are displayed, allowing you to see the notification message options (hovering over the icon displays a tooltip).

A calendar shows when the notification messages are scheduled to be sent. You can hide the message preview and see a larger calendar view by clicking the **Preview** icon in the ribbon.



By default, all notification messages are displayed in the calendar. To view only the selected notification message, click the **Show all** icon in the ribbon (click again to see all messages). The entries are colour coded according to their notification type and the notification caption is displayed. Select how you want to view the calendar; day, week or month by clicking the appropriate icon in the View section of the ribbon.

You can create a new scheduled notification message, duplicate an existing message, delete or pause (selected or all) messages by clicking on an appropriate icon in the Schedule section of the ribbon.

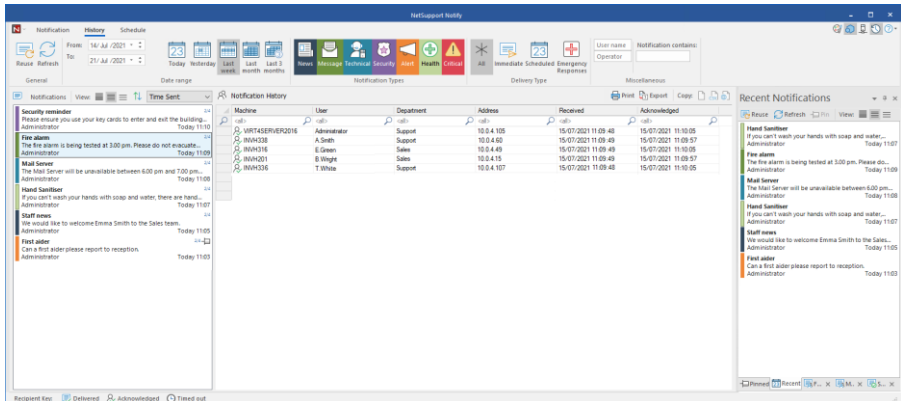
Note: You can see which notification messages have been paused as the icon next to the notification message caption will change in the Scheduled Notifications list. To restart the schedule, click **Resume**.

Notification History

NetSupport Notify provides history details of all previously sent notification messages. A list of all notifications is displayed along with details of Agents who received the notification. You can quickly and easily search for specific notification messages.

By default, NetSupport Notify keeps a record of all notification messages sent. To keep this at a manageable level, you can specify the number of days the notifications are stored for before being deleted. This is set in the NetSupport Connectivity Server Configuration Utility.

1. Select the History tab in the Console.



General

Reuse

You can reuse a notification message, select the required notification and click **Reuse**. The Console will appear with the selected notification message.

Refresh

Refreshes the list of notification messages.

Date range

You can view notification messages for a specified period. To switch between different time periods, click the appropriate icon. You can apply a customised date range by setting the required dates in the **From** and **To** fields.*

Notification Types


By default, all notification types are displayed. You can choose not to view a notification type by clicking on an icon and clearing the coloured background.

Delivery Type

You can view notifications by their delivery type, select the appropriate icon. By default, all are displayed.

Miscellaneous

You can search for notifications by user, Operator or text included in the message by typing into the **User name**, **Operator** or **Notification contains** fields.*

* These options only appear if you are in Advanced mode. To turn this on and off, select the  icon at the top right of the Console.

Notifications

Displays a summary of all notification messages previously sent. The notification messages can be displayed in three modes:

Minimum

Displays the notification message caption, the user name of the sender, the date and time the notification was sent and the number of recipients who have acknowledged the notification (the numbers will appear blue if not all Agents have acknowledged the message and green if they have).


Normal

The notification message also displays up to three lines of the message text.

Full

Displays the full notification message details, including icons showing what notification options have been set.

Click the appropriate **View** icon to switch between the modes.

The history items are colour coded according to the notification type. Notifications can be 'pinned', allowing you to easily access essential or frequently used messages. Select a notification and click the  icon. The notification will appear in the Pinned tab on the Recent Notifications pane.

You can choose how you want to sort the notification list by selecting the required option from the drop-down list.

Notification History

Displays details of Agents who have received the selected notification message, including the machine name and user name, the Agent's department (if set up), the IP address and the time the notification was received and acknowledged by the Agent.

Notes:

- The notification message will be counted as acknowledged if the notification message times out and auto closes.
 - Emergency response messages also display the machine name and the IP address of the sender, allowing you to easily see who sent the message.
-

The selected notification message history can be printed, exported to a .csv file or copied by clicking the appropriate icon.

You can filter the notification history displayed by typing in the search boxes at the top of each column. When filtering the Machine, User or Department columns, you can use 'or'. For example, entering 'Sales or Support' in the Department search box will show the notification history for the Sales and Support departments.

Notes:

- If the Notification Server is unavailable any scheduled notification messages and notification history will be lost until the Notification Server is active again. If multiple servers have been created, data will still appear for available servers.
 - To ensure notification messages are never lost, you will need to back up the Gateway.db file, this is located in the NetSupport Notify program folder.
-

Sending an emergency response message

There may be times when you need to quickly send an emergency message to Notification Agents, for example, when you need to quickly and quietly tell staff they need to exit the building. NetSupport Notify allows you to pre-configure an emergency response message at the Agent's machine and set up a hotkey combination to send this.

1. Open the Agent Configurator.
2. Select the Emergency Response tab.
3. Click **Send an emergency response**.
4. Enter the required message and choose the hotkey combination to send the message. You can choose a two or three hotkey combination.
5. Feedback can be displayed when an emergency message has been sent; select **Show feedback when message sent**. This will be displayed from the NetSupport Notify system tray icon.
6. Select the size of the emergency response message that appears at Agents screens from the **Notification Size** drop-down menu. You can choose from **Normal**, **Double size** or **Full screen**.
7. If this Agent is to receive emergency messages, click **Allow this computer to receive emergency response messages**.
8. Click **OK**.

Notes:

- Each Notification Agent machine that is to receive the emergency message needs to be configured. You can roll this out using Active Directory.
 - On Agent PCs configured to send 'emergency responses', you will need to test to ensure the hotkey combination selected does not conflict with other software products installed.
-

Sending Messages via an Internet Browser

NetSupport Notify allows you to send notification messages via an internet browser.

With the Notification Console a 'Web' folder is created in the installation folder (usually C:\Program Files\NetSupport\NetSupport Notify) add this folder as a Virtual Directory in IIS and then use the URL to send messages from your web browser.

For more information, please visit our [Knowledge Base](#) and refer to product article **Sending notifications from a web page**.

Send and receive notifications remotely

By making the Notification Server visible externally, you can send a message remotely via the Notification Console and staff can receive notifications, even if they are working remotely.

A port forwarding rule is needed for the Notification Server to point requests from external Notification Agents and Consoles to the internal address and port of the Notification Server.

Once the Notification Server is visible externally, the Agents and Consoles will need to be configured with the external address or DNS name, port and key of the Notification Server to allow them to connect when off-site.

For further help, please contact our [Support team](#).

Configuring an Agent

NetSupport Notify Agents are configured using the Agent Configurator. This is stored in the NetSupport Notify program folder on Agent PCs, C:\Program Files\NetSupport\NetSupport Notify\AgentConfig.exe.

The screenshot shows the 'NetSupport Notify' window with the 'General' tab selected. The window has three tabs: 'General', 'User Interface', and 'Emergency Response'. The 'General' tab contains two sections: 'Primary Notification Server Details' and 'Secondary Notification Server Details (optional)'. In the primary section, the 'Address' is '10.0.4.97', 'Port' is '443', 'Key' and 'Confirm Key' are masked with dots, and 'Department (optional)' is 'Support'. There is an unchecked checkbox for 'Use AD OU group for department'. The secondary section has empty fields for 'Address' and 'Port'. At the bottom left is a red square icon with a white gear. At the bottom right is the text 'Version 5.10.0.204'. At the very bottom are 'OK', 'Cancel', and 'Help' buttons.

General

You can configure the primary Notification Server details, assign the Agent to a department and configure the Server details for a secondary Notification Server, if required.

Notes:

- An Agent can be assigned to multiple departments. Separate each department with a comma, i.e. sales, marketing, support.
 - If you are using Active Directory, you can use the Organisational Units (OUs) for the departments.
-

User Interface

Decide whether to show the NetSupport Notify icon in the Agent's system tray.

When choosing the recipients to send a notification message to, the Active Directory display name can be displayed rather than the logged on user name. Click **Show display name**.

You can select whether the Agent machine is unattended or a full screen notification message is required. If you are sending notification messages to unattended digital public information panels, you can specify a default timeout period for the message.

Emergency Response

Allows you to enable an emergency response message to be sent quickly using hotkeys. Enter the required message and choose which hotkeys are to be pressed to send it. You can choose to have a two or three hotkey combination to send the message.

Feedback can be displayed when an emergency message has been sent; select **Show feedback when message** sent. Feedback will be displayed from the NetSupport Notify system tray icon.

Decide the size of the emergency response message that appears at Agents screens from the **Notification Size** drop-down menu. You can choose from **Normal**, **Double size** or **Full screen**.

You can also specify whether this machine will receive 'emergency response' messages.

Integration with Active Directory

NetSupport integrates with Microsoft's Active Directory structure enabling you to centrally manage Notification Agent and Console configurations 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 the Console component, the template is copied to the NetSupport Notify program folder.

NetSupport Notify also allows the Notify Agent department to be configured based on the logged on user.

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.

Contact Us

UK & 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

Index

A

- active directory, 62
- adding a notification server, 35
- agent, 60
 - mac, 18
- Agent
 - linux, 19
- assigning agents to a department, 17

C

- components, 11
- configure ip ranges, 37
- configuring an agent, 60
- configuring the notification server, 25
- contact NetSupport, 63
- creating a notification message, 41
- customise mode, 44
- customising notifications, 44

D

- departments, 17
- deploy, 21
 - setup options, 23
- discovery and deploy tool, 21

E

- existing installation, 15

F

- features, 9

H

- history, 55

I

- installation
 - configuration data setup, 14
 - custom setup, 13

- existing, 15
 - starting, 13
- installing an agent on linux systems, 19
- installing an agent on mac systems, 18
- integration with active directory, 62

L

- linux, 19

M

- mac, 18
- mobile console
 - android, 20
 - ios, 20

N

- netsupport connectivity server
 - creating keys, 28
 - database tab, 31
 - general properties, 26
 - keys tab, 28
 - licenses tab, 32
 - operators tab, 29
 - security tab, 33
- NetSupport contact details, 63
- notification console
 - using the console, 41
- notification console window, 38
- notification history, 55
- notification server
 - configuring, 25
- notification server status, 35

O

- overview, 7

R

- registering a licence key, 16

S

- schedule mode, 53
- scheduling notifications, 47, 53
- send and receive notification
 - remotely, 59
- sending an emergency response message, 58
- sending messages via an internet browser, 58
- sending notifications, 50
 - emergency notifications, 58
 - remotely, 59
 - scheduling, 53

- via an internet browser, 58
- serial number, 35
- server status, 35
- starting the installation, 13
- system requirements, 12

U

- using the notification console, 41
- using the notification server, 34

W

- welcome, 7