

# NetSupport Manager Windows CE Client

Program & Documentation Copyright © 1990-2006

NetSupport Ltd.

All rights reserved.

## Contents

License Agreement .....	3
System Requirements .....	4
Installation via Active Sync .....	5
Installation procedure via 'Deploy to Device' .....	8
Installation procedure via 'Flash Card' .....	9
Using NetSupport Manager Windows CE Client .....	10
Supported Features.....	10
Un-install procedure .....	11
Feedback and Support .....	11
Contacting NetSupport.....	12

## License Agreement

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

**TERM:** Subject to termination under Termination Clause below the Licence shall be perpetual.

**GRANT OF LICENCE:** This software is designed to run on standalone computers and computer networks. You may load the software from a Network File server but you must purchase a licence for each workstation on which you will install or run the software.

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

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

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

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

**TERMINATION:** You may terminate this Licence and this Agreement at any time by destroying the Program and its documentation, together with any copies in any form.

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

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

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

## **System Requirements**

Processor: Strong ARM processors, X86 compatible

Operating System: Windows CE 4.2 or above

Active Sync

Device RAM: 32Mb (64Mb recommended)

Storage: 5Mb free space required

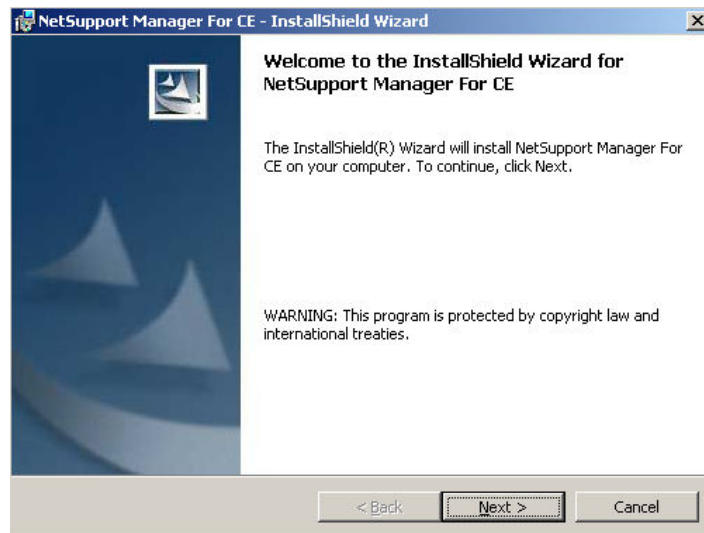
## Installation via Active Sync

**Note:** Before you install NetSupport Manager we recommend that you un-install any other remote control packages that you may have installed to avoid any conflicts.

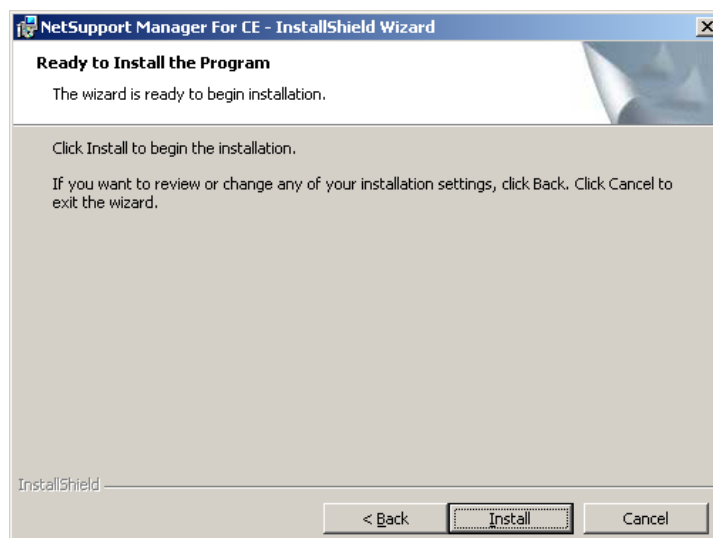
To install the NetSupport Manager Windows CE Client on a CE Device you must connect the device to a PC using Microsoft ActiveSync™. Microsoft ActiveSync can be downloaded from the Microsoft Web site at <http://www.microsoft.com/windowsmobile/downloads>

Once you have established an ActiveSync™ connection to the Windows CE device follow the procedure below to install the NetSupport Manager CE Client

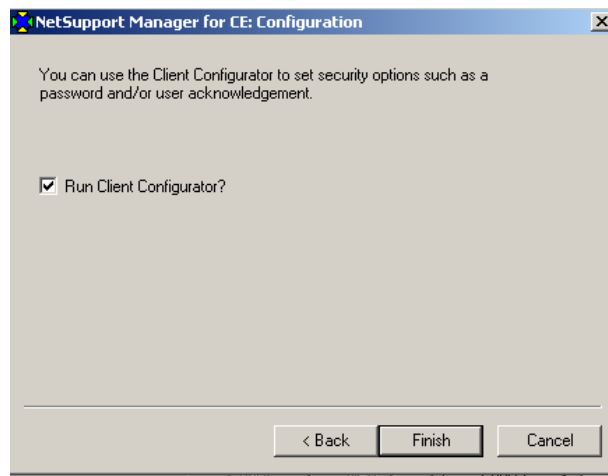
1. Download the nsm\_ce\_.zip file from the NetSupport website
2. Ensure that your Mobile Device is connected to ActiveSync.
3. Run the NetSupport Manager for CE msi file
4. Steps appear on-screen informing you of the install process.
5. The following dialog should appear, click Next.



6. Please read the License Agreement and if you agree to the terms click Next to continue.
7. The Following dialog will be displayed confirming that the Application is ready to install, click Install.



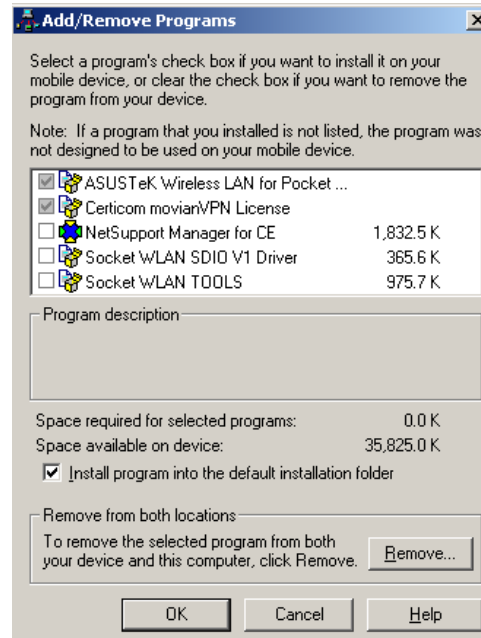
8. Enter your license information and click Next.
9. You have the option to run NetSupport's Configurator should you wish to customise the Client settings. Click Finish.



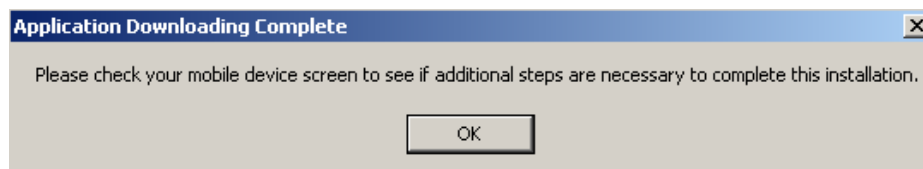
10. The installation of NetSupport Manager CE is now complete on your host machine.

**The following steps describe how to install NetSupport Manager for CE onto the CE Device:**

1. From 'Active Sync' select 'Tools >Add/Remove Programs' and you will see the 'NetSupport Manager for CE' program. Select this and press 'OK'.



2. The installation of NetSupport Manager for CE will commence.
3. When complete the following dialog will be displayed informing you to check the CE device for any further steps to complete.

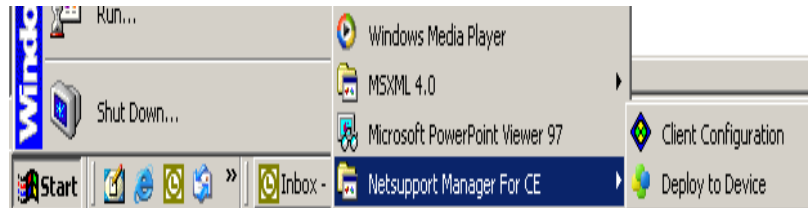


**The product is now ready for activation at the CE device:**

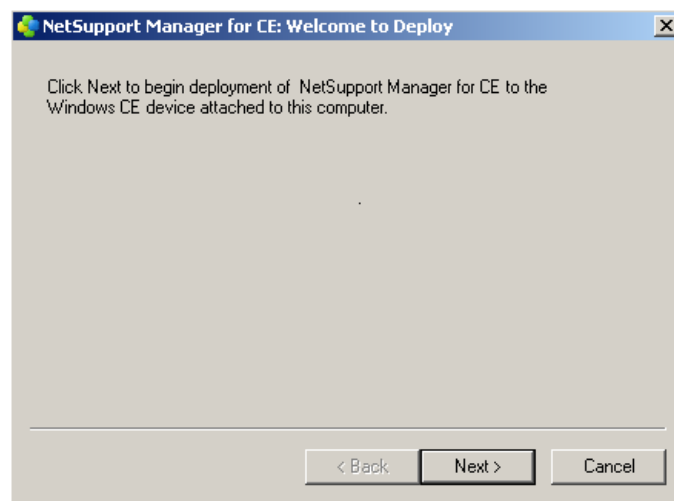
1. At the CE device select 'Start' > 'Programs' and you will see 'NetSupport product Activation', select this.
2. A 'NSM CE: Welcome dialog is displayed, click Next.
3. The NSM CE License Information dialog is displayed, click Next to install your required license file.
4. Finally you are advised that the NSM CE product is activated, click Finish.
5. Notice the NetSupport CE Client icon appear in the system tray. The product is now installed, activated and ready for use

### Installation procedure via 'Deploy to Device'

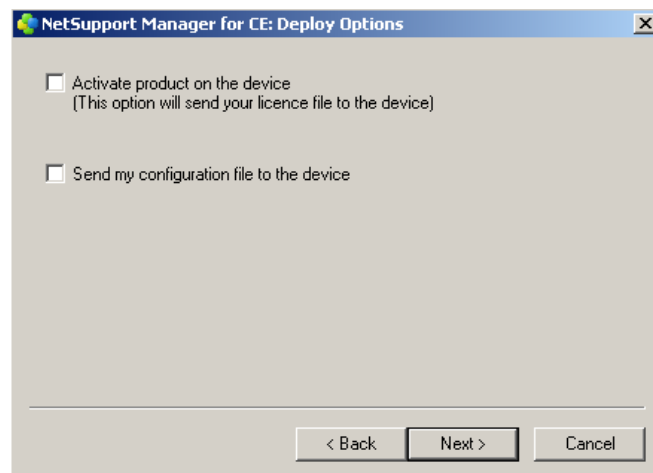
1. Follow the steps in the installation procedure above to install to your HOST machine.
2. From the Host select the NetSupport Manager for CE option installed to the 'start' bar.



3. Select 'Deploy to Device' ensuring your Active Sync connection is active.



4. Select your deployment options:-
  - a. Selecting nothing will just install the CE client ready for activation on the target device.
  - b. Selecting 'Activate product on the device' will install and activate the CE client on the target device with the licence file entered on the HOST machine.
  - c. Selecting 'Send my config file to the device' will install the CE client on the target machine with any configuration changes that have been set at the HOST machine.



5. Notice the NetSupport CE Client icon appears in the system tray. The product is now installed, activated and ready for use.



**Installation procedure via 'Flash Card'**

1. Copy the 'Nsmclient.ARM4.CAB' file to your Flash Card. This can be found in the default install directory c:\program files\netsupport manager for ce.
2. Insert the Flash Card to your CE device.
3. Navigate to the relevant directory and select the 'Nsmclient.ARM4.CAB'.
4. The installation will begin and you will be required to activate the product.

## Using NetSupport Manager Windows CE Client

The NetSupport CE Client application allows a user to connect to a Windows CE device and remote control it from any PC that has the NetSupport Manager Control installed (Version 9.00 or above).

## Supported Features

The Following NetSupport Manager Features are available in this CE release:

- Remote Control
- Connect
- Disconnect
- View
- Message
- Chat
- File Transfer
- Share mode - Both client and control have use
- Watch - Control user can only watch
- Security key
- User Acknowledge at client
- Connectivity Options - Choose the method of connectivity to be employed, TCP/IP or Gateway (HTTP).
- Secondary Gateway
- Power Management – Remote reboot and Power Off
- Inventory
- Remotely terminate an application – This is disabled by default you will need to enable this in the Client configuration.
- Remotely execute a process at the Client
- Battery Level Reporting – Available on Thumbnail view for appropriate devices
- WiFi Signal Strength Indicator – Available on Thumbnail view for appropriate devices
- Auto Help – Auto help request generated when a Win CE device is docked and ActiveSynced. A Client configuration option is provided to enable/disable this feature.
- DNS Support

**Un-install procedure**

1. From your Active Sync™ connection select 'Tools' from the menu followed by 'Add/Remove programs'.
2. Select 'NetSupport Manager for CE ' from the list then 'Remove'. A warning message is displayed informing of the un-install. Select 'Yes' to remove the program.

**Feedback and Support**

If you have any feedback or problems with the NetSupport Manager Windows CE Client please contact us using our [Problem Submission Form](#).

## Contacting NetSupport

If you have any comments regarding the design, installation, configuration, or operation of this package please contact us.

### UK & International

[www.netsupportsoftware.com](http://www.netsupportsoftware.com)

Technical Support: [support@netsupportsoftware.com](mailto:support@netsupportsoftware.com)

Sales (UK & Eire): [sales@netsupportsoftware.co.uk](mailto:sales@netsupportsoftware.co.uk)

Sales (International): [sales@netsupportsoftware.com](mailto:sales@netsupportsoftware.com)

### North America

[www.netsupport-inc.com](http://www.netsupport-inc.com)

Technical Support: [support@netsupport-inc.com](mailto:support@netsupport-inc.com)

Sales: [sales@netsupport-inc.com](mailto:sales@netsupport-inc.com)

### Germany, Austria and Switzerland

[www.pci-software.de](http://www.pci-software.de)

Technical Support: [support@pci-software.de](mailto:support@pci-software.de)

Sales: [sales@pci-software.de](mailto:sales@pci-software.de)

### Japan

[www.pcip.co.jp](http://www.pcip.co.jp)

Technical Support: [support@pcip.co.jp](mailto:support@pcip.co.jp)

Sales: [sales@pcip.co.jp](mailto:sales@pcip.co.jp)