



# NetSupport Notify

Getting Started Guide

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## NETSUPPORT NOTIFY COMPONENTS

NetSupport Notify consists of four components:

### Notification Server

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

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**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.

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### Notification Agent

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

### Notification Console

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

### NetSupport Deploy tool

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

# INSTALLATION

## System Requirements

### **Notification Agent**

Windows XP SP3, Windows Server 2003 SP2 or later.  
Mac OS X 10.5.8 or later.  
Linux (Red Hat Enterprise, Fedora, SuSE, Debian and Ubuntu).

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

### **Notification Server**

Windows Server 2008 or later.

### **Notification Windows Desktop Console**

Windows XP SP3, Windows Server 2003 SP2 or later.

### **NetSupport Notify iOS Mobile Console**

Apple iPad, iPhone and iPod devices running iOS 6.1 or above.

### **NetSupport Notify Android Mobile Console**

Tablets and smartphones running Android 2.2 or above.

### **Network Requirements**

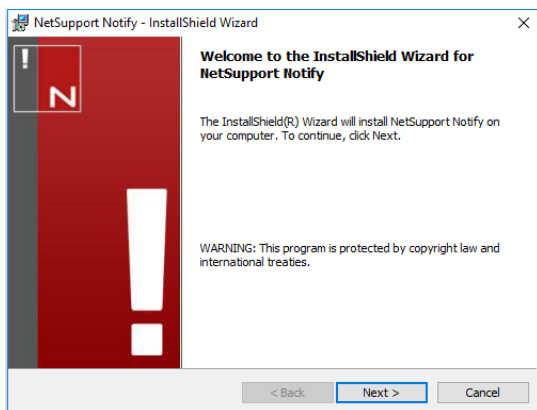
An active TCP/IP connection between ALL NetSupport Notify components is required for notifications to be delivered.

## Starting the Installation

Download your copy of NetSupport Notify from [www.netsupportnotify.com/downloads](http://www.netsupportnotify.com/downloads)

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

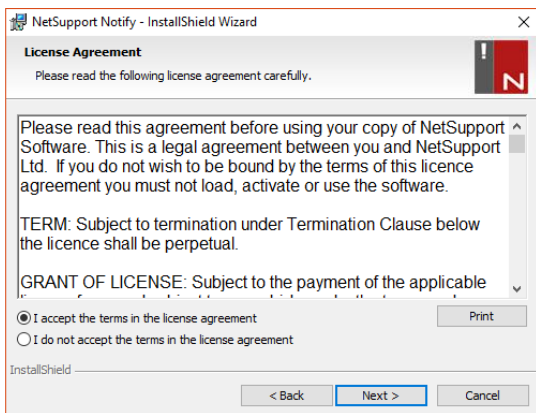
The NetSupport Notify installation will start displaying a Welcome screen. Click **Next** to continue.



## NetSupport Licence Agreement

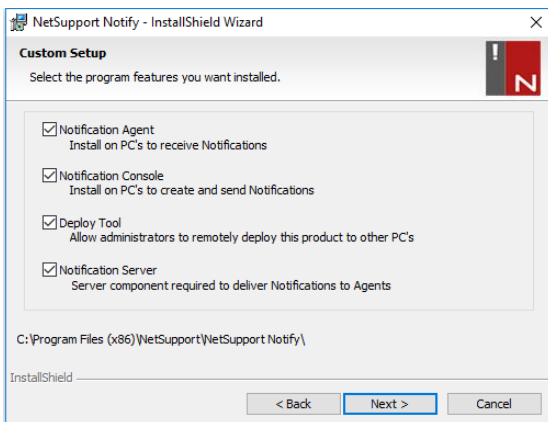
The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select "I accept the terms in the Licence Agreement" and click **Next** to continue.

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



## Custom Setup

Select the NetSupport Notify components that you wish to install.



## Notification Agent

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



## Notification Console

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

## Deploy Tool

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

## Notification Server

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

## Install to:

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

Click **Next** to continue.

## Configuration Data Setup

The screenshot shows the 'Configuration Data' dialog box for NetSupport Notify. The title bar reads 'NetSupport Notify - InstallShield Wizard'. The main heading is 'Configuration Data' with a sub-instruction: 'Enter the Agent and Server Configurations details.' The dialog contains several input fields: 'Server IP Address or Hostname' (containing '10.0.0.193'), 'Server Port' (containing '443'), 'Secondary IP Address or Hostname (Optional)', 'Secondary Port (Optional)', 'Gateway Key' (masked with dots), 'Confirm Gateway Key' (masked with dots), 'Department (Optional)' (containing 'Support'), and 'InstallShield' at the bottom left. At the bottom right, there are three buttons: '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

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

### **Server IP Address or Hostname**

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

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**Note:** IPv6 addresses are supported.

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### **Server Port**

By default, this is set to port 443

### **Secondary IP Address or Hostname (optional)**

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

### **Secondary Port**

By default, this is set to port 443

### **Gateway Key**

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

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

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### **Department (optional)**

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

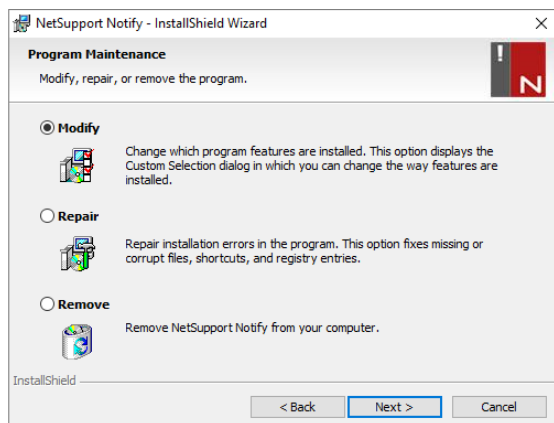
Click **Next** to continue.

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



## Existing Installation

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



### **Modify**

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

### **Repair**

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

### **Remove**

This option removes all installed features.

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

# LICENSING YOUR COPY OF NETSUPPORT NOTIFY

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

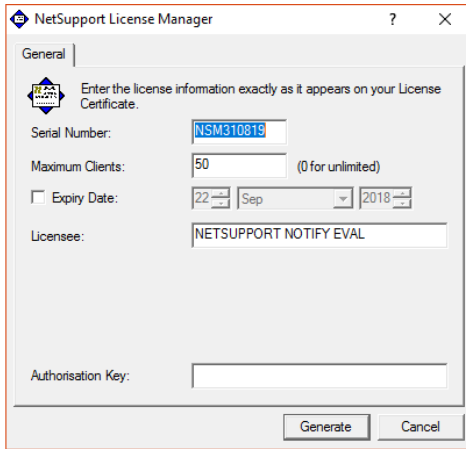
After installation, you will need to enter your licence details using the NetSupport Licence Manager.

## Step 1 – Locate the NetSupport Licence Manager

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

## Step 2 – Start the NetSupport Licence Manager

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





### Step 3 – Enter your NetSupport Notify licence details

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

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

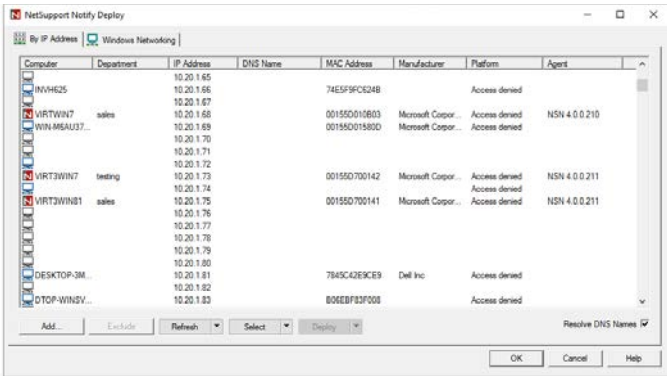
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# NETSUPPORT NOTIFY DEPLOY

## Installing additional Notification Agents

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

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



### Step 1 – Find computers

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

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



## Step 2 – Select the computers to deploy to

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

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

## Step 3 – Deploy the Notification Agent to the selected computers

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

## Deploy Setup Options

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

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:
  - Time between Retries (minutes):

Configuration File

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

Configuration file:  

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

### Retry Failed Deploys

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

### Configuration File (optional)

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

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

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

### **Keep Existing Department**

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

### **Use Department in Configuration File**

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

### **Override Department in Configuration File**

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

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**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.

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### **Other Options**

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

## INSTALLING A NETSUPPORT NOTIFICATION AGENT ON MAC SYSTEMS

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

The NSNotifyAgent.dmg can be downloaded from our download area at [www.netsupportnotify.com/downloads](http://www.netsupportnotify.com/downloads).

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

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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.

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**Note:** The NetSupport Notify Agent supports, at the time of release, Red Hat Enterprise, Fedora, SuSE, Debian and Ubuntu.

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

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

### Configuration

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

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

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

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

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

### The Log File

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

/var/log/notifydaemon.log

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

## **NETSUPPORT NOTIFY MOBILE CONSOLE FOR ANDROID/IOS**

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

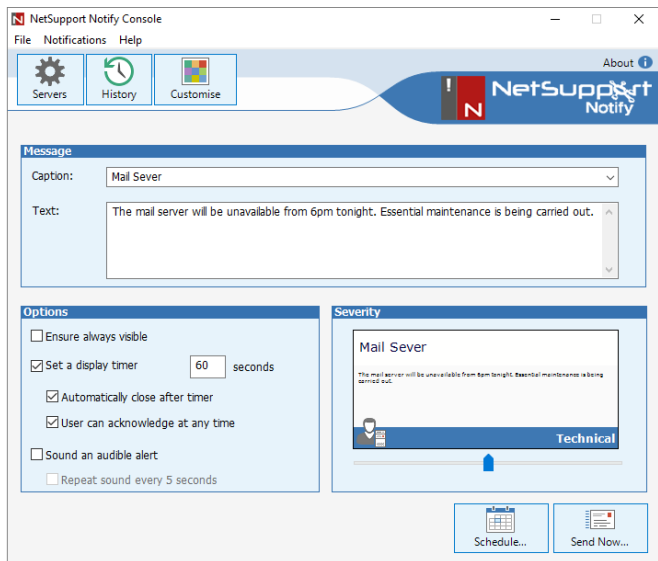
Free to download from [Google Play](#), [Amazon App Store](#) and [iTunes](#), the Mobile Console allows you to send instant alerts and notifications to existing users via an established Notification Server.

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

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

## SENDING A NOTIFICATION

To start the Notification Console, select {Start}{Programs}{NetSupport Notify}{Notification Console}.



### Creating a Message

#### **Caption**

Enter a title for the notification message.

#### **Text**

Enter the content of the notification message. You can include a URL and a clickable UNC path if required.

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**Note:** A real-time preview of the notification message is displayed in the Severity section.

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### Message Options

#### **Ensure always visible**

The notification message will always be visible on a Notification Agent workstation.

### **Set a display timer**

Specify how long the notification message should be displayed for.

#### **Automatically close after timer**

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

#### **User can acknowledge at any time**

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

### **Sound an audible alert**

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

#### **Repeat sound every 5 seconds**

If sending an audible alert, you can set the sound to repeat every five seconds.

### **Message Severity**

Select the type of notification message to send using the slider bar. This can be used to quickly identify the type of message: critical, alert, technical, message or news.

### **Sending the Message**

Once you are happy with your message, click **Schedule** to send the notification message at a later date/time or click **Send Now** to send the notification message immediately.

### **Selecting Recipients**

The Notification Recipients dialog will appear. Select the recipients to send the notification message to. You can select by Server, department or individual Agent.

The notification message will be displayed on the selected Notification Agents desktop(s).

The Notification Console will display an acknowledgment bar at the bottom of the Console once a message has been sent. This displays a real-time status of the notification message being acknowledged by Notification Agents.

## ACTIVE DIRECTORY CONFIGURATION

NetSupport Notify integrates with Microsoft's Active Directory structure, enabling you to centrally manage Notification Agent configuration and control access to the Notification console.

By creating an appropriate Group Policy, you can apply standardised Notification Agent Configuration to machines without the need to visit individual desktops.

To make the task a little easier NetSupport supplies two ready-made Administrative templates, `NetSupport_Notify_User.ADM` and `NetSupport_Notify_Machine.ADM` containing the configurable options. When you install NetSupport Notify the template is copied to the installation folder.

### To apply Agent configuration changes via Active Directory

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

By default, each NetSupport policy option is disabled.

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## CONTACTING NETSUPPORT

### **UK & International**

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

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

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

### **North America**

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

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

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

### **Canada**

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

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

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

### **Germany, Austria and Switzerland**

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

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

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

### **Japan**

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

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

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