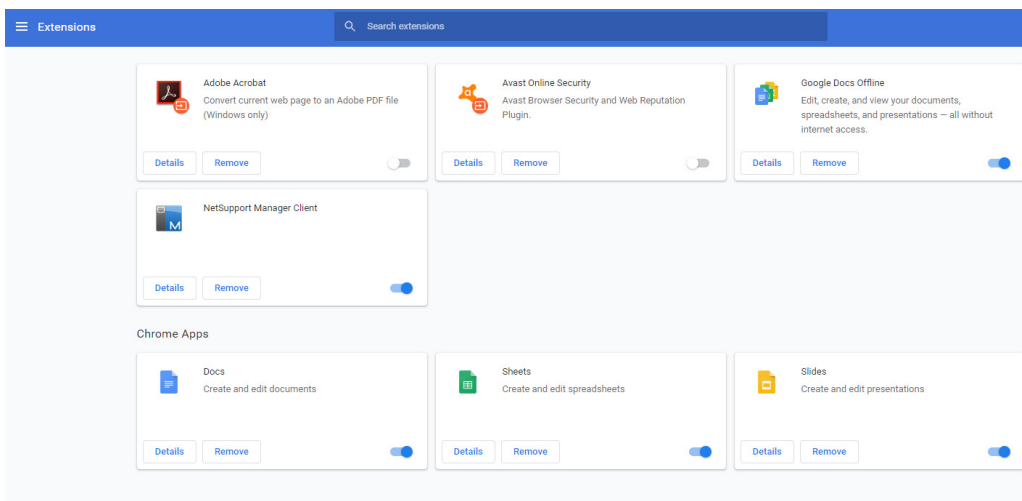# Configuring the NetSupport Manager Client extension for Google Chrome

For a NetSupport Manager Control to be able to connect and interact with Chrome OS devices, the NetSupport Connectivity Server must be installed on a Windows Server; the NetSupport Manager Control must be installed on the technician's computer, and the NetSupport Manager for Chrome Client extension installed onto each Chrome device.

This document provides an overview of the configuration options for the NetSupport Manager Client extension for Google Chrome once it has been installed.

Accessing the configuration options

1. On the Chrome device, enter the URL chrome://extensions/ to access the Extensions configuration page.

2. Locate the NetSupport Manager Client extension and click **Details**. Click next to Extension options.
   Or
   Right click the **NetSupport Manager** icon on the top right of the screen and click **Options**.
3. The NetSupport Manager Options page will be displayed. You have three tabs to choose from.

General Settings

Client Name

When the NetSupport Manager Client extension for Google Chrome is installed this value will either be the user name or randomly generated if the user name is not available. This is used, along with the MAC address, to uniquely identify the Chrome device and is displayed within the NetSupport Manager Control interface as the Client icon/thumbnail label.
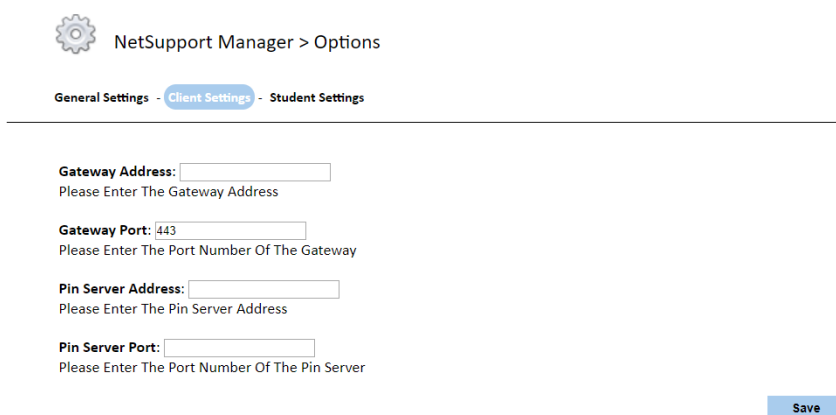
Optionally, this can be changed to a more useful value, for example, the Client's name or the device's asset number. However, it must remain unique.

Note: *If two Chrome devices are signed in using the same user name, you will need to enable the* **Disable Duplicate Client Check** *option in the NetSupport Manager Control configuration settings. In the NetSupport Manager Control, click the* **Settings** *icon in the toolbar and choose* **Control Interface** *–* **Functions**.

MAC Address

This value is automatically generated on installation from the Client name – it is used, along with the Client name, to uniquely identify the Chrome device.

Client Settings

The NetSupport Manager Client extension for Google Chrome and NetSupport Manager Control application connect to each other via the NetSupport Connectivity Server/Gateway.

Gateway Address – This is the IP address that your NetSupport Connectivity Server/Gateway is listening for connections on.

Gateway Port – This is the IP port number that your NetSupport Connectivity Server is listening for connections on.

Note: *It is possible to configure the NetSupport Manager extension for Google Chrome Gateway IP address and port number centrally. For more details, please refer to the document* **Centrally Configuring the NetSupport Manager Client extension for Google Chrome OS Devices Connectivity Options**.

Optional: NetSupport Manager also offers a unique customer service based connection module, PIN Connect, enabling a technician to instantly locate any NetSupport user anywhere across the enterprise, simply by both parties entering a matching PIN code, via a central PIN Server module. The PIN Server module can run alongside the Gateway and is included as standard with NetSupport Manager. For instant and secure access to any NetSupport Client device, we recommend installing this option. The matching PIN Server details are configured in the NetSupport Control Configurations option once installed.

Student Settings (optional)

⚙ NetSupport Manager > Options

General Settings – **Client Settings** – **Student Settings**

Room Name:
○ This Computer Is Always Located In The Following Room: [   ]
○ This Is A Mobile Computer And May Be In One Of The Following Rooms: [   ]
◉ This Is A Mobile Computer And Its Room Will Be Entered Manually.

[Save]

If using NetSupport Manager's included School components in a classroom or training environment, a simple method for instructors or teachers to connect to the correct students for their class is provided. Room mode requires the Tutor and Student components to have the same room value configured. Once done, the teacher can simply click **Refresh** in the NetSupport School Tutor application to connect to available students in their room.