



Configuring a NetSupport Manager Connectivity Server in Azure

This guide covers how to set up and configure a NetSupport Manager Connectivity Server on the Microsoft Azure platform.

If you don't already have an Azure subscription, then you can sign up for one at <https://azure.microsoft.com>.

There are many advanced options available when configuring virtual machines in Azure. For more information on these, please see the following links:

Availability Options

<https://docs.microsoft.com/en-gb/azure/virtual-machines/windows/availability>

Azure Hybrid Benefits

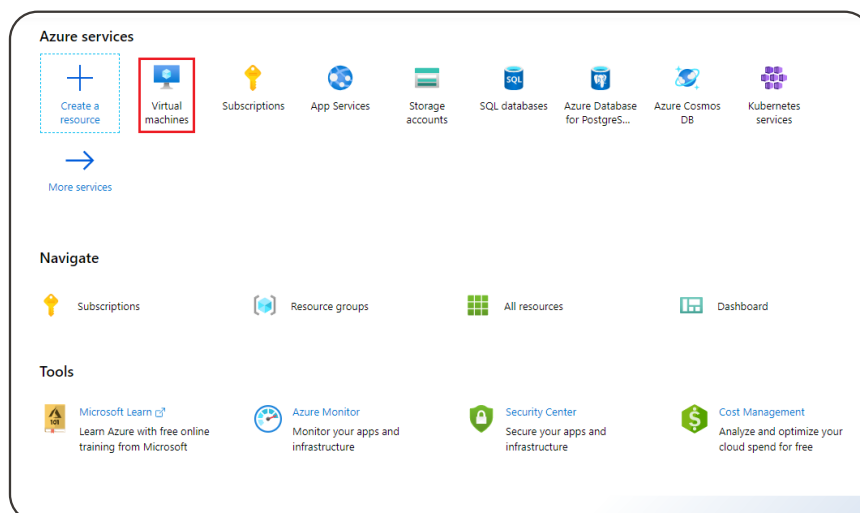
<https://docs.microsoft.com/en-gb/azure/virtual-machines/windows/hybrid-use-benefit-licensing>

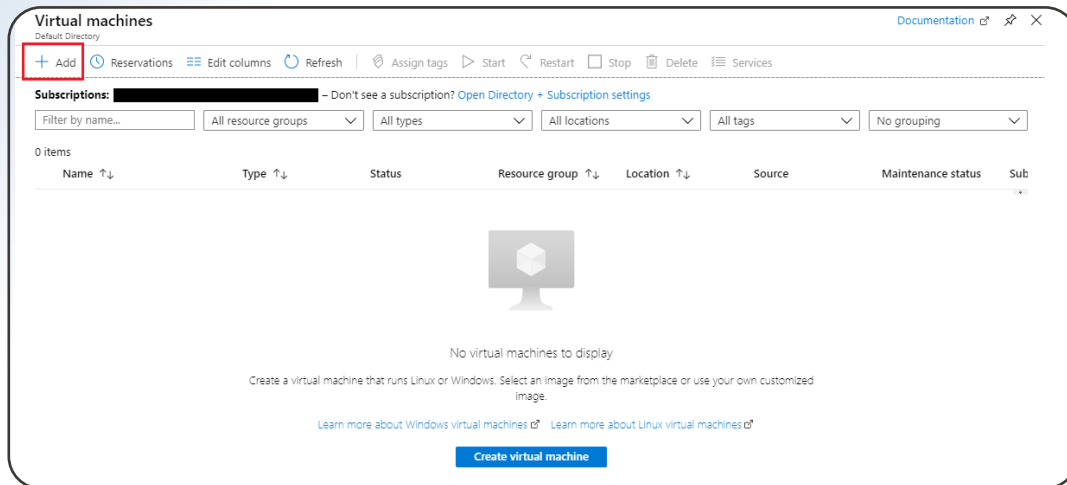
Azure Disk Types

<https://docs.microsoft.com/en-gb/azure/virtual-machines/windows/disks-types>

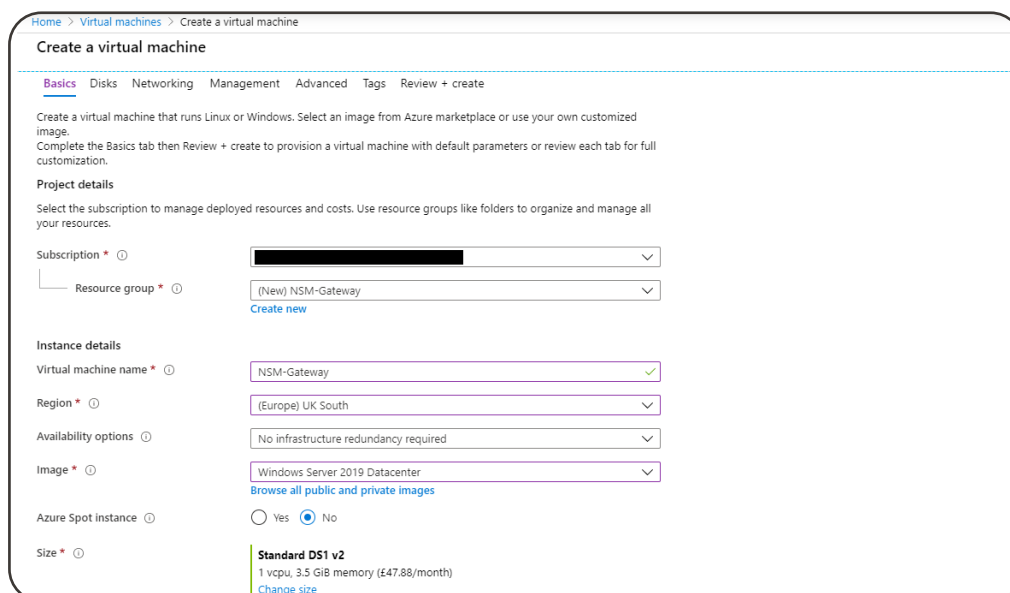
Creating a virtual machine

1. Log into Azure.
2. Click **Virtual machines** > **Add**.





3. If you have a previously created resource group you wish to add the virtual machine to, you can select it from the drop-down menu. Otherwise, select **Create virtual machine** and enter a resource group name.
4. Enter a name for the virtual machine. This needs to be between 1 and 15 characters long.
5. Select the region you would like the virtual machine to be hosted in. To ensure the best performance, select a region closest to your geographical location.
6. In this example, we will leave the availability options as **No infrastructure redundancy required**. Further details on the availability options within Azure can be found at the start of this guide.
7. For the image option, select one of the Windows operating system images. If you are unsure of which one to choose, select **Windows Server 2019 Datacenter**.
8. A machine size will be automatically pre-selected. If you want to change this, select the **Change size** option. The monthly cost of the machine will be displayed along with the machine spec. **Note:** *It's possible to change the machine size after the virtual machine has been created.*
9. You can reduce the virtual machine cost if you have available Windows licences. Further details on this can be found at the beginning of this guide under [Azure Hybrid Benefits](#). If you can't take advantage of this, select **No**.



10. Enter a username and password which will be used to log onto the virtual machine.
11. Set **Public inbound ports** to **Allow selected ports** and select the ports HTTPS (443) and (RDP (3389)).
12. Click **Next : Disks >**.

The screenshot shows the 'Create a virtual machine' wizard in the 'Inbound port rules' step. The 'Administrator account' section has 'Username' set to 'nsmadmin' and 'Password' and 'Confirm password' fields filled with dots. Under 'Inbound port rules', 'Public inbound ports' is set to 'Allow selected ports' (radio button selected), and 'Select inbound ports' is set to 'HTTPS (443), RDP (3389)'. A warning message states: 'This will allow all IP addresses to access your virtual machine. This is only recommended for testing. Use the Advanced controls in the Networking tab to create rules to limit inbound traffic to known IP addresses.' At the bottom, the 'Next : Disks >' button is highlighted with a red box.

13. Leave the **OS disk** option as the default. Details of other available disk types can be found at the start of this guide under [Azure Disk Types](#).
14. No data disks are required.
15. Click **Next : Networking >**.

The screenshot shows the 'Create a virtual machine' wizard in the 'Disks' step. The 'Disk options' section has 'OS disk type' set to 'Premium SSD' and 'Enable Ultra Disk compatibility' set to 'No'. The 'Data disks' section is empty, with links for 'Create and attach a new disk' and 'Attach an existing disk'. At the bottom, the 'Next : Networking >' button is highlighted with a red box.

16. Leave the network settings as default and click **Next : Management >**.
17. Most of the settings under management can be left as default. However, you might want to disable the **Enable auto-shutdown** option.

Auto-shutdown

Enable auto-shutdown On Off

Shutdown time

Time zone

Notification before shutdown On Off

Email *

Backup

Enable backup On Off

[Review + create](#) [< Previous](#) [Next : Advanced >](#)

18. Click **Next : Advanced >**.

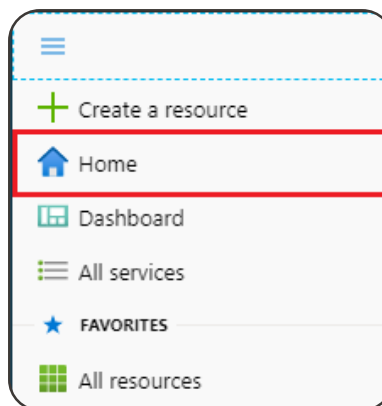
19. The default options can be accepted here, click **Next : Tags >**.

20. If required, you can add tags. Otherwise, click **Next : Review + create**.

21. An overview of the virtual machine configuration will appear. If you are happy with the settings, click **Create**.

Setting the DNS name

1. Click the menu at the top left of the page and select **Home**.



2. Click **Virtual machines** and select the machine you have just created from the list.

Home > Virtual machines

Virtual machines Documentation

Default Directory

+ Add ⌚ Reservations ⚙ Edit columns ↻ Refresh | 🏷 Assign tags ▶ Start ↺ Restart ☐ Stop 🗑 Delete ☰ Services

Subscriptions: [REDACTED] -- Don't see a subscription? [Open Directory + Subscription settings](#)

Filter by name... All resource groups All types All locations All tags No grouping

1 items

| <input type="checkbox"/> | Name ↑↓ | Type ↑↓ | Status | Resource group ↑↓ | Location ↑↓ | Source | Maintenance status |
|-------------------------------------|-------------|-----------------|---------|-------------------|-------------|-------------|--------------------|
| <input checked="" type="checkbox"/> | NSM-Gateway | Virtual machine | Running | NSM-Gateway | UK South | Marketplace | - |

3. Under DNS name, click **Configure**.

Connect Start Restart Stop Capture Delete Refresh

Resource group (change)
NSM-Gateway

Status
Running

Location
UK South

Subscription (change)
[Redacted]

Subscription ID
b998a2b8-252c-4631-a3c6-d5e22eef2e8f

Computer name
NSM-Gateway

Operating system
Windows (Windows Server 2019 Datacenter)

Size
Standard DS1 v2 (1 vcpus, 3.5 GiB memory)

Tags (change)
[Click here to add tags](#)

Azure Spot
N/A

Public IP address
[Redacted]

Private IP address
10.0.0.4

Public IP address (IPv6)
-

Private IP address (IPv6)
-

Virtual network/subnet
[NSM-Gateway-vnet/default](#)

DNS name
[Configure](#)

4. Enter a DNS name label and click **Save**.

Save Discard

Assignment
 Dynamic Static

IP address
[Redacted]

Idle timeout (minutes)
0 4

DNS name label (optional)
mycompany-nsm-gateway .uksouth.cloudapp.azure.com

Alias record sets
Want to closely track this Public IP address? Create an alias record in Azure DNS. [Learn more.](#)
[+ Create alias record](#)

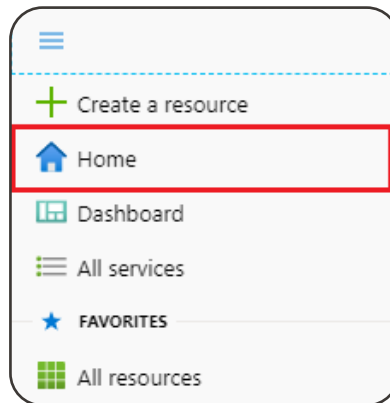
| Subscription | DNS zone | Name | Type | TTL |
|--------------|----------|------|------|-----|
| No results. | | | | |

In the example above, the DNS name would be :

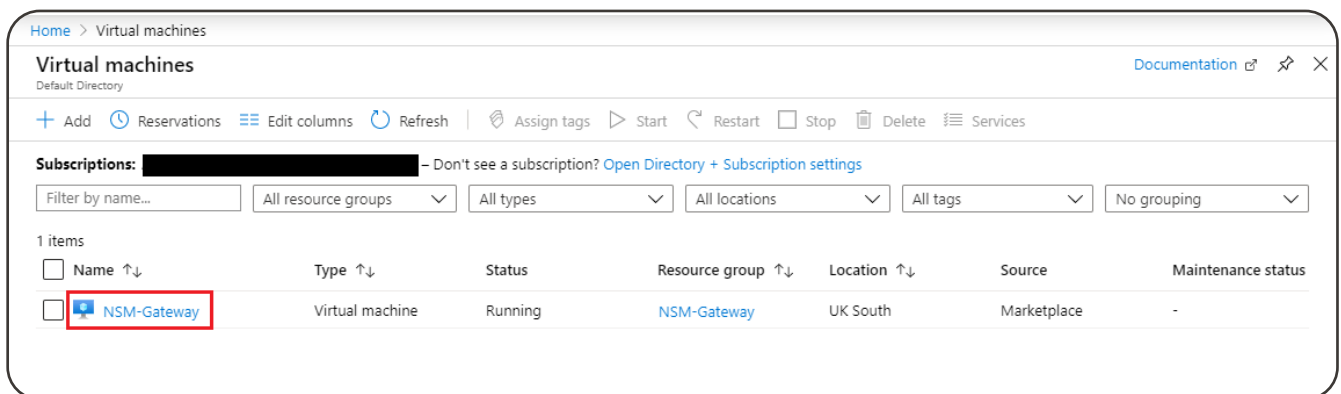
mycompany-nsm-gateway.uksouth.cloudapp.azure.com

Connecting to the virtual machine

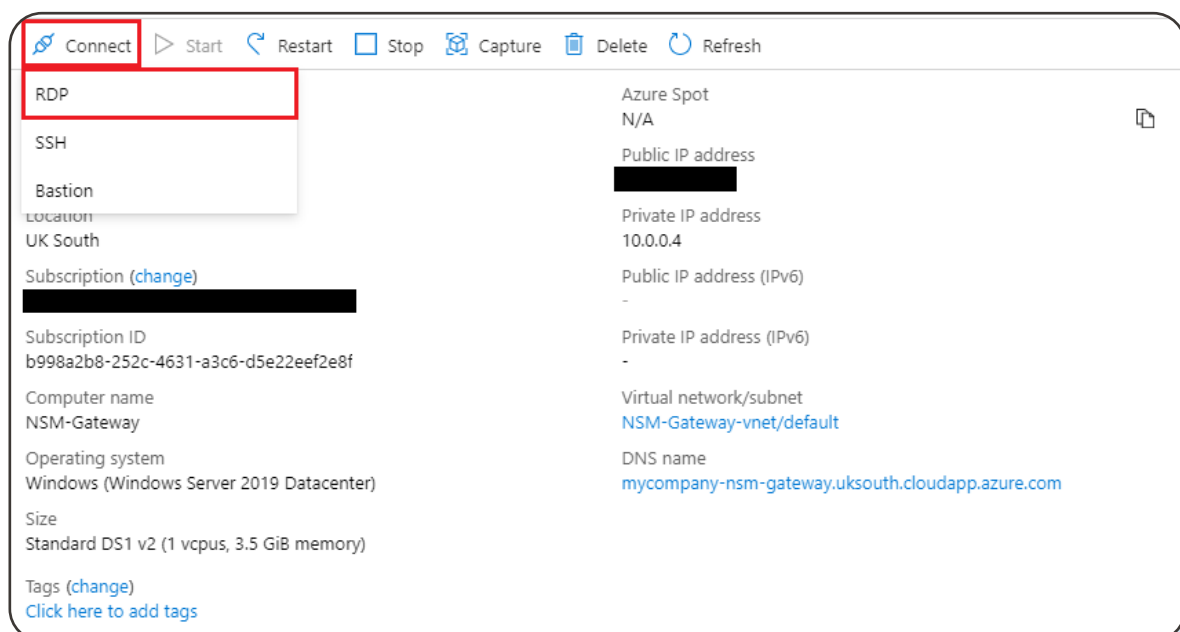
1. Click the menu at the top left of the page and select **Home**.



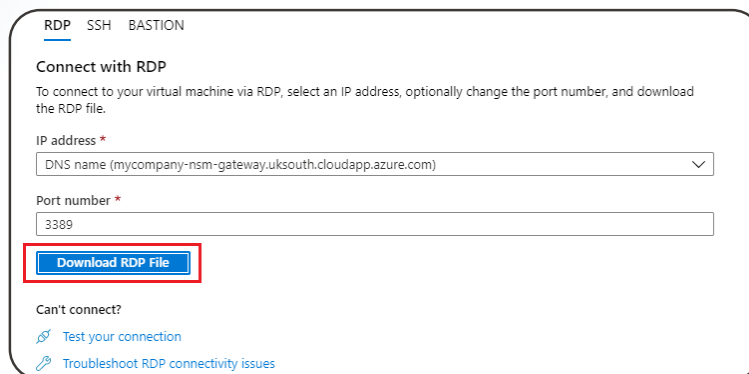
2. Click **Virtual machines** and select your machine from the list.



3. Select **Connect > RDP**.



4. Click **Download RDP File**.



RDP SSH BASTION

Connect with RDP

To connect to your virtual machine via RDP, select an IP address, optionally change the port number, and download the RDP file.

IP address *

DNS name (mycompany-nsm-gateway.uksouth.cloudapp.azure.com) ▼

Port number *

3389

Download RDP File

Can't connect?

[Test your connection](#)

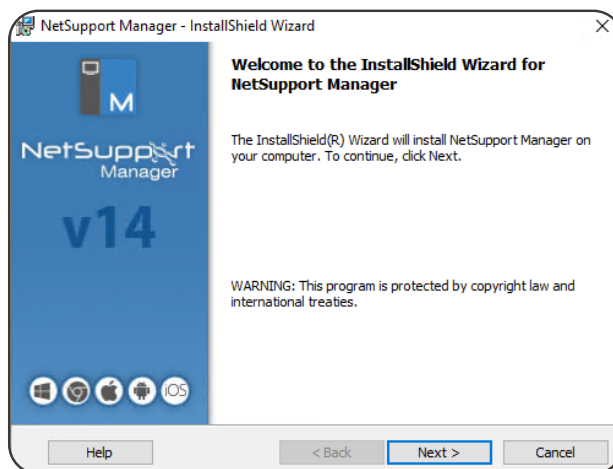
[Troubleshoot RDP connectivity issues](#)

Once the RDP file has downloaded, open it and enter the username and password you set when creating the virtual machine.

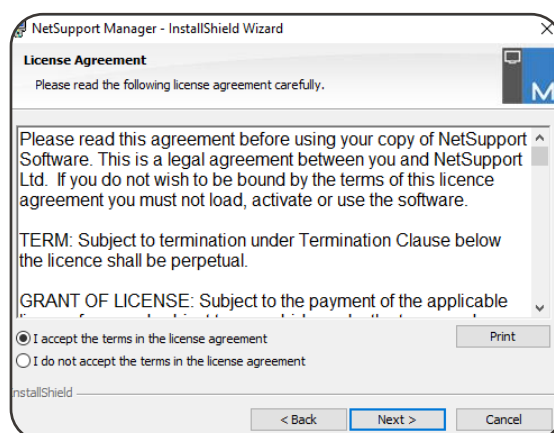
Installing the NetSupport Connectivity Server

Once you have a virtual machine hosted in Azure, you need to install the NetSupport Connectivity Server to this.

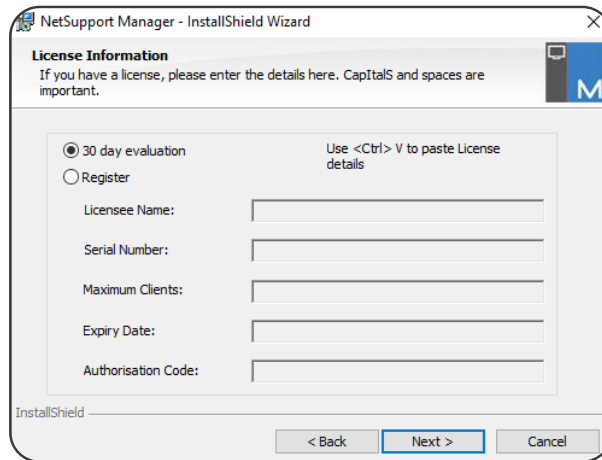
1. Copy the NetSupport Manager Setup.exe to the Server.
2. Launch the Setup.exe. At the Welcome screen, click **Next**.



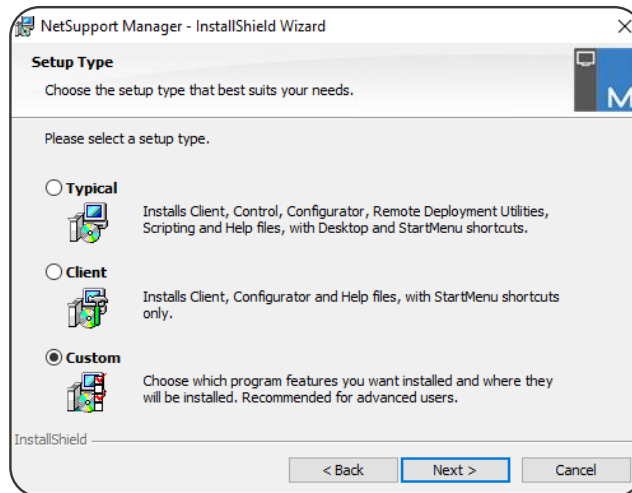
3. In the License Agreement screen, select **I accept the terms in the license agreement** and click **Next**.



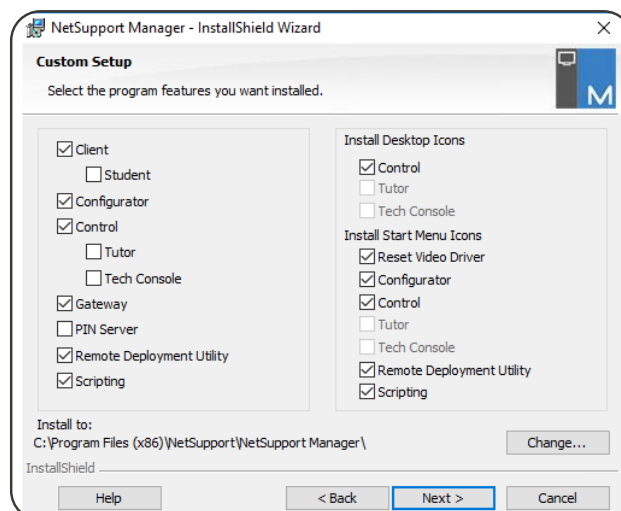
4. When prompted for your licence details, either select the **30 day evaluation** or if you have your licence details, select **Register** and enter them here.



5. In the Setup Type screen, select **Custom**.



6. In the Custom Setup screen, ensure **Gateway** is selected.

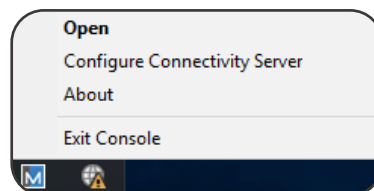


7. Click **Next** and then **Install**.
8. Once the installation completes, click **Finish**. You will be prompted to configure the NetSupport Connectivity Server.

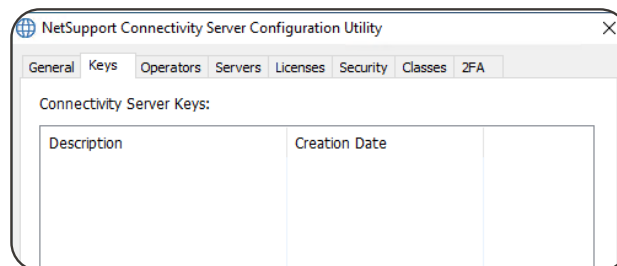
Configuring the NetSupport Connectivity Server

Once the NetSupport Connectivity Server has been installed, you need to configure it.

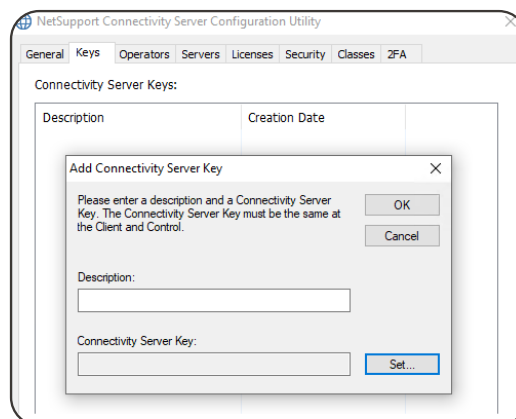
1. The NetSupport Connectivity Server Configuration Utility will launch at the end of the installation. This can also be accessed by right-clicking the **Connectivity Server** icon in the system tray and selecting **Configure Connectivity Server**.



2. Once loaded, select the Keys tab. Click **Add**.



3. Enter a description, click **Set** and enter a Connectivity Server key.



4. Click **OK** and then click **Apply**.
5. Confirm the **Connectivity Server** icon in the system tray now has a green tick.

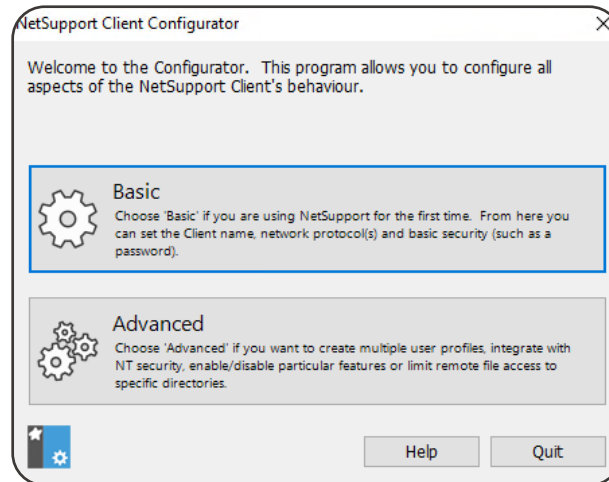


6. The NetSupport Connectivity Server is now ready to accept connections from Clients.

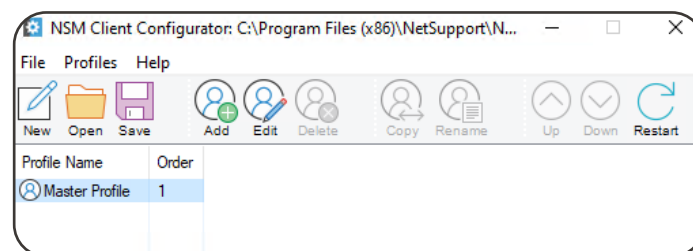
Configuring the NetSupport Manager Client to connect to the Connectivity Server

You need to configure a NetSupport Manager Client to connect to the Connectivity Server hosted on Azure.

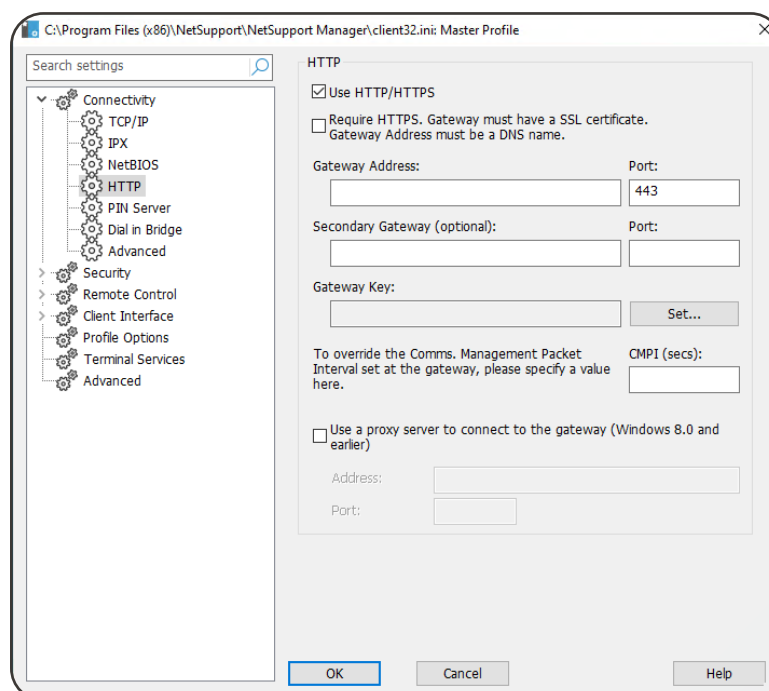
1. From a machine with the NetSupport Manager Client installed, start the NetSupport Manager Client Configurator from the Start Menu.
2. Click **Advanced**.



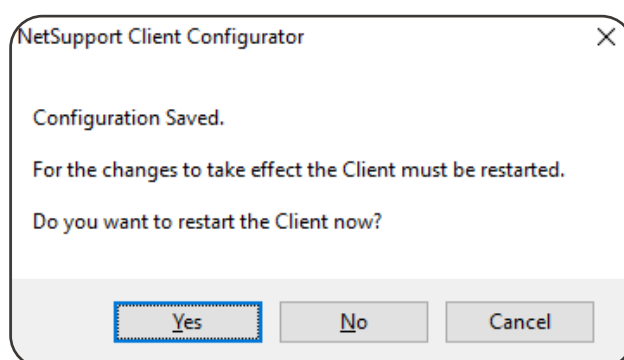
3. Double click the Master Profile.



4. Select **Connectivity - HTTP**.



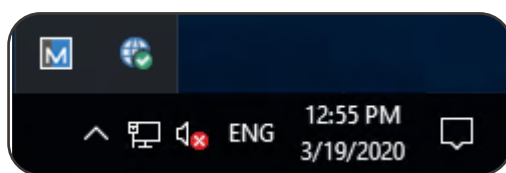
- Enter the following details:
 - Gateway Address:** Use the DNS name you set in the earlier steps.
 - Gateway Port:** 443.
 - Gateway Key:** This must match the one entered when configuring the NetSupport Connectivity Server.
- We recommend enabling at least one of the following security settings on the Client to restrict who can connect:
 - User Validation
 - User Acknowledgement
 - Security Key
 - Customisable text.
- Click **OK**.
- Click **Save** and then **Yes** to restart the Client when prompted.



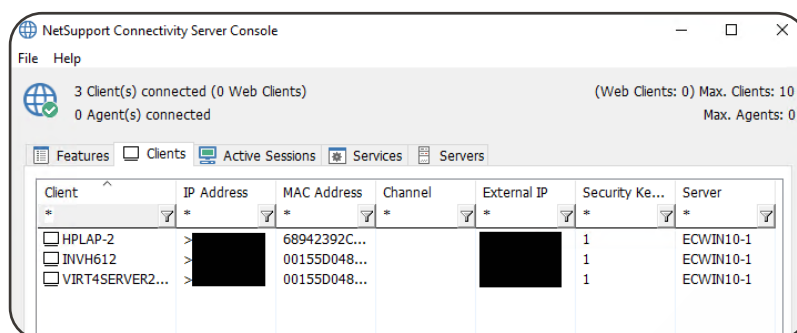
Confirm the Client has connected to the NetSupport Connectivity Server

After a Client has been configured to connect to the NetSupport Connectivity Server, we recommend checking that the Client has reported as connected to it.

- Double click the **Connectivity Server** icon in the system tray.



- The NetSupport Connectivity Server Console will be displayed.
- Select the Clients tab. Any Clients connected will be shown here.

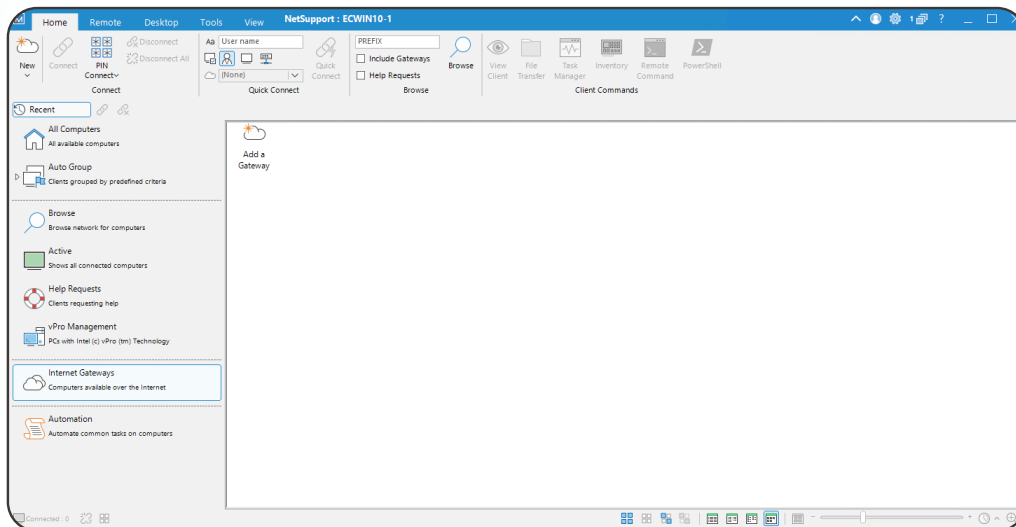


- If the Clients show as connected, they will be available for a Control to connect to.

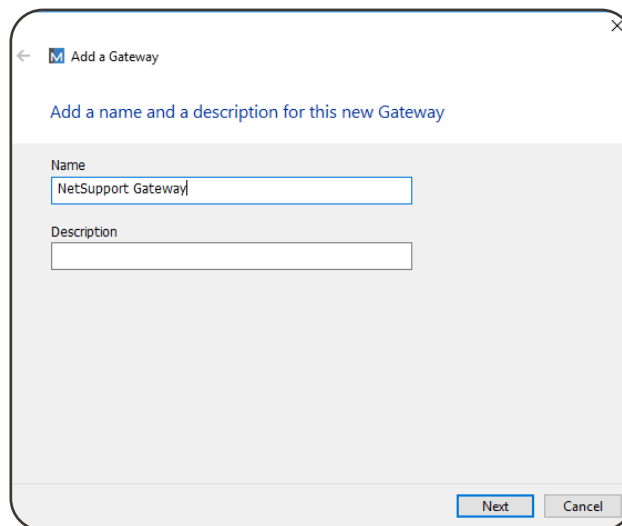
Setting up the NetSupport Manager Control to use the NetSupport Connectivity Server

Once the NetSupport Connectivity Server has Clients connected, you can configure a Control to connect to the Clients.

1. Start the NetSupport Manager Control.
2. When the Welcome Screen appears, click **Start**.
3. From the left-hand Tree view, select **Internet Gateways**.



4. Double click the **Add a Gateway** icon.
5. Enter a name and description and click **Next**.



6. Enter the Public DNS of the NetSupport Connectivity Server and the port number. Click **Next**.
7. Enter the Gateway key by clicking **Set**. This must match the Gateway key entered in the NetSupport Connectivity Server. Click **Finish**.
8. A prompt will appear to re-initialise the Control Program. Click **Yes**.
9. Double click the newly created **Gateway** icon in the List view. This will list the Clients available for remote control.
10. Select the Client to connect to and select the **Connect** icon in the Home tab of the ribbon.
11. Once connected, you will be able to use the Remote Control options from the Control to the Client(s).