



Hosting the NetSupport Manager Connectivity Server using AWS

This document explains how to host the NetSupport Manager Connectivity Server (Gateway) on a virtual machine hosted by Amazon WorkSpace (AWS).

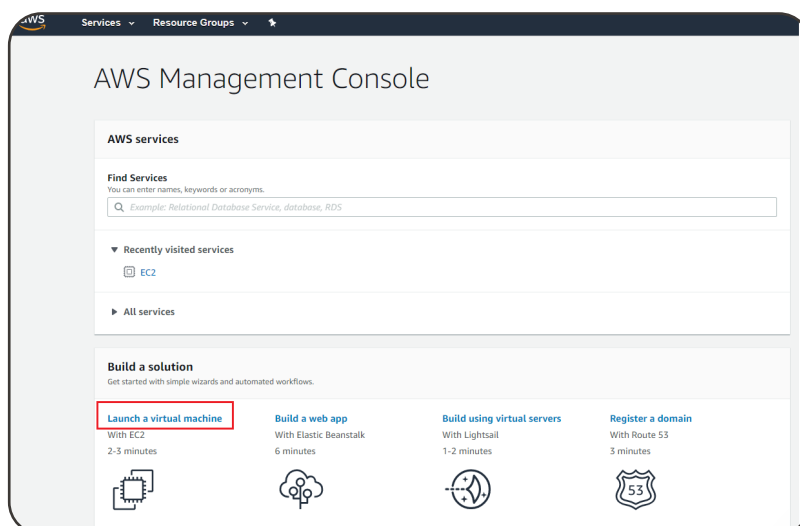
Setting up the virtual machine in AWS

If you have an existing AWS account and virtual machine already available in AWS, please skip to the section *Installing the NetSupport Connectivity Server*.

If you do not have an AWS account, you can sign up to one here: <https://aws.amazon.com/>

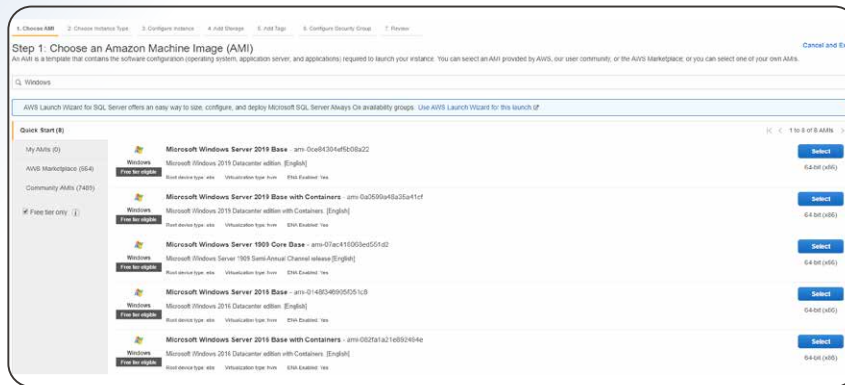
Once subscribed, you can create a new virtual machine via the AWS Management Console by following the steps below:

1. Select the option to **Launch a virtual machine** from the Management Console.



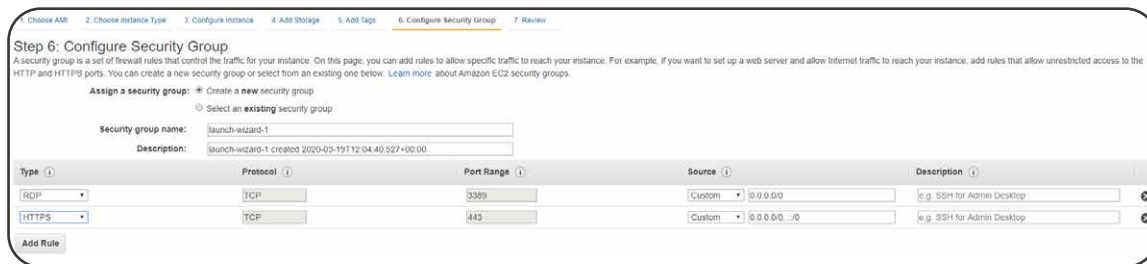
2. Select what machine image to create. Filter this to Windows and choose a Windows Server to host the NetSupport Connectivity Server.

Note: SQL is not required.

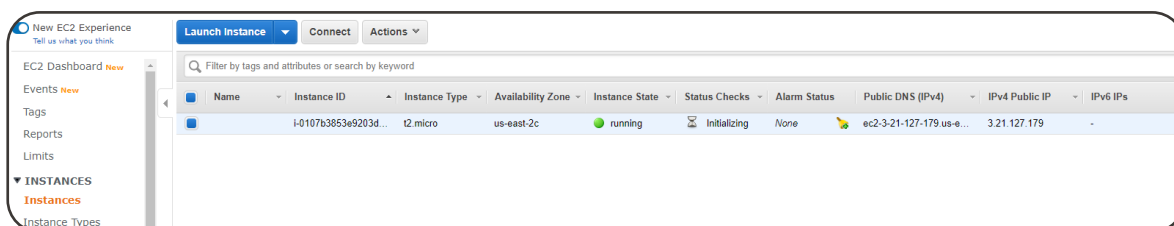


3. Choose an instance type and configure the instance.
4. You will be prompted to add storage. The default 30Gb is sufficient.
5. It's possible to add a tag to the virtual machine, or this can be left as default.
6. You need to configure a security group. This is a set of Firewall rules that control the traffic for your instance.

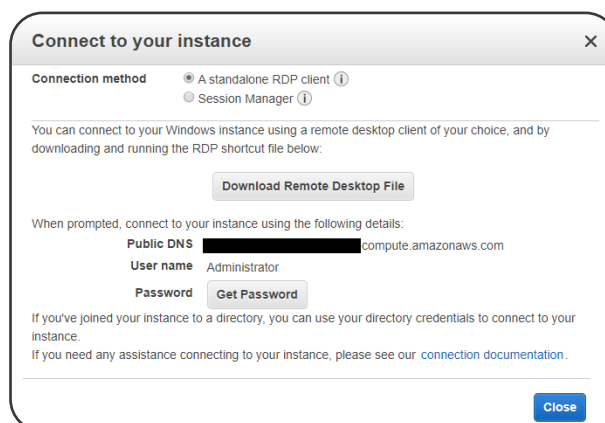
This will include a default RDP rule. Enter a rule to allow Clients to connect to the Gateway - by default TCP port 443 is used.



7. Click **Review and Launch**.
8. You need to set up a key pair. Enter a name and then download the key pair.
9. Click **Launch Instances** and the instance will launch.
10. Click **View Instances**.



11. After launching your instance, you can connect to it.



- Note down the Public DNS of the Server, as this will be used in the NetSupport Manager Client and Control configuration.
- Select **Get Password** and browse to your Key Pair file to decrypt your password to login to the virtual machine via RDP.

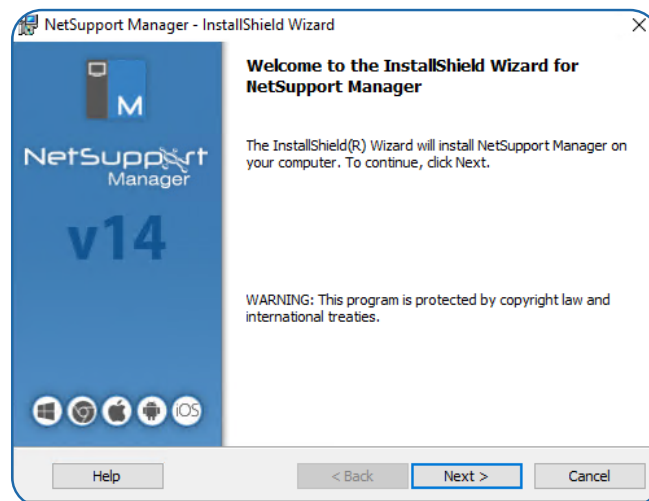
Note: The Public DNS assigned via AWS is generated from the current Public IPv4 address of the Client. If you stop the instance, this will be assigned a new IPv4 address and change the Public DNS. To prevent this, an Elastic IP address needs to be allocated to your AWS account and assigned to this instance. For further information, see the AWS guide below:

<https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/elastic-ip-addresses-eip.html#using-instance-addressing-eips-allocating>

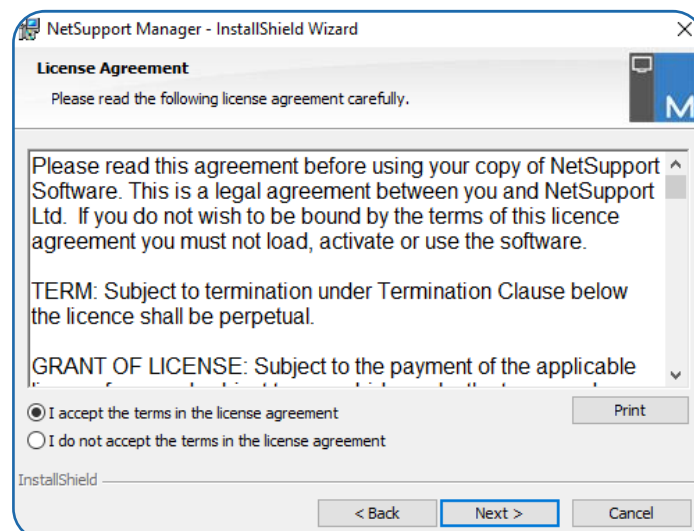
Installing the NetSupport Connectivity Server

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

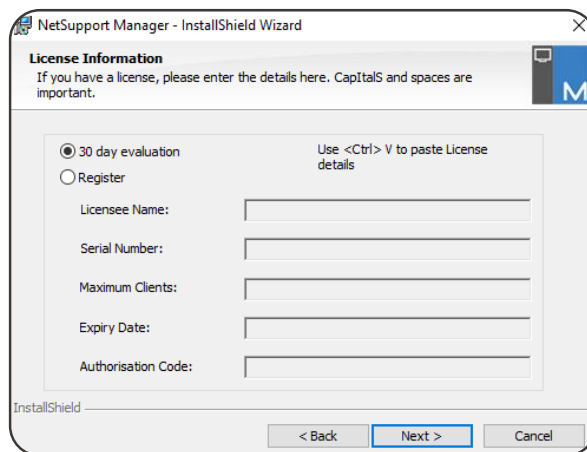
- Copy the NetSupport Manager Setup.exe to the Server.
- Launch the Setup.exe. At the Welcome screen, click **Next**.



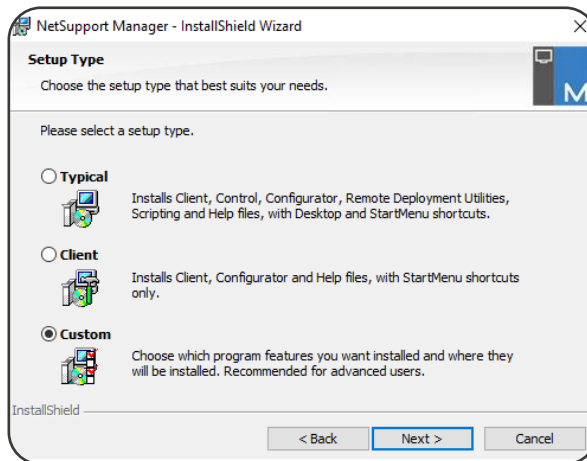
- In the License Agreement screen, select **I accept the terms in the license agreement** and click **Next**.



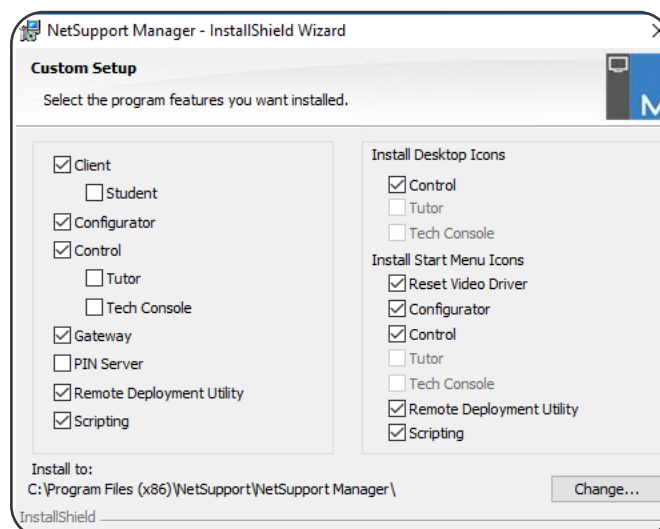
4. When prompted for your licence details, either select the **30 day evaluation** or if you have your licence details, select **Register** and enter them here.



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



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

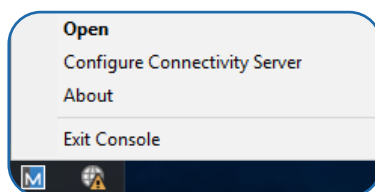


7. Click **Next** and then **Install**.
8. Once the installation completes, click **Finish**. You will be prompted to configure the NetSupport Connectivity Server.

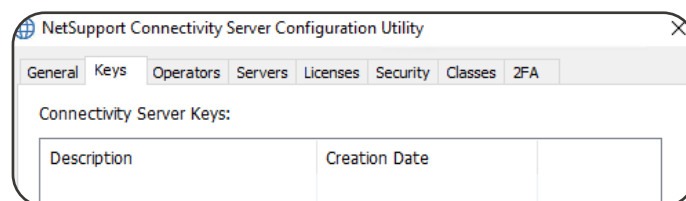
Configuring the NetSupport Connectivity Server

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

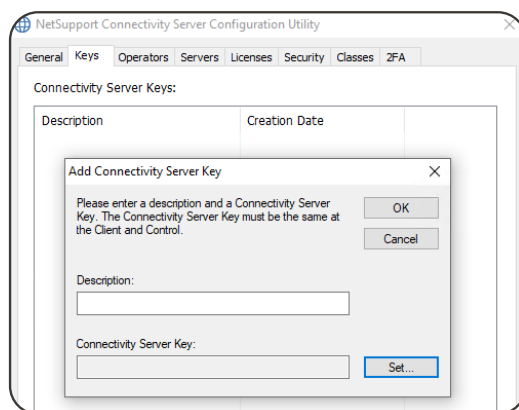
1. The NetSupport Connectivity Server Configuration Utility will launch at the end of the installation. This can also be accessed by right-clicking the **Connectivity Server** icon in the system tray and selecting **Configure Connectivity Server**.



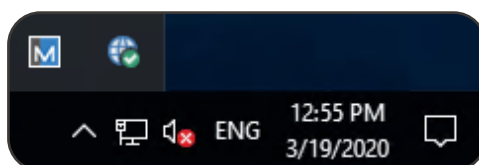
2. Once loaded, select the Keys tab. Click **Add**.



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.

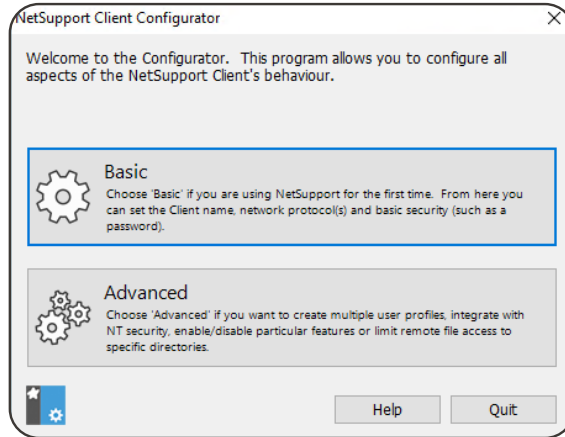


6. The NetSupport Connectivity Server is now ready to accept connections from Clients.

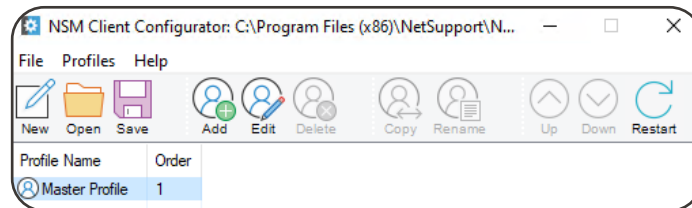
Configuring the NetSupport Manager Client to connect to the Connectivity Server

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

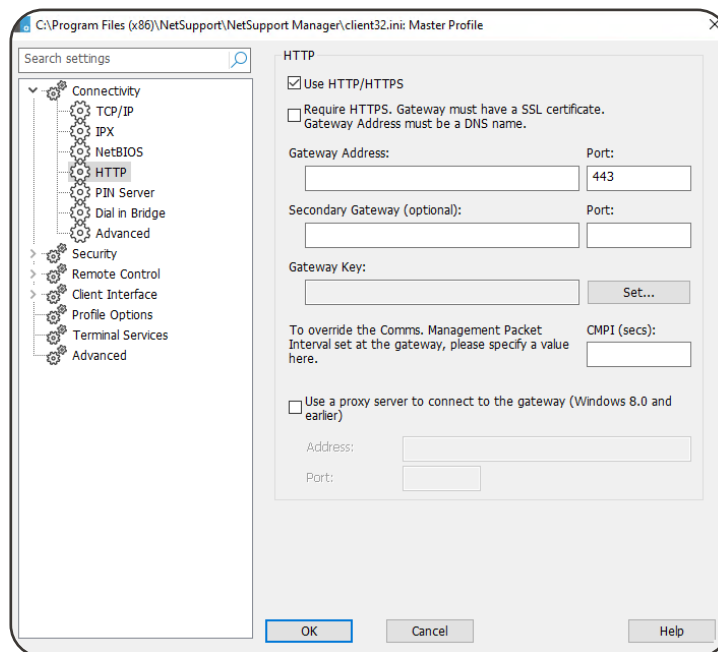
1. From a machine with the NetSupport Manager Client installed, start the NetSupport Manager Client Configurator from the Start Menu.
2. Click **Advanced**.



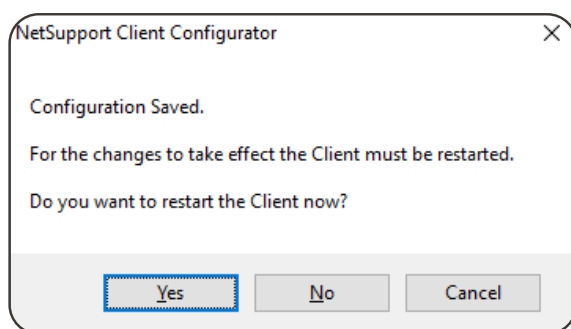
3. Double click the Master Profile.



4. Select **Connectivity - HTTP**.



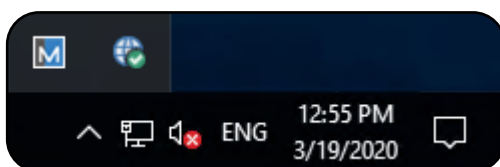
- Enter the following details:
 - Gateway Address:** Use the Public DNS name of the AWS Server.
 - Gateway Port:** 443 is used by default.
 - Gateway Key:** This must match the one entered when configuring the NetSupport Connectivity Server.
- We recommend enabling at least one of the following security 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.



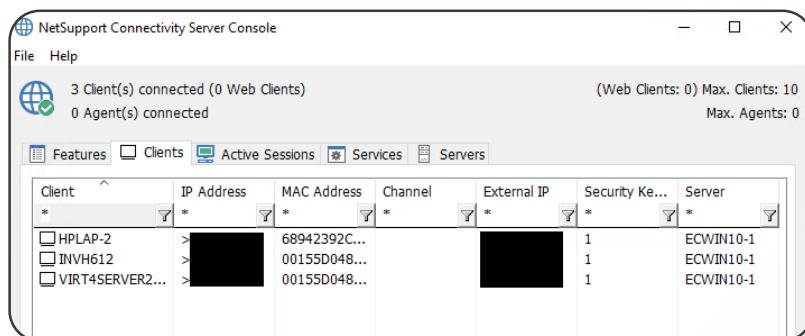
Confirm the Client has connected to the NetSupport Connectivity Server

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.

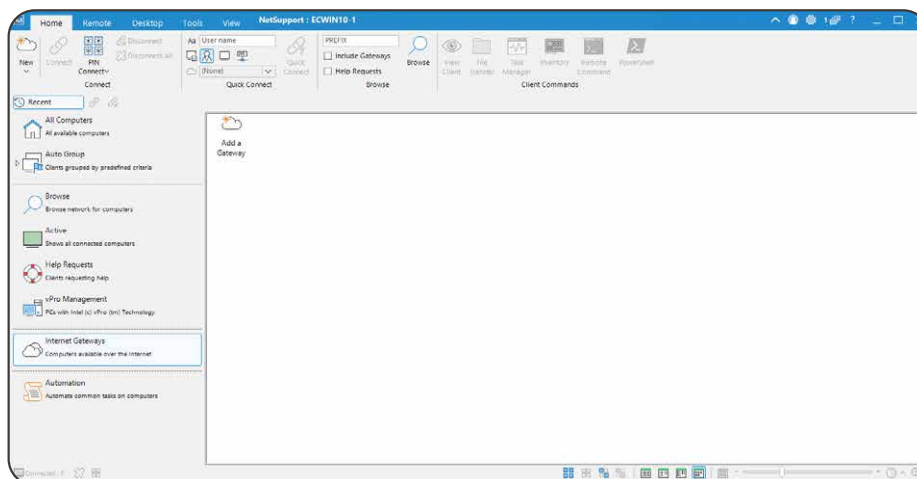


- If the Clients show as connected, they will be available for a Control to connect to.

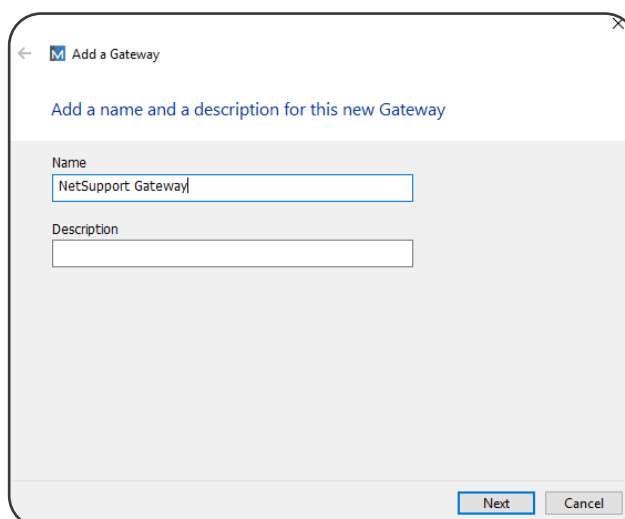
Setting up the NetSupport Manager Control to use the NetSupport Connectivity Server

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 on the ribbon.
11. Once connected, you will be able to use the Remote Control options from the Control to the Client(s).