Centrally configuring the NetSupport Manager

Client for Google Chrome connectivity options

One of the benefits of using Google Chrome devices is that they can be centrally managed through the web. Unfortunately, the Google Management Console does not currently provide the ability for an administrator to centrally configure deployed Google apps or extensions.

For the NetSupport Manager Client extension for Google Chrome to work, it must be configured with a valid Connectivity Server IP address and port number.

Note: Starting in June 2024, Chrome extensions will change behaviour following Google's migration from Manifest v2 to v3. We are working on updates to our Student extensions to meet the new requirements but in the meantime, to ensure that the changes don't impact the behaviour of any of your installed extensions, we recommend extending the use of Manifest v2 in the Google Admin Console using the steps outlined in the following article:

https://kb.netsupportsoftware.com/knowledge-base/netsupport-chromeos-extensions-and-manifest-v3/

To allow the administrator to configure these settings without having to enter them on each Chrome device manually, the NetSupport Manager Client extension for Google Chrome will read web pages that are opened on the device. If it finds the following HTML meta tag within a page, it will use the information to set the Connectivity Server IP address and port number.

Example:

<meta name="nslsettings" content="*IPADDRESS:PORT*" />

Where *IPADDRESS:PORT* is replaced with the IP address and port number of the NetSupport Connectivity Server.

If you also wish to configure an optional PIN Server*, you can use the following:

<meta name="nslpinsettings" content="*IPADDRESS:PORT*" />

* For use with NetSupport's PIN Connect feature. PIN Connect enables a technician to instantly locate a user anywhere across the enterprise, simply by both parties entering a matching PIN code, via a central PIN Server module.

We recommend you add the above to the home page configured in the Google Chrome Management Console – therefore ensuring that it will be launched and read by the NetSupport Manager Client extension for Google Chrome.

If your home page does not easily allow you to add information you could set a secondary home page and add the parameter rel="close" which will close the secondary page as soon as the settings have been read.

Example:

<meta name="nslsettings" rel="close" content="*IPADDRESS:PORT*" />

Note: *Once all Client Chrome OS devices have connected to the NetSupport Connectivity Server, and therefore read the settings from the HTML meta tag, the setting/secondary home page can be removed until a change is required.*

The URL must be served from a Webserver – e.g. IIS or Apache not from a File URL.