

 **Whitepaper**

## Support for Macintosh in NetSupport Manager

### Summary

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NetSupport Limited recognizes the growing demand for a NetSupport Client for Macintosh Workstations. In an effort to meet this demand, a solution has been provided involving VNC (from AT&T Labs). It is now possible to remote control a Macintosh Workstation running the VNC Server / Client with the NetSupport Control program. It should be noted that the NetSupport Control functionality is limited to the functions of the Client (in this case, the VNC Server). Therefore you will not have "file transfer", 'Show' or any of the other functions supported by the NetSupport Client available.

### Brief Glossary of Terms

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#### **NetSupport Control**

This refers to the NetSupport program that is executed on a 32-bit Windows platform or, the "controlling machine". VNC refer to this as the Viewer. This is used to view the desktop of the Macintosh machine running a VNC Server / Client

#### **VNC Viewer**

This refers to the VNC program that is executed on a 32-bit Windows platform or, the "controlling machine". NetSupport refer to this as the Control. This is used to view the desktop of the Macintosh machine.

#### **VNC Server / Client**

This refers to the VNC Server program that is installed and running on your Macintosh machine allowing it to be viewed by a NetSupport Control or VNC Viewer.

### Limitations

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It should be noted that the NetSupport Control functionality is limited to the functions of the VNC Server / Client. Therefore you will not have "file transfer", 'Show' or any of the other functions supported by the NetSupport Client available

For additional information on the functions and features of the VNC Server / Client, please refer to <http://www.uk.research.att.com/vnc/>.

## Obtaining the VNC software.

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You may download VNC, from the following site:  
<http://www.uk.research.att.com/vnc/download.html>

Choose the Macintosh option and download the Correct version for your processor type, and OS version and install on the Macintosh machine that you wish to remote control.

## Installing the VNC Client.

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For information on how to install the VNC Server / Client, please refer to:

<http://www.uk.research.att.com/vnc/macvnc.html>

After installing your VNC Server / Client it is advisable that you set a Client name and connection password in the VNC options configuration utility.

AT&T has also provided a well-written FAQ that can be found here  
<http://www.uk.research.att.com/vnc/faq.html> for additional information

## Starting the VNC Server / Client.

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To run VNC on your Macintosh double click the VNC server icon, the VNC Server / Client will then start. You will then need to set your VNC options to set a password for the client, this will be required at the NetSupport Control to connect to this VNC Server / Client.

## Configuring the NSM Control to connect to a Macintosh VNC Server / Client.

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### Using the NSM Control with a Macintosh VNC Server / Client.

- 1) Click "**Client**" on the toolbar and select "**New**".
- 2) In the "**Description**" field, type the description of the computer you're going to connect to.
  - 1) Leave "**Location**" set to "**Local**".
  - 2) Under "**Client Type**", Click the dropdown box and select "**VNC Client**". Click "**Next**".
  - 3) Add the "**TCP/IP details**" and select screen number 0 (Zero) of the Client. Select "**Next**" and then "**Finish**".

The VNC Server / Client will appear in the Client list. To Connect, Select the Client then select "Connect" from the toolbar, you will be prompted to enter the password that you set at the VNC Server / Client.

## Further Information

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If you require any further information regarding NetSupport Manager, you can contact the NetSupport Technical Support Team using the following details:

### UK Office

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#### NetSupport Limited

Technical Support Department  
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Email: <mailto:support@netsupportsoftware.com>

### Visit us on the Web

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Our web site: <http://www.netsupportsoftware.com/>

### VNC

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If you require any further information regarding VNC, you should contact AT&T their contact details can be found on their website:

VNC web site: <http://www.uk.research.att.com/vnc/>