



NETOP®

RemoteControl

Secure Remote Management and Support

10.06.2025

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1 Introduction

This guide reviews the installation of Netop Remote Control together with a cloud component. Refer to the [manuals section](#) for the on premise installation (no internet requirement needed).

Netop Remote Control comes with three modules – Host, Guest and Portal.

- The **Host** is the application which is installed on the devices the user wants to control.
- The **Guest** is the application which is installed on the device or from which the user wants to connect. It also comes as a no-install with the Browser Based Support Console.
- The **Portal** is the web based management console which provides central management of users, devices, access control and other settings.

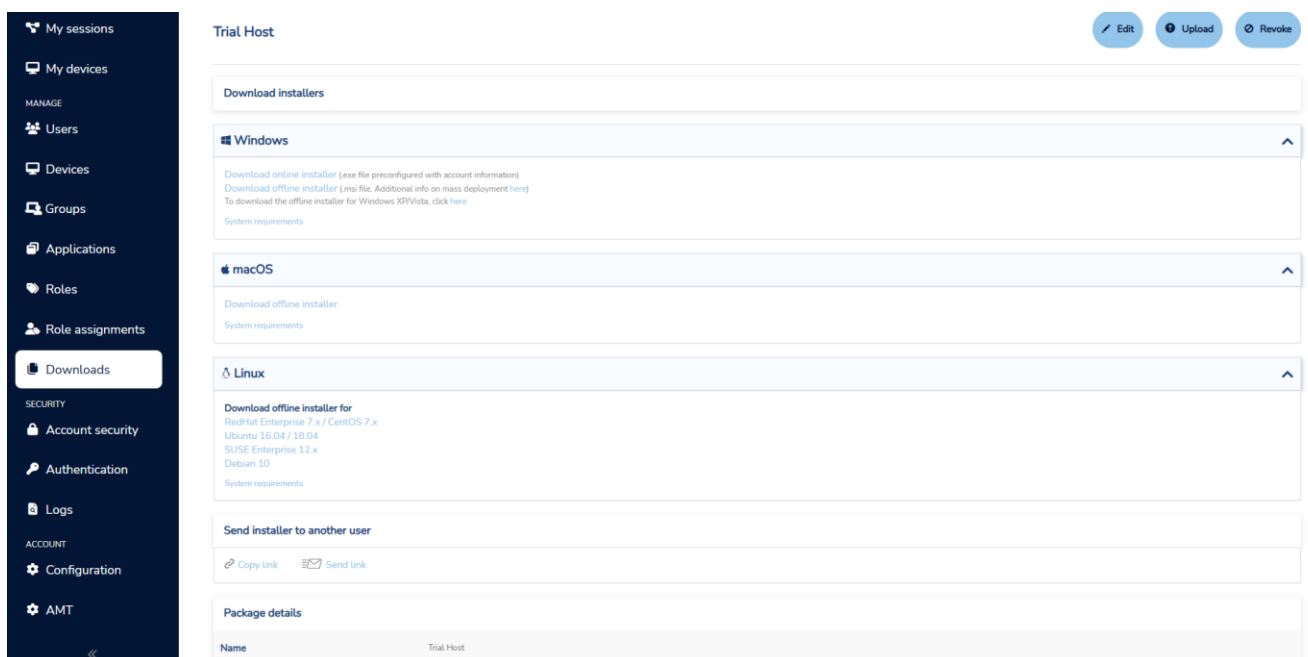
2 Target device - Host setup

2.1 Windows (7 & later)

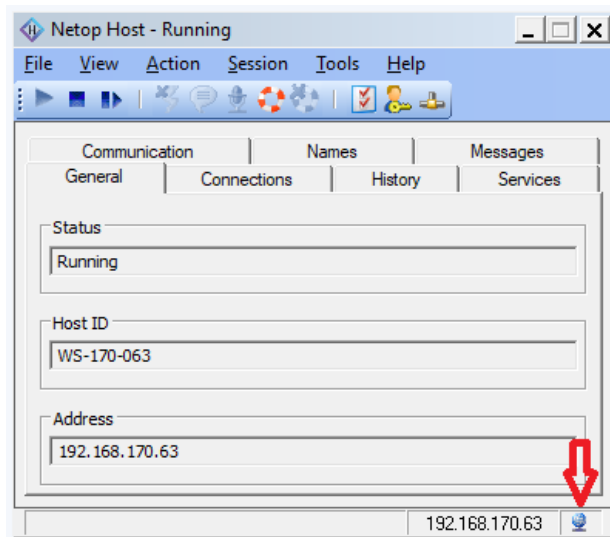
Depending on how you want to setup the Host, there are multiple options as seen below.

2.1.1 Manually install the Host on the machine that you are on

1. In the Downloads menu, go to **Windows/macOs/Linux section** and click **Download offline/online installer**.



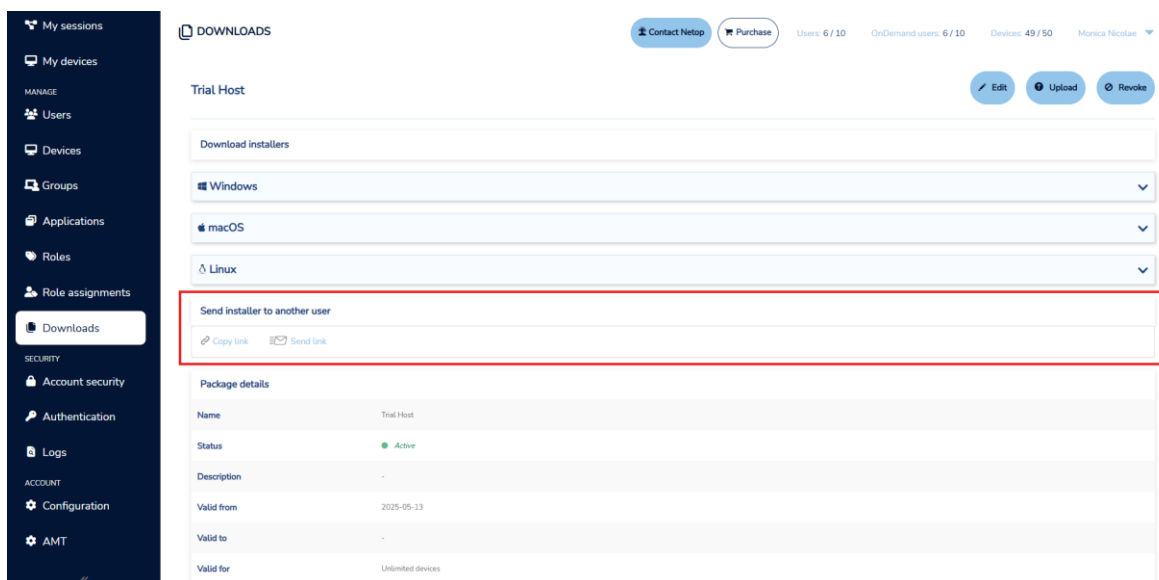
2. Once downloaded, go through the installer. When the installation is finished, the Host automatically connects to the Portal.



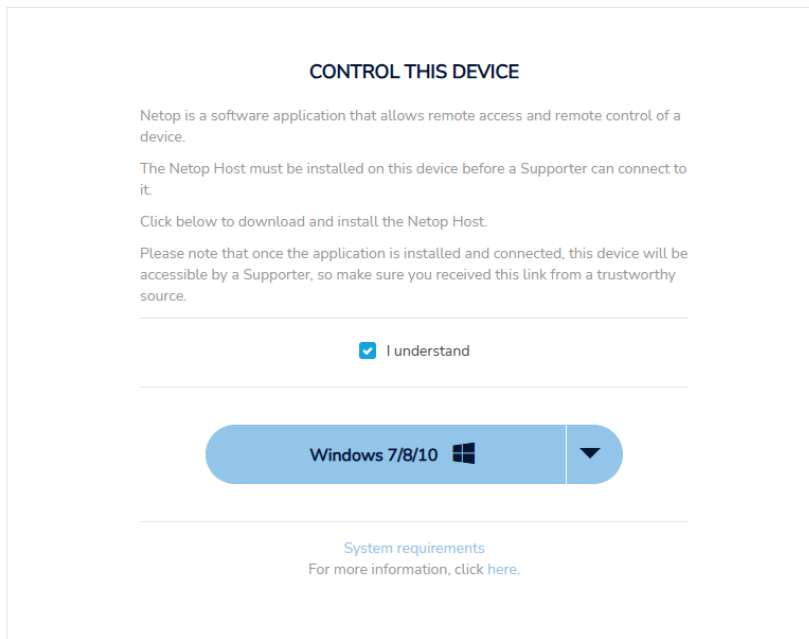
2.1.2 Manually install the Host on a different machine

To manually install the Host on a different machine, proceed as follows:

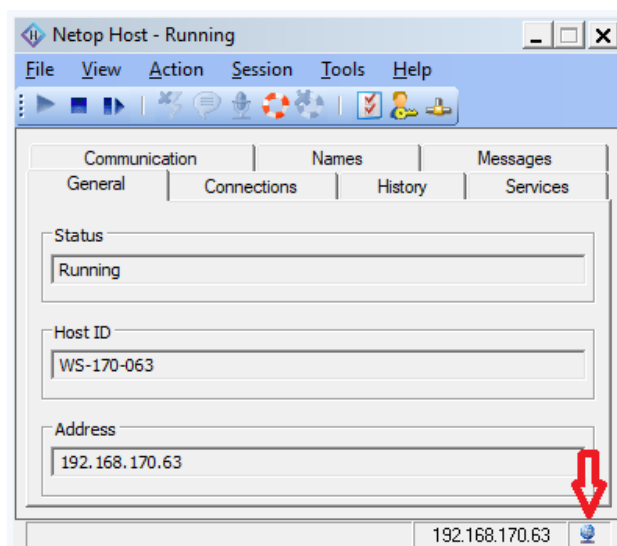
1. Hover over **Control a different device** and either click on the **Copy link** button to retrieve the link or the **Send link** button to send it via email.



2. On the target device, open the link into a browser, click on **I understand** and then click on the **Download Host** button.



- Once downloaded, go through the installed. When installation finished, the Host automatically connects to the Portal.



2.1.3 Automatically install the Host using a mass deployment tool

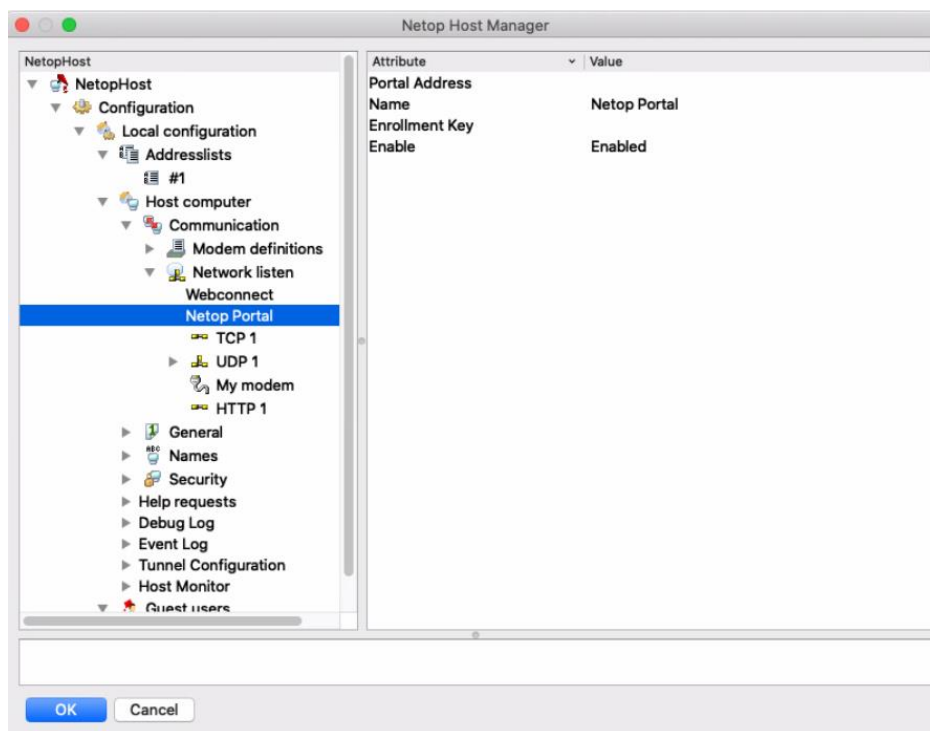
Information on how to mass deploy the Host is available [here](#).

2.2 Mac & Linux

To install the Host on a Mac or Linux environment, proceed as follows:

- Install the Host. More information on how to install for Mac [here](#) and for Linux [here](#).
- Open Netop Host Manager (Tools > Options) and go to Host computer > Communication > Network listen.

- Click on Netop Portal and verify that the communication profile attributes are properly set.



The table below describes what needs to be filled in.

Attribute	Value
Enable	Enabled
Name	The name of the communication profile as it appears in the Host Manager tree structure.
Netop Portal Service Address	The address of the Netop Portal service: portal.netop.com
Netop Portal Service Enrollment key	The Netop Portal enrollment key. Check Windows (XP & Vista) on how to retrieve it from the Netop Portal.

2.3 Windows (XP & Vista)

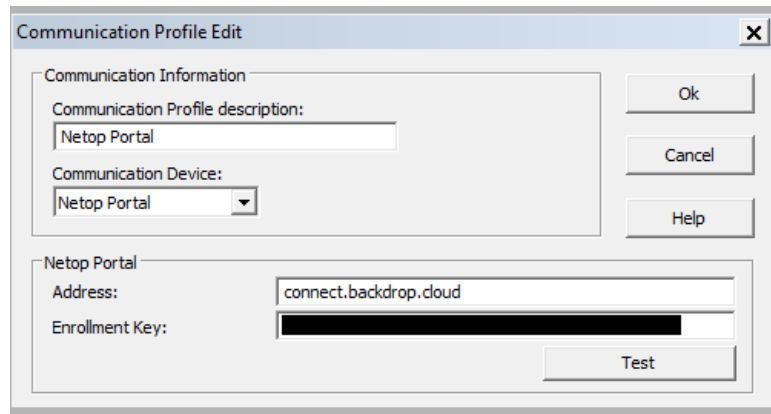
To install the Host on Windows XP & Vista, proceed as follows:

- Go to the Portal under **Downloads** and click on the deployment package to retrieve the Enrollment key.

Package details	
Name	Trial Host
Status	Active
Description	-
Valid from	2025-05-13
Valid to	-
Valid for	Unlimited devices
Enrollment key	██
License Key	-

- Download the Host from [here](#).
- Install the Host (you can manually install it on the device you or use a mass deployment tool (Information on how to mass deploy the Host is available [here](#)).

4. Configure the Host to use the Netop Portal communication profile in the Setup wizard with the default address and the above enrollment key. You can also add a new Netop Portal communication profile from **Tools > Communication profiles > New**



3 Connect to the device – Guest (Supporter Console) setup

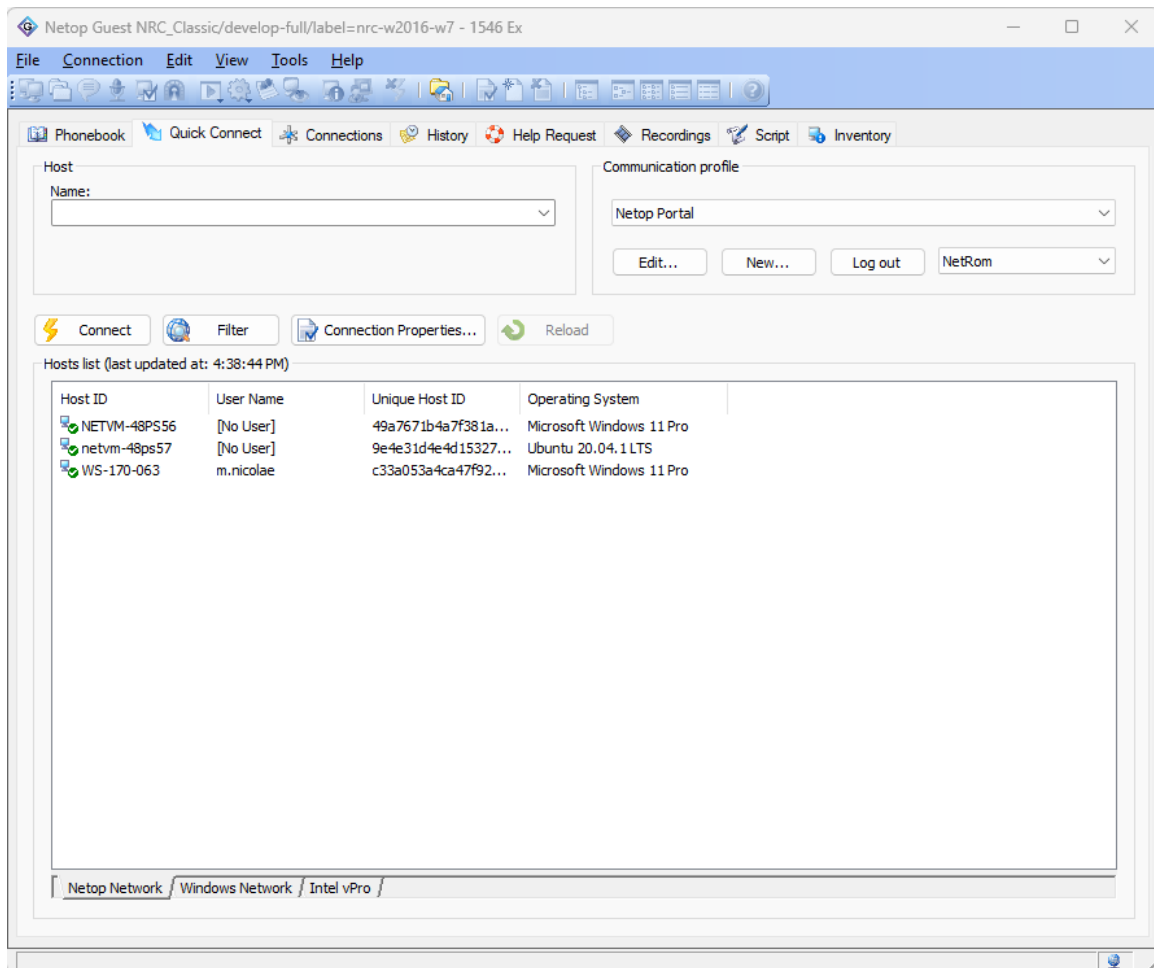
Once the Host has been installed ([step 2](#)), refresh the **My devices** page in the Portal. This page now lists the online devices.

In order to connect to the device, the Supporter needs to either install the Guest or use the Browser Based Support Console. Depending on the operating system from where you want to connect from and if there is an installed application, the options are described below.

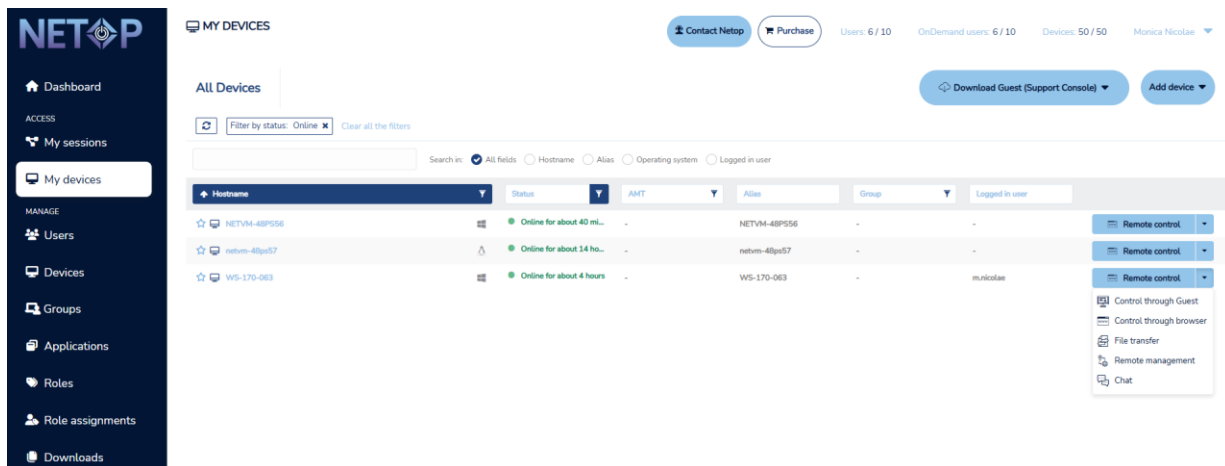
3.1 Windows

To install the Guest on Windows, proceed as follows:

1. Click on the **Download Guest (Support Console)** to download and install the Windows Guest.
NOTE: Supported Windows versions: Windows 7 & higher; no license is required for the Portal only installation.



- Once the installation is finished, click **Finish** and go back into your Portal browser window. You can click on any of the options next to the online device in order to initiate the corresponding action.



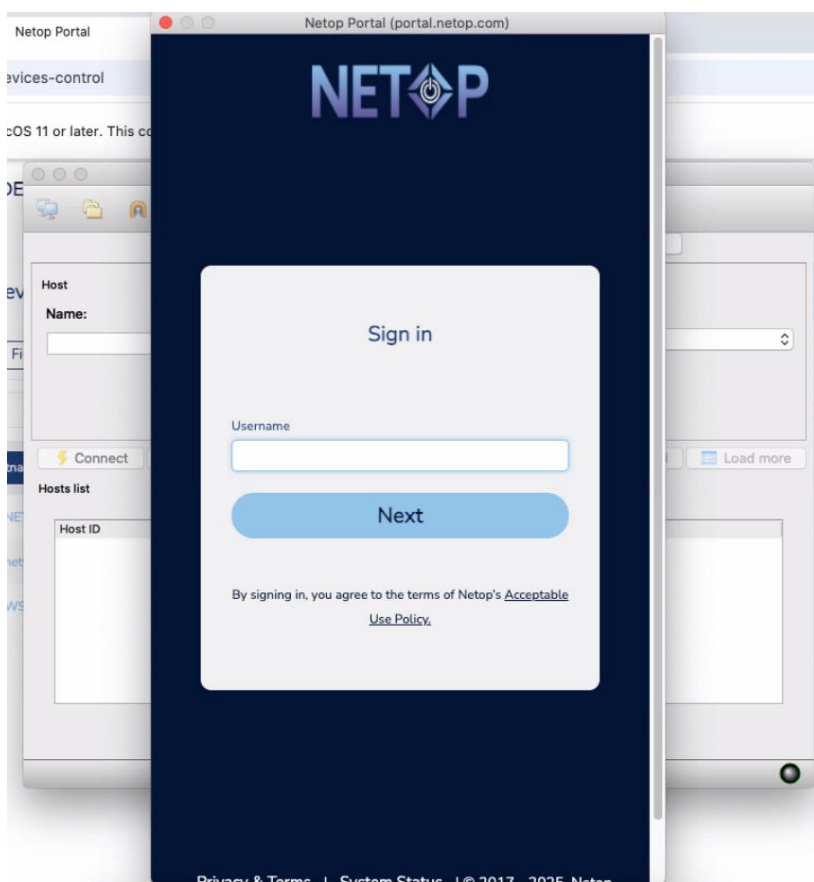
NOTE: Clicking on one of the first four options, the installed Guest application launches and the selected action is performed (e.g. opening up the file transfer window).

3.2 Linux

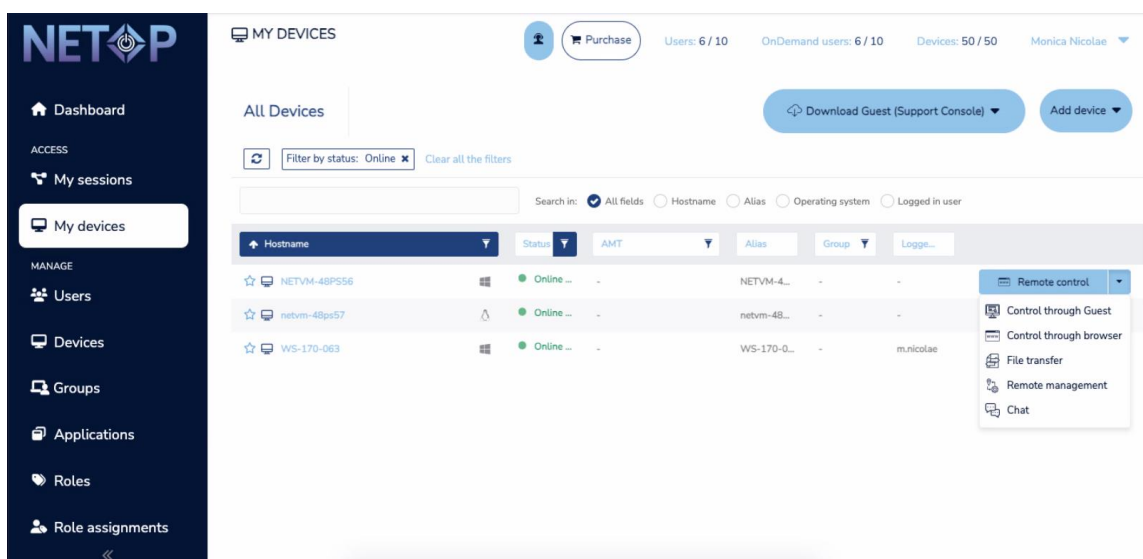
To install the Guest on a Linux environment, proceed as follows:

- To download and install the Guest (Support Console) refer to the following [link](#).

- When launching the Guest, set up the Netop Portal communication profile by clicking on **Yes** in the Portal prompt and by using the trial username & password.



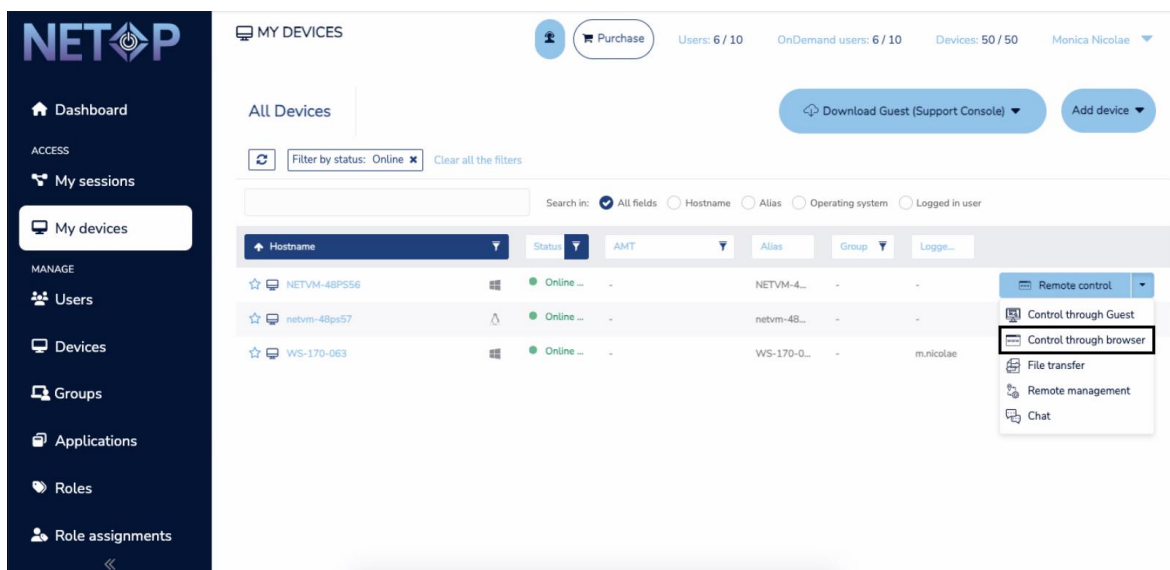
- Once the information is filled in, a list of online devices is displayed. You can connect directly from the Guest to the device or by going back to the Portal and use one of the following options: Remote Control, File transfer or Browser Based Support Console.



NOTE: When you connect to the device using the Linux Guest, you are required to re-authenticate on every connection.

3.3 Browser based application (running on Windows, Mac and Linux)

1. Go to the **My devices** page and click on the **Browser Based Support Console**. This launches the remote session in the browser.



NOTE: This supports only the remote control capability.