

Netop

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1 Introduction

The scope of the document is to guide the user through the installation steps of the **Netop** together with a cloud component. Refer to the [manuals section](#) for the on-premise installation (no internet requirement needed).

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

- The **Host** is the application that is installed on the devices the user wants to control.
- The **Guest** is the application that 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 that provides central management of users, devices, access control, and other settings.

2 Target device - Host setup

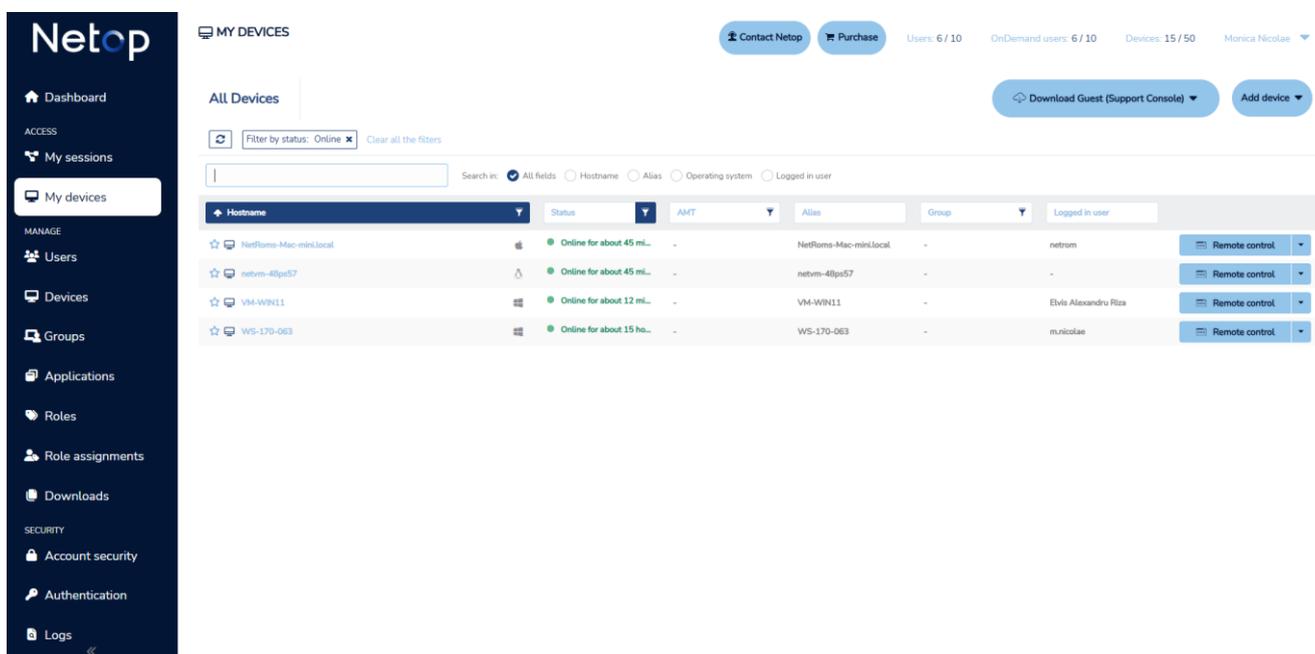
2.1 Windows (7 & later)

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

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

To install the **Host** on the device that you are on, proceed as follows:

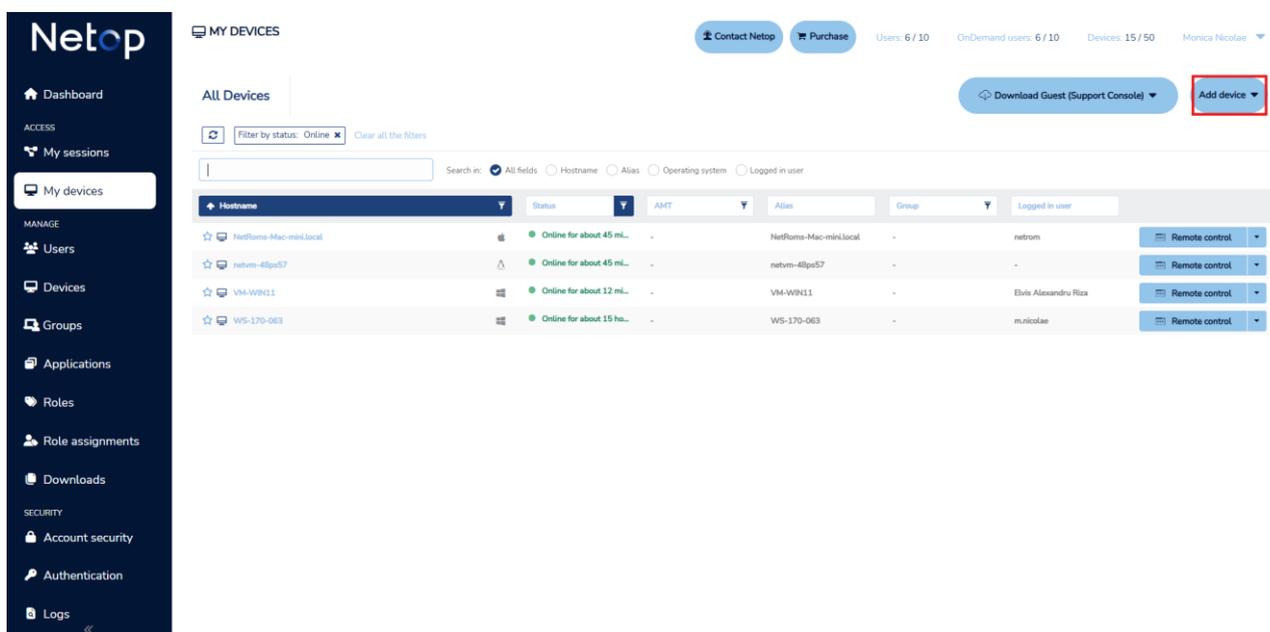
1. Go to the **My devices** tab.



The screenshot shows the Netop web interface. On the left is a dark sidebar with navigation options: Dashboard, My sessions, My devices (selected), Users, Devices, Groups, Applications, Roles, Role assignments, Downloads, Account security, Authentication, and Logs. The main content area is titled 'MY DEVICES' and shows a table of 'All Devices'. The table has columns for Hostname, Status, AMT, Alias, Group, and Logged in user. There are four devices listed, all with a status of 'Online'. At the top right of the main area, there are buttons for 'Contact Netop', 'Purchase', and 'Add device'. The 'Add device' button is highlighted with a red box.

Hostname	Status	AMT	Alias	Group	Logged in user	
NetRoms-Mac-mini.local	Online for about 45 m...	-	NetRoms-Mac-mini.local	-	netrom	Remote control
netvm-48ps57	Online for about 45 m...	-	netvm-48ps57	-	-	Remote control
VM-WIN11	Online for about 12 m...	-	VM-WIN11	-	Elvis Alexandru Riza	Remote control
WS-170-063	Online for about 15 ho...	-	WS-170-063	-	m.nicolae	Remote control

2. Click on the **Add device** button.



This screenshot is identical to the previous one, showing the Netop 'MY DEVICES' page. The 'Add device' button is highlighted with a red box, indicating the next step in the process.

3. Click on the **Host installer** button.

The screenshot shows the Netop 'MY DEVICES' dashboard. The left sidebar contains navigation options: Dashboard, My sessions, My devices, Users, Devices, Groups, Applications, Roles, Role assignments, Downloads, Account security, Authentication, and Logs. The main content area is titled 'MY DEVICES' and shows a table of devices. A dropdown menu is open over the 'Add device' button, with 'Host installer' selected. The table lists four devices with their status, AMT, Alias, Group, and Logged in user.

Hostname	Status	AMT	Alias	Group	Logged in user	Actions
NetRoms-Mac-mini.local	Online for about 45 mi...	-	NetRoms-Mac-mini.local	-	netrom	Remote control
netvm-48ps57	Online for about 45 mi...	-	netvm-48ps57	-	-	Remote control
VM-WIN11	Online for about 12 mi...	-	VM-WIN11	-	Elvis Alexandru Riza	Remote control
WS-170-0E3	Online for about 15 ho...	-	WS-170-0E3	-	municolae	Remote control

4. Click on the **Online installer** button.

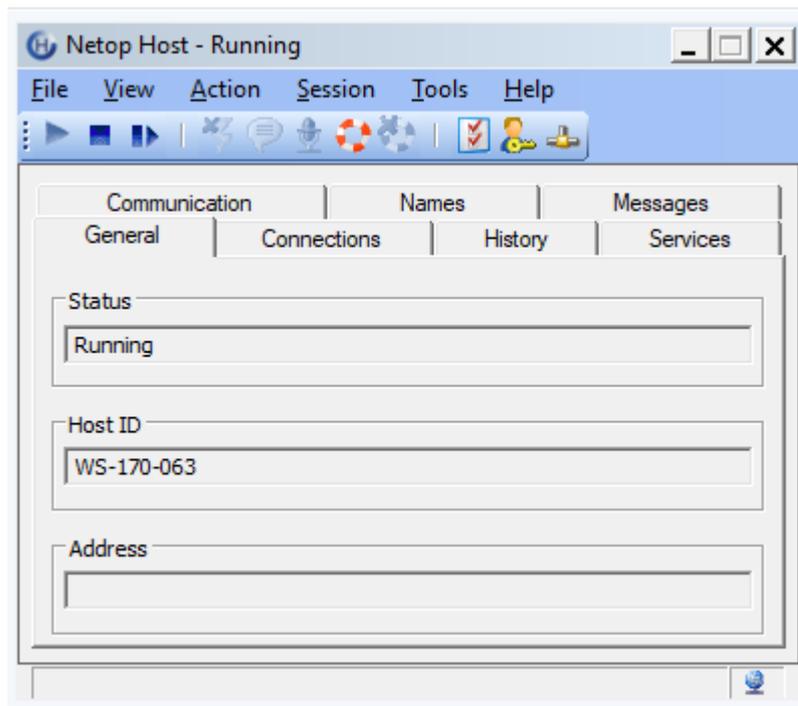
The screenshot shows the Netop 'DOWNLOADS' dashboard. The left sidebar is the same as in the previous screenshot. The main content area is titled 'DOWNLOADS' and shows a table of deployment packages. The 'Online installer' button is highlighted for the 'Trial Host' package. The table lists one deployment package with its name, enrollment state, valid from date, valid to date, and the number of devices.

Name	Enrollment state	Valid from	Valid to	Devices	Actions
Trial Host	Enrolled	2025-05-13	-	15	Online installer

5. Click on the downloaded executable file.

The installation process begins, and it only requires that you accept the **End User License Agreement**.

6. When the installation process 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. Go to the **Downloads** tab.
2. Click on the deployment package you want to install. The **Deployment package details** page is displayed.

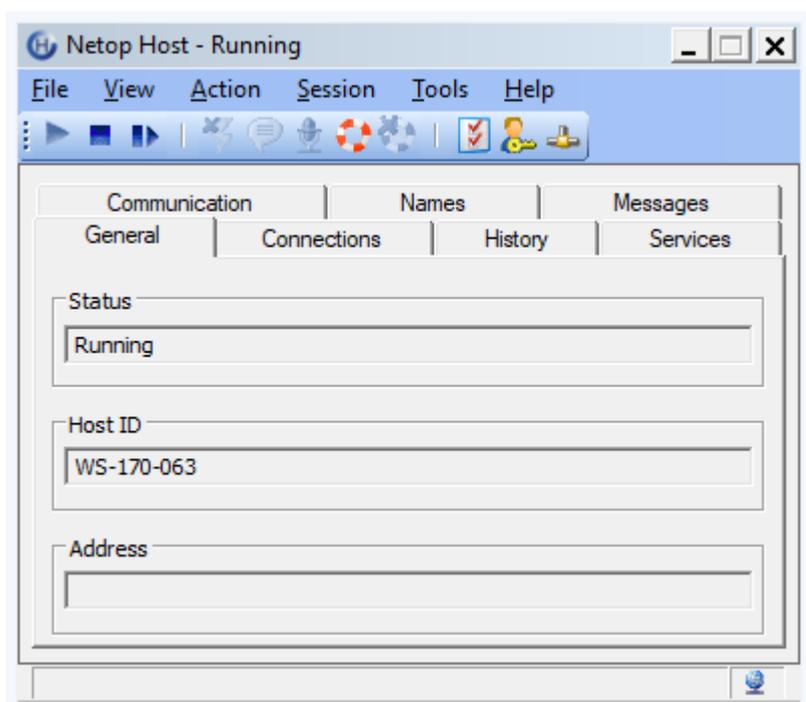
3. Click on the **Send link** button.

The screenshot shows the Netop Downloads interface. On the left is a dark sidebar with navigation options like Dashboard, My sessions, My devices, Users, Devices, Groups, Applications, Roles, Role assignments, and Downloads. The main content area is titled 'Downloads' and shows a 'Trial Host' card. Under 'Download installers', there are sections for Windows, macOS, and Linux. The 'Send installer to another user' section contains a 'Copy link' button and a 'Send link' button, which is highlighted with a red box. Below this is a 'Package details' table with columns for Name, Status, and Description.

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

The screenshot shows the Netop installation screen on a target device. At the top is the Netop logo. Below it is the heading 'CONTROL THIS DEVICE'. The text explains that Netop is a software application for remote access and control, and that the Netop Host must be installed on the device before a Supporter can connect. It instructs the user to click below to download and install the Netop Host, and notes that the device will be accessible to a Supporter once installed. A checkbox labeled 'I understand' is checked. Below this is a large blue button labeled 'Windows 7/8/10' with a Windows logo and a dropdown arrow. At the bottom, there is a link for 'System requirements' with the text 'For more information, click here.'

5. 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

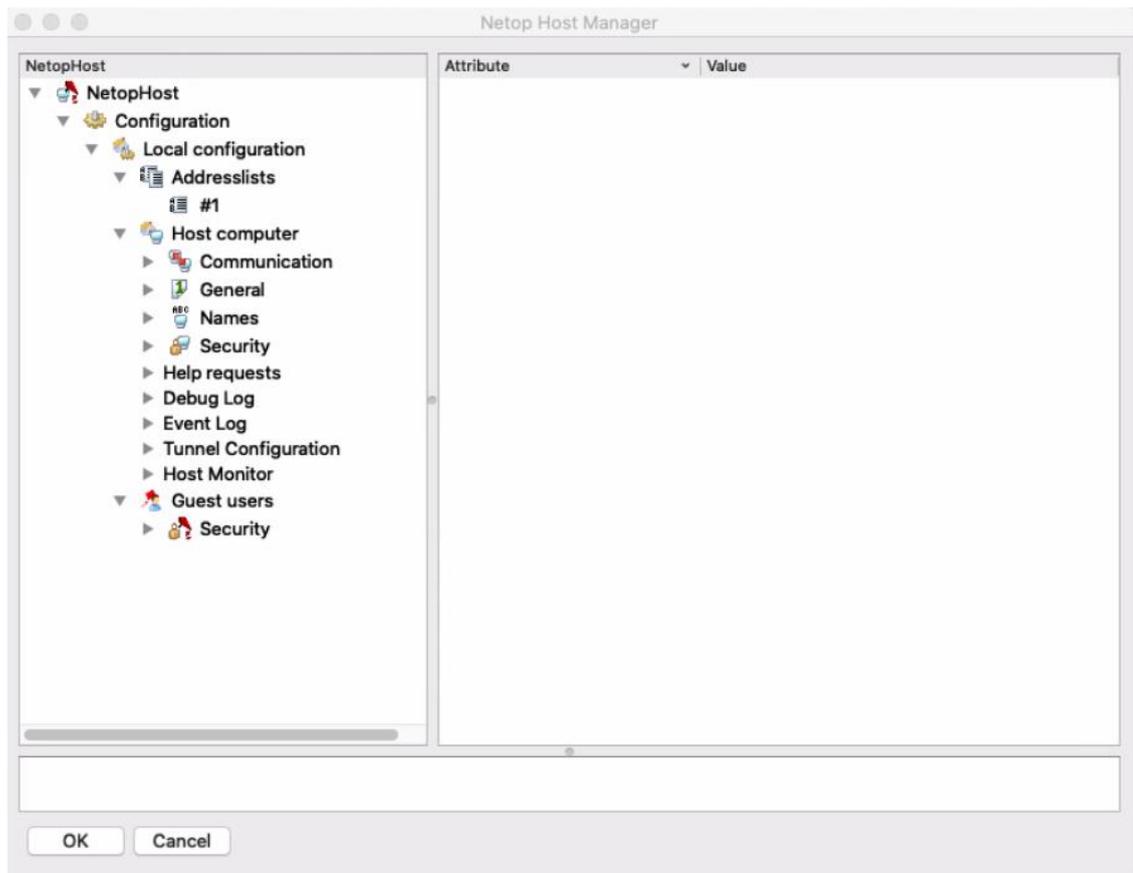
More information on how to mass deploy the **Host** can be found at the following knowledge base [article](#).

2.2 Mac & Linux

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

1. Install the Host. More information on how to install for macOS [here](#) and for Linux [here](#).
2. Open **Netop Host Manager** (**Tools** > **Options**).
3. Go to **Host computer** > **Communication** > **Network listen**.

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



NOTE: **Netop Linux Host** version 12.79 and above allow you to connect to a UNIX device through the **Netop Portal** and **Netop Windows Guest**.

The table below describes what is necessary for you to fill in.

Attribute	Value
Enable	Enabled
Name	The name of the communication profile that appears in the Host Manager tree structure.
Netop Portal Service Address	The address of the Netop Portal service: <u>netop.cloud</u>
Netop Portal Service Enrollment key	The Netop Portal enrollment key. Check Windows (XP s Vista) on how to retrieve it from the Netop Portal .

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

After you install the **Host** ([step 2](#)), refresh the **My devices** page in the **Netop Portal**. The page now lists online devices.

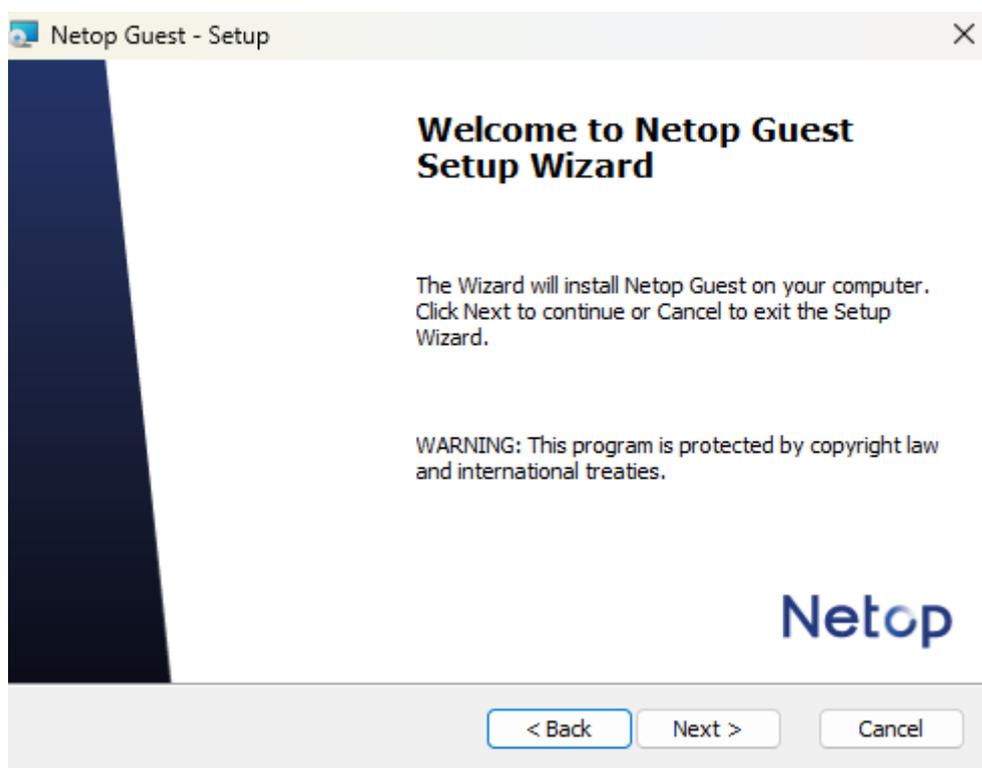
In order to connect to the device, it is necessary for the Supporter to either install the **Guest** or use the **Browser Based Support Console**. Depending on the operating system from where you want to connect from and if there is an installed application, the options are described below.

3.1 Windows

To install the **Guest** on a Windows device, proceed as follows:

1. Click on the **Download Guest (Support Console)** to download and install the Windows **Guest**.

NOTE: Supported Windows versions: Windows 7 s higher; no license is required for the **Portal** only installation.



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

The screenshot displays the Netop Portal interface for managing devices. The main content area is titled 'MY DEVICES' and shows a list of devices under the 'All Devices' tab. The list is filtered by 'Online' status. The table below represents the data shown in the screenshot:

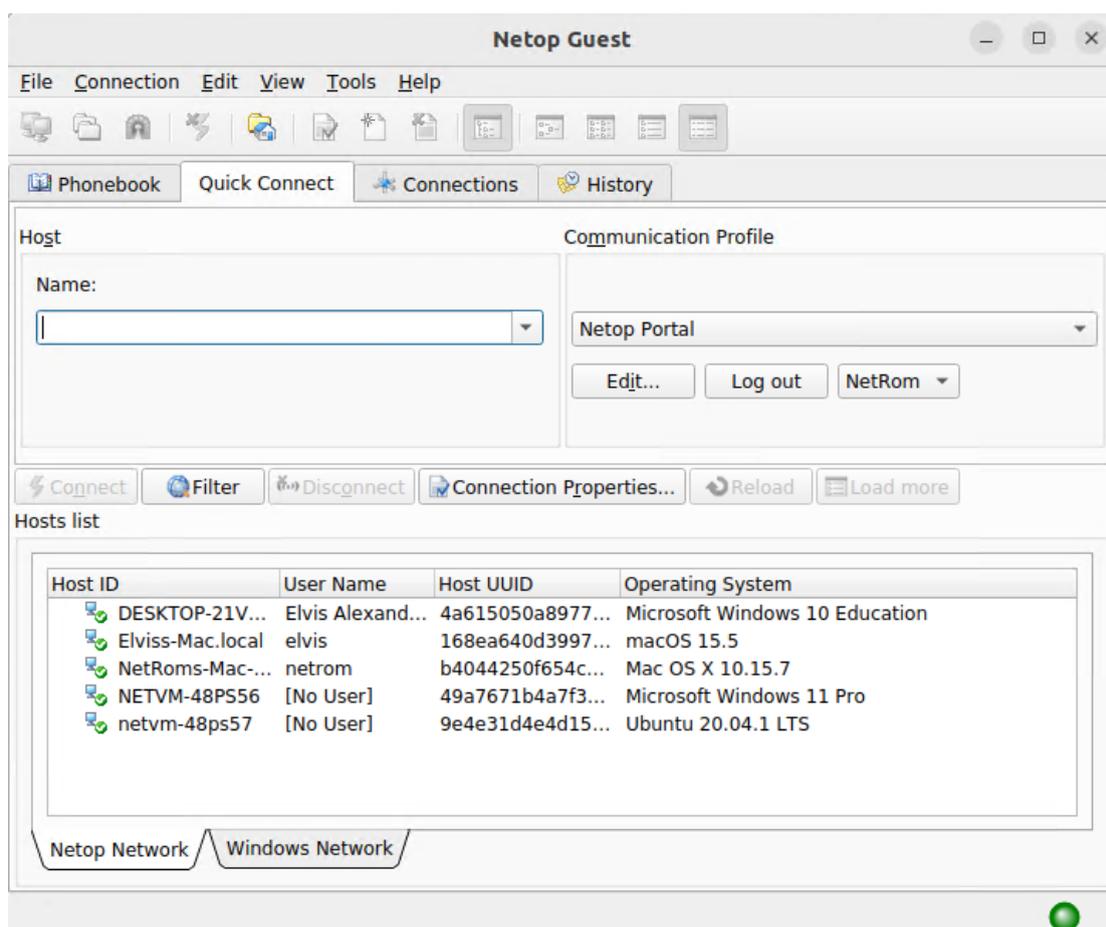
Hostname	Status	AMT	Alias	Group	Logged in user	Action
Elvis-Mac.local	Online for about 15 mi...	-	Elvis-Mac.local	-	elvis	Remote control
NetRoms-Mac-mini.local	Online for about 1 hour	-	NetRoms-Mac-mini.local	-	netrom	Remote control
netum-48ps57	Online for about 16 ho...	-	netum-48ps57	-	-	Remote control
WS-170-063	Online for 10 seconds	-	WS-170-063	-	mnicolae	Remote control

NOTE: If you click 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).

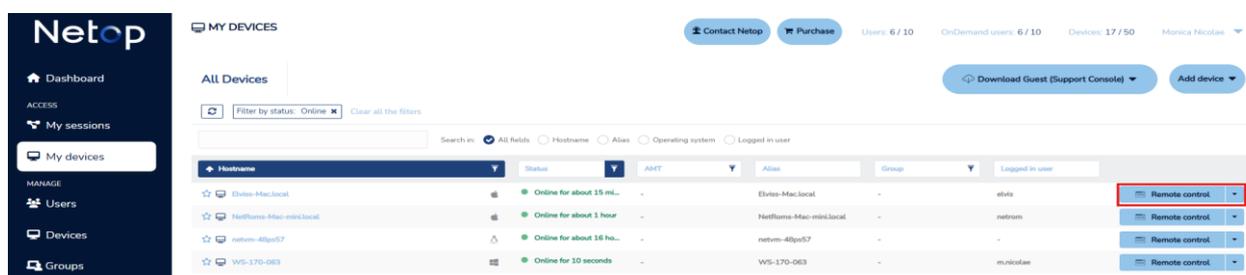
3.2 Linux

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

1. To download and install the **Guest (Support Console)** refer to the following [link](#).
2. When launching the **Guest**, set up the **Netop Portal** communication profile by clicking on **Yes** in the **Netop Portal** prompt and by using the trial username s password.



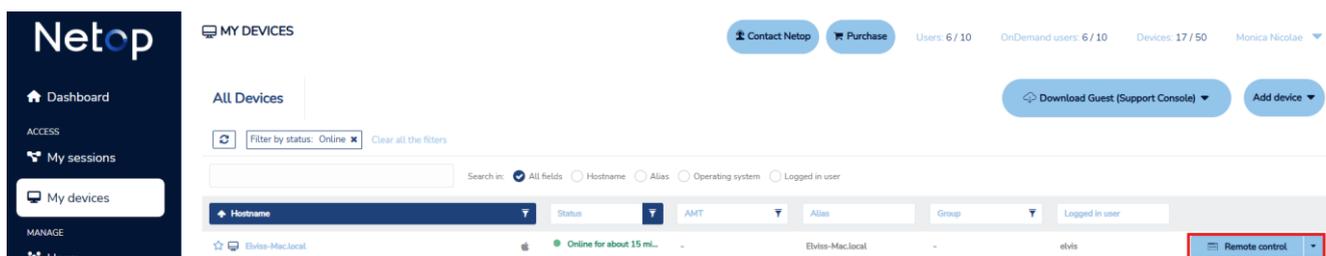
3. Once the information is filled in, a list of online devices is displayed. You can connect directly from the **Guest** to the device or by going back to the **Netop Portal** and use one of the following options: Remote Control, File transfer or **Browser Based Support Console**.



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)

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.

3.4 Firewall and Proxy server settings for the Netop Portal communication profile

When you configure **Netop** to use the **Netop Portal** communication profile, you need to create rules or exceptions to allow communication through a proxy server or firewall to communicate with the **Netop Portal** service.

For the **Netop Portal** service, allow the following communication:

- **Outbound HTTPS** (port 443):
 - accounts.netop.com1
 - deviceapi.netop.com1
 - portal.netop.com1
 - portalapi.netop.com1
 - portal-dl.netop.com1
 - secure.netop.com1
 - get.netop.com2
 - remote.netop.com2
 - nas.netop.com3
 - wc-eu-wcs.netop.com3
 -
- **TCP** (port 443)
 - cm.netop.cloud

- o Ireland: s1-cs-eu-west-1.netop.cloud:443 | 52.211.129.227 (static IP)
- o Frankfurt: s1-cs-eu-central-1.netop.cloud:443 | 52.28.221.32 (static IP)
- o Singapore: s1-cs-ap-southeast-1.netop.cloud:443 | 52.74.247.93 (static IP)
- o Tokyo: s1-cs-ap-northeast-1.netop.cloud:443 | 54.64.34.84 (static IP)
- o Sao Paulo: s1-cs-sa-east-1.netop.cloud:443 | 54.232.255.105 (static IP)
- o N Virginia: s1-cs-us-east-1.netop.cloud:443 | 54.164.69.65 (static IP)
- o Oregon: s1-cs-us-west-2.netop.cloud:443 | 54.148.245.185 (static IP)
- o Bahrain: s1-cs-me-south-1.netop.cloud | 157.175.10.43 (static IP)

- o South Africa: cs-af-south.netop.com [13.245.250.222] (static IP)

WebSocket Secure (port 443)

- wss.netop.cloud¹

NOTE: This is a persistent Nion and the DNS name is dynamic.

TCP s UDP²:

- s1-ice-ap-northeast-2.netop.cloud | 3.34.203.149
- s1-ice-ap-south-1.netop.cloud | 13.126.197.58
- s1-ice-eu-west-1.netop.cloud | 52.228.62.188
- s1-ice-us-east-1.netop.cloud | 54.157.42.39

Outbound HTTPS (for SSL certificate validation):

- **GlobalSign ROOT CA R1**
 - *.globalsign.com
- **Amazon Root CA1**
 - *.[amazontrust.com](https://www.amazontrust.com)
- **Digicert**
 - *.digicert.com

If your device is protected by a local firewall, make sure that you configure the firewall so that you allow the following **Netop Portal** executable files to run and be accessed from outbound LAN/Internet access:

- nhstw32.exe (**Host**)
- ngstw32.exe (**Guest**)

NOTE:

1 Services required by Netop OnPremise and Netop OnDemand.

2 Services required by Netop OnDemand.

3 Services required by Netop OnPremise.