



August 20th, 2025

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Introduction

Netop for macOS includes a **Guest** and a **Host**.

- **Guest** for macOS can connect to a remote **Host** with the Internet (TCP), LAN (TCP) and the **Netop Portal** communication protocols.
- **Host** for macOS enables a remote **Guest** to connect with the Internet (TCP), LAN (TCP), UDP, HTTP and the **Netop Portal** communication protocols.

The following installation guide is intended to explain how to install, uninstall and load the **Netop** on macOS.

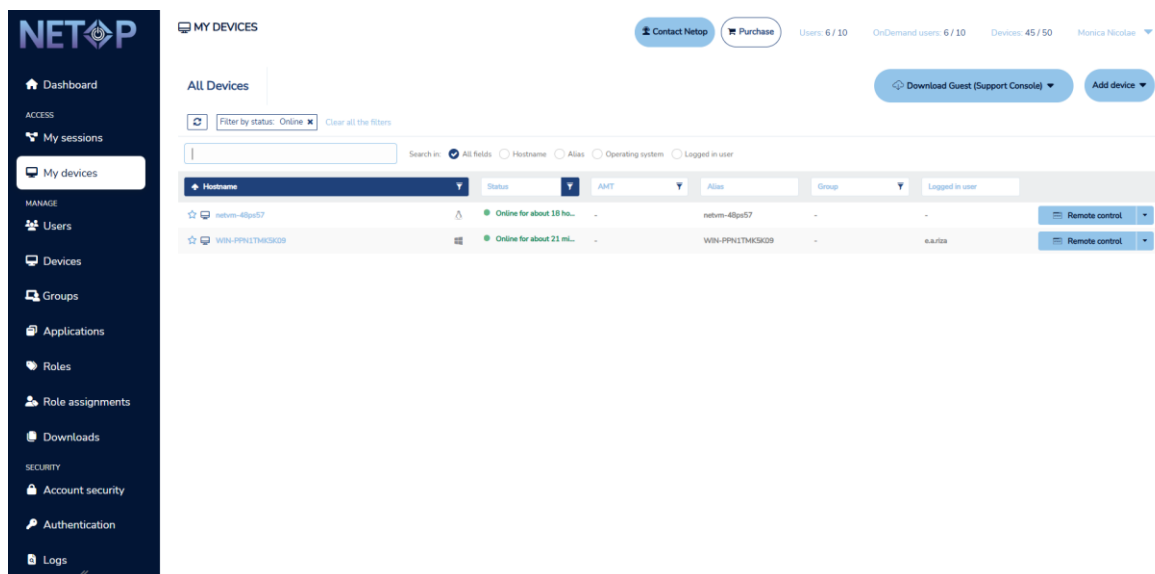
Download

You can download the **Guest** and **Host** from:

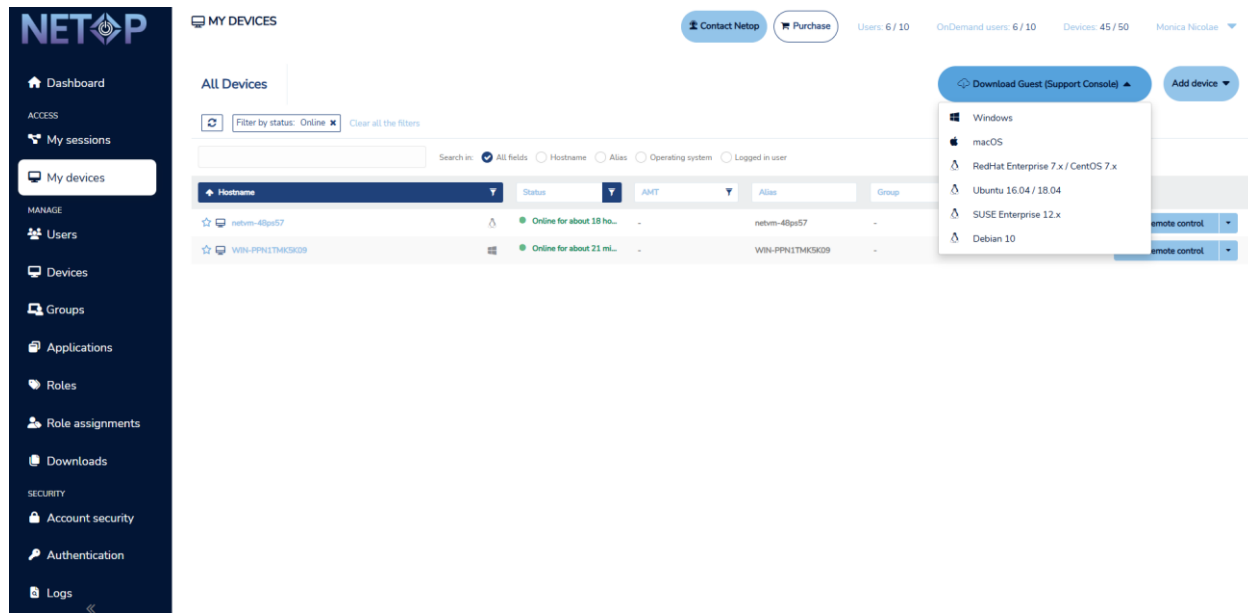
- the Portal
- the Netop website, by clicking on the following link for the [Guest](#) and the [Host](#)

To download the **Guest (Support Console)** application from the **Portal**, proceed as follows:

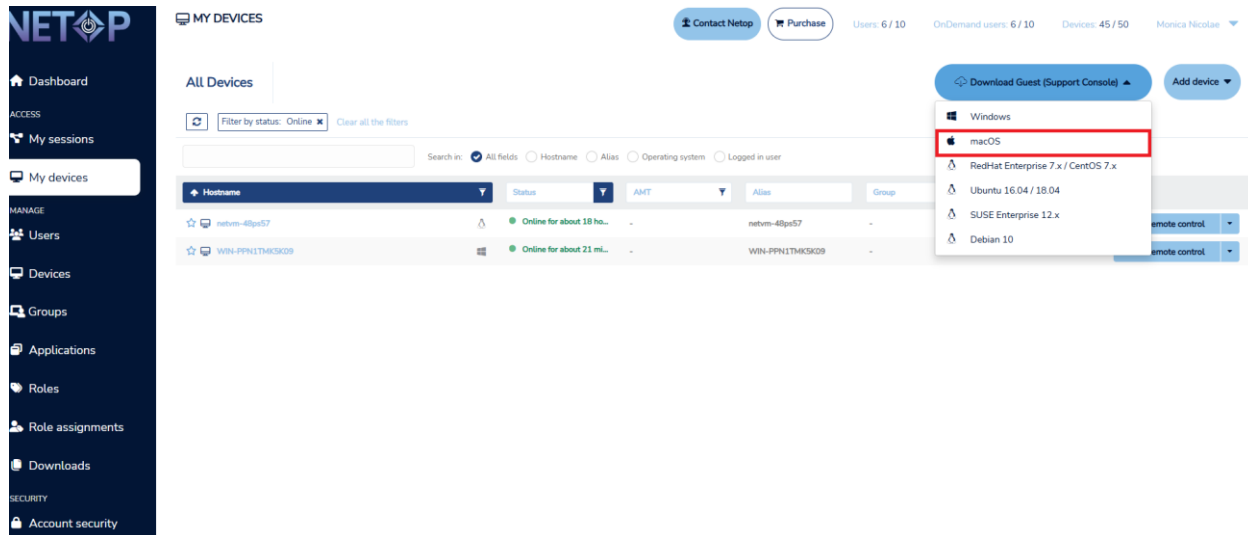
1. Log in the **Portal**.
2. Go to the **My Devices** page.



3. Click on the **Download Guest (Support Console)** button.



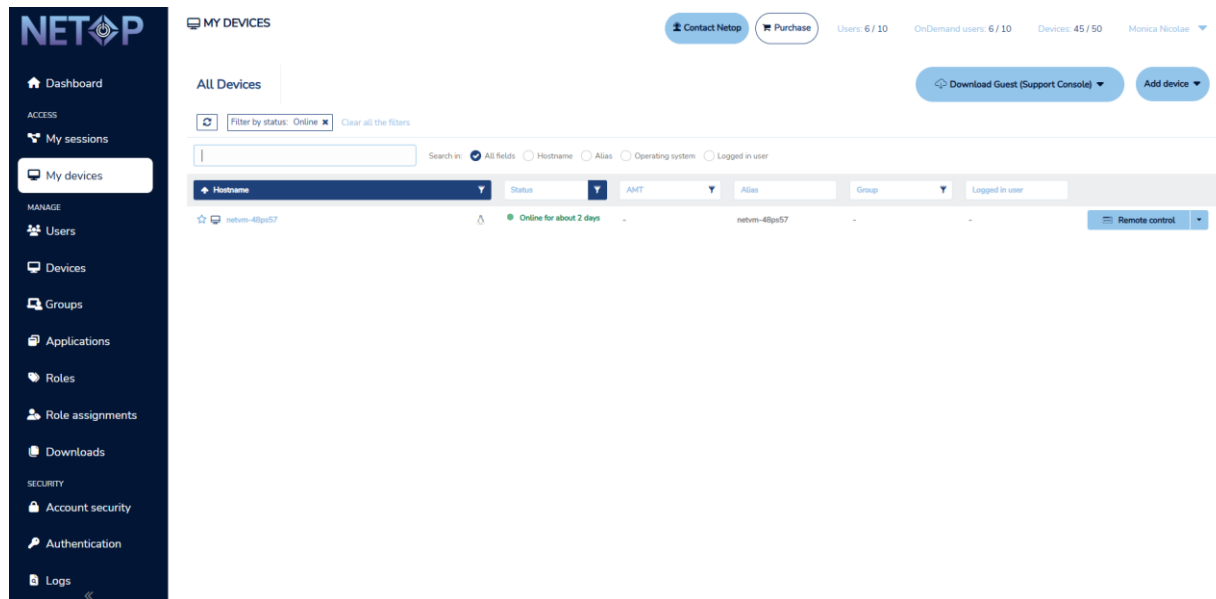
4. Select the macOS option from the dropdown menu.



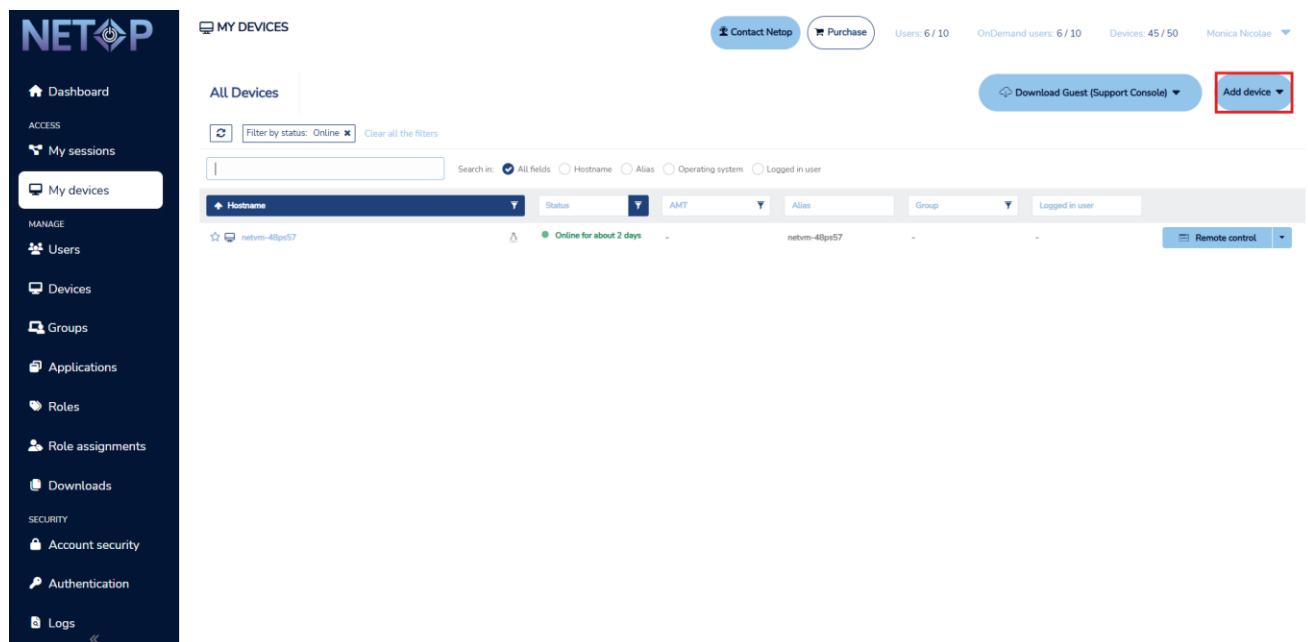
5. Save the archive.

To download the **Host** from the **Portal**, proceed as follows:

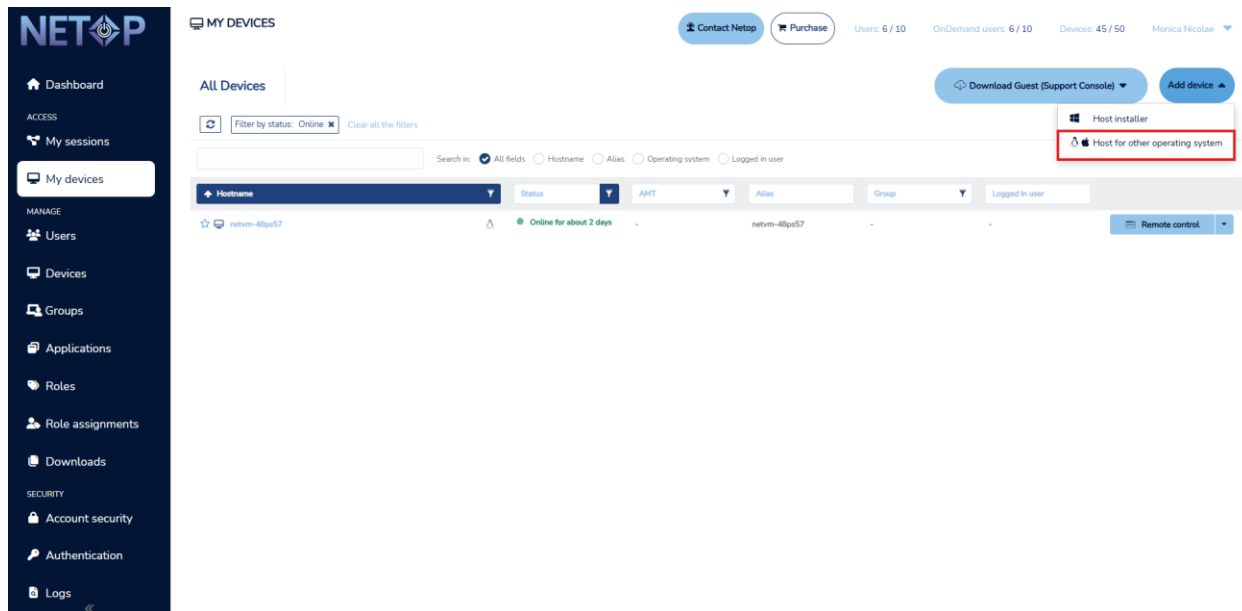
1. Log in the **Portal**.
2. Go to the **My Devices** page.



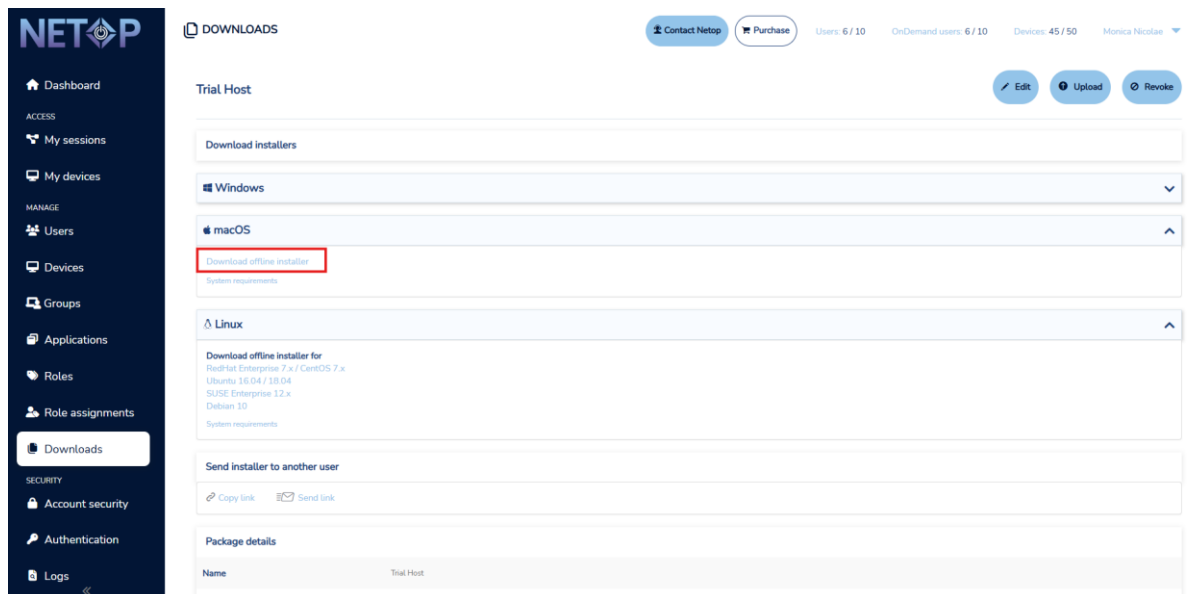
3. Click on the **Add device** button.



4. Click on the **Host for other operating systems** option from the dropdown menu.



5. Click on the **Download offline installer** button from the macOS section.



6. Save the Netop Host.dmg file.

Install

Prior to installation, verify that your computer meets the technical requirements.

Refer to the [Mac system requirements](#).

NOTE: To be able to install, make sure that the user logged on to the computer is a local admin account. Using a Domain account with local admin privileges does not work.

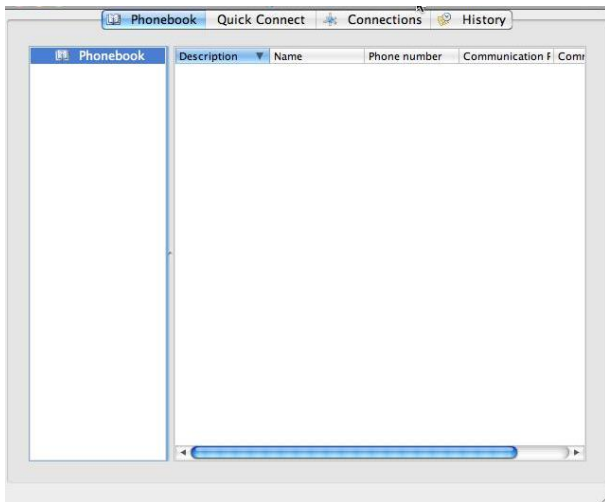
You can install the **Netop** for the supported macOS versions from the files found on the [Netop download page](#).

Open the relevant **.dmg** file downloaded from the Netop website and double-click on the resulting **.pkg** file to show the installation wizard that guides you through the Netop installation. Accept the license agreement and specify the license name and the Netop license number when prompted.

Guest

Load and unload the Guest

Start the **Guest** from the Applications folder:



To stop the **Netop Guest**, click on the close symbol.

Guest Functionality

The **Guest** for macOS can connect to a remote **Netop Host** by using the Internet TCP/IP (TCP) and the Netop Portal communication protocols.

NOTE: To connect to another port than the Netop default port 443, add the port number to the Host name or address after a colon (for example, 192.168.100.1:1234).

Host

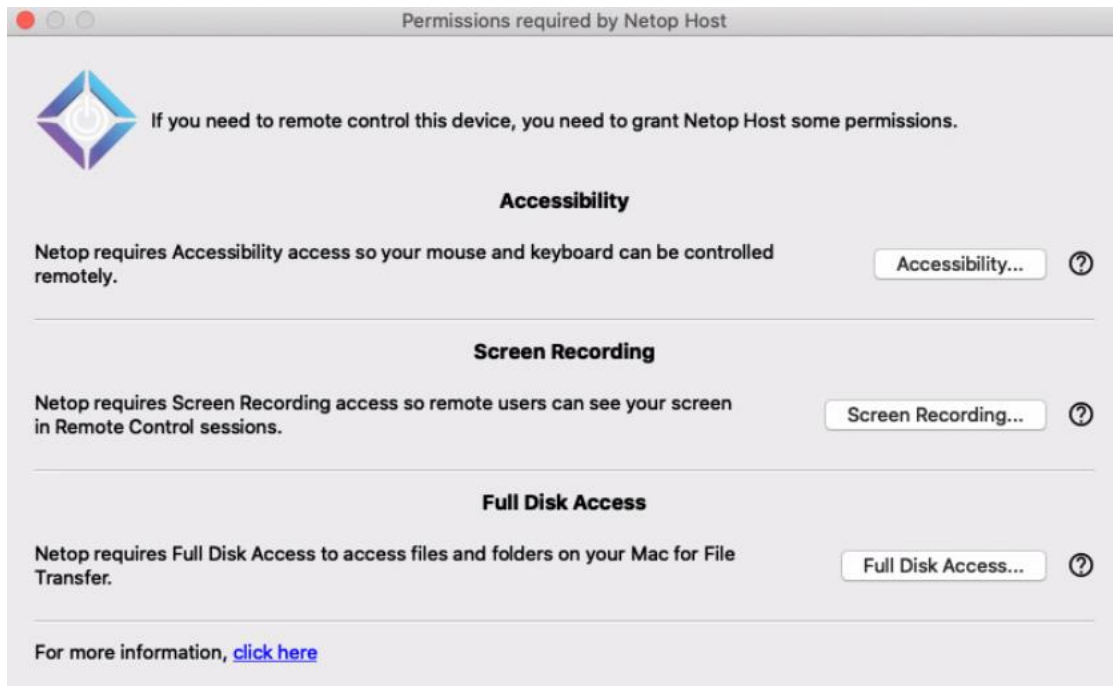
Host includes the **Netop Host** Program for macOS. The **Netop Host** Program for macOS loads and initializes when the computer operating system starts.

To use the **Host** on macOS 10.14 and above, the **Host** requires the following permissions to be granted manually by the user:

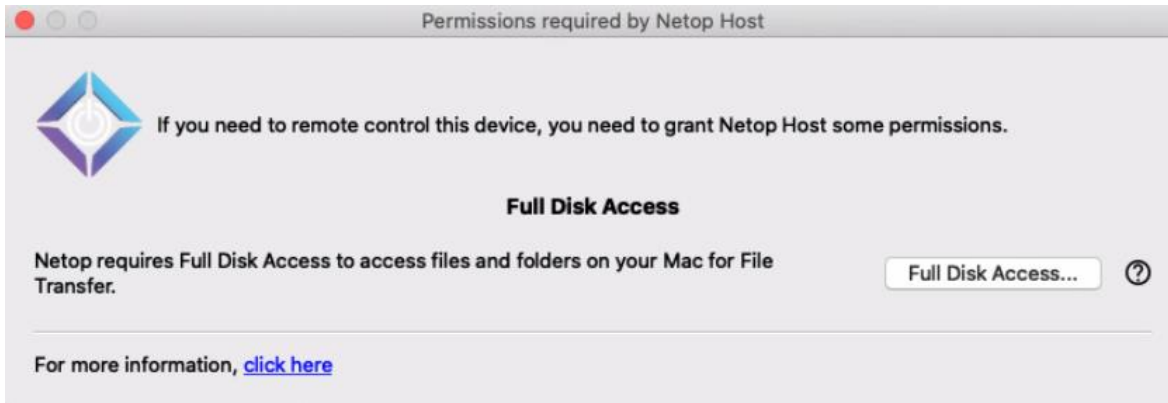
- **Accessibility**
- **Screen recording**

NOTE: The **Screen recording** permission applies to macOS 10.15.

- **Full Disk Access**



NOTE: The **Host** only prompts you for the unset permissions. You are prompted to grant these permissions manually after you successfully install the **Host**, start or restart the **Host**.



To grant the **Screen Recording** permission, proceed as follows:

1. From the **Apple** menu, select **System Preferences**.
2. Click on the **Security & Privacy** icon.
3. Click on the **Privacy** tab at the top of the **Security & Privacy** window.
4. From the **Security & Privacy** window, select **Screen Recording**.
5. Click on the lock to make changes.
6. To enable the **Screen recording** permission for the **NetopHost**, check the **NetopHost** checkbox.

NOTE: The **NetopHost** application is added to the list only after the first attempt to connect from a **Guest** to the **Host**.

To grant the **Full Disk Access** permission, proceed as follows:

1. From the **Apple** menu, select **System Preferences**.
2. Click on the **Security & Privacy** icon.
3. Click on the **Privacy** tab at the top of the **Security & Privacy** window.
4. From the **Security & Privacy** window, select **Full Disk Access**.
5. Click on the lock to make changes.
6. To add the **NetopHost**, click on the **+** sign.
7. Browse for the **NetopHost**.
8. Click on **Open**.

To grant the **Accessibility** permission, proceed as follows:

1. From the **Apple** menu, select **System Preferences**.
2. Click on the **Security & Privacy** icon.
3. Click on the **Privacy** tab at the top of the **Security & Privacy** window.
4. From the **Security & Privacy** window, select **Accessibility**.
5. Click the lock to make changes.
6. To enable the **Accessibility** permission for the **NetopHost**, check the **Netophost** checkbox.

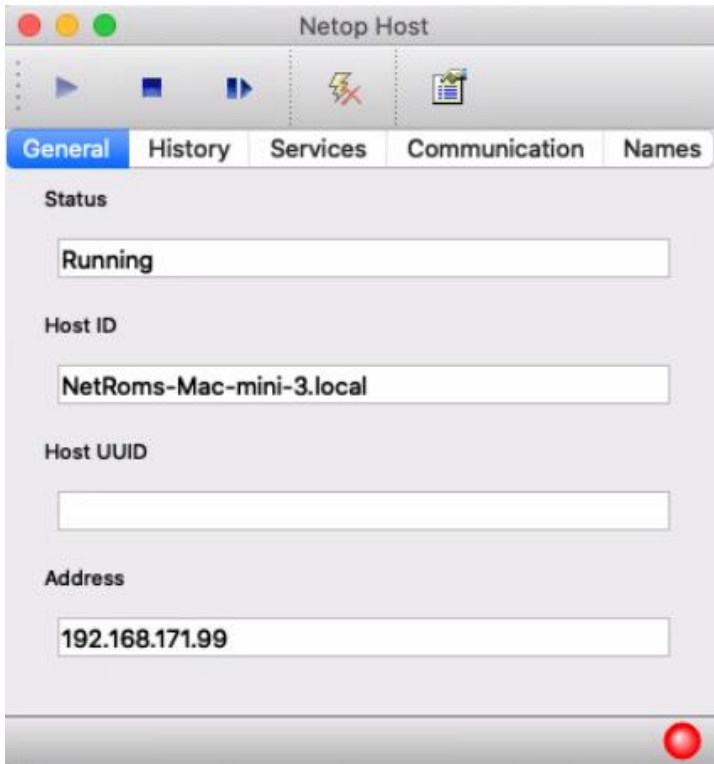
NOTE: You cannot add the **Accessibility** permission manually. If you remove the **Accessibility** permission for the “**Netophost**”, you cannot set it back again until you reinstall the **Netop Host**.

Refer to the Netop Knowledge Base [article](#) on the macOS permissions.

Display and hide the Host Window

The **Netop Host** GUI for macOS does not start when the **Netop Host** Program for macOS loads.

If the **Netop Host** Program on macOS loaded, select Applications/NetopHost to start the **Netop Host** GUI for macOS.

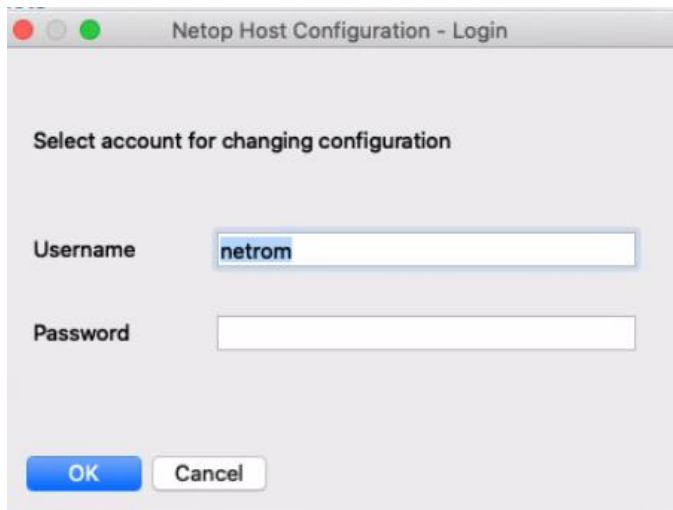


To unload the **Netop Host** GUI for macOS to hide the **Netop Host** on a macOS window, exit the **NetopHost** application.

Host Functionality

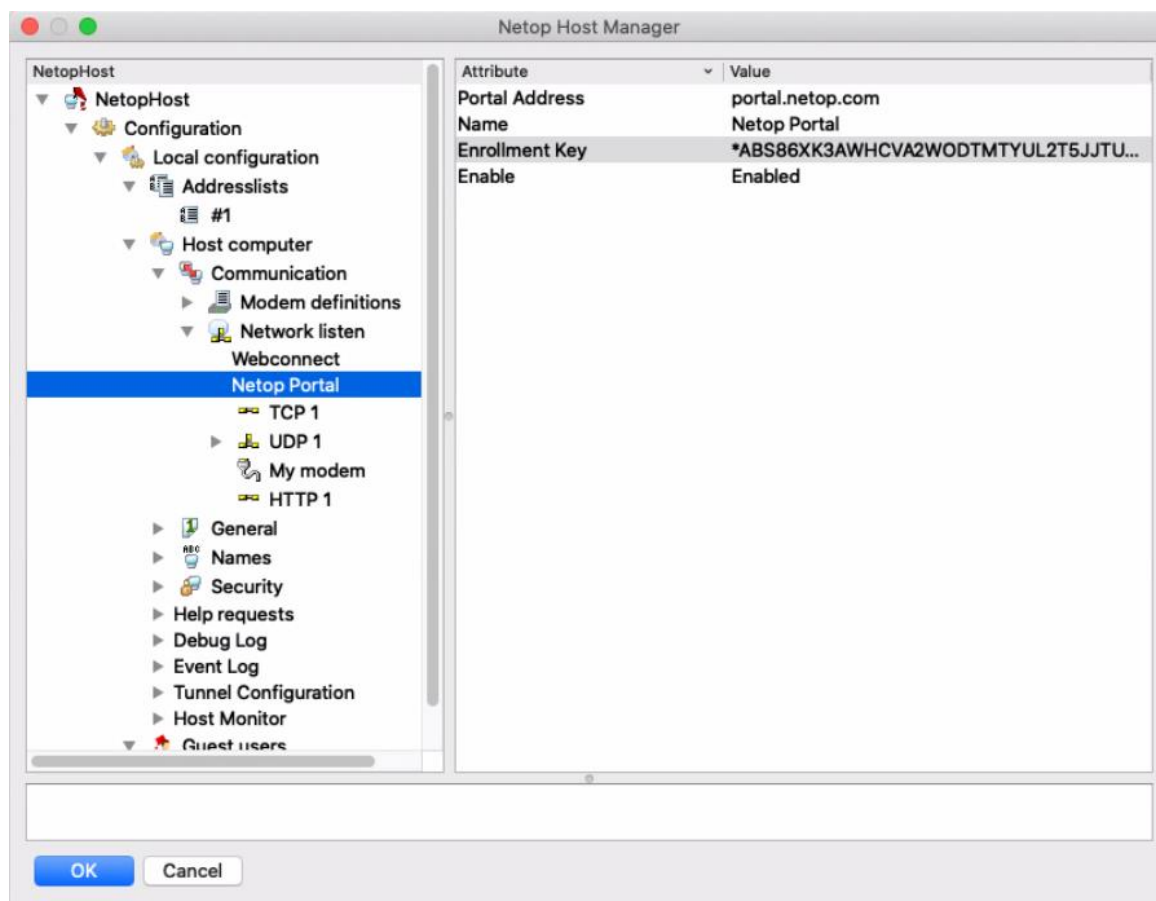
The **Netop Host** for macOS enables a remote **Guest** to connect through the TCP/IP, TCP/IP (TCP), HTTP, and the Netop Portal communication protocols to remote control the **Netop Host** for a macOS device, transfer files between the computers, and run a typed text chat session between the computer users.

To change the setup options of the **Host**, click on the **Options** button from the toolbar or on the **Tools** menu.



Specify a valid macOS username. To change the setup options of the **Netop Host**, make sure that the user has the privileges to edit the `/Library/Application/Support/Netop/host/host.xml` file.

Type the corresponding password and click on the **OK** button. The **Netop Host Manager** is displayed.



Uninstall

To uninstall the **Guest** or the **Host**, drag the application to **Trash**.