

Installing NetSupport Manager via logon script or SCCM

Guide for installing the NetSupport Manager Control or Client using a logon script or through a packaged installer like SCCM.

Please create a directory containing the files required for the installation. These can be taken from an existing NetSupport Manager install.

Required Files for the package

- **Setup.exe (or NetSupport Manager.msi)** – the installer.
- **NSM.lic** - this is the license file and will ensure that your license is applied during the installation. If you are install an evaluation this is not required.
- **NSM.ini** - this is the install parameters file. This is the file that will be used to define which components of NetSupport Manager you would like to be installed.
- **Client32.ini (pre version 12.5)** - this is the configuration file for the Client component for older versions.
- **Client32u.ini (version 12.5 and above)** - this is the current configuration file for the Client component.
- **PREACT.LIC** – optional pre-activation license.

Setting Installation Options

The installation options required NetSupport Manager deployments can be easily set in the **NSM.INI**. This file is in the program files application folder of a default installation. The location is normally *C:\Program Files (x86)\NetSupport\NetSupport Manager\Deploy*. This file **NSM.ini** should be copied to the package storage location as specified above. The deployment installation will automatically detect the presence of the file and install the application with the specified installation options. The **NSM.ini** file contains full examples of the installations options that can be set, making it very easy to configure. The file can be modified using Notepad. We recommend only changing the options for which components are installed and leaving the other items with their default settings.

Setting the Client Configuration

The Client configuration is stored in the **client32.ini/Client32u.ini** file. This file is in the program files application folder of a default installation. This file **client32.ini/Client32u.ini** file should be copied to the package storage location as specified above. The deployment installation will automatically detect the presence of the file and install the application with the specified configuration from the **client32.ini/Client32u.ini** file. This file should only be modified using the **NetSupport Manager**



Configurator as it is a protected (checksum) file. The Configurator will be in your list of NetSupport Manager programs on a machine with a default (typical) installation.

Including the license file

Add the NSM.LIC file from any machine which has been successfully updated with your license information. The NSM.LIC can be found in the default installation folder for the product. Any installation, without this file, will result in the evaluation license being installed. Including this file in your package will bypass the need to fully license the installations later.

Using the installer

Once a directory has been created containing the above files you can then run the NetSupport Manager Setup.exe installer using the following command:

```
<UNC Path>\setup.exe /S /v/qn
```

If you are using the NetSupport Manager.msi file, the command would be:

```
msiexec /i "<UNC Path>\NetSupport Manager.msi" /v/qn
```

Note: Depending on your version of the Windows Installer Service, these switches may change. Please verify the proper MSI installation options for your environment.

The installation will then run silently installing only the components outlined in the **nsm.ini** file and will apply the Client configuration defined by the **Client32.ini//Client32u.ini** file.