

Centrally configuring and deploying the NetSupport Notify Agent extension for Google Chrome

In this guide, we will explain how an IT administrator can use the Google Admin Console to centrally configure and deploy (force install) the NetSupport Notify Agent extension to the required Google user accounts.

If you are new to NetSupport Notify, please refer to the main [NetSupport Notify User Guide](#) for instructions on how to install and configure the additional components required to be able to compose and send notifications to the required Agent devices.



The assumption is made throughout this document that you are already familiar with Google Admin best practice. If guidance is required, refer to Google's online help, but as a starting point, you should ensure the following steps have been taken to ensure a smooth deployment of the NetSupport Notify Agent extension:

- To be able to enforce the policies you set in the Admin Console, make sure you have 'enrolled' your Chrome devices correctly. You must enrol a device before any user signs in to it (including the administrator). If a user signs in first, your policies will not apply, and you must wipe the device to restart enrolment. >>**How to Enrol Chrome Devices**<<
- Configure your Organisational Unit (OU) structure within the Admin Console to allow you to force install/configure the NetSupport Notify Agent extension settings for the required user accounts at the appropriate OU level. >>**How the Organisational Structure works**<<


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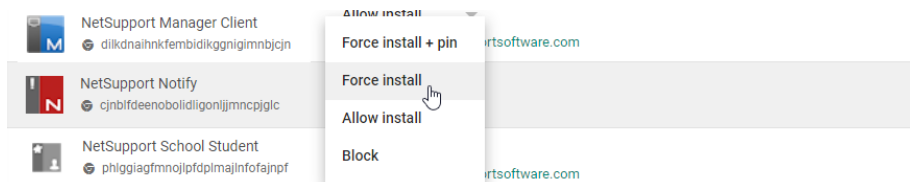
The Google Admin Console enables you to centrally prepare your Google apps and extensions at user (OU) level to ensure they are automatically available when the required users' log in to their Google account on any Chrome device. In the case of the NetSupport Notify Agent, there is also an additional step to follow to ensure each Agent can receive notifications sent by a NetSupport Notify Admin Console user.

Note: Starting in June 2024, Chrome extensions will change behaviour following Google's migration from Manifest v2 to v3. We are working on updates to our Student extensions to meet the new requirements but in the meantime, to ensure that the changes don't impact the behaviour of any of your installed extensions, we recommend extending the use of Manifest v2 in the Google Admin Console using the steps outlined in the following article:

<https://kb.netsupportsoftware.com/knowledge-base/netsupport-chromeos-extensions-and-manifest-v3/>

Step 1 – Set the NetSupport Notify Agent extension to ‘force install’ at the correct OU level

1. Log in to the Google Admin Console.
2. Click on the ‘hamburger’ menu option  in the top left corner of the Console and select **Devices**. (It is recommended that you always use the ‘hamburger’ menu to navigate and not the icons).
3. Select **Chrome**.
4. Select **Apps & extensions**.
5. Select **Users & browsers**.



6. Select the OU level that contains the required user accounts.
7. In the Search bar, enter NetSupport Notify Agent and add the extension to your existing apps and extensions list.
8. Once added, select the Installation policy drop-down menu next to the NetSupport Notify extension and select **Force Install**. (You can choose to force install with a pin if required.) This setting can be applied locally or inherited from your top-level OU.
9. Click **Save** in the top right of the screen.

REVERT **SAVE**


10. The NetSupport Notify Agent extension is now set to force install when the selected accounts log in to a Chrome device.

However, to complete your NetSupport deployment, you also need to generate a configuration file (policy) containing the required NetSupport connectivity settings. It is these settings that will enable the Agent devices to receive notifications sent by a NetSupport Notify Console user.

It is assumed that you have already installed the required NetSupport Notify components, Console and Notification Server (Gateway), but as mentioned earlier, if you are new to the product, please refer to the main **NetSupport Notify User Guide** for help with the installation of the necessary Windows components.

Step 2 – Creating the NetSupport Notify configuration file

For convenience, NetSupport provides a ready-made template, the ‘NetSupport Notify Agent > Options’ page, to help you create the configuration file (policy). The generated file is then added to the NetSupport Notify extension in the Google Admin Console created in Step 1. The easiest way to access the NetSupport Notify Agent Options page is to install the Agent extension on your local machine.

1. Open a Chrome browser on your local machine and go to the Chrome Web Store.
2. Search for the ‘NetSupport Notify Agent’ and click **Add to Chrome**.
3. Once installed, right click on the NetSupport Notify icon  at the top right of the screen and select **Options**.

The 'NetSupport Notify Agent > Options' page will appear.



NetSupport Notify Agent>Options

Gateway Address:
Please Enter The Gateway Address

Gateway Port:
Please Enter The Port Number Of The Gateway

Secondary Gateway Address (Optional):
Please Enter The Gateway Address

Secondary Gateway Port (Optional):
Please Enter The Port Number Of The Gateway

Department (Optional):
Please enter the department

Allow this computer to receive emergency response messages

Protect The Configuration:

Gateway Address and Port

A NetSupport Gateway (or Notification Server) facilitates the delivery of notifications between the NetSupport Notify Console and Agent devices. It is assumed that this has already been installed on a suitable Windows Server PC. Enter the IP address and port (443 by default) of the Server machine.

Secondary Gateway (Optional)

You can set up a secondary or backup Gateway (Notification Server) to ensure continuity of service should the primary Gateway not be available for a period of time.

Department (Optional)

By assigning Agents to different departments, the Notification Console operator will be able to target alerts to specific departments. If you enter a department here, it will be applied to all users (Agents) contained in the selected OU level in the Google Admin Console. You may therefore choose to create individual configuration files for each OU level.

Allow this computer to receive emergency response messages

As well as receiving notifications sent from a NetSupport Notify Console user, you can also choose to allow Chrome Agent devices to receive 'Emergency Response' messages. These are pre-defined messages that, as the name suggests, can be triggered instantly in an emergency scenario simply by using a hotkey combination. They can be sent from any enabled NetSupport Notify Agent device. (Not currently supported on Chrome Agent devices.)

Protect the Configuration

It is recommended that you always password protect the NetSupport Notify configuration settings. This ensures that if a user attempts to access the Options page from their Chromebook, they are blocked from making changes.

Click **Save** to store the configuration.

Export as File

This final stage takes the saved settings and creates a file in the format (JSON) required by the Google Admin Console to complete your centrally-managed NetSupport Notify policy.

Click **Generate File**. A configuration file is generated (named Config.JSON) and will be stored by default in your downloads folder.

4. Open the configuration file and copy the JSON information. Return to the Google Admin Console, select the NetSupport Notify Agent extension in the required OU (step 1 above) and paste the JSON information into the 'Policy for extensions' section.
5. Click **Save**. The settings should apply automatically to any connected devices. If not, restart the devices.

We hope that following these instructions will help ensure a smooth deployment of the NetSupport Notify Agent extension for Google Chrome. However, if you require additional help, our [Support team](#) will be pleased to answer any questions you may have.