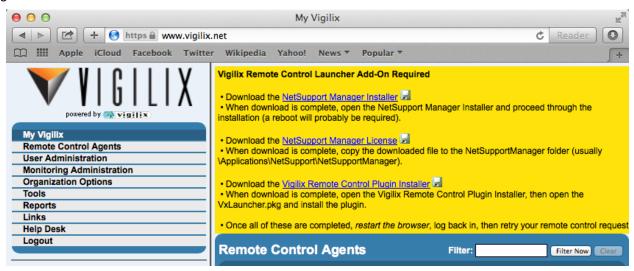
Step 1: Login to Vigilix and attempt to remote into an agent

- Login to https://www.vigilix.net
- Navigate to an agent with the POS-Connect (Remote Control) client on it and attempt to take remote control. (You should be presented with the yellow bar at the top prompting you to download the plugin



Step 2: Install the NetSupport Manager application

• Click the NetSupport Manager Installer link in the yellow bar. Once the file is downloaded, click the Downloads icon (on the bottom right of the Dock), then click on NetSupportManager.dmg.



• The NetSupport Manager installer should open. Double-click the NetSupport Manager icon (to the right of the arrow). Proceed through the installation. Note that when prompted, for the license type, select 30 day evaluation (we'll replace the license file later).

00	NetSupport Manager 12.00.0001
M	NETSUPPORT MANAGER
Double-Click to I Double clic à inst Doppelklick zum Doppio scatto da Haga doble clic p インストールするには	aller installieren installare
downloaded f open it? "NetSupport Mana 2:26 PM from ww	me when opening applications on this disk image
Please select the inst	
English - English	СК ОК
00	Setup
	Setup - NetSupport Manager 12.00.0001
M	Welcome to the NetSupport Manager 12.00.0001 Setup Wizard.
	< Back Next > Cancel

\varTheta O O 💽 Setup				
License Agreement				
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.				
Please read this agreement before using your copy of NetSupport Software. This is a legal agreement between you and NetSupport Ltd. If you do not wish to be bound by the terms of this licence agreement you must not load, activate or use the software.				
TERM: Subject to termination under Termination Clause below the Licence shall be perpetual.				
GRANT OF LICENSE: Subject to the payment of the applicable license fees, and subject to your abidance by the terms and conditions of this agreement, NetSupport Ltd hereby grants to you a non-exclusive, non-transferable right to use one copy of the specified version of the software which you have acquired.				
USE: The software is licensed with volume use terms specified in the applicable order acknowledgement, product invoice, license certificate or product packaging. You may make, install and use as many additional copies of the software on the number of devices as the				
Do you accept this license? I accept the agreement				
BitRock Installer				
<pre>< Back Next > Cancel</pre>				
\varTheta O O 💽 💽 Setup				
License Information				
Please select a License Type.				
● 30 Day Evaluation				
Register				
BitRock Installer				
< Back Next > Cancel				

At the License Information screen, make sure and select 30 Day Evaluation.

00	💽 Setup			
Setup Typ	e 🛛			
Choose the	setup type that best suits your needs.			
15	Installs Control, Client, Client Configurator and Help files.			
Control				
F	Installs Control only and Help files.			
Client				
1	Installs Client, Client Configurator and Help files.			
BitRock Installer				
DITRUCK INSTA	<pre>cancel</pre>			

At the Setup Type screen, choose either "Typical" or "Control". "Control" should be used for a "minimal" install.

00	💽 Setup
Ready to Install	
Setup is now ready to be computer.	egin installing NetSupport Manager 12.00.0001 on your
BitRock Installer	< Back Next > Cancel
00	💽 Setup
Installing	
	installs NetSupport Manager 12.00.0001 on your computer. Installing []sing_NetSupport2/Recording_Local_Activity.htm < Back Next > Cancel
00	💽 Setup
	Completing the NetSupport Manager 12.00.0001 Setup Wizard Setup has finished installing NetSupport Manager 12.00.0001 on your computer. ☑ Add application icon to the Dock
	< Back Finish Cancel

M	NetSupport Manager 12.00.0001 requires a System reboot to function correctly, do you wish to reboot now? No Yes
Reboot the	computer
000	
000	
NetS	upport
Cann \Appl	upport not read file c: lications\NetSupport\NetSupportManager\NSM.LIC Please check this file exists and is valid.
Cann \Appl	ot read file c: lications\NetSupport\NetSupportManager\NSM.LIC

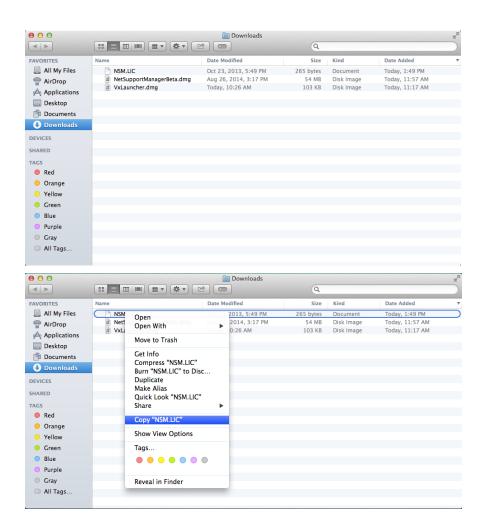
After logging back in, it will complain about the LIC file. We'll fix this shortly.

Step 3: Install the Vigilix NetSupport license file

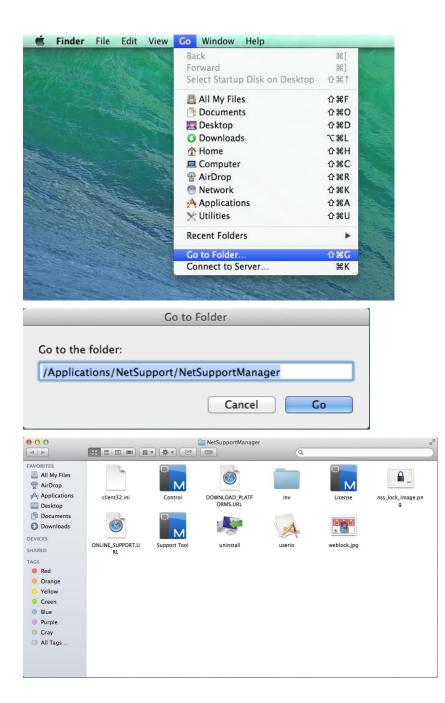
- Again login to https://www.vigilix.net; again navigate to an agent with the POS-Connect (Remote Control) client on it and attempt to take remote control. (You should again be presented with the yellow bar at the top prompting you to download the plugin
- Click the NetSupport Manager License link in the yellow bar. Once the file is downloaded, click the Downloads icon (on the bottom right of the Dock), *but then click on Open in Finder.*

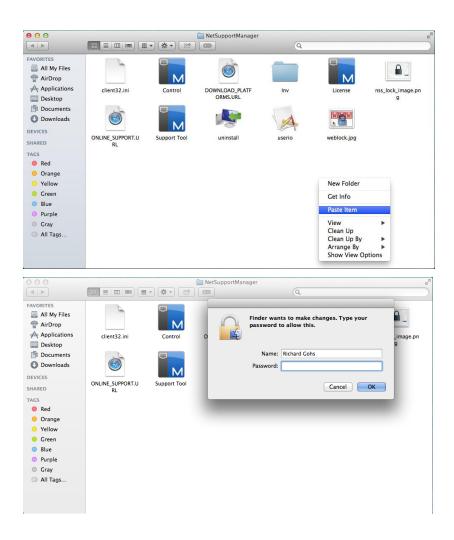


• At the Downloads window, *copy* the NSM.LIC file by right-clicking on the NSM.LIC file and then choosing **Copy** "NSM.LIC".



 Paste the NSM.LIC file in the NetSupport Manager application directory by going to the /Applications/NetSupport/NetSupportManager folder, right-clicking in the folder, and pasting the NSM.LIC file





Step 4: Install the Vigilix Remote Control Launcher plug in

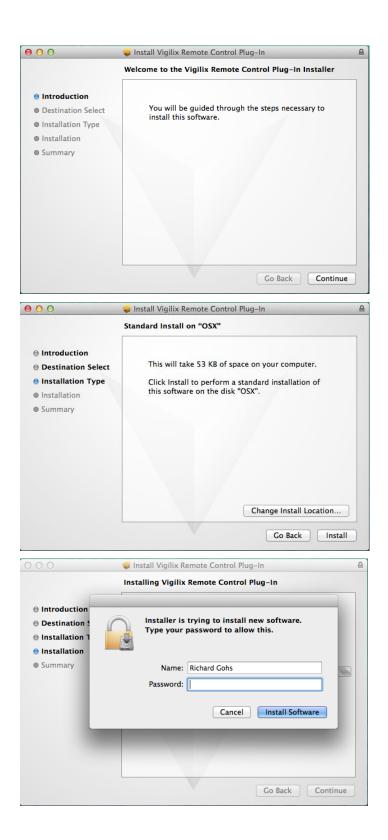
• Back in the Vigilix web site, in the yellow bar, click the link to download the Vigilix Remote Control Plugin Installer. Once it's downloaded, click the Downloads icon (on the bottom right of the Dock), then click on VxLauncher.dmg.



• The Vigilix Remote Control Plug-in dmg file should open and show you the VxLauncher.pkg file. Double-click the VxLauncher.pkg file.

mar all and an	
000	Vigilix Remote Control Plug-In
(VxLauncher.pkg)	

• The Vigilix Remote Control Plug-in installer should open. Choose Continue and step through the installation using the defaults.



00	🥪 Install Vigilix Remote Control Plug-In	8
 Introduction Destination Select Installation Type Installation Summary 	The installation was completed successfully.	<u> </u>
	Go Back Close	

• IMPORTANT: Right-click on Safari on the Dock and choose "Quit". Note that simply closing the browser window is NOT enough.



Step 5: Re-attempt remote control of an existing agent

• It should just work!