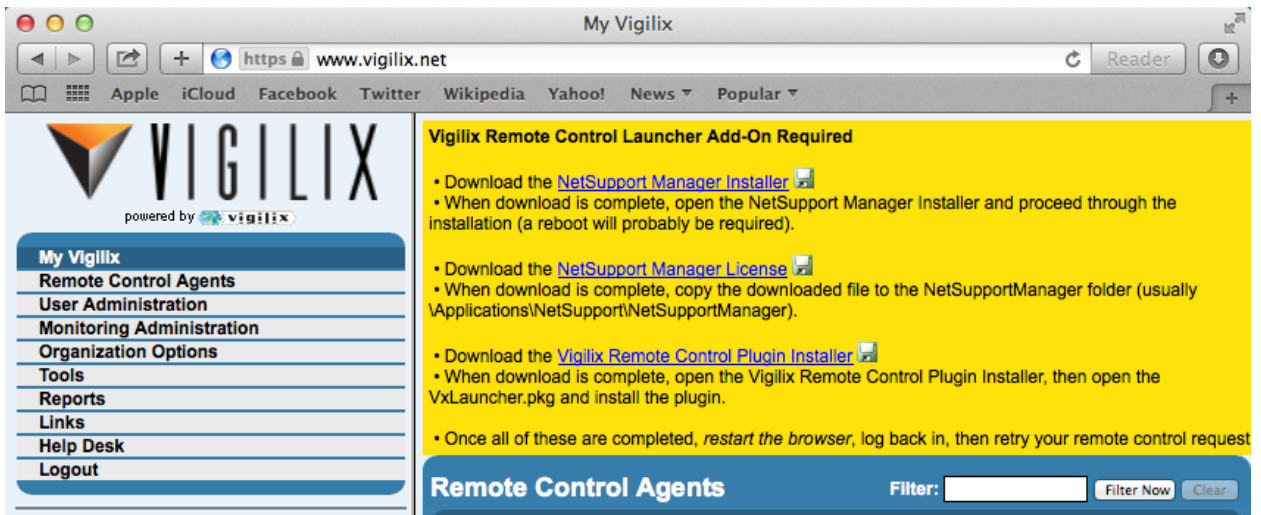


## Step 1: Login to Vigilix and attempt to remote into an agent

- 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)

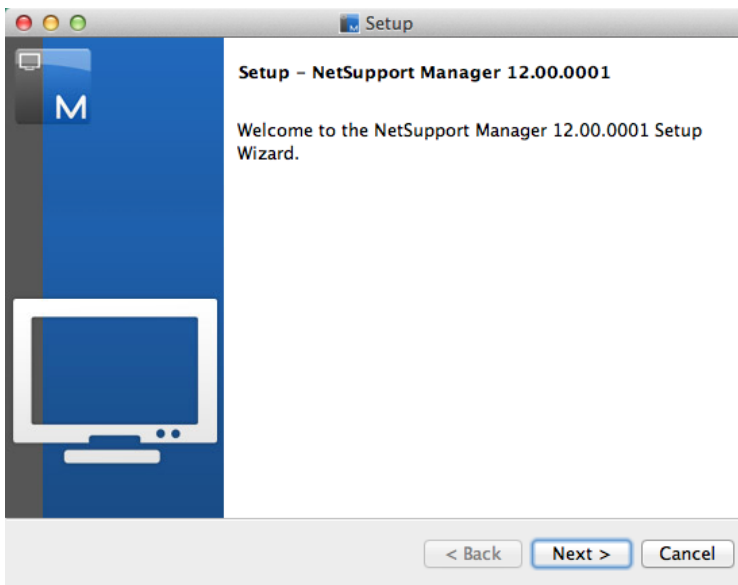
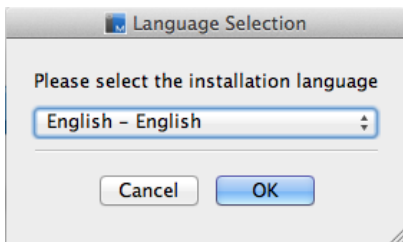
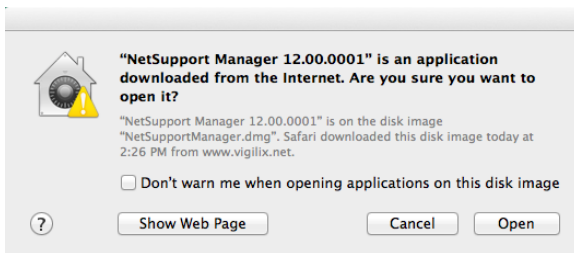


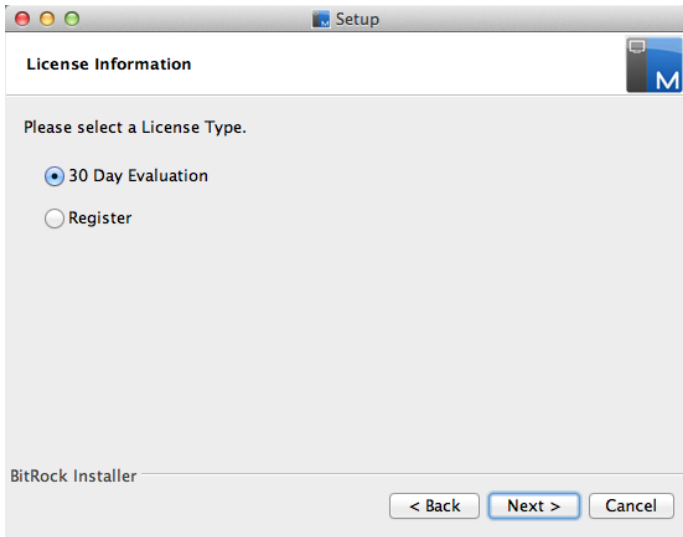
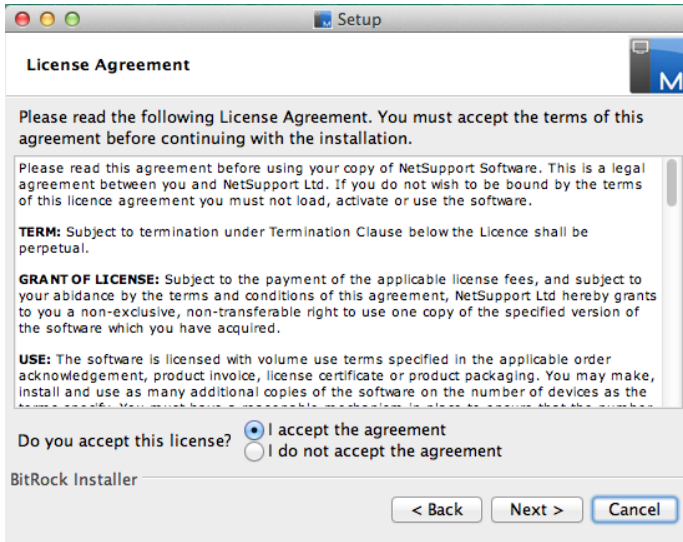
## Step 2: Install the NetSupport Manager application

- 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.

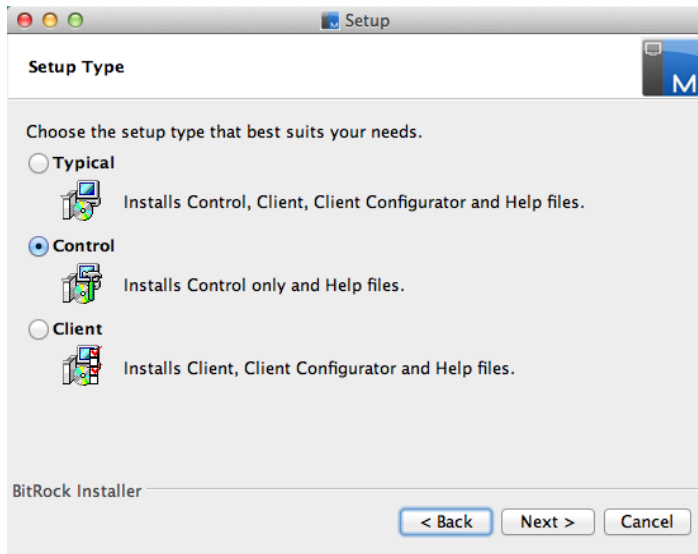


- The NetSupport Manager installer should open. Double-click the NetSupport Manager icon (to the right of the arrow). Proceed through the installation. Note that when prompted, for the license type, select 30 day evaluation (we'll replace the license file later).

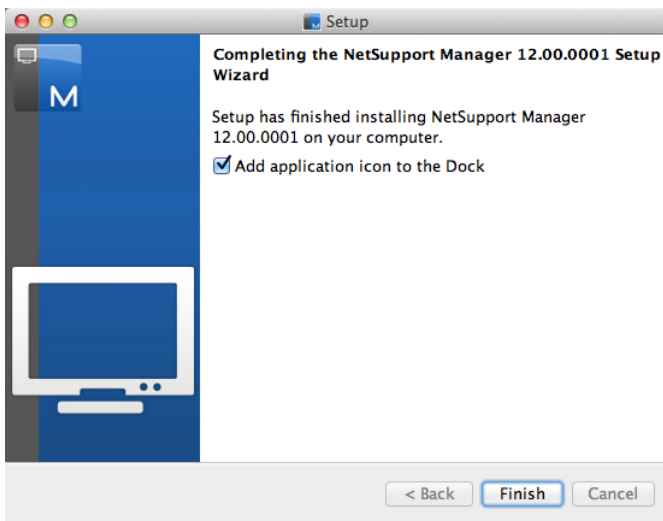
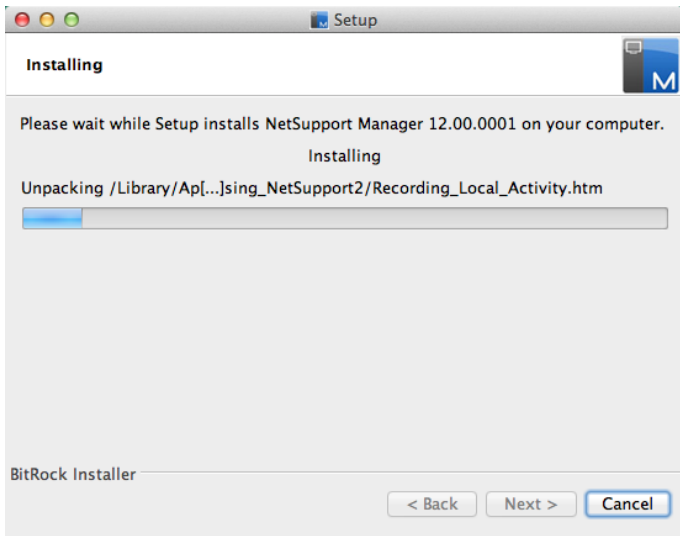
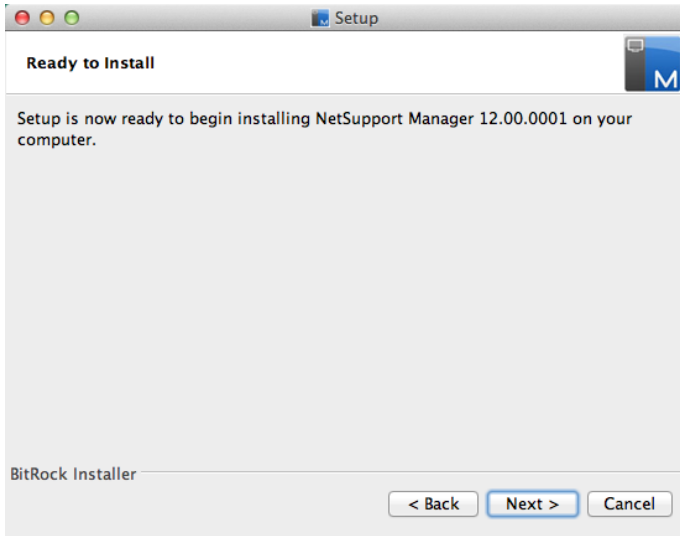


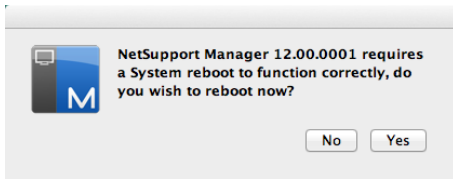


*At the License Information screen, make sure and select 30 Day Evaluation.*

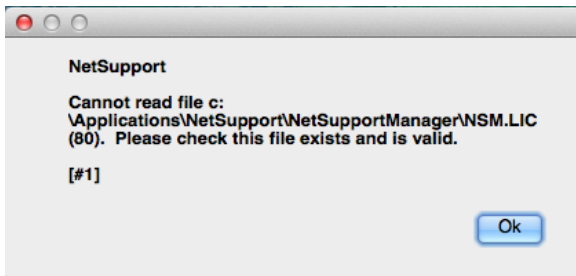


*At the Setup Type screen, choose either "Typical" or "Control". "Control" should be used for a "minimal" install.*





*Reboot the computer*



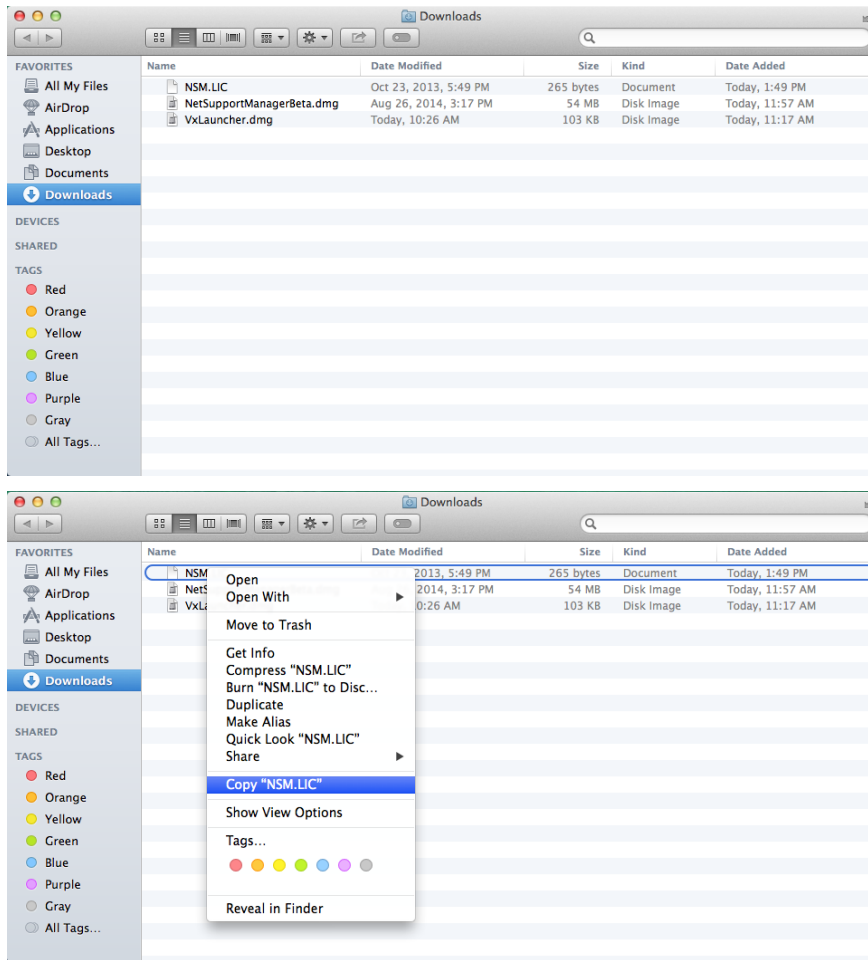
*After logging back in, it will complain about the LIC file. We'll fix this shortly.*

### Step 3: Install the Vigilix NetSupport license file

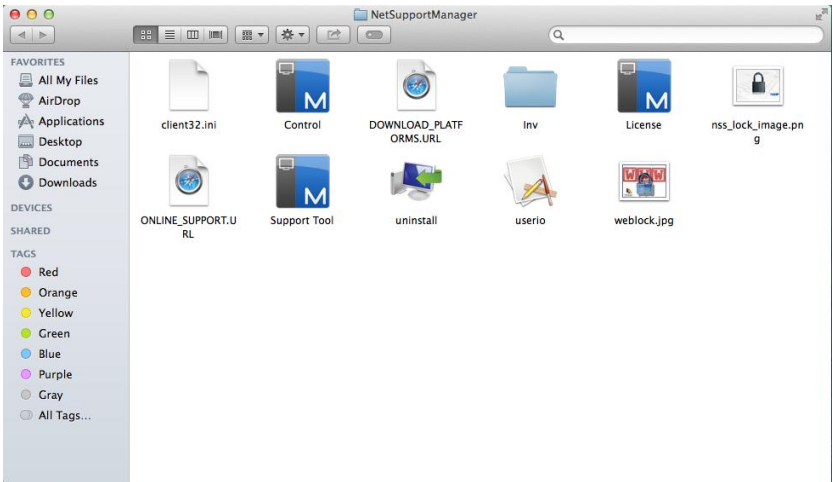
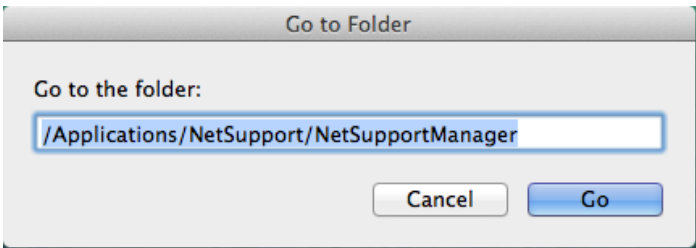
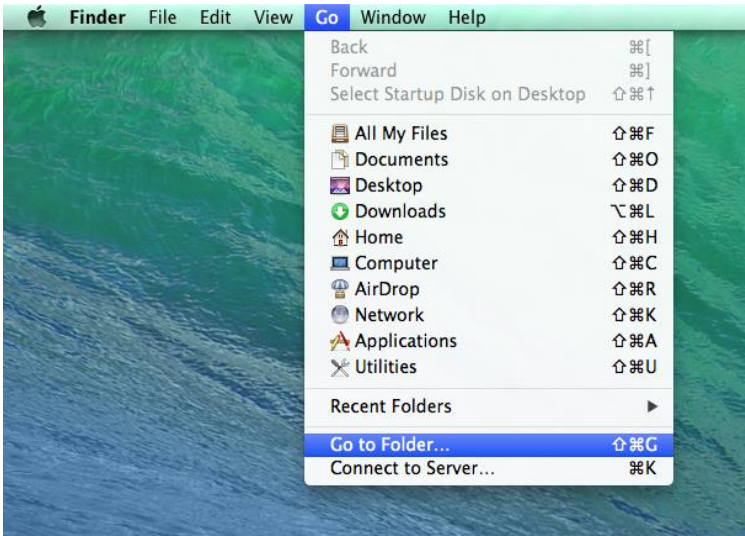
- Again login to <https://www.vigilix.net>; again navigate to an agent with the POS-Connect (Remote Control) client on it and attempt to take remote control. (You should again be presented with the yellow bar at the top prompting you to download the plugin)
- Click the NetSupport Manager License link 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***.



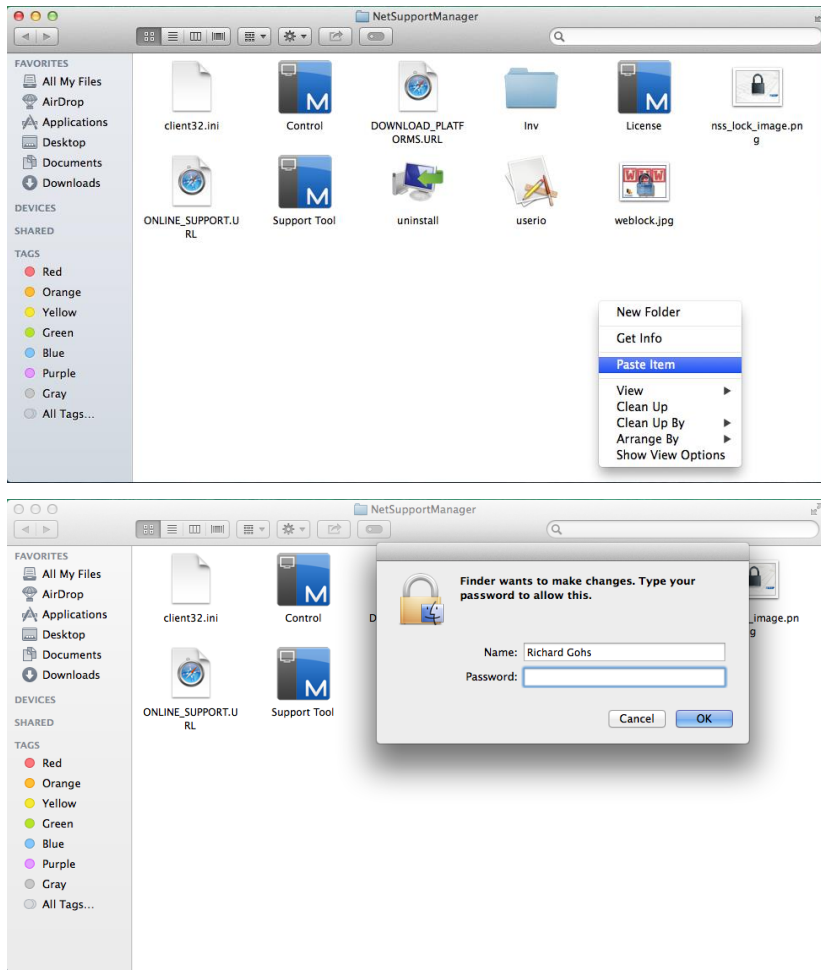
- At the Downloads window, *copy* the NSM.LIC file by right-clicking on the NSM.LIC file and then choosing **Copy "NSM.LIC"**.



- 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





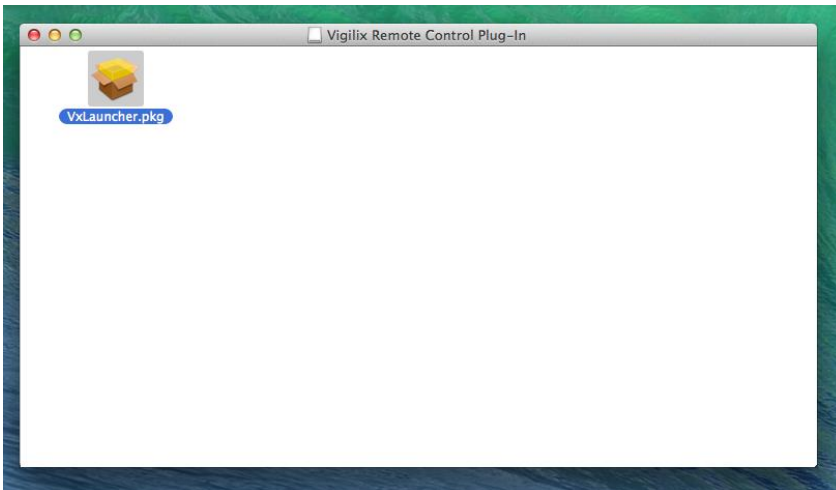


#### Step 4: Install the Vigilix Remote Control Launcher plug in

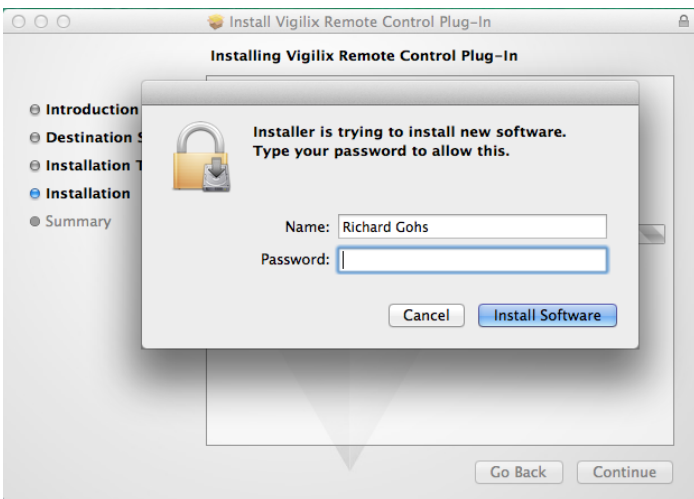
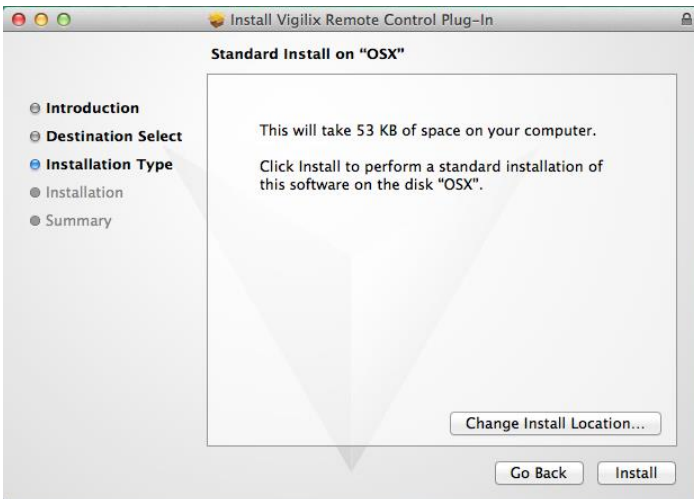
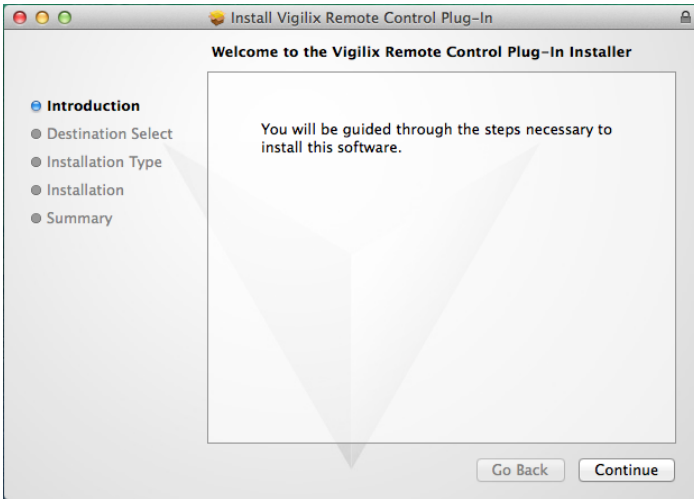
- Back in the Vigilix web site, in the yellow bar, click the link to download the Vigilix Remote Control Plugin Installer. Once it's downloaded, click the Downloads icon (on the bottom right of the Dock), then click on VxLauncher.dmg.

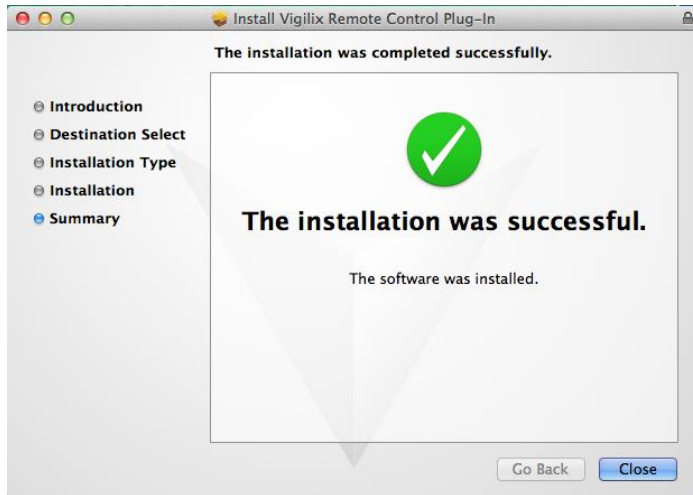


- The Vigilix Remote Control Plug-in dmg file should open and show you the VxLauncher.pkg file. Double-click the VxLauncher.pkg file.



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





- **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!