netsocs

NETSOCS 3.5.3 · INSTALLATION GUIDE

Installing Netsocs on a Windows computer

From a clean Windows 11 computer to Netsocs running, licensed and showing its first cameras, with Netsocs Manager and without typing commands.

For: installers and IT technicians at the customer site

Netsocs 3.5.3 · Netsocs Manager · November 2026

How to use this guide

Follow the chapters in order: each one starts with **what you will achieve** and then gives the steps with the exact names of the buttons. Texts in a box, like `Open`, are buttons, fields or labels as they appear on screen.

On the computer used for this guide, everything from opening Netsocs Manager to seeing the first camera took about 12 minutes, with a good internet connection.

1 **Requirements**
What the computer and the network need

2 **Before you start**
Fixed address, power, files

3 **Set up this computer**
Netsocs Manager prepares Windows (about 2 minutes)

4 **Install Netsocs**
Choose the package and install (about 7 minutes)

5 **First sign-in**
The initial login and the Netsocs sign-in page

6 **Activate the license**
From Netsocs or from Netsocs Manager

7 **Connect the driver manager**
So that Netsocs can reach the devices

8 **Install the Netsocs certificate**
So the browser stops warning

9 **Add the first devices**
Find cameras and controllers on the network

? **Troubleshooting and glossary**
What to do when something does not go as described

How it works

On Windows, Netsocs runs inside a small Linux environment that Windows provides (WSL). Netsocs Manager creates that environment, named **Netsocs**, and adjusts Windows so that other computers and the cameras on the network reach Netsocs at this computer's own IP address. You do not manage that environment yourself: from then on you use Netsocs Manager and the browser.

In this guide, **192.168.x.x** stands for the IP address of the Windows computer where you install Netsocs. The screenshots show a lab address.

CHAPTER 1

1 Requirements

When you finish you will know whether this computer and its network can run Netsocs.

The computer

Netsocs Manager checks these items itself before it changes anything (chapter 3). If one of them is red, it does not let you continue.

Item	Minimum	Recommended
Windows	Windows 11, version 22H2 or newer, 64-bit. Windows 10 is not supported.	Windows 11 with the latest updates
Virtualization	Turned on in the BIOS/UEFI (Intel VT-x or AMD-V/SVM)	
Memory	8 GB	16 GB or more
Free space on the system disk	40 GB	80 GB or more, for recordings and updates

Netsocs Manager can also show warnings in yellow. They do not stop the installation, but read them:

- **WSL will be installed or updated.** If it has to be installed, Windows restarts once in the middle of the setup.
- **Docker Desktop is installed.** Netsocs does not use it. Do not run anything in it on ports 80 or 443.
- **IIS is installed.** Netsocs Manager stops it and keeps it disabled, so websites hosted in IIS on this computer stop working.
- **Another program is using port 443.** Close it, or Netsocs will not be reachable.

What you need to have

- **NetsocsManager.exe**, the Netsocs Manager app. It is not installed: you open it directly.
- The Netsocs package for this version, **netsocs-3.5.3-rc.2.nsp**.
- The **license key** Netsocs gave you for this site.
- A Windows account on this computer that can approve administrator changes, or someone who can approve them for you.

Network

From	To	Port	What for
This computer	The internet	443/tcp	During setup and installation: the Linux environment and the Netsocs components are downloaded
This computer	license-manager.netsocs.com	443/tcp	Activating the license
Users' computers	This computer	443/tcp	Using Netsocs in the browser

Netsocs Manager opens these ports in the Windows firewall for Netsocs. If there is another firewall between this computer and the users or the devices, open the same ports there.

Port	Use
80 and 443/tcp	Web access to Netsocs
3196 and 3197/tcp	Video and device integrations
8189 and 50000/udp	Live video
37810, 5051, 7711, 37020 and 3703/udp	Answers from devices when Netsocs searches the network for them

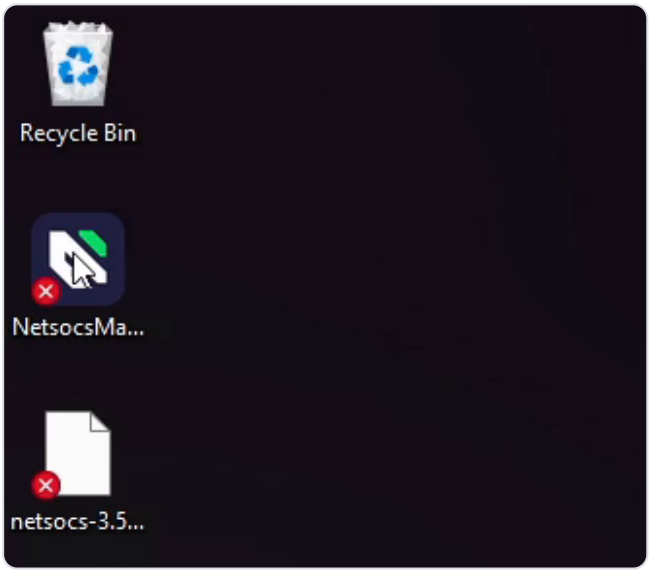
CHAPTER 2

2 Before you start

1. Make sure this computer will **always keep the same IP address**: a fixed address, or a reservation in the DHCP server. Users open Netsocs at that address and the certificate is issued for it.
2. Connect the computer to the power supply. Netsocs Manager sets Windows so that it never sleeps or hibernates while plugged in: a computer that sleeps stops recording.
3. Sign in to Windows with the account that will look after Netsocs on this computer.
4. Copy **NetsocsManager.exe** and **netsocs-3.5.3-rc.2.nsp** to the Desktop.

Why the address matters

If the computer's IP changes later, the browser warns again and the other computers lose access until the address is changed in Netsocs Manager, menu `Address`.



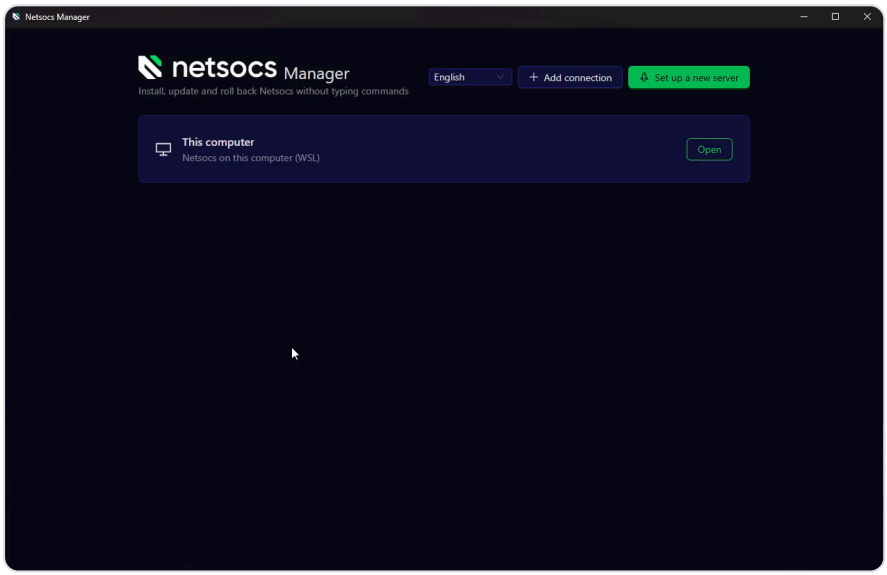
The Desktop with Netsocs Manager and the Netsocs package

CHAPTER 3

3 Set up this computer

When you finish Windows is ready to run Netsocs and you are its first administrator. It took about 2 minutes on the test computer.

1. Double-click **NetsocsManager.exe**. The first screen is **Connections**, with a single connection: **This computer**, **Netsocs on this computer (WSL)**. If the app is not in English, choose **English** in the list at the top.
2. On **This computer**, click **Open**.

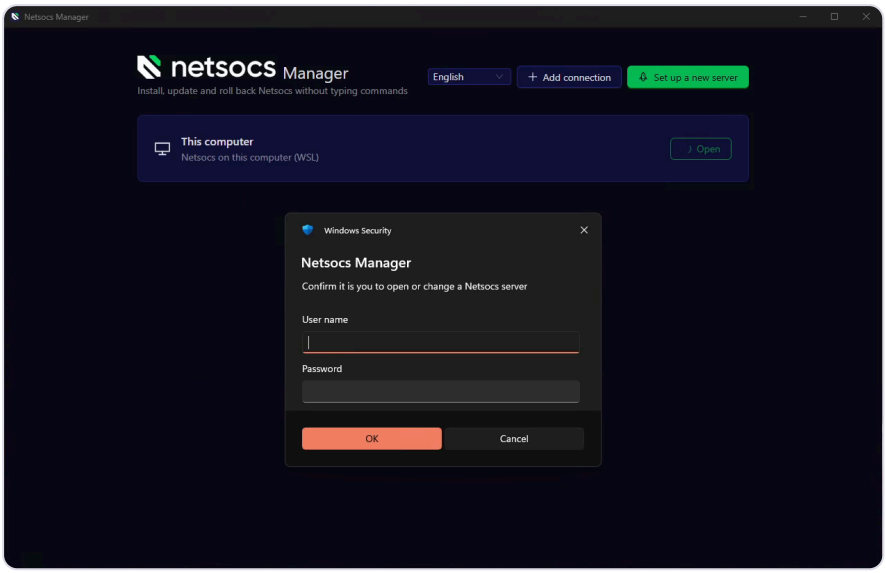


Connections the first time: the This computer connection and its Open button

Careful

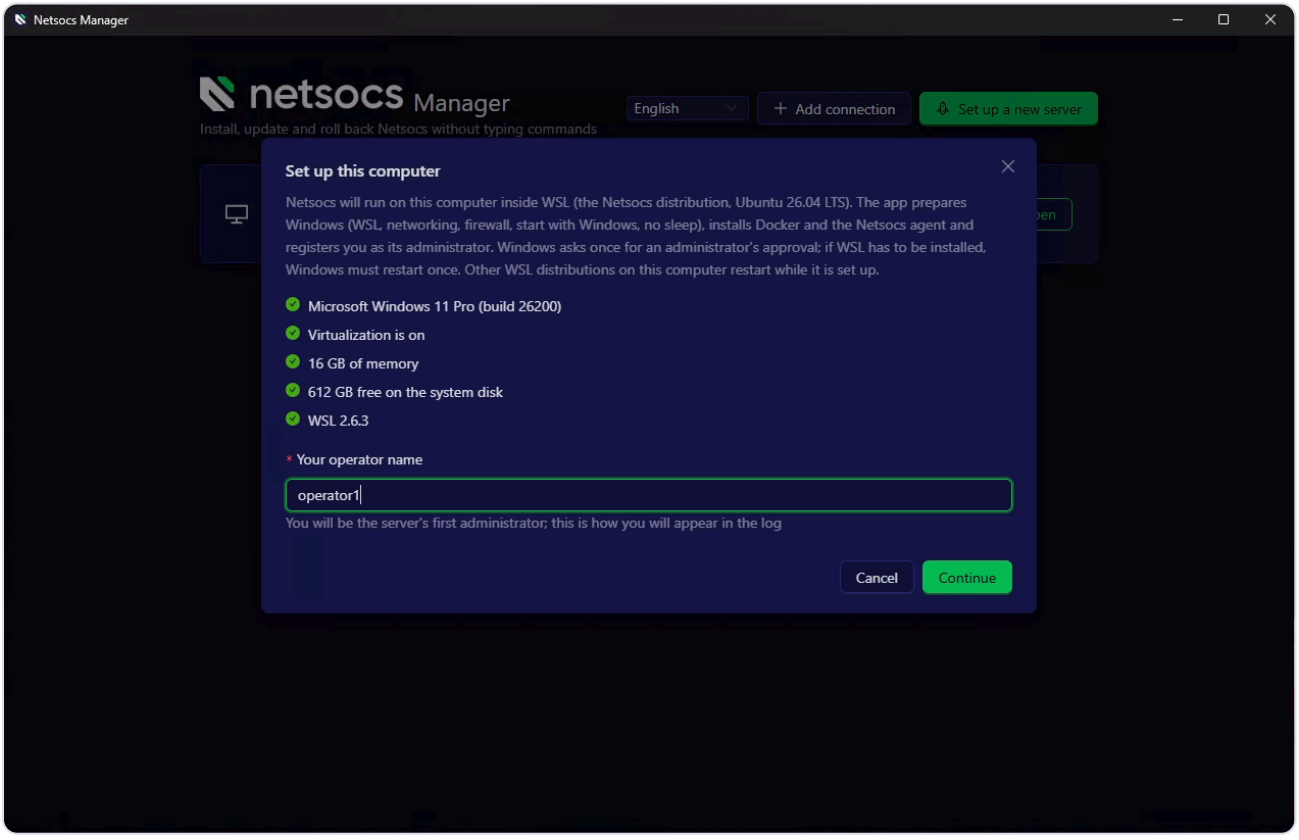
Do not use **Set up a new server**: it is for Linux servers reached over the network. To install on this Windows computer, always use **This computer**.

3. Windows asks you to confirm it is you: **Confirm it is you to open or change a Netsocs server**. Confirm with your Windows Hello PIN, fingerprint or face or, as in the picture, with your Windows user name and password. For the next three minutes Netsocs Manager does not ask again.



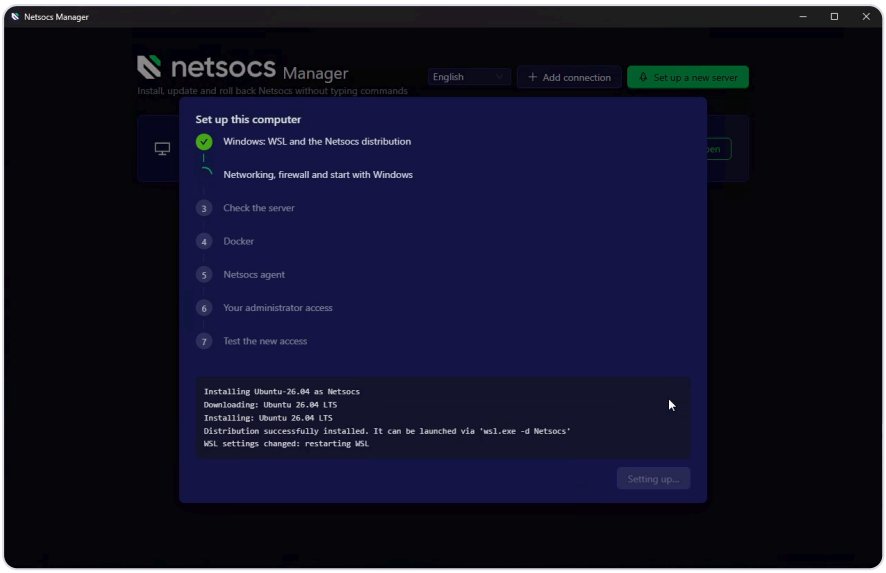
Windows asks you to confirm it is you before Netsocs Manager opens this computer

4. Netsocs is not set up on this computer yet, so the **Set up this computer** window opens. It lists the checks of this computer: Windows, **Virtualization is on**, memory, free disk space and WSL. Green items are fine; read the yellow ones; red ones must be fixed first, then click **Check again**.
5. In **Your operator name**, type the name you want to appear with in the Netsocs Manager log, for example **operator1**. Use only letters, numbers and . _ @ -.
6. Click **Continue**.



Set up this computer: the checks of this computer, all green, and Your operator name

7. The window shows the progress one step at a time. First it creates the Netsocs environment, which is downloaded from the internet.

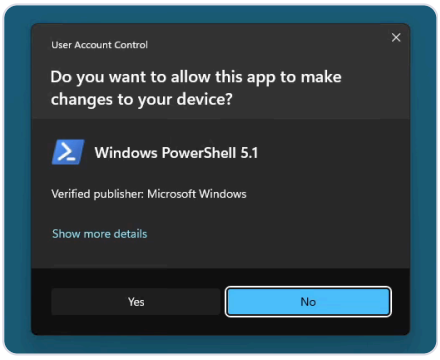


The setup in progress: one step at a time, with the details below

8 During **Networking, firewall and start with Windows**, about half a minute after **Continue**, Windows asks for administrator approval for **Windows PowerShell**. The screen may turn dark or change colour while it asks. Click **Yes**. If your account is not an administrator, an administrator types their user name and password here.

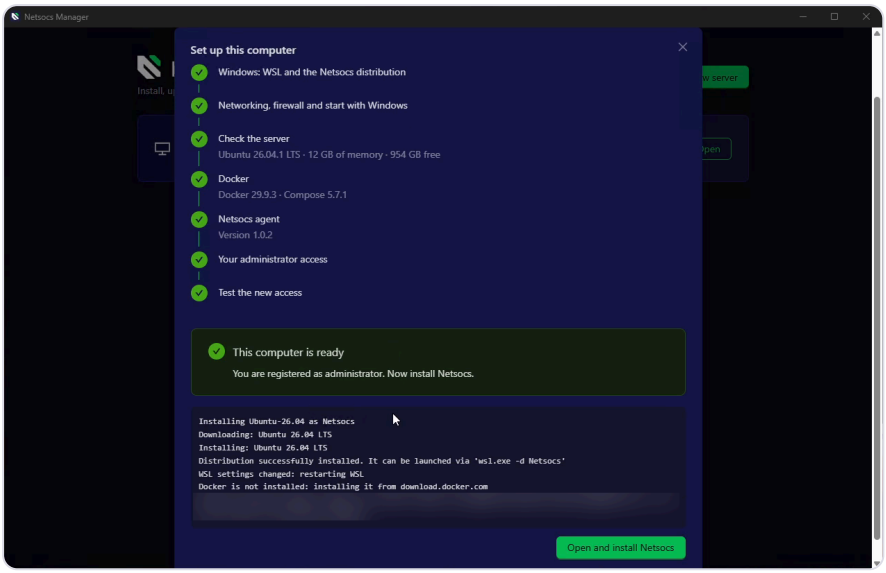
The setup then continues by itself:

Step on screen
Check the server
Docker
Netsocs agent
Your administrator access
Test the new access



Windows asks for administrator approval for Windows PowerShell: click Yes

9 When every step is green, the window says **This computer is ready**. Click **Open and install Netsocs**.



Every step in green and This computer is ready

If Windows has to restart

When WSL was not installed on the computer, Netsocs Manager installs it and stops with **Restart Windows to go on**. Click **Close**, restart Windows, open Netsocs Manager again, click **Open** on **This computer** and continue from step 3. Nothing is lost. In that case Windows asks for administrator approval twice.

Good to know

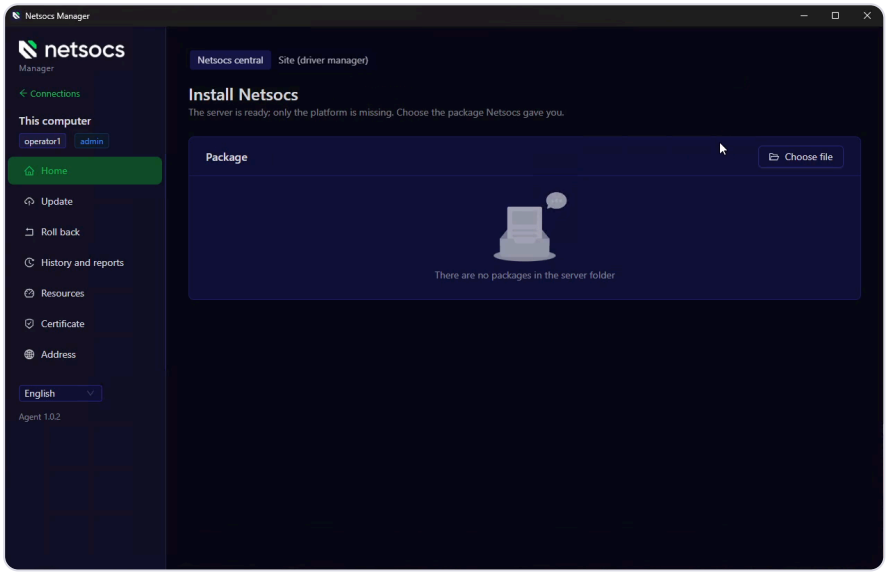
From now on Netsocs starts by itself every time Windows starts, even if nobody signs in to Windows.

CHAPTER 4

4 Install Netsocs

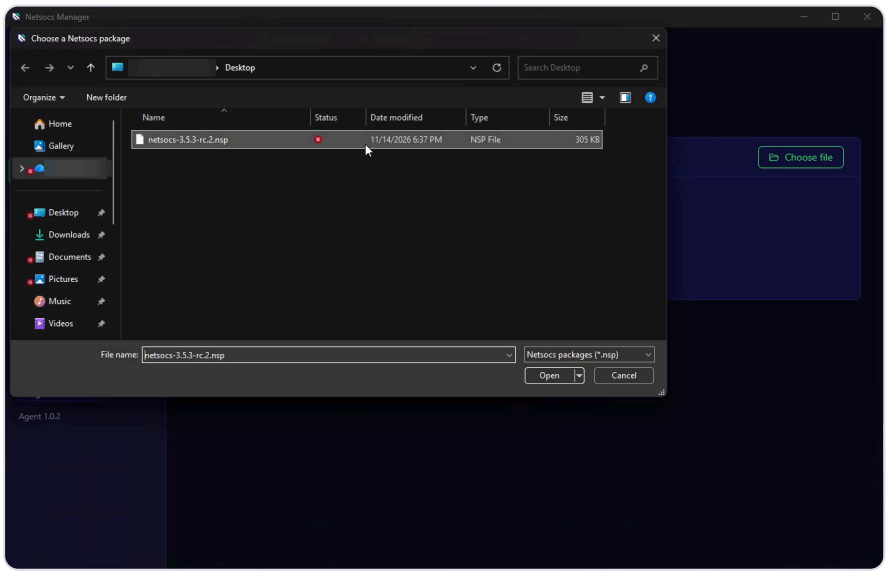
When you finish Netsocs 3.5.3 is installed and running on this computer. It took about 7 minutes on the test computer.

1. The **Install Netsocs** screen opens. At the top, leave **Netsocs central** selected. (**Site (driver manager)** is for a computer that only connects devices for another Netsocs.)
2. In the **Package** box, click **Choose file**.



Install Netsocs, with Netsocs central selected and the Choose file button

3. Choose **netsocs-3.5.3-rc.2.nsp** on the Desktop and click **Open**. Netsocs Manager copies the package into Netsocs and checks that it is a genuine Netsocs package.



Choosing the Netsocs package on the Desktop

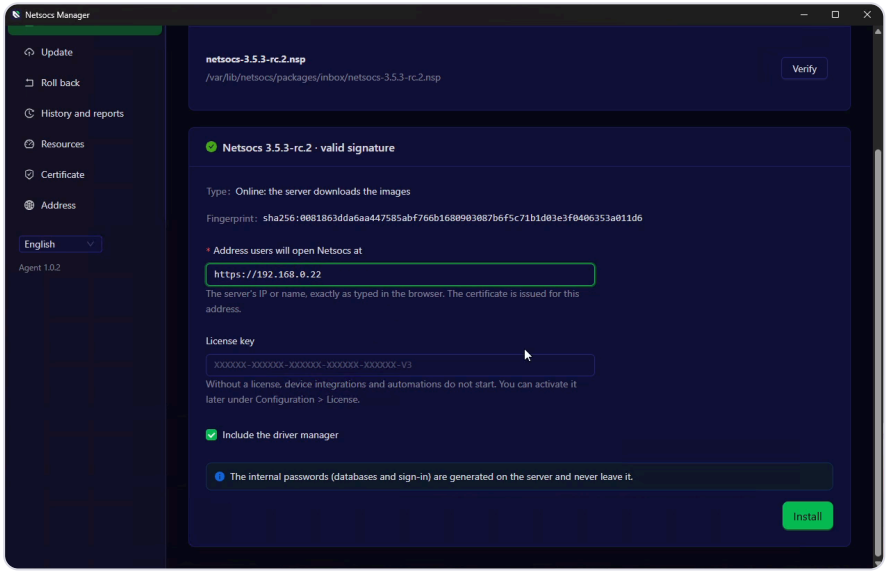
4. When the package is accepted, a box with a green check and **Netsocs 3.5.3-rc.2** appears. Its **Type** is **Online: the server downloads the images**: the computer downloads the Netsocs components from the internet during the installation.

5. Check **Address users will open Netsocs at**. Netsocs Manager proposes **https://** followed by this computer's IP. It must be the fixed address from chapter 2, start with https:// and have nothing after the address: the certificate is issued for exactly this address.

6. **License key**: you can type it here, or leave it empty and activate the license after the first sign-in (chapter 6), as in this guide.

7. Leave **Include the driver manager** selected: it is what connects Netsocs to the cameras and other devices on this same computer.

8. Click **Install**.

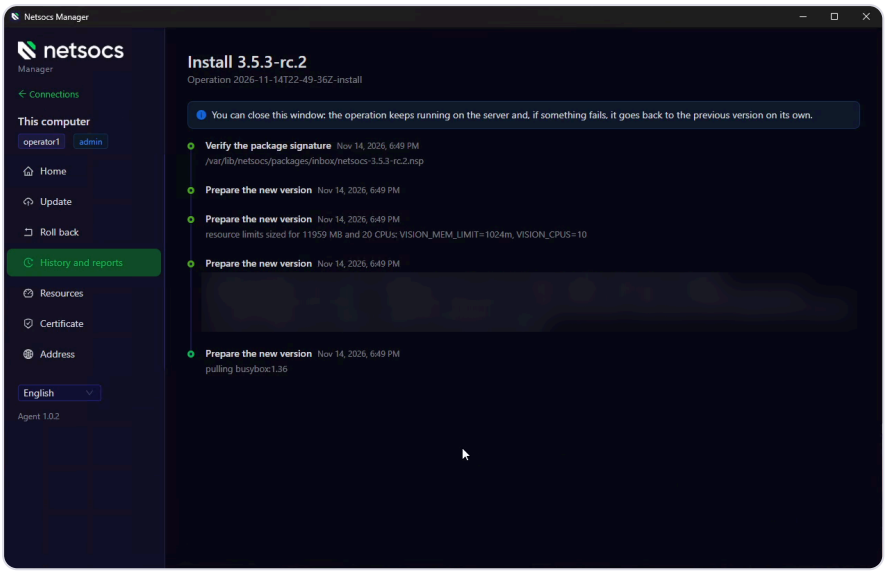


The package accepted, the address users will open, the license key and the Install button

Good to know

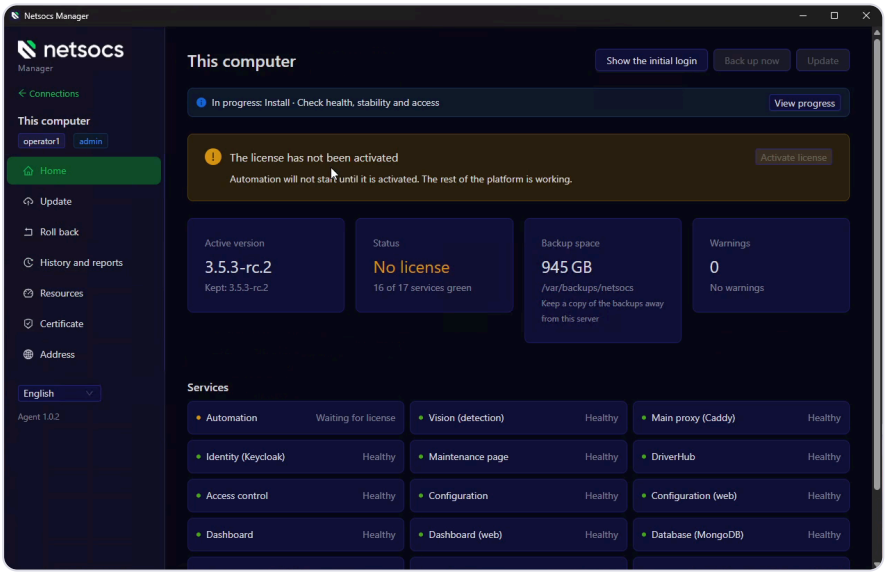
The internal passwords of Netsocs are generated on this computer and never leave it. You do not need to write them down.

9. The progress screen shows each step with its time: **Prepare the new version**, **Start the services** and **Check health, stability and access**. You can close Netsocs Manager meanwhile: the installation keeps going.



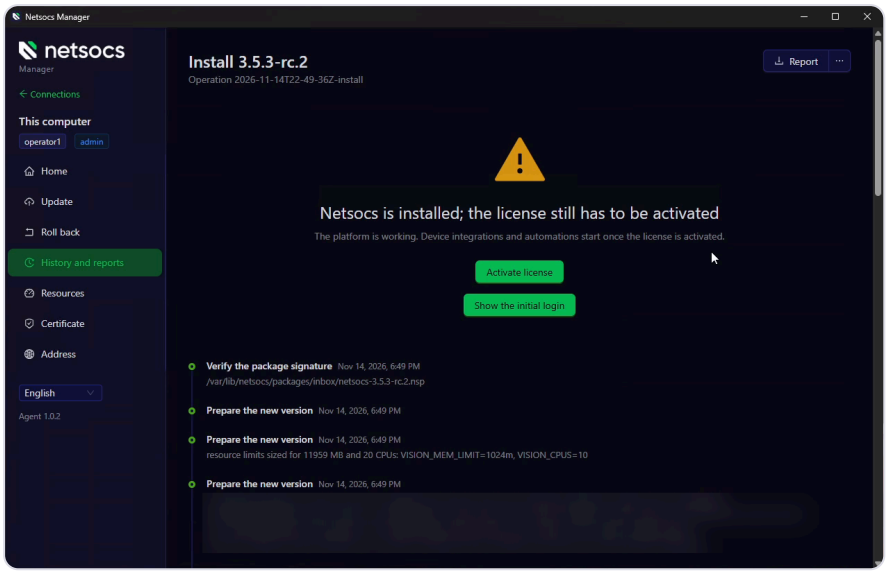
The installation in progress

While the installation finishes, **Home** shows **View progress**, the **Active version** and the services. The yellow notice **The license has not been activated** is expected until chapter 6.



Home while the installation finishes: the version, the license notice and the services

10 At the end you see **Netsocs is installed** or, when the license was left empty, **Netsocs is installed; the license still has to be activated**. Netsocs works; device integrations and automations wait for the license.



Netsocs is installed; the license still has to be activated

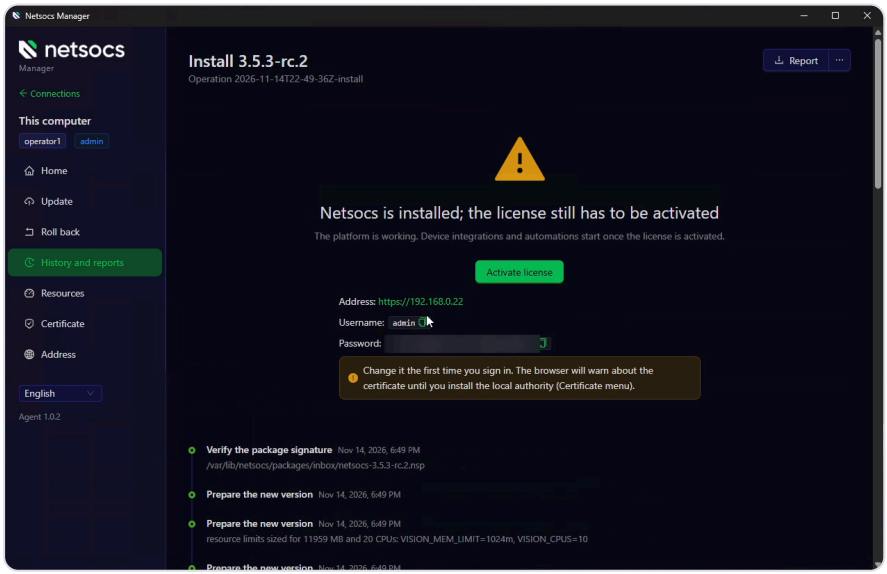
CHAPTER 5

First sign-in

When you finish you have signed in to Netsocs in the browser as its administrator.

Show the initial login

1. Click **Show the initial login**, at the end of the installation or on **Home** at any time.
2. Windows asks you to confirm it is you again if more than three minutes have passed.
3. Netsocs Manager shows the **Address**, the **Username** (**admin**) and the **Password**. Copy each one with the copy icon next to it.



The initial login: address, username and password (blurred here)

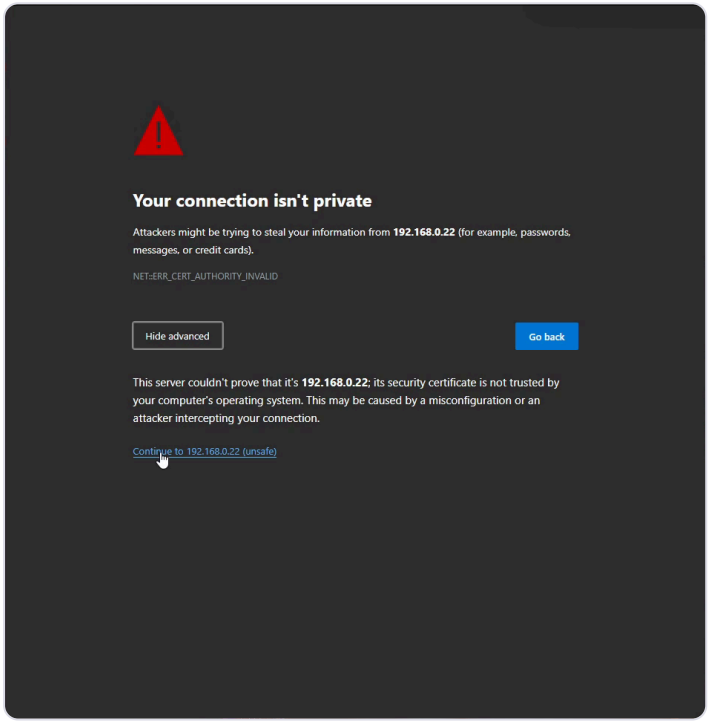
Keep it safe

This is the Netsocs administrator password. Do not send it by chat or email and change it as soon as possible.

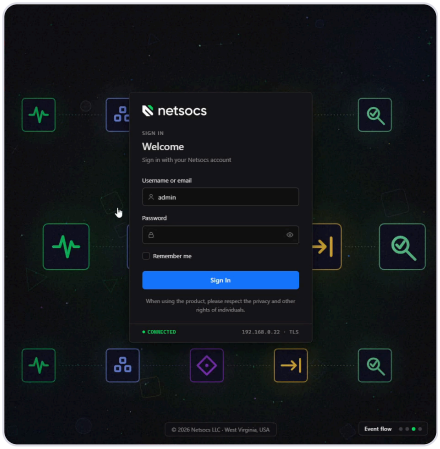
Open Netsocs in the browser

4. Click the address, or type it in the browser exactly as it was entered during the installation, for example **https://192.168.x.x**.

5. Until this computer has the Netsocs certificate (chapter 8), the browser shows **Your connection isn't private**. On this computer, right after installing, you can click **Advanced** and then **Continue to 192.168.x.x (unsafe)**, or install the certificate first and come back.



The browser warning shown while this computer does not have the Netsocs certificate



The Netsocs sign-in page

6. On the Netsocs sign-in page, type **admin** in **Username or email**, paste the password in **Password** and click **Sign In**.

Only on this computer

Continue past the browser warning only on the computer you have just installed. On the users' computers, install the Netsocs certificate first (chapter 8): a warning there must never be ignored.

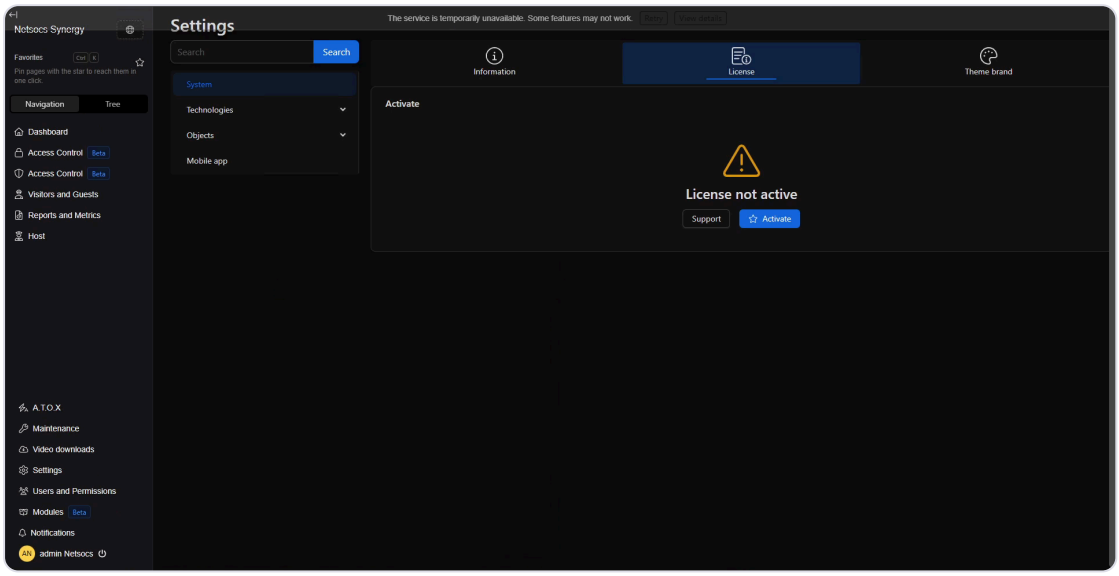
CHAPTER 6

6 Activate the license

When you finish the license is active and Netsocs can start device integrations and automations.

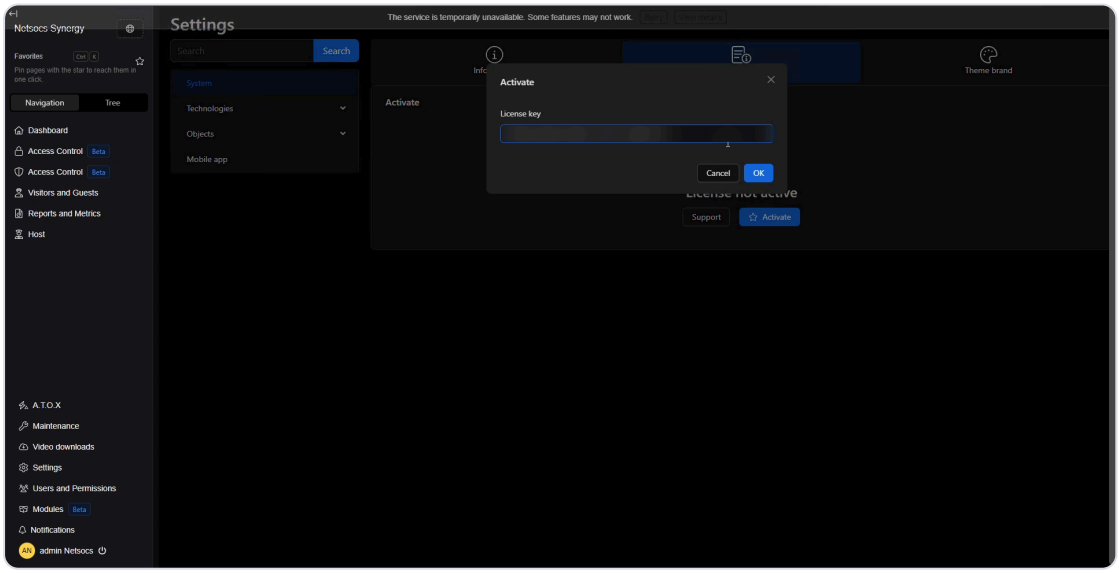
If the license was not entered during the installation, Netsocs opens **Settings** › **License** right after the first sign-in, with **License not active**.

1. Click **Activate**.



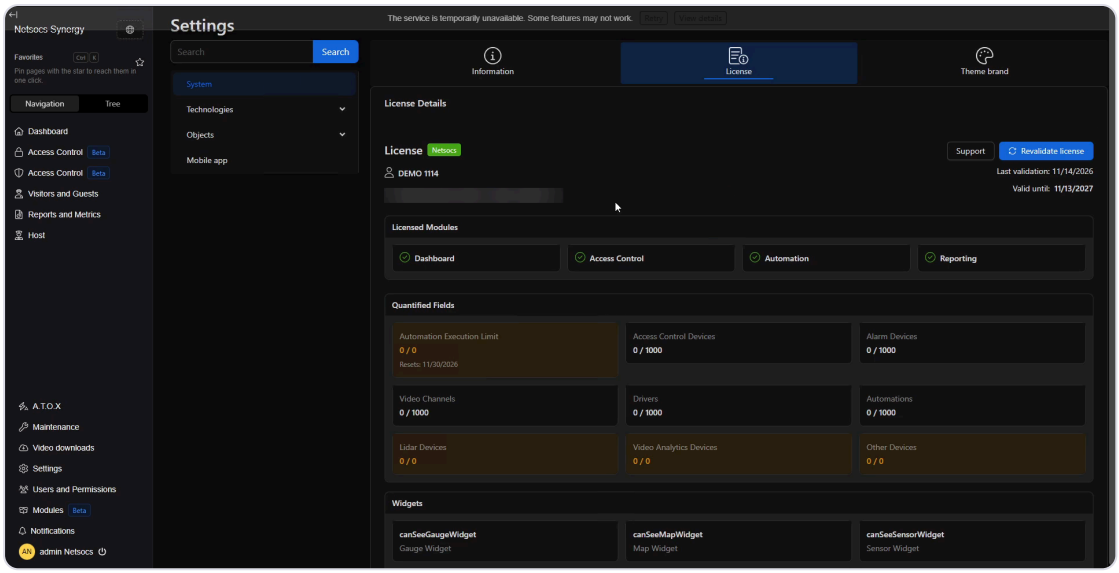
Settings › License right after the first sign-in: License not active

2. Type or paste the key in **License key** and click **OK**.



The Activate window with the License key field (key blurred here)

3. **License Details** shows the license, the **Licensed Modules**, the limits and **Valid until**.



License Details after activating: licensed modules and limits

From Netsocs Manager

You can also activate it from Netsocs Manager: **Activate license**, on the result of the installation or in the yellow notice on **Home**. Type the **License key**, click **Activate** and wait for **License activated**.

Careful

Each key can be activated on one computer only. This computer needs to reach license-manager.netsocs.com on port 443 to activate it.

CHAPTER 7

Connect the driver manager

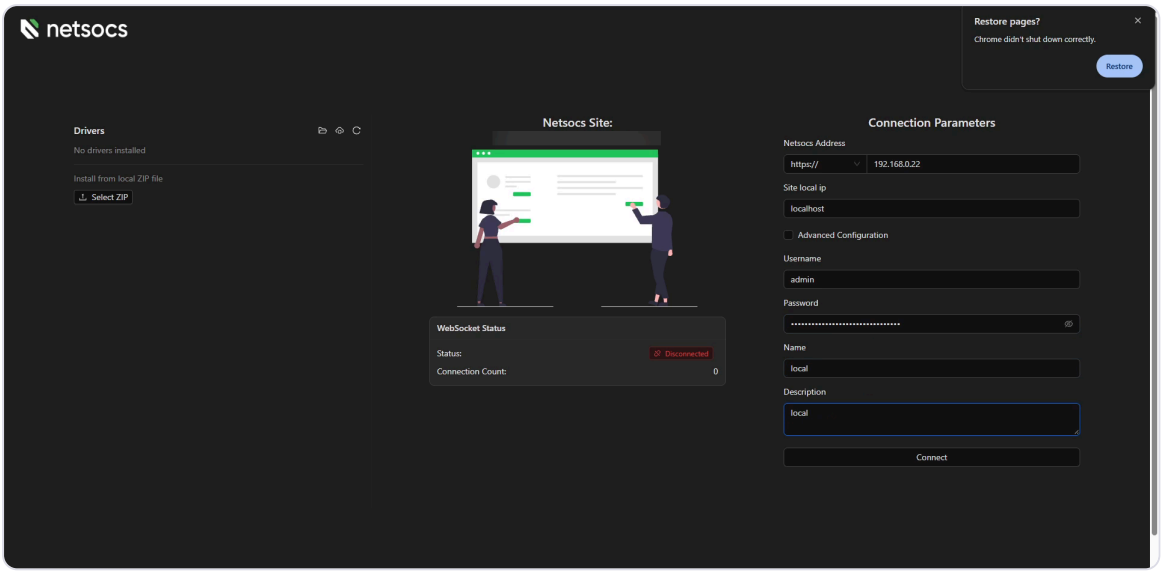
When you finish the driver manager on this computer is connected to Netsocs and appears as an online site, ready to add devices.

The driver manager is the part of Netsocs that talks to cameras, recorders and controllers. It has its own page, the site console, where you connect it to Netsocs once.

1. Open a new browser tab and type **192.168.x.x:3197** (this computer's address followed by :3197).
2. In **Connection Parameters**, fill in:
   - **Netsocs Address**: leave **https://** and type this computer's IP, **192.168.x.x**.
   - **Site local ip**: **localhost**, because the driver manager runs on this same computer.
   - Leave **Advanced Configuration** unchecked.
   - **Username** and **Password**: the Netsocs administrator, **admin** and the password from **Show the initial login**.

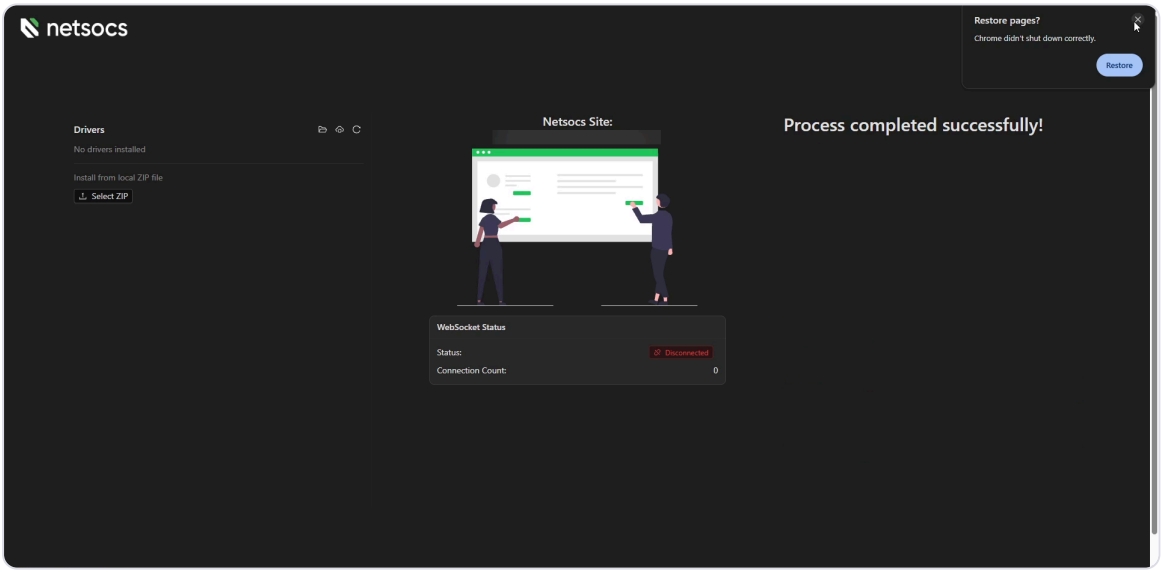
- **Name** and **Description**: the name this site will have in Netsocs, for example **local**.

3. Click **Connect**.



The site console with the connection details filled in

4. The console says **Process completed successfully!**.



The site console after Connect: Process completed successfully!

You should see: in Netsocs, **Settings** › **Technologies** › **Add integration** lists the site with the name you gave it and the label **online** (picture in chapter 9).

CHAPTER 8

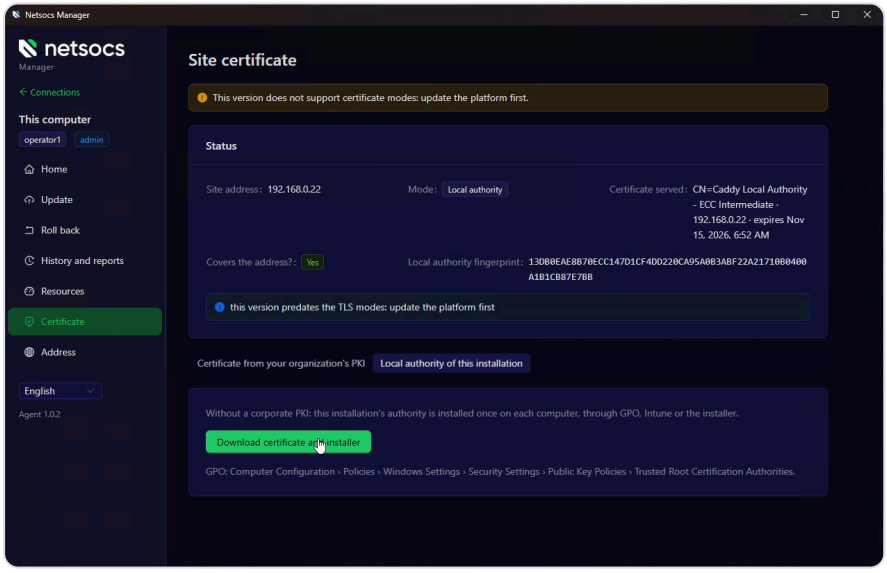
8 Install the Netsocs certificate

When you finish the browser opens Netsocs on this computer without warnings, and you have the installer for the other computers. It takes less than a minute.

Netsocs is opened with https. Until a computer trusts the Netsocs certificate, its browser shows a security warning. You fix that once per computer.

Save the certificate installer

1. In Netsocs Manager, click **Certificate** in the menu on the left. The **Site certificate** screen opens.
2. Check that **Covers the address?** says **Yes**, and leave **Local authority of this installation** selected. (**Certificate from your organization's PKI** is only for companies whose IT issues their own certificates.)
3. Click **Download certificate and installer**.

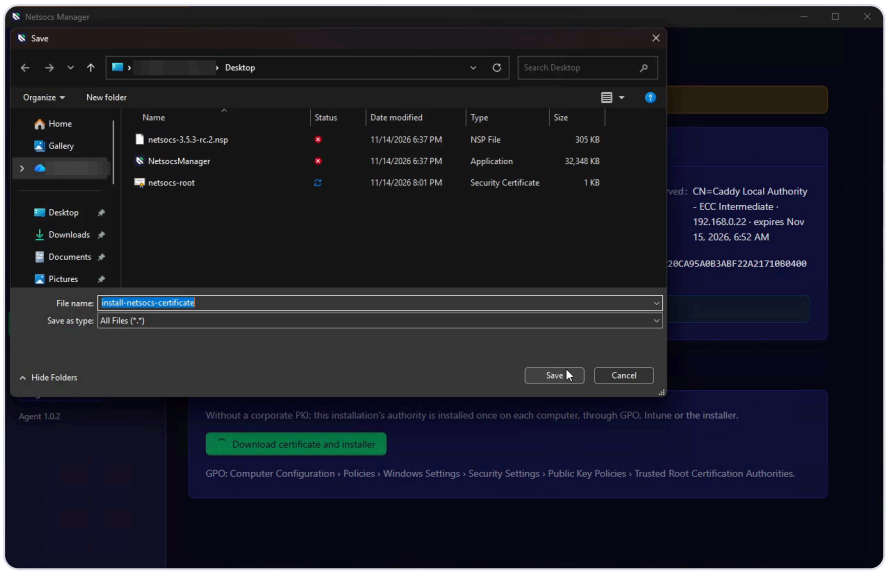


Certificate › Site certificate with Local authority of this installation and the Download certificate and installer button

Ignore the yellow notice

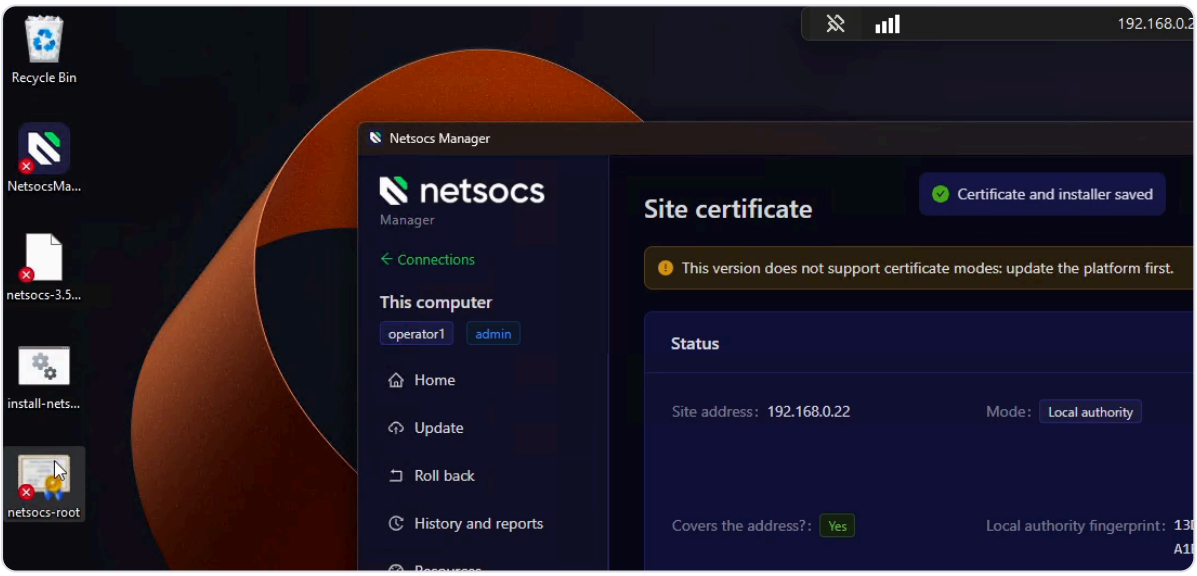
With Netsocs 3.5.3 this screen also shows **This version does not support certificate modes: update the platform first.** and **this version predates the TLS modes: update the platform first**. They do not stop this chapter: the certificate download and installation work, as shown here.

4. Windows opens a **Save** window twice, already on the Desktop: first for **netsocs-root**, the certificate, then for **install-netsocs-certificate**, the installer. Click **Save** both times.



The second save window: install-netsocs-certificate on the Desktop, next to netsocs-root

5 Netsocs Manager confirms **Certificate and installer saved**, and both files are on the Desktop.

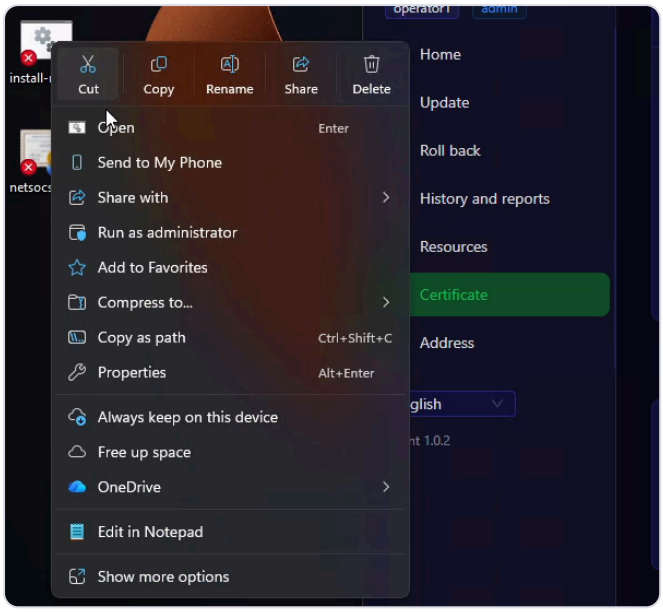


Certificate and installer saved: both files on the Desktop

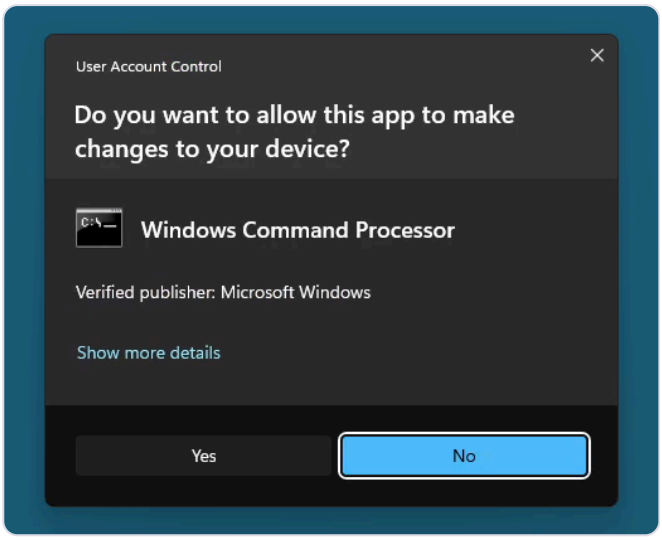
Run the installer

6 Run **install-netsocs-certificate**: double-click it, or right-click it and choose **Open** or **Run as administrator**.

7 Windows asks for administrator approval for **Windows Command Processor**. Click **Yes**: the certificate is installed for every user of this computer.

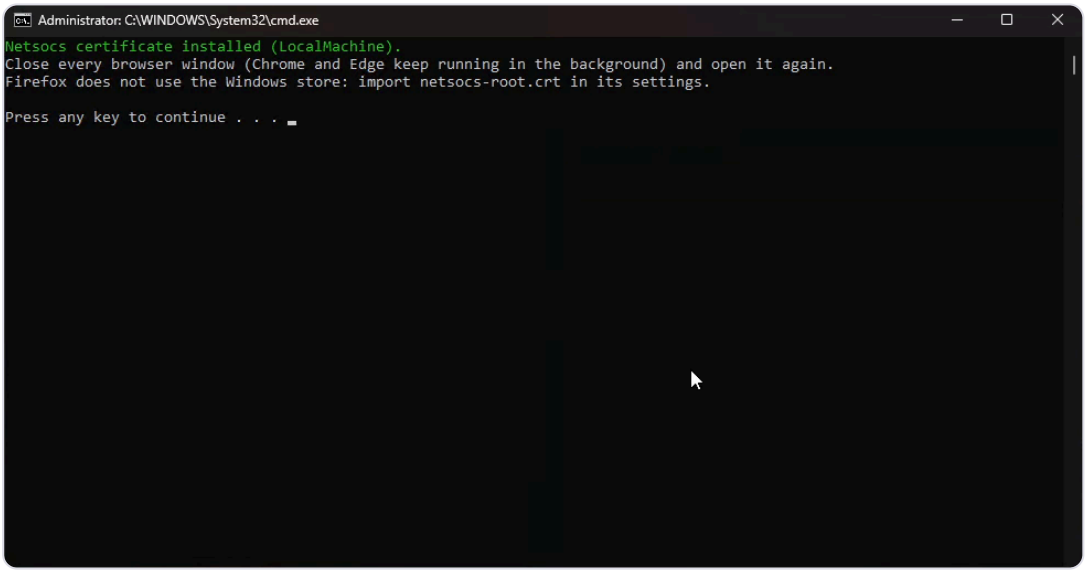


Right-click the installer on the Desktop: Open or Run as administrator



Windows asks for administrator approval for Windows Command Processor: click Yes

8 A window shows the result in green, `Netsocs certificate installed (LocalMachine).`, and reminds you to close every browser window. Press any key to close it.



The installer window: Netsocs certificate installed (LocalMachine)

If you click No

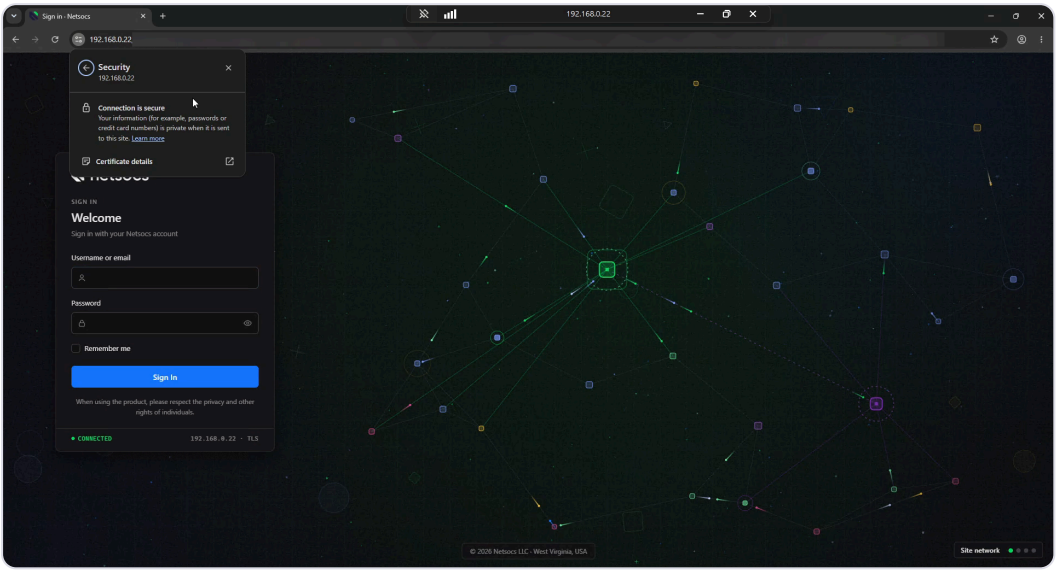
Without administrator approval, the installer installs the certificate only for your Windows user, and Windows shows a security warning asking whether to install it: click `Yes`. The result window then says **(CurrentUser)**. If it shows a red message, **The certificate was not installed**, read the reason and run it again.

Open Netsocs again

9 **Close every browser window.** Chrome and Edge keep running in the background: check the notification area next to the clock too.

10 Open the browser and go to **https://192.168.x.x**.

You should see: the Netsocs sign-in page with no warning. Clicking the icon at the left of the address shows `Connection is secure`.



After restarting the browser: the Netsocs sign-in page and Connection is secure

Other computers

Every computer that opens Netsocs needs the certificate too. Copy **install-netsocs-certificate** to each one and run it the same way. In a company with a Windows domain, IT can distribute **netsocs-root** with a group policy instead. Firefox does not use the Windows certificates: import **netsocs-root** in Firefox's settings.

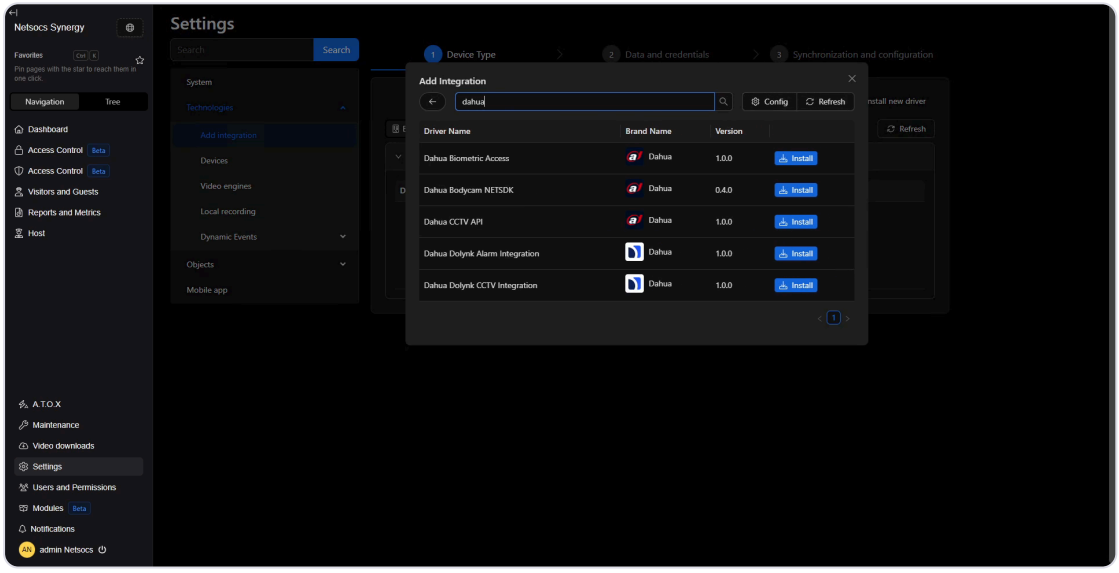
CHAPTER 9

9 Add the first devices

When you finish the cameras and controllers on the network are in Netsocs and you can see live video.

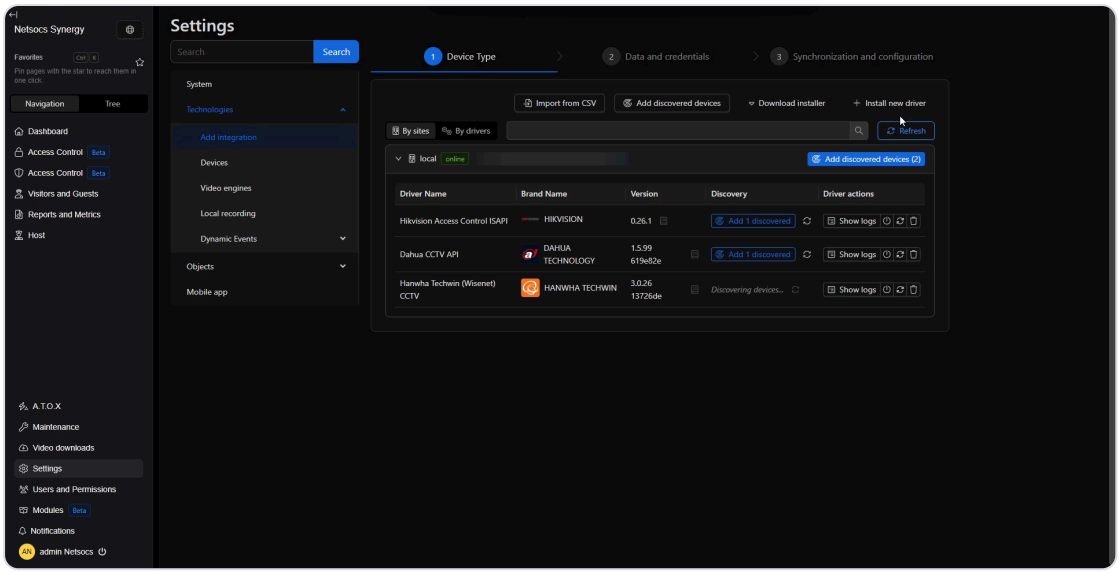
Install the integrations for your brands

1. In Netsocs, open **Settings** › **Technologies** › **Add integration**. Your site appears with **online**.
2. Click **Install new driver**, choose your site and click **Install drivers**.
3. Search the brand in **Brand name or driver name** and click **Install** on the integration you need. Repeat for each brand on the site.



Add Integration: search a brand and click Install

Each installed integration appears under the site. Integrations that can search the network show **Discovering devices...** and then how many devices they found.



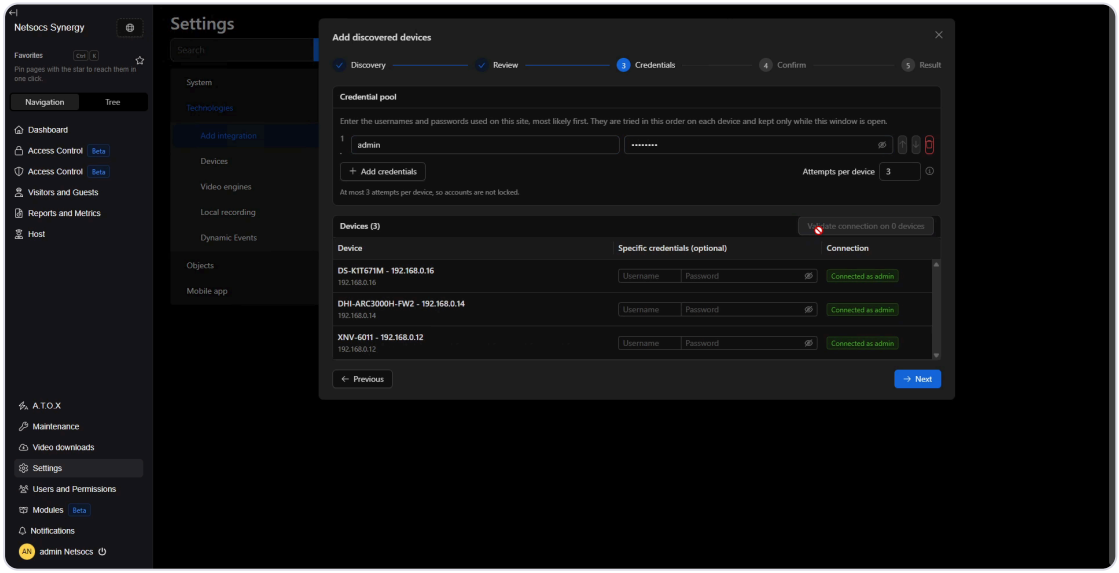
Settings › Technologies › Add integration: the site online, its integrations and the devices they found

Add the devices they found

4. Click **Add discovered devices** on the site. A guide opens with five steps: **Discovery**, **Review**, **Credentials**, **Confirm** and **Result**.

5. **Discovery**: choose the site and click **Discover**, then **Next**. **Review**: select the devices to add.

6. **Credentials**: in **Credential pool**, type the usernames and passwords used on the site's devices, most likely first (**Add credentials** adds another pair). Each device shows the result in **Connection**; a device with different credentials can have its own in **Specific credentials (optional)**.

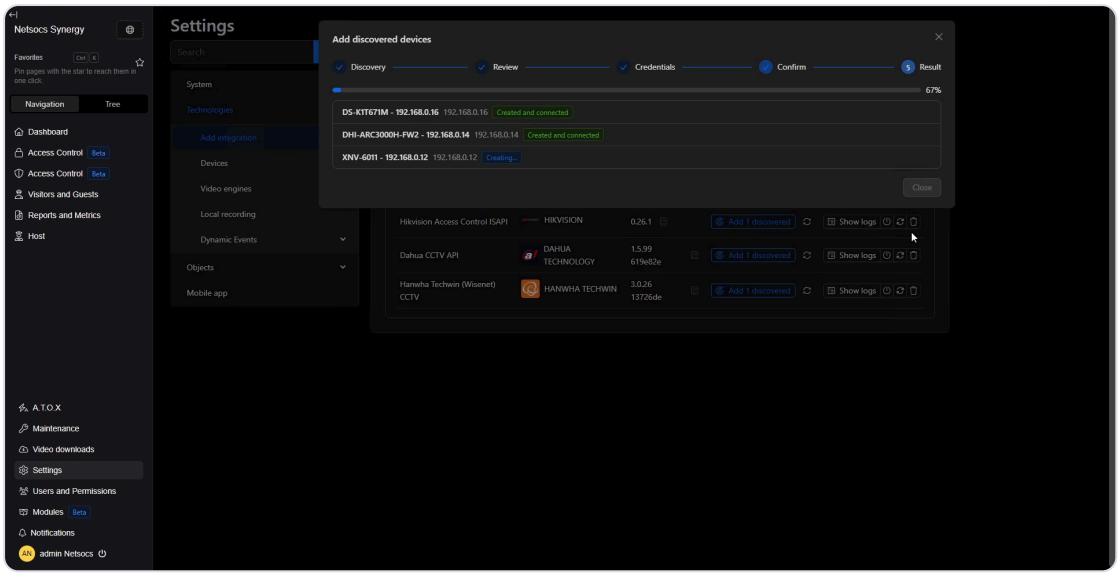


Add discovered devices, Credentials step: the credential pool and the connection result of each device

Careful

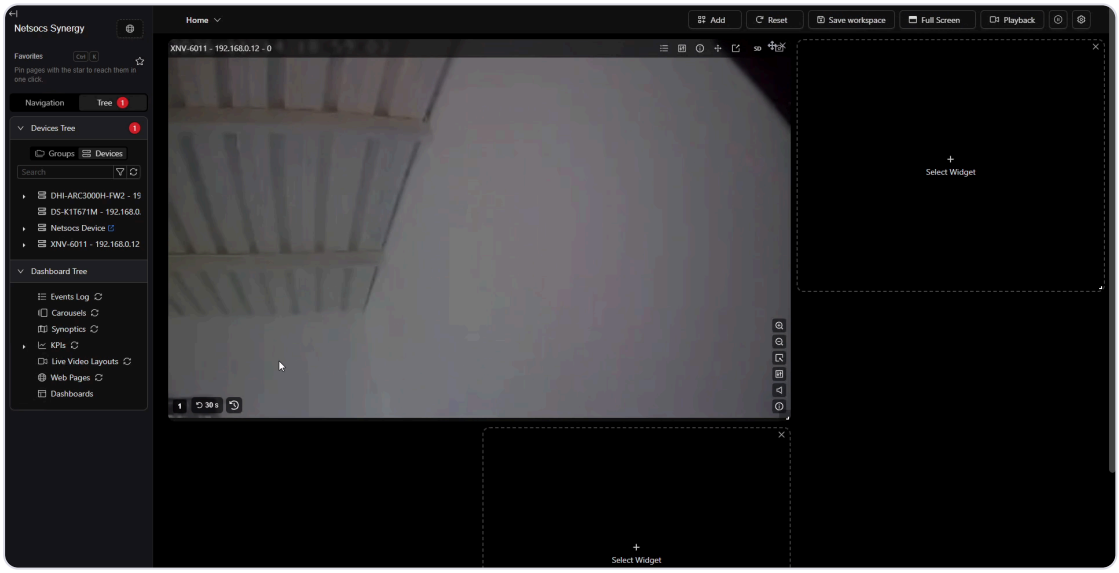
Netsocs tries at most 3 times per device (**Attempts per device**) so that device accounts are not locked. Raise it only if you know the devices allow it.

7 Click **Next**, check **Confirm**, and wait for **Result**: each device shows **Created and connected**. Click **Close**.



Add discovered devices, Result step: each device created and connected

8 Open **Dashboard**. The devices are listed in **Devices Tree**; open a camera in a free space of the screen to see its live video.



The Dashboard with the new devices in the Devices Tree and a camera on screen

REFERENCE

Troubleshooting

What you see	Why	What to do
The browser still shows **Your connection isn't private** after installing the certificate	A browser window was still open, or the browser kept running in the background	Close every browser window (check the notification area), open the browser again and go to the address
The same warning, with the certificate installed and the browser restarted	The address typed is not the one used during the installation	Type the address exactly as in **Address users will open Netsocs at**
Restart Windows to go on	WSL had to be installed	Restart Windows, open Netsocs Manager, **Open** on **This computer** and continue
A red item in **Set up this computer**	The computer does not meet a requirement	Fix it (Windows 11 22H2 or newer, virtualization in the BIOS/UEFI, 8 GB of memory, 40 GB free) and click **Check again**
Windows did not give administrator permission: the change needs it	The approval window was refused or closed	Click **Retry** and approve with **Yes**
Windows did not confirm your identity: nothing was done	The Windows confirmation was cancelled	Do it again and confirm with your PIN, fingerprint, face or password
Could not install the Netsocs distribution or **Could not download the Docker installer**	The computer has no internet access, or it is blocked	Check internet access and click **Retry**
The installation did not finish	A step failed: the reason is under the title	Fix the cause and click **Fix and install again**. The generated passwords and the data are kept
The license is not activated	Wrong key, key already used on another computer, or no access to license-manager.netsocs.com	Read the reason, fix it and activate again
The site console page does not open	Wrong address, or Netsocs is still starting	Type the computer's IP followed by :3197; wait a minute after Windows starts
Netsocs on This computer is not answering: it may be restarting	Windows has just started and Netsocs is still starting	Wait a minute and try again
Other computers cannot open Netsocs	Network firewall, or the computer changed its IP	Check that the computer kept its IP and that port 443 is open between them

If something fails during the installation, the progress screen has a **Report** button: save the report and send it to Netsocs support with the operation number.

Glossary

Netsocs Manager
The Windows app that installs, updates and rolls back Netsocs without commands.

This computer
In Netsocs Manager, the connection to Netsocs running on the same Windows computer.

WSL
A Windows feature that runs a Linux environment inside Windows. Netsocs runs inside one called Netsocs.

Package (.nsp)
The file with a Netsocs version, delivered by Netsocs.

Netsocs central
The main Netsocs installation that users open in the browser.

Driver manager, site
The part of Netsocs that connects to cameras, recorders and controllers. In Netsocs it appears as a site.

Site console
The page of the driver manager, at the computer's address followed by :3197.

Netsocs certificate
What lets the browser trust the Netsocs address. Installed once on each computer.

Initial login
The first Netsocs administrator account, admin, created by the installation.