NetSupport

NetSupport DNA
Product Manual – Version 3.10

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Contents

WELCOME TO NETSUPPORT DNA

For many organisations, the IT assets, namely Hardware & Software, account for the largest proportion of the IT spend. Companies large & small depend upon a collection of hardware and software networks, systems and databases to remain competitive and efficient.

With such a high level of investment, it therefore follows that these IT assets must be properly managed and maintained to ensure both their availability and that they are functioning correctly when needed most. Equally, having accurate inventory records is critical in determining how many users within the organisation are actually utilising certain applications. Paying particular attention to asset tracking will alert an organisation to its infrastructure needs and highlight when to efficiently deploy IT solutions.

Not only will this help to remove excess licensing and therefore trim software budgets but proactive asset management will ensure compliance with software license agreements and make budget forecasting more accurate.

NetSupport DNA is a complete modular solution that delivers Hardware and Software inventory and License Management. It features detailed and fully customisable Alerting, Application and Internet Metering / Usage Control and both push and pull Software Distribution over a LAN or WAN. NetSupport DNA also provides an integrated communication gateway allowing secure interaction with your assets, anywhere, over the Internet without the need for a VPN or changes to your existing network or firewall configuration. Also included is full AD integration, optional ITIL-based ServiceDesk and market leading Remote Control.

Providing seamless integration of the most complete and cost-effective Network Management & Help desk solution available on the market, NetSupport DNA offers an unrivalled ROI (Return on Investment) whilst reducing the total cost of ownership.

DNA FEATURES:

Hardware Inventory	Software Distribution
Software Inventory	Enterprise Reporting
Alerting	Energy Monitor
Application Metering	Web based ServiceDesk*
Internet Metering	Remote Control*
License Management	*Optional Components

Highlights

NetSupport DNA combines powerful Hardware & Software Inventory with Software Distribution, Alerting, Application Metering, Internet Metering, Web Based ServiceDesk and best of breed Remote Control.

Discover

NetSupport DNA will automatically discover all PCs on a LAN or Wan based on an IP range or utilising the existing Windows Network. Once discovered, key PC status & DNA Client status (if installed) is displayed. Using the Discovery Tool, DNA clients can be remotely installed onto clean systems across the Enterprise.

Reporting

NetSupport DNA also offers two "Styles" of reporting. On screen reports are provided with supporting bar and pie charts and drill down capabilities on all key summary data. In addition, Print optimised reports are provided, powered by the Crystal Report engine that offers a full set of management reports. All reports include the option to print or export to PDF, DOC and XLS.

Deploy

DNA provides a multi delivery option for Software Distribution. To begin an Operator can define a Software package to be deployed - this can either be a collection of files and folders specified with appropriate action parameters once delivered to a target system; or by recording and scripting any user prompts required during an application install so that the package can be deployed onto a users system without intervention.

Features

DISCOVERY

NetSupport DNA will automatically discover all PCs on a LAN or Wan based on an IP range or utilising the existing Windows Network. Once discovered key PC status & DNA Client Status (if installed) is displayed.

Using the Discovery Tool, DNA clients can be remotely installed onto clean systems across the Enterprise.

GATEWAY

What sets NetSupport DNA apart is its ability to report on your assets no matter where they are, going beyond just a local or wide area network. NetSupport's Internet Gateway technology provides a stable and secure method for tracking assets that may ordinarily be 'hidden' on a remote network or behind firewalls.

USER MANAGEMENT

NetSupport DNA provides a range of features to locate and Manage PCs and Users within a networked environment. Not only does DNA store key user data (Name, Telephone etc.) but it also provides detailed storage of supporting Asset, Lease and Maintenance data. In addition DNA provides the customer with the ability to customise the data to be gathered and collated from each user.

DNA also provides the mechanism to create Dynamic groups, these are added to the main Company Tree view and can contain PCs from any number of departments. A typical group might be "all PCs with Windows XP and more than 256Mb of Ram".

Other supporting Tools include Connection Statistics, Find User, Chat, Message and a powerful Data Query tool.

ACTIVE DIRECTORY INTEGRATION

NetSupport DNA integrates with Active Directory enabling you to configure the PCs and Users within the DNA Console to mirror their relative position within the Active Directory Container structure. Changes made within the AD structure are automatically reflected within DNA. User Information can also be retrieved from Active Directory.

HARDWARE INVENTORY

NetSupport DNA features a powerful Hardware Inventory module that presents information for specific PCs ranging from CPU and BIOS types to memory, memory slots used and those available for future expansion. Information is presented either for a specific PC or for departments summarised by category, such as by Operating System, CPU, Video Card or Memory.

SOFTWARE INVENTORY

Featuring a detailed summary of all installed programs and applications detected on each PC, NetSupport DNA displays this information for either a selected PC, a department or custom group. Full support for recording, tracking and the management of software licenses and maintenance contracts is included.

ALERTING

NetSupport DNA provides unique alerting functionality which reports back on any pre-defined conditions that have been brought in force by an Operator. Alerts can be prioritised according to their importance and Operators are 'alerted' by an on screen notification window which appears when the alert becomes true.

APPLICATION METERING

NetSupport DNA offers an Application Metering component which reports all applications used on each Windows PC, detailing the time the application was both started and finished and the actual time it was active and in use. Additionally, when the data is viewed at "department" level, summaries by frequency of use or by duration are shown.

INTERNET METERING

Like Application Metering, DNA also provides a detailed summary of Internet (or Intranet) activity on each Windows PC. URLs visited, duration on a page and page analysis within a specific URL are all recorded. DNA even provides a quick link to review a specific URL.

Internet Metering also provides the Operator with the ability to restrict URL access based on its status of Approved or Restricted and by a flexible time based policy. Sub-URL handling is also available allowing you to restrict specific pages of a website.

SOFTWARE DISTRIBUTION

NetSupport DNA provides a multi-delivery option for Software Distribution. Software Packages are created including a collection of files and folders specified with appropriate action parameters.

Files can be distributed ('pushed') to individual Clients, Departments, Dynamic Groups or the Company as a whole. Software Distribution also offers the Advertise Package tool, which gives Clients the ability to 'pull' files specified by the Administrator.

NetSupport DNA offers a "Scheduling" facility, whereby a specific date and time can be scheduled by an Operator for initiating the package deployment - usually out of core office hours when network traffic is at its lowest.

ENERGY MONITOR

The Energy Monitor component provides a simple and concise high level summary of potential energy wastage across an organisation by computer systems that are left powered on out of business hours. Once implemented, department heads or management can see a high level view of energy usage by computers across the organisation, see where "out of hours" usage is highest and identify if this is a result of diligent staff working late or simply systems that have been left switched on overnight.

HISTORY

The History option enables you to track changes to a Clients Hardware, Software, User Data and view the Alerting history. Each time DNA gathers Inventory data it compares the current details against information already held on the server and if there are any differences they are recorded in the History.

REPORTING

NetSupport DNA also offers two "Styles" of reporting. On screen reports are provided with supporting bar & pie charts and drill down capabilities on all key summary data.

In addition, Print optimised reports are provided, powered by a Crystal Report engine that offers a full set of management reports. All reports include the option to print or export to PDF, DOC and XLS.

SERVICEDESK*

NetSupport ServiceDesk is a powerful yet easy to use module for the Corporate Help Desk, available on its own with just the DNA inventory module or as part of our overall management suite. NetSupport ServiceDesk is a fully Web Based solution providing detailed recording and tracking of user Help requests.

- Automatic Assignment of Tickets to Operators based on pre-defined customer rules based on either Problem Type of User type.
- Automatic Escalation of ticket status based on Customer specified rules.
- A structured Notes history for a Ticket with source identifiers (Telephone, email etc) for each additional entry within the ticket lifecycle.
- Full Audit history for a given user.
- Direct integration with DNA Suite Inventory and departmental information.
- Streamlined creation of a Solutions Database to aid future help requests.
- Simplified management of Problem type definitions.
- Enhanced Security and access control management of Operators and Users.

REMOTE CONTROL*

DNA Remote Control offers advanced functionality for the effective management of remote workstations. Watch, Share or Control the screen, mouse & keyboard of target PCs irrespective of O/S & network protocol. Includes full message & text chat facilities, comprehensive security, multi-platform support & desktop integration.

For a more powerful remote control solution, NetSupport Manager (NSM) is offered as an extra module. Together with the above, NSM offers File Transfer & File Distribution, Hardware & Software Inventory, Scripting & Scheduling, the Gateway (connecting to PCs located behind firewalls) and Scan, for the monitoring of multiple remote workstation screens.

* Optional Components

DNA Packs

NetSupport DNA is available as a flexible modular product allowing you to choose the specific features which best meet your needs.

NetSupport DNA is available in the following Packs.

Module	DNA Inventory			DNA Suite		
	Pack 1	**Pack 2**	**Pack 3**	**Pack 4**	**Pack 5**	**Pack 6**
User Management	■	■	■	■	■	■
Hardware Inventory	■	■	■	■	■	■
Software Inventory	■	■	■	■	■	■
Alerting	■	■	■	■	■	■
Energy Monitor	■	■	■	■	■	■
Application Metering	☐	☐	☐	■	■	■
Internet Metering	☐	☐	☐	■	■	■
Software Distribution	☐	☐	☐	■	■	■
DNA Remote Control	☐	■	☐	☐	■	☐
NetSupport Manager	☐	☐	■	☐	☐	■

■   Included
☐   Not included

Please note:
All of the information within this manual will only apply to Pack 5. The Help relevant to you will be determined by the Pack you have purchased.

System Requirements

DNA SERVER

Minimum hardware: Intel Pentium 4 with 1GB Ram or higher.*

Free space required: 120 MB+ (dependant on number of Clients supported).

OS supported: Windows 2000, XP, Vista, Windows 7 or 2003/2008 Server.

Databases supported: Microsoft MSDE (supplied), SQL Express, and SQL Server 2000 or later.

If no version of SQL exists on the target system you will be prompted to install MSDE or specify a Remote SQL Server.
Pre-requisites: TCP/IP network.

*Refer to our website www.netsupportsoftware.com/support for recommendations based on installed Client base.

GATEWAY CLIENT/SERVER

Free space required: 2 MB

OS supported: Windows 2000, XP, Vista or 2003/2008 Server.

Pre-requisites: TCP/IP network.

CONSOLE

Free space required: 80 MB

OS supported: Windows 2000, XP, Vista, Windows 7 or 2003/2008 Server.

Pre-requisites: Internet Explorer 6 or later. TCP/IP network, Flash player 10 or later.

CLIENT

Free space required: 10 MB

OS supported: Windows 98, ME, NT, 2000, XP, Vista, Windows 7 or 2003/2008 Server.

Supported Linux Distribution: SuSE 9, Fedora Core 6, Redhat 9 or Enterprise.

Pre-requisites: TCP/IP network.

Note: To use the 'Pin to Taskbar' feature in Windows 7 you will need to remove certain words from the reserved list. Please refer to knowledgebase article 582 for further information www.netsupportsoftware.com/support

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INSTALLATION

Planning an Installation

Before commencing an installation consider which components are required. NetSupport DNA consists of six main components:

DNA Server

An available SQL Server is required on which to install the DNA database. The Server provides all of the functionality of NetSupport DNA. It contains the repositories where all the collected data resides.

Note: If no version of SQL is available on the target system DNA will install MSDE.

DNA Console

The Console is the main interface for executing commands and would generally be installed on an Administrators machine. An Administrator executes a command and the gathered data is extracted from the DNA database which resides on the Server. Console Users are provided with Administrator rights. The installation prompts for an initial Console User logon to be created, but additional Console Users can be added depending on your requirements.

DNA Client

The Client is the end-user machine where data is collected.

DNA Application Packager

NetSupport DNA also offers you the option to install the **Application Packager**. The DNA Application Packager compliments the Software Distribution feature and allows users to record and playback "low complexity" product installers.

DNA Server Gateway

The DNA Gateway provides a means of connecting remote Clients to the DNA Server. The Server Gateway communicates with the DNA Server. The Server Gateway cannot be installed with any other DNA components.

DNA Gateway Client

The Client Gateway acts as a proxy server for the remote DNA Clients allowing them to communicate with the Server Gateway. The Client Gateway cannot be installed with any other components apart from the DNA Client.

Note: It is recommended that DNA Servers, Client Gateway and Server Gateway components are installed on machines that have a resolvable DNS name and that DNS names are used throughout the configuration of clients and consoles. If this is not possible it is highly recommended that fixed IP Addresses are assigned to any machine running the DNA Server, Gateway Client or Gateway Server components.

Starting the Installation

Insert the NetSupport DNA installation CD into your computer and let it autorun. If it does not autorun, run the NETSUPMENU.exe command from the CD.

Select the option to install NetSupport DNA. The NetSupport DNA installation will start displaying a Welcome screen.
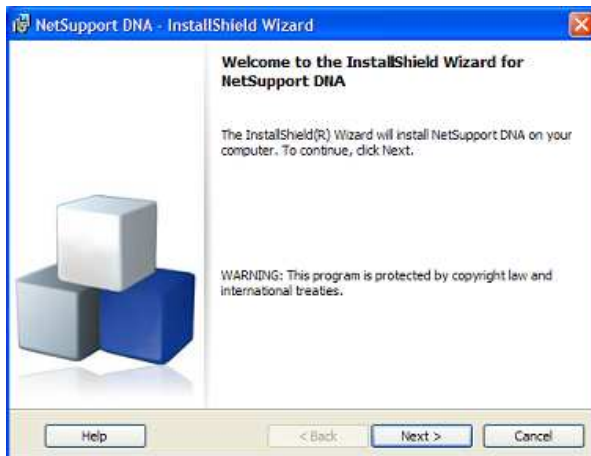
Click Next to continue.

NetSupport License Agreement

The NetSupport License Agreement will be displayed. Please read the License Agreement carefully and select I accept the terms of the License Agreement and click Next to continue.

If you reject the License Agreement, (I do not accept the terms of the License Agreement) click Cancel. NetSupport DNA will not be installed and you will be directed to Exit from the install program.

Customer Information
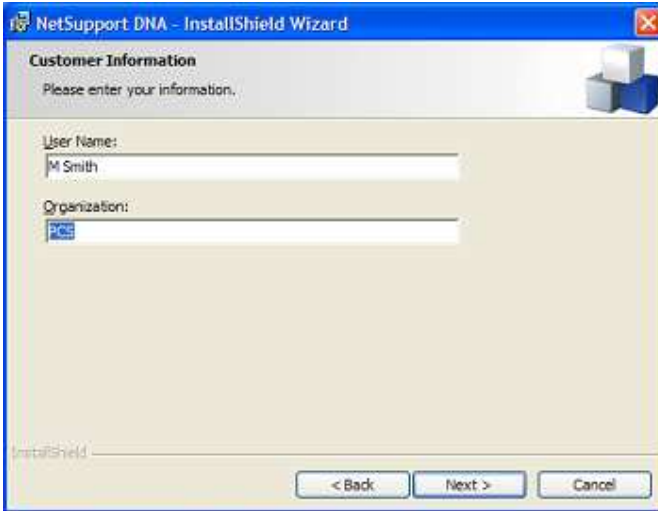
Enter your user name and the company name, click Next.

Existing Installation

This screen will appear if a copy of NetSupport DNA has already been installed on a workstation.
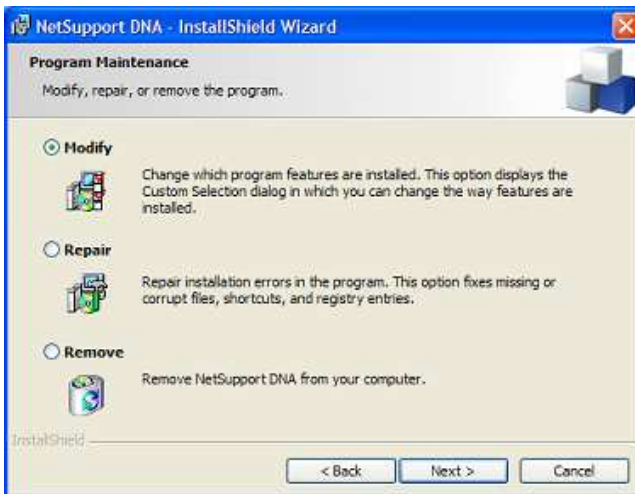
Modify

Enables you to change the DNA components that are currently installed.

Repair

Reinstalls all the program features installed by the previous setup and repairs any Installation errors in the program.

Remove

This option removes all installed features.

Select the required option and click Next.

Custom setup

Decide which DNA features/components to install.

Note: On Windows 98 or NT4 operating systems the Server and Console features are not supported.
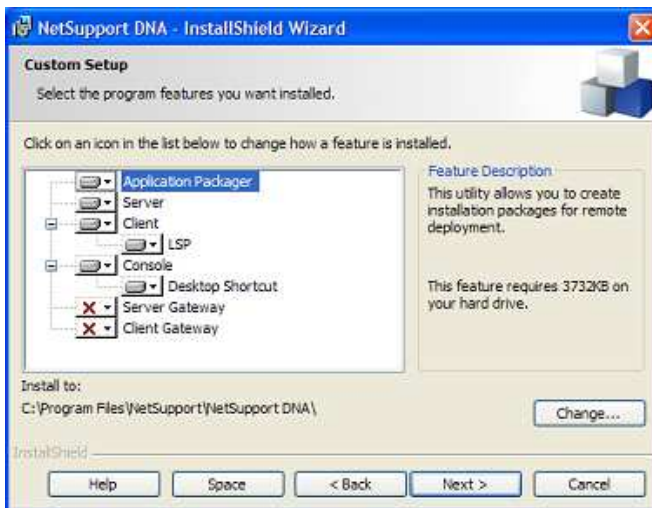
Application Packager

The DNA application packager compliments the Software Distribution feature and is a utility that can be used to record and playback "low complexity" product installers.

Server

The machine on which the server software is installed and the Database is stored is called the DNA Server.

An available SQL based Server is required on which to install the DNA database. The Server provides all of the functionality of NetSupport DNA. It contains the repositories where all the collected data resides.

Client

The Client component should be installed on end user machines across your network. The Server polls Client machines at regular intervals, gathering and holding system information in the DNA database.

If performing a Client only install you will need to enter the location of the server that will be used to connect to Clients.

Note: NetSupport DNA provides a Discovery and Deploy tool, which is a convenient facility that remotely deploys DNA Clients to Windows PC.

LSP

Enables you to use the Internet blocking facility, by default LSP is included when installing the Client component.

Console

The DNA Console is the main program for executing commands. This provides the user interface. An administrator executes a command and the gathered data is extracted from the DNA database which resides on the Server.

If performing a Console only install you will need to enter the location of the server that will be used to connect to Clients.

Desktop Shortcut

Creates a desktop icon for the DNA Console, this is included by default when installing the Console.

Server Gateway

The DNA Gateway provides a means of connecting remote Clients to the DNA Server. The Server Gateway communicates with the DNA Server. The Server Gateway cannot be installed with any other DNA components.

Client Gateway

The Client Gateway acts as a proxy server for the remote DNA Clients allowing them to communicate with the Server. The Client Gateway cannot be installed with any other components apart from the DNA Client.

Note: The Gateway Components are not available to be installed on Windows 98 or Windows NT.

By default, NetSupport DNA will be installed in the folder C:\Program Files\NetSupport\NetSupport DNA. To install in a different folder, click Change. To check the disk space required for your installation and view available disk space click Space.

Setting up the Server and Console

Select the SQL Server to install to from the drop down list or click Browse to see a full list of SQL Servers.

Choose the appropriate verification method, SQL or Windows. If SQL, enter the User Name and Password of your master database.
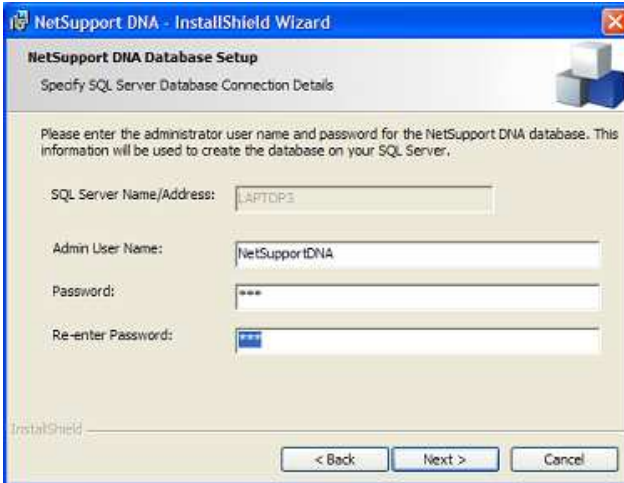
Note: This dialog will only appear if the Server feature is being installed.

Click Next.

Enter the name and password to be used for the DNA database and click Next.

Enter the user name and password to be used to access the DNA Console once installed. Additional Console Operator logins can be created after installation.

Note: This dialog will only appear if the Server feature is being installed.

Select Evaluation or enter the License details provided by NetSupport. You will need to enter the directory where you have saved the DNA Licence file and enter the License key number. The License number is case sensitive. The NetSupport DNA standard evaluation license runs for a period of 30 days and allows for a maximum of 50 users.

Note: If you are upgrading an existing installation, you will only have the option to enter the License key details. If you have previously been using an evaluation license and wish to continue with the evaluation, you will need to manually uninstall the software before installing the updated version. Before continuing with the upgrade we recommend that you create a backup of your database, please refer to our website, www.netsupportsoftware.com/support, for full instructions.

Click Next.

Inter Component Communications

If you are installing the Console, Client or Server Gateway you will be required to enter the DNS name or IP address for the DNA Server.
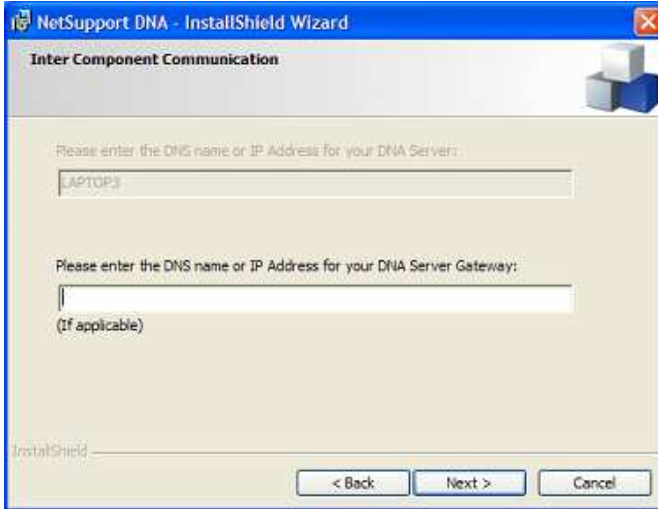
Note: If the DNS name or the IP address cannot be found you will not be able to continue with the installation.

If you are installing the Client Gateway you will need to enter the DNS name or IP address for the Server Gateway, you will also have the option to enter this when installing the DNA Server.

Click Next to continue.

Sufficient information has been provided to commence the installation. If you need to review any of the settings click Back, to start the installation, click Install. To quit the installation, click Cancel.

The final screen confirms that the installation has been successful. If you've installed the DNA Console you will have the option to launch this.

Note: After installation, a convenient utility can be run should you need to update your database, console or upgrade from an evaluation license to a full license. See: Using the DNA Database Wizard.

Using the DNA Database Wizard

The DNA Database Wizard is a convenient utility that can be run after installation should you need to change any of your DNA settings.

The wizard can be used to create the DNA database, add console users, update license details and set miscellaneous settings, such as, SQL Server address, time out for queries and add DNA Gateway Settings.

During installation the DNA Database Wizard is copied to the Server folder of the DNA program directory. Default, c:\Program Files\Netsupport\NetSupport DNA\Server\DNADBWizard.

Note: For the changes to take effect, the Server service will need restarting.
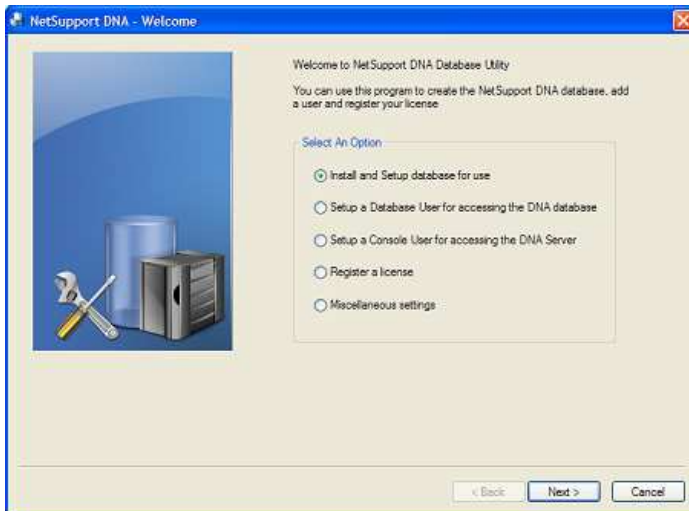
Install and Setup database for use

Enter the address/name of the SQL Server where the DNA Database is to be created and the Administrator logon details.
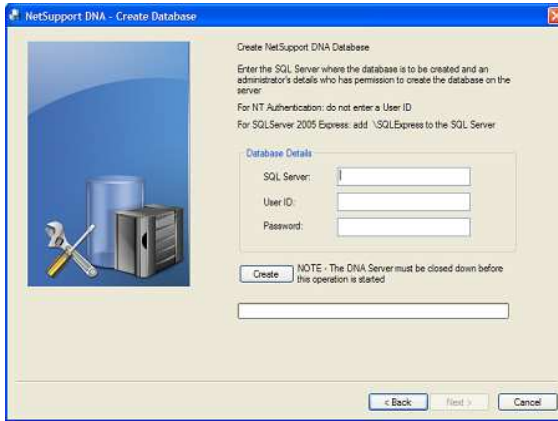
Setup NetSupport DNA User for accessing the database

This dialog enables you to create/change the username and password used to access the DNA Database on the Server. If using the existing access details, check that the details have already been created by the SQL Administrator.

Note: It is preferable not to use an existing administrator login as this could compromise the security of other databases on the SQL server.
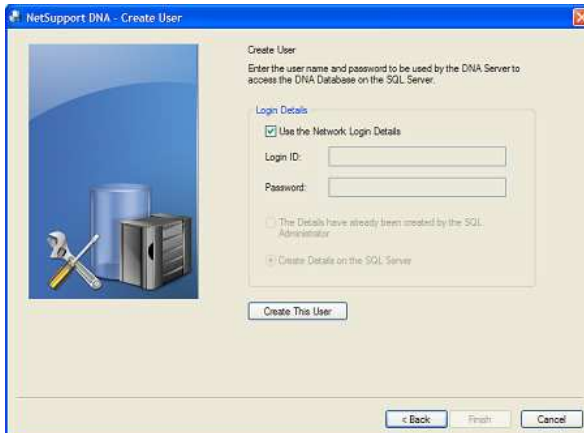
Setup Admin Users for accessing the DNA Server

If there was a problem creating the Console User during Installation this option within the Database wizard can be used to create new Console Users. Console Users are provided with Admin Rights.

Notes:
- Admin User rights are required for this operation, you will be prompted to enter the appropriate User Name and Password when you click **Create User**.
- Additional Console Users can also be created via the Console program itself.
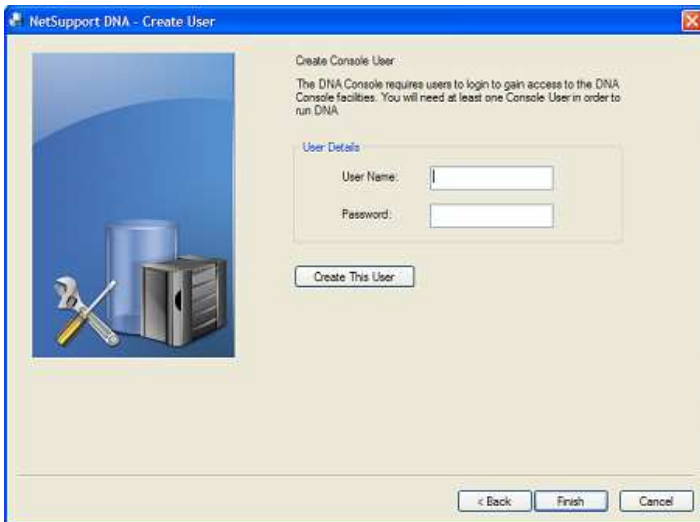
Register a License

The Database wizard enables you to update your DNA license details. For example, when switching from an Evaluation License to a full Sale copy.

Note: Admin User rights are required for this operation, you will be prompted to enter the appropriate User Name and Password when you click Register.
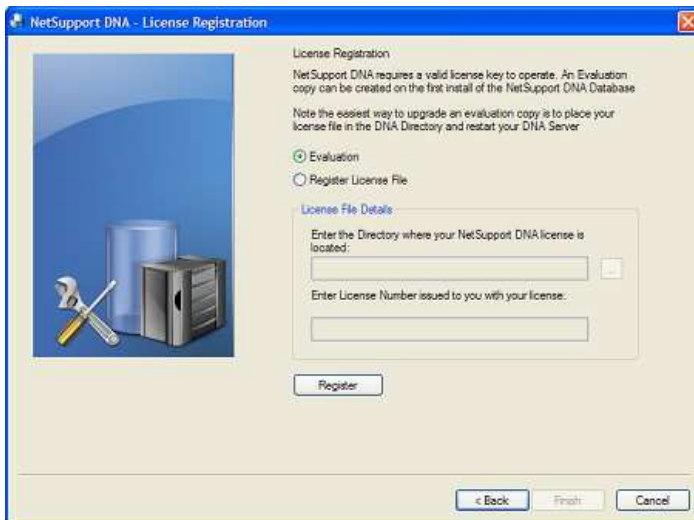
To register a full license, copy the License file supplied by NetSupport to an appropriate folder and enter the location into the Registration dialog.

Enter your License Number, the details are case sensitive. Click Register to update the license.

Note: A key element in the day to day operation of DNA is the frequency that the Server polls Client machines to gather data for each of the main components (evaluation default = 10 minutes). However, if you have a large Client base the number and frequency of connections can place an unwanted overhead on performance. To counter this, when activating a 'Sale' copy, DNA will determine whether a more appropriate connection interval is required based on the number of user licenses being registered. Post installation, a Console Operator can manually adjust the interval for each component if required.

Miscellaneous Settings

From this dialog you can change various DNA Settings such as the IP address of the SQL Server, Database queries timeout, force AD authentication and enter DNA Gateway settings.

By default, the database queries timeout is set to 300 seconds, you can amend this by entering the required value.

If you have assigned an Active Directory Windows group to a Console Role you can force AD authentication. The User will not be able to access the DNA Console unless they are authentication in Active Directory.

To start using the DNA Gateway, enter the IP address for the Server Gateway. By default, the Gateway Port is 6010. Alternatively, to stop using the DNA Gateway remove the Gateway address.
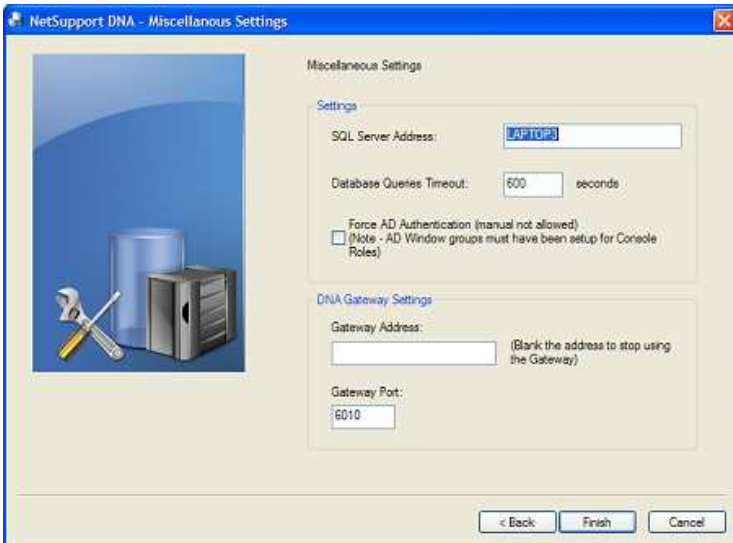
Advanced Option - Command Line Installation

NetSupport DNA allows Administrators to install the Console, Client, Application Packager and the Client and Server Gateways from the command line using the MSI installers supplied. In addition, the Console, Client and Application Package can be installed via Active Directory.

To carry out installation from the command line

1. Place the appropriate MSI installation file into the same folder as the configuration file on the target machine, or an accessible share.
2. Edit the INI file to set the appropriate settings for your installation, e.g. ServerAddress=, InstallDir=
3. On the target machine, execute the installation according to the following examples:

To install the DNA client

msiexec.exe /qb /i "NetSupport DNA 300 client.msi"

To control which local users DNA console is installed for

msiexec.exe /qb /i "NetSupport DNA 300 console.msi" ALLUSERS=2

ALLUSERS=""   Installs the package for the current user only.

ALLUSERS=1   Installs the package for all local users.

ALLUSERS=2   Checks if the current user has administrative privileges, if so the package will install for all users, otherwise it will only install for the current user. **Not Supported for DNA MSI installers.**

There is a sample DNA.INI file that is created in your Console installation directory. This allows you to customise various parameters for the MSI installation.

Client and Console options

[All]

InstallDir=   Leave blank for default installation directory, also applies to application packager installs.

ServerAddress=   IP address or, preferably, DNS name of the DNA server.

Client only options

[Client]

| EnableLSP= | 1 = install the NetSupport LSP, 0 = do not install |
| RemoveUninstallOption= | 1 = does not appear in Add/Remove programs |

Installation via Active Directory (AD)

There are no special considerations for installation of DNA using active directory.

1. Place the NetSupport DNA MSI and INI file in a share on your AD server which is accessible to your computers / users.
2. Create or edit a Group Policy object (GPO) that affects the users or computers you wish to install DNA for.
3. Create a new AD Software Installation Package under either Computer Configuration or User Configuration as appropriate.
4. Assign or Publish the package.

For further information on Active Directory software installation please refer to Microsoft Help resources, e.g. http://support.microsoft.com/kb/816102

Installing NetSupport DNA Client on Linux Platforms

A NetSupport DNA Client can be installed on Linux platforms, enabling DNA Console Operators to manage Linux Clients using a variety of DNA features.

Note: NetSupport currently supports the following Linux Distributions: Red Hat, Fedora and SuSE.

Installing on a SuSE distribution

1. A downloadable ZIP file containing the installation script and program files is available from our downloads area at www.netsupportsoftware.com. (Full installation instructions will also be available here).
2. Download to a directory on the Linux machine.
3. Extract the TAR BALL.
4. Open a Terminal window and navigate to the extracted files.
5. Login as a Root User.
6. To execute installation enter ./install **xxx.xxx.xxx.xxx** (enter the IP Address for the DNA Server).
7. In order for the DNA Client to start you are advised to reboot the machine.
8. NetSupport DNA Client will now install on the Linux Client.

Installing on Redhat and Fedora distribution

1. A downloadable ZIP file containing the installation script and program files is available from our downloads area at www.netsupportsoftware.com. (Full installation instructions will also be available here)
2. Download to a directory on the Linux machine.
3. Extract the TAR BALL.
4. Open a Terminal window and navigate to the extracted files.
5. Login as a Root User.
6. To execute installation enter ./install **xxx.xxx.xxx.xxx** (enter the IP Address for the DNA Server).
7. In order for the DNA Client to start you are advised to reboot the machine.
8. Once the installation is complete, right click on the menu bar.
9. Select {Add to Panel}{Utility}{DNAClientApplet}.
10. The Client icon will now appear on the menu bar.

Deploy from Windows PC

A command line deploy utility can be downloaded from our website to allow a Linux Client to be deployed from a Windows based PC.

Note: To deploy the Client the Secure Shell (SSH) needs to be enabled. If there is a Firewall running then Port 22 will need to be configured to allow the deployment to be successful.

1. Download the DNAInstall.zip file from our downloads area www.netsupportsoftware.com/support/td.asp?td=479
2. Extract the file using winzip if required, and save the files to a directory.
3. Open the Command Window and navigate to the location of the extracted files.
4. To execute the installation enter Deploy **xxx.xxx.xxx.xxx** (enter the IP Address of the machine where the Client is to be installed) Root (the superuser user name) MyPassword (the superuser password) **xxx.xxx.xxx.xxx** (enter the IP Address for the DNA server) Reboot (this is optional only enter if you want to force a reboot straight away). For Example, **Deploy 10.0.0.106 Root testing 10.0.0.29 reboot**
5. The installation will run. If you have not forced a reboot, the Client will start the next time the system is rebooted.

DNA Gateway

The NetSupport DNA Gateway provides a stable and secure method for locating and connecting to Clients on Remote Networks securely via the Internet. Multiple remote locations can communicate data back to a central location with the use of the included Client and Server gateway components.

Server Gateway

The Server Gateway communicates with the DNA Server, it needs to be installed on a dedicated PC and it cannot be installed with any other DNA components.

Client Gateway

The Client Gateway acts as a proxy server for the remote DNA Clients allowing them to communicate with the Server Gateway. The Client Gateway can only be installed with the DNA Client.

Notes:
- There can be multiple Client Gateways but only one Server Gateway.
- The DNA Console must be on the same network as the DNA Server to be able to pick up Gateway Clients.

Gateway Installation

The Gateway Components are not available to be installed on Windows 98 and Windows NT.

When performing a NetSupport DNA Installation, select the required Gateway components to install from the Custom Setup Screen. When installing the Server Gateway you will be required to enter the IP address of the DNA Server. The IP address of the Server Gateway needs to be entered when installing the Client Gateway.

Note: To use the DNA Gateway, the IP address of the Server Gateway will need to be entered in the DNA server. This can be done during installation or in the DNA Database wizard after installation.

You can configure the parameters for the Server and Client Gateway in the Server Gateway Configurator and the Client Gateway Configurator.

The current status of the Client Gateways and connected DNA Clients can be viewed in the Gateway Status dialog. Select the Tools tab and click the Gateway Status icon.

Server Gateway Configurator

The Server Gateway Configurator allows you to configure the parameters for the Server Gateway. During installation the Server Gateway Configurator is copied to the Gateway folder of the DNA program directory. Default, c:\Program Files\NetSupport\NetSupport DNA\Gateway\DNAGatewayConfigS.exe.

DNA Server
The IP address of the DNA Server.

DNA Server Port
By default the DNA Server Port number is 6000.

Port DNA Server connects on
NetSupport's default Port that the DNA Server connects to the Server Gateway is 6010.

Port Gateway Clients connect on

NetSupport's default port that the Server Gateway and Client Gateway communicate on is 80.

Reset default Ports

Returns all Port settings back to the default value.

Gateway Clients

Any Gateway Clients that have been found by the Server Gateway will be listed. You can add, edit and remove Clients by clicking the appropriate button.

Security

Selecting Lock access to these Clients only allows you to control which remote machines can connect to your Server Gateway.

Note: You can configure the IP address of the Server Gateway in the DNA Database Wizard.

Client Gateway Configurator

The Client Gateway configurator allows you to configure the parameters for the Client Gateway. During installation the Client Gateway Configurator is copied to the Gateway folder of the DNA program directory. Default, c:\Program files\NetSupport\NetSupport DNA\Gateway\DNAGatewayConfigC.exe.
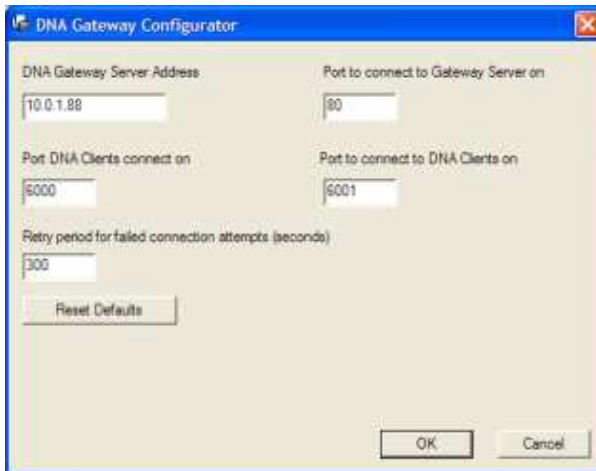
DNA Gateway Server Address

The IP address of the Server Gateway.

Port to connect to Gateway Server on

NetSupport's default port that the Server Gateway and Client Gateway communicate on is 80.

Port DNA Clients connect on

NetSupport's default port that the Client Gateway is waiting for a connection from the DNA Clients is 6000.

Port to connect to DNA Clients on

NetSupport's default port that the DNA Clients are waiting for a connection from the Client Gateway is 6001.

Retry period for failed connections

By default, the retry period for failed connections will be 300 seconds, enter a different value if required.
Click Reset Defaults to return all settings back to the default value.

Note: You can configure the IP address of the Server Gateway in the DNA Database Wizard.

Gateway Status

The Gateway Status dialog allows you to check the current status of your Client Gateways, you can also view the DNA Clients connected to the Clients Gateways.

1. Select the Tools tab and click the Gateway Status icon.
2. The Gateway Status dialog will appear.

3. Your Clients Gateways will be listed, from here you can see the name, current connection status of OK or Unavailable and the last connection time.
4. To view the Clients connected to a Gateway, select the required Gateway and click PCs.
5. Disconnected Client Gateways can be deleted from this dialog, select the required Gateway and click Delete.

Click Refresh to update the information, by default the Gateway status is updated every ten minutes.

Note: If the Server Gateway is restarted it can take the Client Gateway five minutes to reconnect, unless the Client Gateway is restarted.

Upgrading from Existing DNA Versions

If you are upgrading to DNA 3.00 from a previous version of NetSupport DNA (DNA 2.70 and above) you can install the new version from the DNA Installer.

Note: If you are upgrading from a DNA version before DNA 2.70 please refer to our website, www.netsupportsoftware.com/support, for instructions.

1. Run the new DNA 3.00 SETUP.EXE on the PC where the DNA Server is located.
2. Follow the on screen instructions, the previous DNA version will be removed and DNA 3.00 will be installed. All previous DNA settings will be kept.
3. Consoles and Clients will be updated to the new version the next time they connect to the Server.

GETTING STARTED

Running the Console

After installation, Administrators (Console Users) can load the DNA Console and start interrogating the database.

1. Select {Start}{Programs}{NetSupport DNA}{DNA Console}.
2. The Console Login dialog will appear.

3. Confirm that the specified Server address/name is correct. If not you can manually enter the details. Enter the Console user name and Password.
4. Click OK.
5. The main NetSupport DNA Console screen will appear.

The Console Window

The Console Window is the primary interface for accessing the wealth of options provided by DNA. A convenient Tree view enables you to quickly display data for a given PC or User. Icons for each of DNA's main components are displayed enabling you to easily navigate between options.

Note: Only one Console Operator will have access to alter DNA's configuration settings in the case that more than one Operator is logged in at the same time, the second Operator will be advised they have read only access.
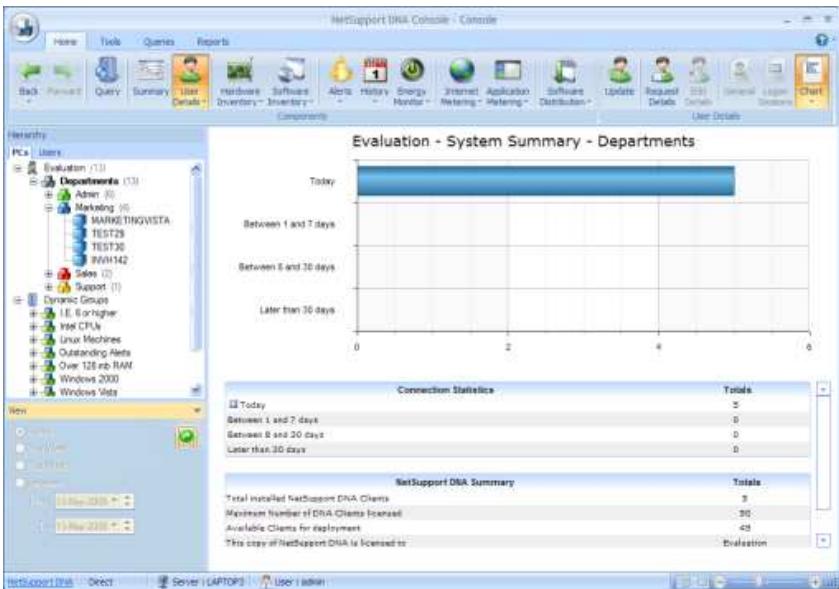
Ribbon

The ribbon provides access to all DNA's tools, components and configuration utilities and is organised into four tabs. Access to DNA's components is available in every tab except the Tools tab. Each component has a drop down menu to access functions relating to the component, these functions are also available in the ribbon when a component is active.

Note: The ribbon can be minimised by right clicking in the ribbon and selecting Minimise Ribbon.

Hierarchy Tree View

The Hierarchy Tree view lists all dynamically found DNA Clients. By default, the Tree will reflect the structure of your workgroup/domain but you can customise it to suit individual requirements, for example, grouping Clients by geographical location or department.

Note: NetSupport's integration with Active Directory allows you to view the Hierarchy Tree as per your Active Directory structure. To view PCs in their Active Directory Containers see **Console Preferences - Active Directory Settings**, you can hide the AD Containers in the Tree view if required.

There are two Hierarchy Tree views **PCs** and **User**s.

The **PCs** Hierarchy Tree view displays PCs and data for the PC owner who has been associated with that PC. The PC owner can be changed in the Bind Users dialog. Non-standard items can be added in the PCs Tree.

The Users Hierarchy Tree view displays logged on Users and only shows data relevant to them and not the PC. Only the User Details, Internet Metering and Application Metering components are available when the Users Tree view is selected.

In addition you can create Dynamic Groups enabling you to quickly identify Clients matching specific criteria. A typical 'Dynamic Group' might be "all PCs running Windows XP with more than 256mb of RAM".

Information Window

The information window displays the data that has been gathered for each of DNA's main components. For ease of navigation, icons identifying each component are displayed in all tabs except in the Tools tab.

View, Queries and Reports Window

DNA provides a variety of on-screen reporting options with supporting bar & pie charts and drill down capabilities. The View, Queries and Reports window, displayed at the bottom left hand corner of the Console Window, enable you to customise the content and format of the data in the information window.

The View window will be displayed by default, select the Queries or Reports tab to switch between views. Clicking the Home tab will revert back to the View window.

Note: To provide more space for the Hierarchy Tree view you can hide the View, Queries & Reports window by clicking on the arrow in the right hand corner of this window. To restore the window double click on either View, Queries or Reports at the bottom of the window.

Status Bar

The Status bar displays a link to the NetSupport website, cached data status, the Server the Console is connected to and Users that are logged on the console. The status bar can be enabled/disabled in the Tools Tab.

Note: To close the DNA Console, click the DNA icon at the top of the Console and then click the Exit icon.

Create Additional Console Users

Additional Console logins can be created. Each User is assigned Administrator or Operator rights enabling you to restrict functionality for certain Console Users. Operators will need to be assigned a Role. A Role allows you to define the access rights for Users, enabling you to quickly allocate the same rights to multiple Users. Multiple Roles can be created.

1. In the Tools tab select the Operators icon. The Console Operators dialog will appear.
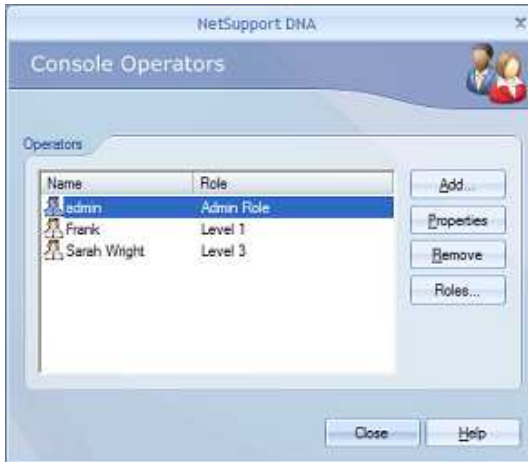
2. To create new Operator logins and assign the appropriate Role click Add, to edit an existing User select the name and click Properties. To create or edit Roles click Roles.

3. To remove an item, select the Name and click Remove.

Note: Only one Console Operator will have access to alter the configuration settings in the case that more than one Operator is logged in at the same time.

Create or Edit Console Operator Logins

This dialog is used to create additional or edit existing Console Operator logins.

1. Enter the users name, this will also act as the login name, along with their contact number and email address if known.

2. You can assign full Administrator rights (the remaining fields will not be available) or choose the level of access by selecting Operator status.
3. Select the Role to be assigned to the Operator, to create a new Role click Roles.
4. Click Password, to change the password for existing Operators. (This will only appear when editing existing Operators).
5. Click OK when you are finished, you will be prompted to register a password for the new user.

Create or Edit Console Roles

This dialog is used to create new and edit existing Roles. A Role allows you to define the access rights to be assigned to Operators, once a Role has been created it can be easily assigned to multiple Operators.

Note: Administrators will automatically have full access and be assigned the Admin Role.

1. Click to create a new Role, enter the name for the Role and choose between Read-only Operator and Administrator Operator.

   Note: By default a Read-only Operator will have the admin access rights deselected and the Administrator Operator will have all the access rights selected.
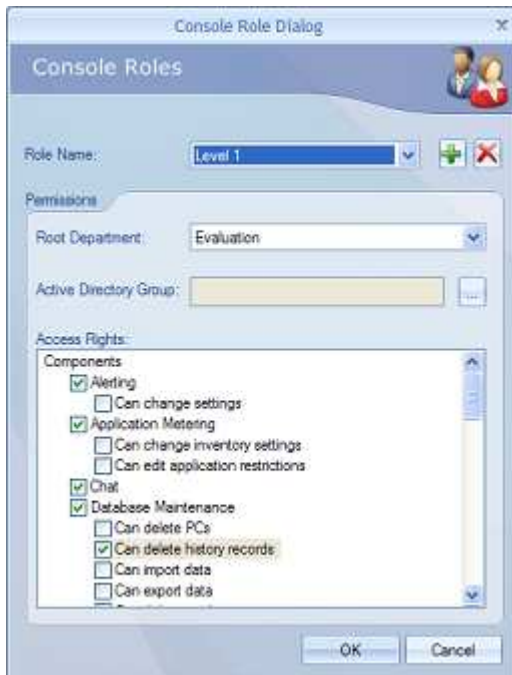
2. Choose the Root department or Root AD Container, if the configuration settings have been set to Active Directory containers, this sets the level that the Operator is able to access.

3. An Active Directory Windows group can be assigned to the Role by clicking . If the user is a member of the Active Directory group they will be pre-authenticated to access the Console without needing to login.

   Note: If the user is taken out of the Active Directory group they can still access the Console by logging in with their user name and password. You can force Active Directory authentication in the DNA Database Wizard, the user will not be able access the Console unless they are authenticated in Active Directory.

4. Select the Components that you require the Operator to manage.

5. To remove a Role, select the required Role and click .

6. Click OK when you are finished, the Role can now be assigned to an Operator.

Client Discovery & Deploy Tool

The Discovery and Deploy tool is used to find PCs on your Network with a view to remotely deploying a DNA Client to them, you can also remotely uninstall a DNA Client. Once discovered key PC status & DNA Client status (if installed) is displayed. With this information to hand you can easily refine the list to exclude machines that you do not want to deploy to, leaving you with those that you do.

You can search the network based on an IP range or by utilising the existing Windows Network.
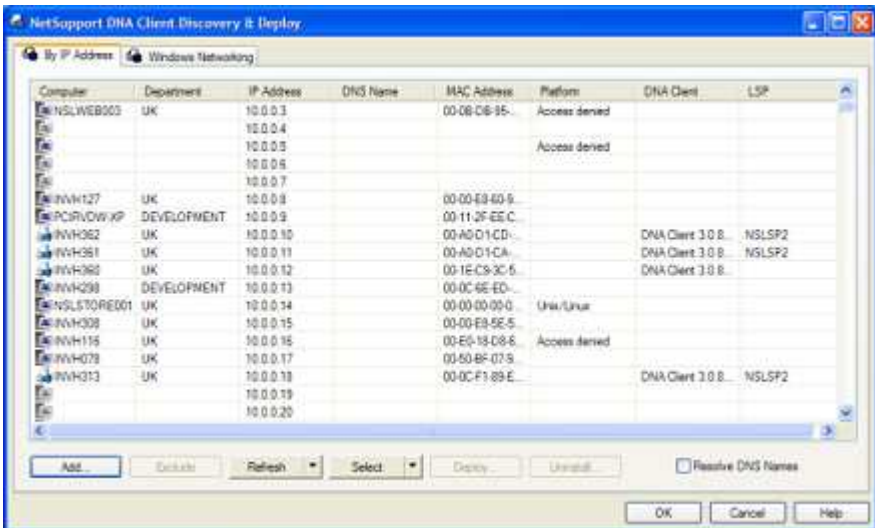
1.   In the Tools tab, click the Discovery and Deploy icon.
2.   Choose the method for finding machines, by IP address or Windows Networking.
3.   Click Add.
4.   If searching by IP Address enter the address range or select from a previous IP Address range entry (the last ten entries are saved). Select the Network Groups if using Windows Networking.
5.   Click OK to find matching machines.
6.   To help identify the PCs to be included or excluded from the deployment the list can be sorted by clicking on any of the column headings.

7. If required, you can further refine the list by removing machines that you do not want to include in the deployment. For example, 'Invalid' Clients or those that are identified as already having a current DNA Client installed. Click Select and choose the appropriate task from the drop down list. Click Exclude to remove the highlighted items.

8. From the PCs that remain, select the ones to deploy to. To include all machines click Select – All Clients or highlight items individually using Shift-Click, Ctrl-Click.

9. Click Deploy when ready.

10. As the PCs may be in use at the time of the deployment you can send a prompt to users before you commence. Click Start. The Deploy Options dialog will appear.

11. To deploy a remote uninstall to remove the DNA Client click Uninstall.

Deploy Options Dialog
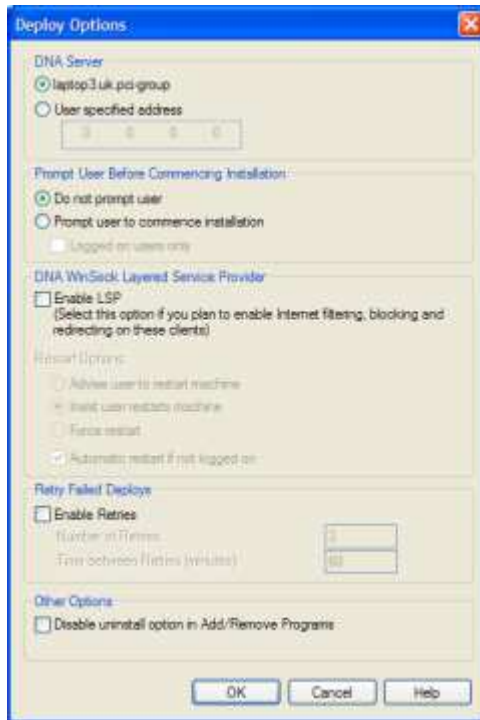
DNA Server

Confirm the address of your DNA Server.

Prompt User Before Commencing Installation

If the target PCs are likely to be in use you can display a prompt at Client machines before the installation begins. The message can be sent to Logged On machines only.

DNA Winsock Layered Service Provider

In order to make use of the Internet blocking features of DNA it is recommended that LSP is enabled. In these circumstances the Client machine will need restarting in order to complete the installation. Again, consider if the machines are in use before making your selection.

Advise user to restart machine

Gives the user the opportunity to restart the PC when they want to.

Insist user restarts machine

The user is given 1 minute to restart otherwise it will happen automatically.

Force Restart

An immediate restart is forced without any prompting.

Automatic Restart if not logged on

This option can be included along with any of the above restart options.

Retry Failed Deploys

Indicate if the deployment should be automatically retried in the event of a failure. Specify the number of retry attempts and the interval between.

Other Options

Disables the uninstall option in Add/Remove programs, ensuring the user is unable to remove the DNA Client.

Click OK to commence the deployment.

Notes:
- If deploying to more than 100 machines simultaneously a warning will be displayed. There are potential overheads attached to deploying to large numbers of PCs so you may prefer to do the deployment in stages.
- Multiple deploy sessions can be run concurrently enabling you to deploy to additional groups of PCs if required. Simply repeat step 1 above to open a new Deploy window.

Deploying on Windows XP

To enable you to deploy NetSupport DNA Client on Windows XP Professional, you need access to the Admin$ share on the remote machine in order to transfer the package to be deployed.

By default there is no access allowed to Admin$ share.

To enable Network access:

1. In Administrative Tools select Local Security Policy.
2. Select {Security Settings}{Local Policies}{Security Options}
3. Select {Network access : Sharing and security model for local accounts}
4. Alter the setting for this policy to {Classic – local users authenticate as themselves}

The Admin$ share will now be available and you can deploy as normal.

If upgrading from Microsoft Windows XP Service Pack 1 to Service Pack 2, Windows Firewall will by default block all Network activity produced by NetSupport DNA. To enable NetSupport to function correctly we have provided a utility that will configure Windows Firewall.

To enable NetSupport DNA in the Windows Firewall Configuration

1. Download the ICFCONFIG.EXE File (link at www.netsupportsoftware.com/support/)
2. Run this utility on a machine with NetSupport DNA Installed using the following command

        ICFCONFIG -e DNA

3. This will create all the required entries in the Windows Firewall Configuration to allow NetSupport DNA to function correctly.

The ICFCONFIG utility can also be used to remove a NetSupport Product from the Windows Firewall Configuration see our website at: www.netsupportsoftware.com/support/ for all the ICFCONFIG Command line options.

Deploying On Windows Vista

Due to increased security restrictions in Windows Vista, the deploy function cannot be used to deploy to Windows Vista PCs that are not part of a Domain.

When deploying to a Windows Vista PC within a Domain, the Console User must be either logged onto the Domain or enter the user credentials when prompted of a Domain Account that has Local Administrator rights to the target PC.

Note: The Deploy Prompt user option is not supported on Windows Vista.

Integration with Active Directory

NetSupport DNA integrates with Active Directory enabling you to configure the PCs and Users within the DNA Console to mirror their relative position within the Active Directory Container structure. Changes made within the AD structure are automatically reflected within DNA. User Information can also be retrieved from Active Directory.

NetSupport supplies a ready-made Administrative Template, **NetSupportDNA.ADM**, containing the configurable options. When you install NetSupport DNA the template is copied to the NetSupport DNA program folder. In turn, you will need to copy this to the folder containing any existing ADM templates.

The NetSupportDNA.ADM template allows you to configure the following policy settings for NetSupport DNA, Port connection parameters, NetSupport DNA Server Address properties and NetSupport DNA user data binding.

NetSupport DNA provides the ability for users to automatically logon to the DNA Console without the need to sign in, based on their membership of a Windows group. When creating a Console Role you can assign an Active Directory windows group to the Role enabling the user to be authenticated based on their membership.

Active Directory Tree View

By default, NetSupport DNA displays the standard departmental tree view, if you're working with Active Directory it maybe useful to have PCs and Users displayed in the same tree structure.

Note: The Active Directory Containers folder will be displayed by default in the Hierarchy Tree, this can be hidden if required.

---

1. Click the DNA icon at the top of the Console and click the Preferences icon.
2. The Console Preferences dialog will appear, select the Active Directory Settings tab.
3. Select **Layout PCs in their AD Containers rather than Departments where applicable**.
4. Clients will be moved to the relevant AD Container to reflect their position in the structure.

Note: When Clients are moved to their Active Directory Containers any previous department settings may not apply to the Active Directory Container. Please review the component and Client settings to ensure you have the correct settings applied.

For further information on how to configure Active Directory policies refer to www.netsupportsoftware.com/support.

Create a Department

The Tree view is highly configurable enabling you to customise your DNA setup to mirror your organisations structure. Departments can be manually added and Clients moved between Departments as required.

1. In the Tree view select the company or an existing department name.
2. Right click and select New Department.
    Or,
    Click the DNA icon at the top of the Console and select {New}{Department} from the menu.
3. The New Department dialog will appear.

4. Enter the Department name, a suitable description and select an icon colour.
5. Decide at which level of the Tree view to insert the department by selecting the Parent.
6. Click OK.

Change the Properties of a Department

This dialog can be used to:

- Change the general properties of a department;
- Associate a department with a new parent in the tree;
- Delete a department;
- Move Client PCs between departments.

1. Select the required department in the Tree view.
2. Right-click and select Properties.

Properties

The department name, description and icon colour can be changed if required.

Parent

The department can be moved within the Tree view by clicking on a new Parent.

PCs

Enables you to move Client PCs between departments.

Delete

The selected department can be deleted from the Tree as long as there are no Clients currently associated with it.

Adding Clients to Departments

When a DNA Client is installed it is dynamically added to the appropriate domain in the Console Tree view. However, Console Operators can customise the Tree view to include additional departments and move Clients between these areas.

An individual Client can be moved by simply dragging and dropping the required PC between departments in the Tree view. Alternatively, the User Details can be edited. Right-click on the required Client in the Tree view, select Edit PC Owner Details from the PCs Tree view or Edit User Details from the Users Tree view and update the Department field.

Multiple Clients can be easily moved using the Assign/Reassign facility.

1. In the Tree view, right-click on the required department. The one you are moving Clients to or from.
2. Select Properties. The current properties for the selected department will be displayed.
3. Click Assign or Reassign depending on whether you are moving Client PCs to or from the department.
4. From the Available PCs list select the PC to move and click ![icon]. Repeat for any additional PCs that you wish to move.
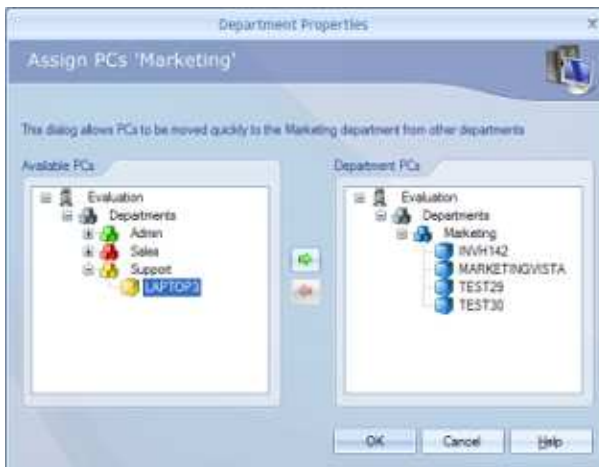
5. If you have moved the Client PC in error, click ![icon] to reassign it to the original department.
6. Click OK when finished.

Dynamic Groups

This facility provides a quick and easy method for grouping Clients based on specific conditions. Typical uses could be to identify users that are running out of date hardware or software.

1. In the Tree view right-click on **Dynamic Groups** and select New Dynamic Group.

   or

   Click the DNA icon at the top of the Console and select {New}{Dynamic Group} from the menu.
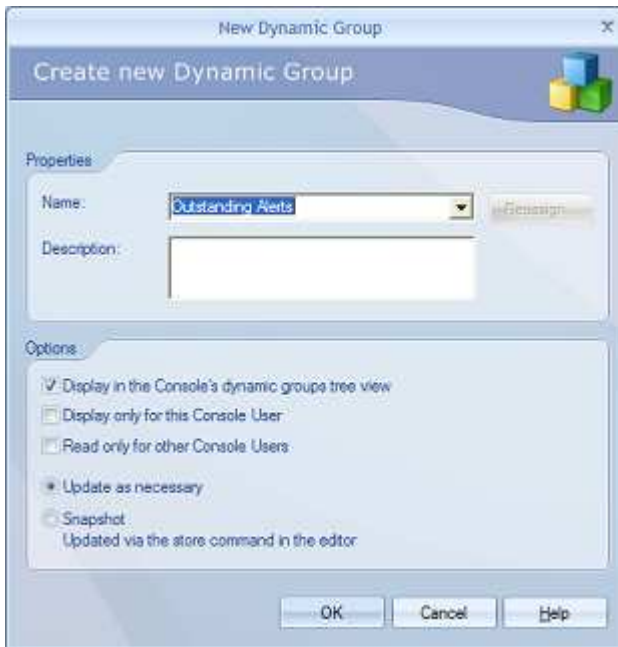
2. Enter a name and description for the new group.
3. Select any applicable Options:

   Display in the Console's dynamic groups tree view

   If this is to be a one-off search for a particular group of PCs, you can choose not to add the group to the Tree view.

   Display only for this Console User

   Select this option if you want the new group to only be visible to this Console User.

Read only for other Console User

If you want other Console Users to be able to view the new group, but not alter it, you can make the group read only.

Update as necessary

Enable this option if you want any new Client PCs that match the criteria to be automatically added to the group.

Snapshot. Updated via the store command in the editor

Rather than automatically add new PCs to the group you can take a snapshot at a given time and update the Client list as and when required using the Store command which is available in the Dynamic User Groups editor.

4. To assign the group to a different Console User, click Reassign. This is only available when you are editing the properties of an existing group.
5. Click OK. The Dynamic User Groups editor dialog will appear enabling you to create the Condition that will determine which Clients are selected for the group.

Dynamic Groups Editor

The editor dialog is primarily used to create the condition that determines which Clients are included in a Dynamic Group. You can edit the properties of an existing group, create new groups and run the output from here.
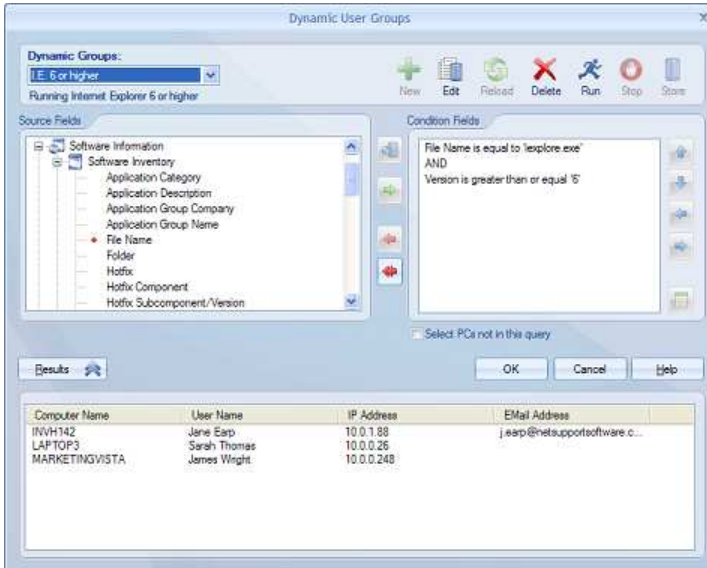
1. The dialog can be launched when creating a new group or editing an existing item.

    or

    Right-click on the Dynamic Group name in the Tree view and select Properties.

2. The dialog will indicate which group is loaded. You can select another group from the drop down list.

    The following options are available:

    New

    Create a new Dynamic Group.

    Edit

    Change the properties of an existing Dynamic Group.

Reload

Reloads the stored version of the group's properties if you want to ignore any changes you have made. The option is not available once the results have been run.

Delete

Delete the currently loaded Dynamic Group.

Run

Run the results of the currently loaded group. Items matching the specified condition will be listed in the Results window. You can hide/un-hide the output by clicking the Results button.

Stop

Cancel running the results.

Store

If when entering the general properties for the group you elected to create a snapshot, meaning that any new Clients matching the criteria are not automatically added to the group, clicking Store will update the Client list.

Specifying the Condition Fields

1. From the Source Fields Tree select the field(s) on which to base the condition. Click ⬜ to move each item in turn to the Condition Fields window. You can view the current values for the field by clicking ⬜ .
2. The Condition Editor will appear. Multiple conditions can be applied. Enter each one and click OK.
3. Click Run to retrieve the results. The Dynamic Group will be listed in the Console Tree view along with those Clients matching the condition.

Note: There may be occasions when you quickly want to view PCs that do not meet the specified condition. In the above example the condition highlights Clients that have Windows XP SP2 installed but, when planning major rollouts, you might equally want to reverse that and display those that don't have it installed. Check **Select PCs not in this query** to enable this option and click Run to display the results.

DNA Settings

Administrators/Console Operators can apply specific settings, at Company or Department level, to each of DNA's primary features. For example, the frequency at which Inventory data is collected can be set at an individual department level or you may want to block specific departments from accessing certain websites.

To access the Settings menu, highlight the Department, AD container or Company in the tree view that the settings should apply to and right-click and select Settings or in the Tools tab click the Department Settings icon.

Apply to Sub-Departments

By activating this option, all Clients within the selected Department or Company will be updated with the new settings.

Note: The Reset button will delete all Department settings and revert to the parent settings.

Client

Show Client Icon

Clients can periodically check the server for new versions of the product. Clients check at startup as well as at a preset interval.

Check for updates every   24   hours

Show Client Icon

When enabled the Client icon will appear in the Taskbar on the Client PC.

Check for updates every *xx* hours

Each time a DNA Client service starts it will automatically check the server for updated components. While Clients are active you can also set the frequency at which they continue to poll the server. For example, if you have a large network you might want to reduce the number of instances where Clients check for updates to one or two times a day. Alternatively, when updates are available you may need Clients to check more regularly.

Hardware Inventory

Enable Hardware Inventory
Run at Startup
Run every   10   minutes
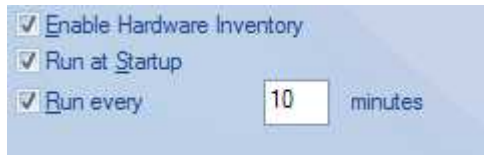
Enable Hardware Inventory

Deselect to prevent Hardware Inventory from running.

Run at Startup

If enabled, Hardware Inventory will run when the DNA Client starts up.

Run Every *xx* Minutes (default 10 minutes)

Hardware Inventory can be configured to run at specific intervals. Enter the required period of time to run the Inventory.

Software Inventory

By default, the Inventory tool scans common locations, for example program files, searching for the .exe files installed at each Client PC. However, you can expand the search to include additional folders and file types.
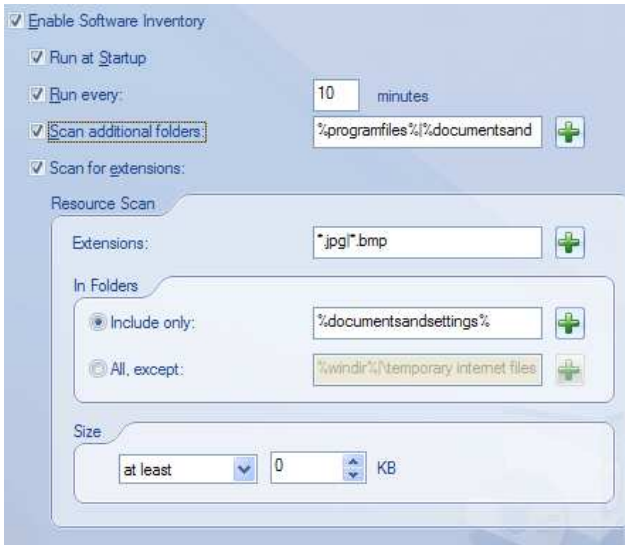
Enable Software Inventory

Deselect to prevent Software Inventory from running.

Run at Startup

If enabled, Software Inventory will run when the DNA Client starts up.

Run Every *xx* Minutes (default 10 minutes)

Software Inventory can be configured to run at specific intervals.

Scan Additional Folders

Enables you to specify folders which may not be included by default when compiling the Inventory.

Scan For Extensions

Enables you to specify the extension of any additional file types you would like to include when scanning Client PCs.

Resource Scan
Extensions
If required, specify the extension of any additional file types.

In Folders
Indicate which folders should be included or excluded.

Size
Specify a minimum or maximum file size.

User Details

Client and asset information can be updated using the User Details dialog.

The default settings for the dialog can be adjusted as follows:

Enable User Details
If un-checked, the facility for Clients to access the User Details dialog is disabled at their machine. Console operators can still open the dialog at Client machines.

Run at Startup
If enabled, User Details will collect data when the DNA Client starts up.

Make details Read only

If checked, Clients can view the User Details but cannot enter information.

Run Every *xx* Minutes (default 10 minutes)

Specify how often you want User data to be gathered. If you have a large network you might want to reduce the number of instances when data is collected.

Show Welcome Page

By default, the User Details dialog contains two pages (tabs), Welcome and General, operators can also add custom pages if required. Un-check this box to hide the Welcome page.

Show General Page

Un-check this box to hide the General page.

Welcome Text

If the Welcome page is displayed you can add a customised message/prompt.
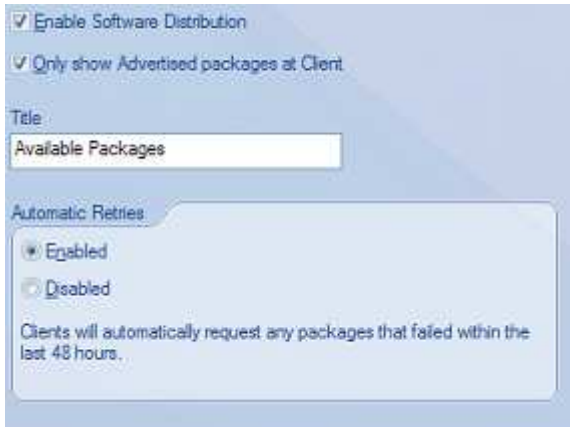
Welcome Logo

The default image that appears on the Welcome page can be replaced with a bitmap of your choosing. As the file is not remotely downloaded to Client machines when requesting User Details it must exist on the Clients machine in the specified folder or the Clients NetSupport DNA component folder.

Click **Change** and browse for the required file.

Software Distribution

The Software Distribution settings primarily determine whether the Request Package facility is available at Client machines.

Enable Software Distribution

If un-checked, the Request Package facility is disabled at Client machines.

Only show Advertised packages at Client

The Request Package facility enables Clients to install packages that have been advertised by the Console operator. These will be listed in a dialog for the Client to select from. Although Clients can only install Advertised packages, you can display a full list of Packages for the Clients to view by un-checking this box.

Title

You can display a customised Title on the Package dialog that appears at Client PCs.

Automatic Retries

You can turn on/off the Automatic Retry option allowing you to re distribute any failed packages. This will only apply to any failed packages sent in the last 48 hours.

Internet Metering

Internet Metering enables operators to monitor and restrict Clients Internet usage. You can switch metering on or off and restrict access to designated sites.

Enable Internet Metering

Un-check this box to switch Internet Metering off.

Collect Metering data every *xx* minutes (default 10 minutes)

Specify how often you want data to be gathered. If you have a large network you might want to reduce the number of instances when data is collected. Alternatively, you may base the frequency on how regularly an operator reviews the information.

Redirect Blocked Sites to xxxxxxx

Enter the URL you wish Clients to be redirected to if they attempt to visit a blocked site.

Internet Access

As well as monitoring Internet usage you also have the option of preventing Clients visiting certain sites. Select the required level of access from the drop down list, you can choose to restrict access all the time, in office hours or out of office hours. Selecting Custom enables you to customise the access to suit your own requirements.

The office working hours can be amended to suit you organisation, click Set to specify the working hours and lunch period if required.

Custom Access

Unrestricted Access

Clients will be able to access any web site.

Approved Sites Only

When enabled, Clients will only be able to visit sites included in the Approved list.

Block Restricted Sites

When enabled, Clients will not be able to visit sites included in the Restricted list.

Block All Sites

When enabled, Clients will not be able to visit any sites.

You can restrict Clients Internet access at specific times during the day. Select the required restriction and using the arrows, scroll to the desired time frame and click on the segment to apply the relevant icon.

Note: By default, access will be unrestricted.

Click Select all to apply the selected restriction across the whole day or Unselect all to revert back to unrestricted access.

Application Metering

Application Metering enables operators to monitor and restrict Clients Application usage. You can switch metering on or off and restrict access to designated applications.

Enable Application Metering

Un-check this box to switch Application Metering off.

Collect Metering data every *xx* minutes (default 10 minutes)

Specify how often you want data to be gathered. If you have a large network you might want to reduce the number of instances when data is collected. Alternatively, you may base the frequency on how regularly an operator reviews the information.

Company Application Restrictions

Click Restrictions to create an Approved and/or Restricted list of applications and choose whether to Enable or Disable the restrictions.

Alerting

The email notification settings need to be configured from here before you can send an alert notification by email.
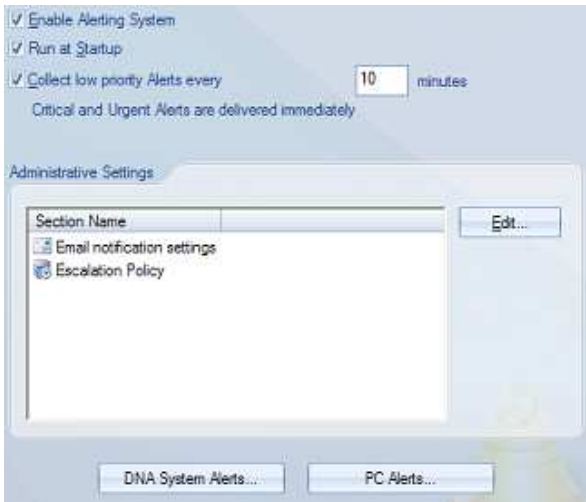
Enable Alerting System

Un-check this box to switch Alerting off.

Run at Startup

If enabled, Alerting will start to run when the Console logs on.

Collect Information, Low and Medium Alerts every *xx* Minutes
(default 10 minutes)

Alerting can be configured to run at specific intervals. This will not be applicable for critical, urgent or high alerts, this data will sent to the server immediately.

Administrative Settings

You can configure the settings for the DNA Alerting System by clicking Edit.

Email Notification Settings

These notification settings must be completed in order for Operators to be notified of alerts by email.

Email Server Address

Enter the email Server address that you wish to use.

Server Port ID

Enter the email Server TCP/IP port number.

Administrator Notification

Enter the email address of the Administrator to be notified of all un-answered Alerts.

Email Account

Enter the email address that all notification emails will be sent from.

Email User Account

Enter the logon name of the above email account.

Email Account Authentication

Enter the password for the email account.

Send Email Notification on Close

If required, an email notification can be sent when an alert is closed.

Note: When inputting the above values into the settings dialog, press Enter to accept these values.

Escalation Policy

Allows you to amend the specified times for Operators to deal with alerts before they are escalated to the next level, once they have been escalated to Critical for the specified time the Administrator will be notified by email.

Selecting **DNA System Alerts** or **PC Alerts** enables you to create or edit alerts.

Energy Monitor

The values required to calculate the power consumption, cost and CO_2 emissions in the Energy Monitor component can be set here.

Enable Energy Monitor
Deselect to prevent Energy Monitor from running.

Collect data every (default 10 minutes)
Energy Monitor can be configured to collect data at specific intervals.

Estimated power usage per PC Type (watts)
The estimated power usage for each PC type can be specified here.

Energy Cost per kWh

Enter the energy cost per kWh, you can enter the values for both in and out of working hours and also select your choice of currency by entering the required currency symbol.

Emissions

By default, the emissions value is set to 0.54kg of CO_2 per kWh.

Out of hours

The office working hours and days can be amended to suit you organisation, click Set to specify the working hours, lunch period and weekend if required.

Console Preferences

There are four types of settings that Operators can configure in the Console Preferences dialog. **General**, which applies across the whole of the DNA Console; **User Interface**, which allows you to customise what is viewed in the Hierarchy Tree view; **Cache Options**, views in the console can be optionally cached to give a better response when switching between components and; **Active Directory Settings**, which allows you to configure the DNA components based on the Active Directory containers rather than departments.

To access the Console Preferences, click the DNA icon at the top of the Console and select Preferences.

General

Show Summary Page

Un-checking this option allows you to hide the summary screen. This may be useful if you have a large number of systems (1000+) as it can take some time for the summary screen to display.

Remember last Component Selected

If checked, the DNA Console will remember the last component that was selected when you exit. When you next enter the DNA Console you will be taken straight to that component.

Automatically Refresh View

When enabled, DNA will automatically refresh the view to reduce network traffic, this option is by default turned off.

User Interface

Tree Views
PC View

You can choose whether to display the Clients by the PC name, PC owner or both in the PCs Tree view.

User View

Select whether to display Clients by their Log on name, Log on name and Domain, User name or both Logon and User name in the Users Tree view.

Show PC Alerts in Tree View

Allows you to turn on/off the icon that is displayed at the Client level in the Tree view when an alert is raised. From the drop down list, select whether to turn off all alert icons, PC or System alerts.

Show Department Alerts in Tree View

Allows you to turn on/off the icon that is displayed at the department level in the Tree view when an alert is raised.

Disable Logon/Logoff popup window

Every time another user logs in or out of the DNA Console a popup message is displayed, selecting this option will disable this message.

Time Periods

The working days and hours that are used when reporting login sessions, energy usage and when applying the Internet restrictions can be customised to suit your organisation. Click Set to specify the working hours, lunch period and weekend.

Cache Options

Cache Enabled
Allows you to turn caching on/off.

Clear Cache
Clears all the data in the cache.

Accept Cached Data within:
Select whether you want to accept cached data within the last 30 minutes, last hour or last 24 hours.

Cached Components
Select which components you want to cache data for.

Notes:
- Only Administrators are able to configure the Cache options.
- When viewing cached data an icon will be displayed in the Status bar at the bottom of the DNA Console.

Active Directory Settings

By default, NetSupport DNA displays the standard departmental tree view, if you're working with Active Directory it maybe useful to have PCs and Users displayed in the same tree structure.
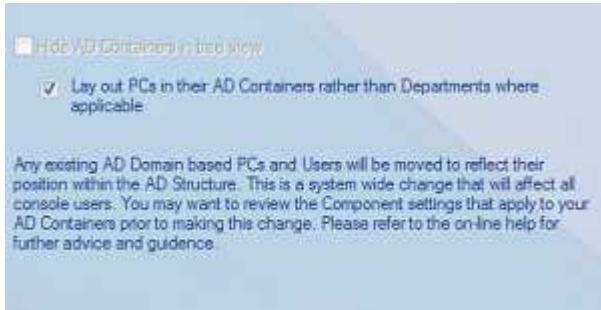
Hide AD Containers in tree view

The AD Containers folder will be displayed by default in the Tree view, regardless of whether you are using them, checking this option will hide the AD Containers in the Tree.

Lay out PCs in their AD Containers rather than departments where applicable

Checking this option will move Clients to the relevant AD Container to reflect their position within the structure.

Note: Any changes to the structure will need to be made through Active Directory, DNA will then pick up these changes.

When changing the layout to Active Directory view, any previous component or Client settings may not apply to the Active Directory Containers. Please review previous component settings to ensure settings are not lost.

USING NETSUPPORT DNA

User Details

A wealth of user and asset information can be recorded for each Client. The data can be viewed in the Information window in a variety of formats. Summary statistics can also be viewed at Company, Department or Dynamic Group level.

Clients have the facility to amend their details at any time or Console Operators can request updates. In addition to the default user and asset information you can also add customised pages which reflect your individual requirements.

Note: User information can be retrieved from Active Directory. If the information is available the name, company, email address, mobile, pager, telephone number and location will be taken and displayed in the users details dialog. Any changes will need to be made via Active Directory and DNA will automatically pick these up.

Lease and maintenance information can quickly and easily be created and assigned to numerous PCs by using the Leasing Administration and Maintenance Administration dialogs.

1. Click the User Details icon in the ribbon. The User details window will appear.
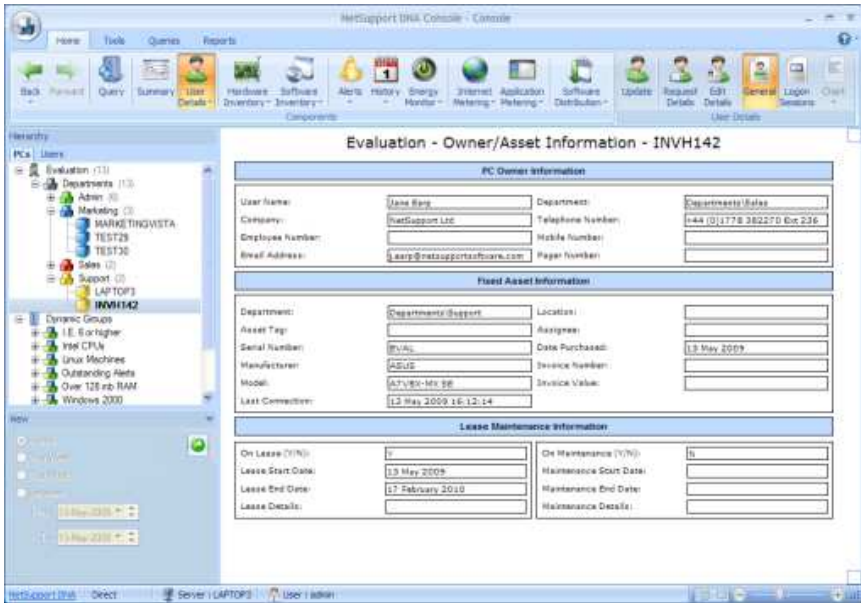
   Note: If the component icons are not visible click the Home tab.

You can switch the Hierarchy Tree view between PCs and Users. The PCs Tree view displays data for PCs and the PC owner who is associated to the PC. The Users Tree view displays data for logged on Users and does not show any data relating to PCs.

When DNA connects to a PC, the logged on User will automatically become the PC owner unless they already own another PC. If this is incorrect you can reassign to the correct user in the Bind User dialog.

Note: A PC can only have one PC owner whereas a User can own more than one PC, you can assign PCs to Users in the Edit User Details dialog.

In the Hierarchy Tree view select the level at which you want to view the information, Company, Department, AD Container, Dynamic Group or individual Client. Various display options are then available. Various display options are available in the bottom left-hand pane.

The View window is displayed by default. To revert to the View window after the Queries or Report window has been displayed select the Home tab.

View

The User Details window shows the total number of DNA Client Server connections, for different time-scales, in a graph and list format. To view the graph in a different format, click the Chart icon drop down arrow on the User Details ribbon and select the appropriate format. To print the active view, click the DNA icon at the top of the Console and select {Print} from the menu.

Note: Clicking the Chart icon in the ribbon will hide/show the graph.

Connection Statistics detailing the PC name, PC owner, department and last connection will be listed for every DNA Client and can be viewed for the Company as a whole, Department or a Dynamic Group. A summary of your NetSupport DNA license details is also displayed when viewing at company or department level.

In the Users Tree view all Client logon sessions for the selected time period will be displayed**.** The working hours shown can be amended to suit your organisation in the Console Preferences dialog. See **Console Preferences - User Interface** for further information.

When the data is viewed at Client level, you can switch between General (PC Owner, asset and maintenance information) and Logon Sessions (PC/User logon information) by clicking the appropriate icon in the User Details ribbon.

Each time you change the View criteria click to refresh the display.

Note: The date/time format displayed in the Console is taken from the machine where the DNA Server is installed. To change the format in the Console you will need to change the system date/time format on this machine. For further information, visit www.netsupportsoftware.com/support.

Queries

Select the Queries tab to display the Queries window.

DNA's Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.

Click the Add Query icon in the ribbon to create a new query or click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports

Select the Reports tab to display the Reports window.

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.

A quick refresh facility enables you to update data outside of the specified frequency. This can be useful for targeting particular Clients or Departments. Right-click on the required item in the Tree view and select Update or click Update in the User Details menu or ribbon.

Request/Edit User Details

User and associated asset details can be updated by the Clients themselves or by Console Operators with appropriate rights.

The **Request Details** option enables Console Operators to remotely launch the User Details dialog at Client PCs.

1. With the User Details tab selected, highlight a Client, Department, AD container or the Company in the PCs Tree view.
2. Right click and select Request Details.

   or

   Click on the User Details icon drop down arrow and select {Request Details} from the menu.

   or

   Click the Request Details icon in the User Details group.
3. The User Details dialog will appear at the selected machines enabling Clients to add or update their information.

When launched at Client PCs, a Welcome page is displayed by default. This can contain customisable messages/prompts or it can be disabled using the User Details Settings option. See DNA Settings for more information.

At the Client

A Client can update their own user and asset details.

1. Right click on the DNA Client icon in the Taskbar and select Edit User Details.
2. The User Details dialog will appear.

Console Operators with appropriate rights can edit an individual Clients information from both the PCs and the Users Tree view.

Note: When editing User details from the User Tree view only User information is shown, the asset details will not be displayed.

Edit PCs User Details

1. Select a Client in the PCs Tree view.
2. Right click and select Edit Details.
    or
    Click on the User Details icon drop down arrow and select {Edit Details} from the menu.
    or
    Click the Edit Details icon in the User Details group.
3. The User Details dialog will appear.
4. From here you can edit the general details of the Client and asset details and also view any leasing or maintenance information.

Note: Each PC has a PC owner associated with it. If this is incorrect you can change the PC owner in the Bind Users dialog. A PC can only have one PC owner.

Edit User details

1. Select a Client in the Users Tree view.
2. Right click and select Edit User Details.
3. The User Details dialog will appear.
4. From here you can edit the general details of the Client. Any PCs that the User owns will be displayed. Click to add/remove PCs. Users can own more than one PC.

Bind User Dialog

When DNA connects to a Client PC it will automatically bind the logged on User as the PC Owner, as long as the User does not own any other PCs. There may be circumstances when the User bound to the PC is incorrect, in which case you can change the PC Owner using the Bind Users dialog.

There are two ways of reassigning the PC Owner. Transfer Ownership, this method changes the PC owner to the selected login user and takes on all the user details of the new user, any previous user data for this PC will be deleted. Rebind the login user, this method rebinds the login user to own this PC but keeps the user details already associated with the PC, only the user login details will be changed. This method is only allowed when the login user does not own more than one PC.

Note: You can also bind a PC with a User from the Edit User details dialog in the Users Tree view.

1. Select the required PC in the PCs Tree view.
2. Right click and select Change PC Owner.
   Or
   Click on the User Details icon drop down arrow and select {Change PC Owner} from the menu.
3. The Bind Users dialog will appear.

4. The available login names will be displayed along with any PCs that are already owned.

5. Select the login name you wish to transfer ownership to and select the required resolution.

6. Click OK.

Custom User Details

By default, a range of user and asset information is dynamically recorded. The data can be updated using the Request User Details and Edit User Details options.

If you find that the default pages do not fully cover your requirements additional customised tabs can be created.

1. In the Tools tab, click the Custom Users Details icon.
   or
   Click the User Details icon drop down arrow and select {Custom User Details} from the menu.

2. The **Custom Fields Editor** will appear, enabling you to create any number of custom tabs.
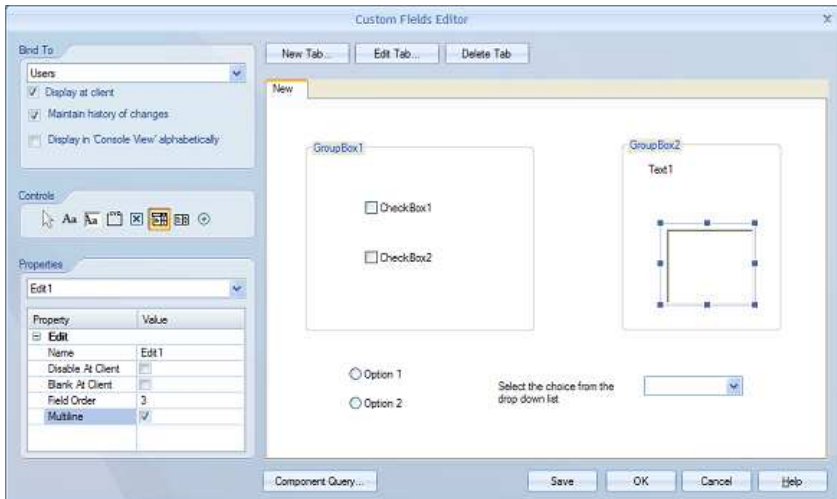
3. Click **New Tab** to create a new page and enter a suitable name. To save time, the content of an existing tab can be copied should fields of a similar nature be required. (**Edit Tab** enables you to change the name of an existing page.)
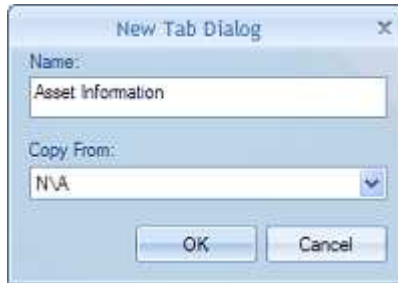
4. Decide whether information contained in the new tab should be bound to the logged on user or the physical PC when viewing the User Details dialog.
5. You can hide the tab from users should you only want Console Operators to update the information. Un-check the **Display at Client** field to exclude the tab when launching the User Details dialog at Client PCs.
6. **Maintain history of changes**. If checked, a record of any changes to the user/asset data on this page is maintained. Operators can view the changes by selecting the History icon in the ribbon.
7. The order of the fields will be displayed alphabetically in the Console view. Un-check **Display in 'Console View' alphabetically** to control the order of the fields.
8. Constructing the page involves adding the appropriate controls. Select a Control and drag and drop it into the required position on the page.
9. Enter the properties and associated values for each Control.
10. Store the new page at any stage by clicking **Save**.
11. Click **OK** when the page is complete.

Component Query
Click this option to create a ready-made report containing the fields on the page. Use the Query Tool to load, edit and run the output.

Custom Fields Editor – Controls

A customised user/asset details tab can include a variety of Controls/input fields.
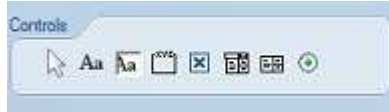
Select the required Control, drag and drop into the required position on the page and enter the associated properties.

Button	Purpose	Properties
	Used to reposition/resize items on the page.	
Aa	Enables you to add the text descriptions for each input field. The descriptions are displayed on the tab as a guide to users when updating their details but are not shown in the User Details information window at the Console.	Drag and drop into position. Each time this control is added it will initially be assigned a sequential name, Text 1, Text 2 etc. To enter the required field description amend the control properties. In the properties window two items will be listed. The name of the control and the text value currently assigned. Replace the text value with your own wording.

Aa	Creates a text box for users to enter free text. For input purposes you would generally include a text description control adjacent to the box. The User Details information window at the Console can have descriptive text added.	In the properties window this control is assigned the name Edit 1, Edit 2 etc. This description will appear on the User Details information window unless you change the properties. Change the value for the Name property to the wording of your choice. Disable at Client and Blank at Client can be used to 'hide' the field from users meaning that only operators can update the details. To allow text to be input on more than one line, check Multiline. To determine the order of display fields in the Console click Field Order. Click the icon that appears, the Field Order dialog will appear.
	Group box. Useful for partitioning the input form into obvious categories. Enables you to draw a box around a group of fields and apply a category heading.	Drop the control into the required position and use the sizing handles to expand the box to the required size. To add a suitable description change the value of the text property.
	Check box. This control would generally be used in multiples offering users a choice of responses. For example, 18-35, 36-50 etc. Users check the appropriate box.	Drag and drop the control into position, it will initially be named Check Box 1, Check Box 2 etc. To change the name on the input form, amend the Text value property, to change the description on the User Details window change the Name value property. The field can be disabled at the Client if required. To determine the order of display fields in the Console click Field Order. Click the icon that appears, the Field Order dialog will appear.
	Offers users a choice of responses in a drop down list. You would generally include a text description control adjacent to the box.	Drop the control into position. To add descriptive text to the User Details window amend the Name value property. The field can be disabled or blanked at the Client if required. To enter the values for the drop down list, click in the list values property. Click the icon that appears, the List Values dialog will appear. To determine the order of display fields in the Console click Field Order. Click the icon that appears, the Field Order dialog will appear.

🔲	List box. A list of values are provided for the user to select the appropriate response. You would generally include a text description control adjacent to the box.	Drop the control into position. To add descriptive text to the User Details window amend the Name value property. The field can be disabled or blanked at the Client if required. To enter the values, click in the list values property. Click the icon that appears, the List Values dialog will appear. To determine the order of display fields in the Console click Field Order. Click the icon that appears, the Field Order dialog will appear.
⦿	Radio button. Similar to Check boxes, offers users a choice of responses, but only one button can be selected. Only the highlighted choice is recorded on the User Details window.	Drag and drop the control into position. As there must be multiple choices, two options are added by default. To change the text descriptions amend the Radio Buttons property by clicking in the list values field. Click the icon that appears, the Radio button List Values dialog will appear. Use the dialog to add the required number of options and associated descriptions. The field can be disabled and blanked at the Client if required. To determine the order of display fields in the Console click Field Order. Click the icon that appears, the Field Order dialog will appear.

Note: When changing the field order of Controls, ensure the Display in 'Console View' alphabetically is un-checked.

List Values Dialog

When creating customised User Details tabs this dialog enables you to list the choices for a drop down list field and the radio buttons.
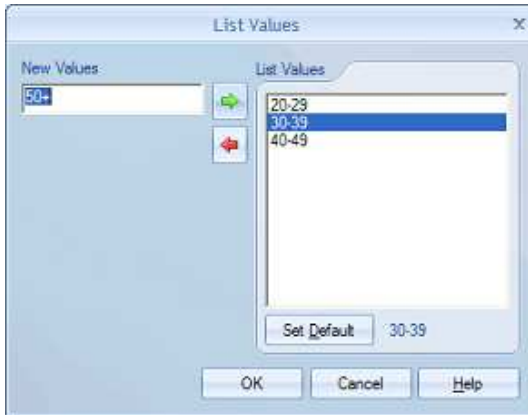
1. Enter the new value and click to add it to the List Values window. Repeat for each of the other choices.

2. One of the values can be selected as the default entry for the field. Select the item and click Set Default. If no default is assigned the field will be empty when the user views it.

    Note: When entering values for the radio buttons you must set a default.

3. Click OK when complete.

Leasing Administration

NetSupport DNA allows you to create and assign leasing details to PCs. Once the leasing information has been created it can be assigned to any number of PCs. The lease information is displayed for the PC in the User Details dialog and the User Details information window.

Note: If you are upgrading from a previous version of DNA and have associated leasing details with PCs, these details will be transferred over and displayed in the Lease Reference ID field, you will need to assign these to the appropriate PCs.

1. Click on the User Details icon drop down arrow and select {Leasing Administration} from the menu.
2. The Leasing Administration dialog will appear.
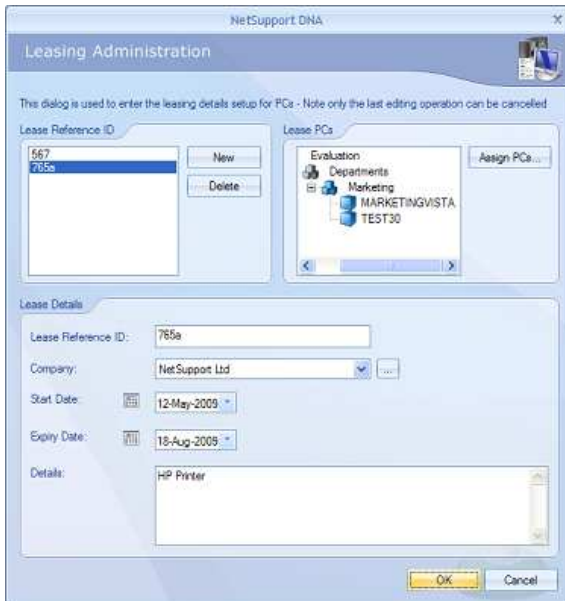
3. Click New to enter the required Lease Details. Click ⬜ to create new company details.
4. Click Assign PCs. From the Available PCs list select the PCs you wish to associate the lease with and click ➡.
5. Click OK when finished.

Maintenance Administration

NetSupport DNA allows you to create and assign maintenance details to PCs. Once the maintenance information has been created it can be assigned to any number of PCs. The maintenance information is displayed for the PC in the User Details dialog and the User Details information window.

Note: If you are upgrading from a previous version of DNA and have associated maintenance details with PCs, these details will be transferred over and displayed in the maintenance Reference ID field, you will need to assign these to the appropriate PCs.

1. Click on the User Details icon drop down arrow and select {Maintenance Administration} from the menu.
2. The Maintenance Administration dialog will appear.

3. Click New to enter the required Maintenance Details. Click ▣ to create new company details.
4. Click Assign PCs. From the Available PCs list select the PCs you wish to associate the maintenance with and click ➡.
5. Click OK when finished.

Console Window - Summary Screen

The Summary screen presents a statistical overview of some of the main DNA features. From here you can quickly jump to the actual information window for that component by clicking 🔍.

As with all DNA components, the data can be viewed at Company, Department, AD container, Dynamic Group or Client level by simply selecting the required option in the Tree view.

The data displayed for the top 5 URLs and Applications can be viewed for a given period, the current day, week or month. By default, the data is ranked by number of URLs visited and Applications used; this can be changed to total active time by selecting Rank by Total Active Time. Each time you change the View criteria click 🔄 to refresh the display.

Note: You have the option to hide the Summary screen, click the DNA icon at the top of the Console and then click the Preferences icon and select the General tab. This may be useful if you have a large number of systems (1000+) as it can take some time for the summary screen to display.

Hardware Inventory

The DNA Server receives Hardware information from each Client upon connection. The data can be viewed in the Information Window in a variety of formats.

1. Click the Hardware Inventory icon in the ribbon. The Hardware Inventory window will appear.

Note: If the component icons are not visible click the Home tab.
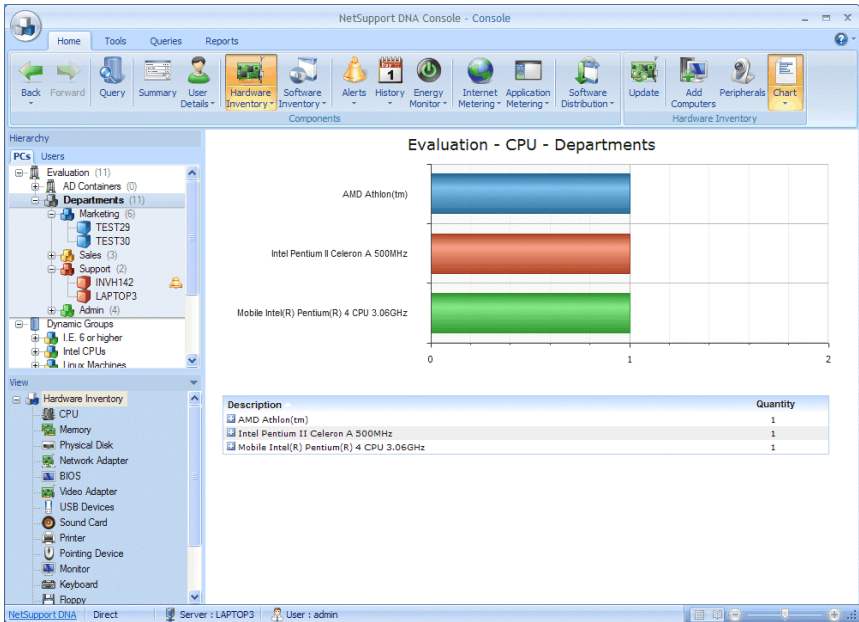
In the Hierarchy Tree view select the level at which you want to view the Hardware information, Company, Department, AD Container, Dynamic Group or individual Client. Various display options are available in the bottom left-hand pane.

The View window is displayed by default. To revert to the View window after the Queries or Report window has been displayed select the Home tab.

View

The information window will display a breakdown for each selected item in graph and list format. To view the graph in a different format, click the Chart icon drop down arrow on the Hardware Inventory ribbon and select the appropriate format. To print the active view, click the DNA icon at the top of the Console and select {Print} from the menu.

Note: Clicking the Chart icon in the ribbon will hide/show the graph.

The listed descriptions can be expanded to provide an individual Client breakdown for each item.

Queries

Select the Queries tab to display the Queries window.

DNA's Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.

Click the Add Query icon in the ribbon to create a new query or click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports

Select the Reports tab to display the Reports window.

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.

Notes:

- The frequency at which the server collects data can be adjusted using the DNA Settings option.

- A quick refresh facility is available if you know the Inventory for a particular Client or Department is out of date. Right-click on the required item in the Tree view and select Update or click Update in the Hardware menu or ribbon.

- If an error message relating to the 16-bit MS-DOS Subsystem appears please refer to the NetSupport Technical Support Web site www.netsupportsoftware.com/support for further guidance.

Gather Inventory Data For Remote Users or Non Scanned Devices

In order to maintain accurate asset information it is vital that all user, hardware & software related data is recorded. Whilst the DNA Server will dynamically retrieve information from those machines that have a Client installed you will probably have instances where items can't be found. You may have users in remote offices that aren't attached to the network and you will probably purchase peripheral equipment such as routers, web cams etc.

To ensure this information is known, DNA provides you with the tools to gather data for remote/stand alone PCs and to log details of peripheral devices.

For ease of identification you could create specific departments in the console Tree view in which to store these 'non-scanned' items or you can associate a peripheral device with a particular Client.

Add Non Standard Hardware

1. Click the Hardware Inventory icon drop down arrow and select {Add Computers} from the menu.
   or
   Click the Add Computers icon in the Hardware Inventory group.
2. Choose one of the two available options and click Next.
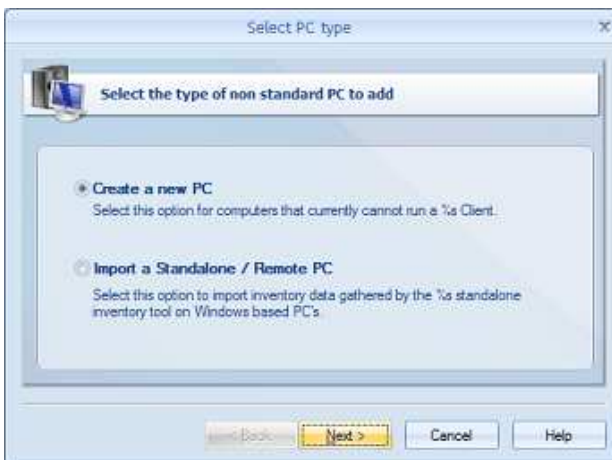
Create a new PC

Select this option to associate a non scanned item of hardware/peripheral device with a Department.

Adding Non-Scanned Devices

Enter the name of the PC/device to be added and select the department to associate the item with.

Click Next.

Before the new item is added to the Tree view, select one of the following options:
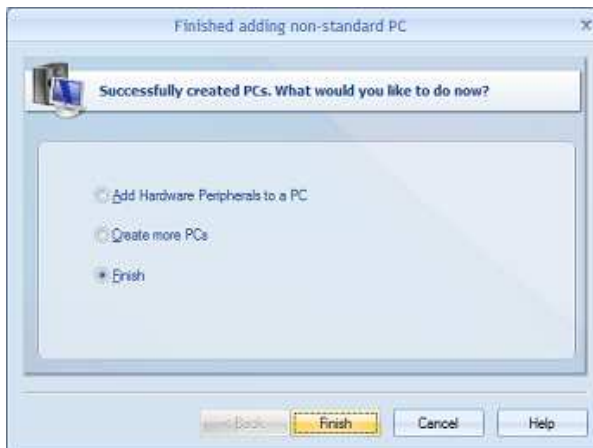
Add Hardware Peripherals to a PC
You can simply add the new hardware to the Tree as a stand alone item or you can associate additional equipment with it thus creating a 'mini' hardware inventory page for the device.

Create more PCs
Enables you to repeat the process for other non scanned items.

Finish
Adds the new item to the Tree view and returns you to the Hardware Inventory window.

Non-scanned items are easily identified in the Tree view, each being prefixed with ╫.
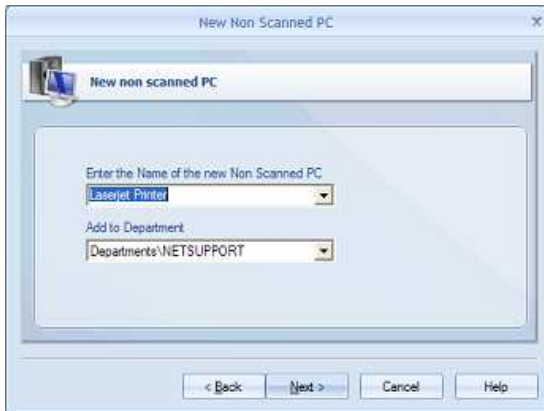

Import a Standalone / Remote PC
Select this option to add inventory data for a remote or stand alone PC.

Add Remote PC
This utility enables you to import the Hardware/Software Inventory for 'stand alone' PCs that cannot be found dynamically by DNA.

The file DNAInv.exe, installed in the DNA program folder, is run at the remote PC which in turn creates a BIN file containing the Inventory data. The Operator imports the BIN file into DNA and the User along with their associated Hardware and Software Inventory data is added to the Console.

Obtaining the Inventory Data
1. Copy the file **DNAInv.exe** from c:\program_files\netsupport \netsupport_dna\dna\console\ and send/email/transport it to the required user(s).
2. Run the file at the required machines. The Inventory data is recorded in a new file **'machine_name.BIN'** which should be returned to the operator/administrator.
3. Upon receipt, the operator should copy the BIN file to a suitable location ready to import the recorded Inventory data.

Importing the Data

1. Load the DNA Console, click the Hardware Inventory icon drop down arrow and select {Add Computers} from the menu.
   or
   Click the Add Computers icon in the Hardware Inventory group.
2. The Select PC Type dialog will appear. Select **Import a Standalone / Remote PC** and click Next.
3. The Add Remote PC dialog will appear.
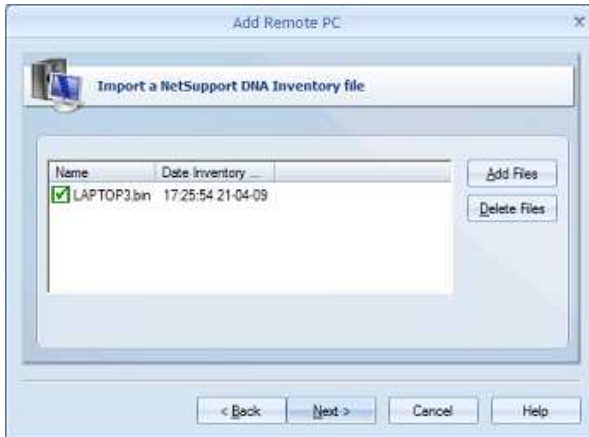
4. Click **Add Files** and browse for the BIN files. As you select each file they will be added to the dialog.
5. Click **Next**. The Inventories for each displayed machine will be imported and the User details added to the Tree view.

6. Click Finish to end the process or to import another Inventory click Create another PC. If required, you can also add peripheral hardware items to the new record.

Add Hardware Peripherals

All peripheral/non-scanned hardware needs to be recorded in order to maintain an accurate asset log. DNA enables you to manually associate details of these components with their respective 'owners'. Devices can be associated to individual PCs or to groups.

1. You can add a peripheral device when creating a new 'non-scanned' hardware record.
    or
    To associate the device with an existing item in the Tree view, right-click on a Client, department, AD container, dynamic group or the Company and select Peripherals.
    or
    Click the Hardware icon drop down arrow and select {Peripherals} from the menu.
    or
    Click the Peripherals icon in the Hardware Inventory group.
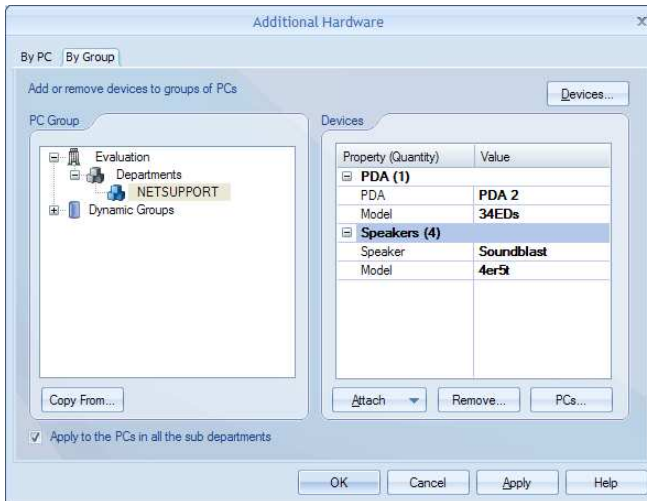
Add Peripherals by PC

1. Select the By PC tab and in the Tree view select the PC to associate the hardware with.
2. Click Devices to create a new device, once created the device will be displayed in the Attach drop down list. Select the required device from the list to associate with the PC.

3. Enter the device values, for example the specific make/model of the device, that will be listed on the Hardware Inventory.

4. Click Apply.

5. Devices can be copied from one PC to another, click Copy From and select the PC to take the data from, all devices attached to that PC will be copied over.

6. You can add further devices by repeating the process or click OK when complete. To remove an item currently attached, select the required device and click Remove.

Add Peripherals By Group

1. Select the By Group tab and in the Tree view select the department or Dynamic Group to associate the hardware with.

   Note: You can include all Clients within the selected department by checking Apply to the PCs in all the sub departments.

2. Click Devices to create a new device, once created the device will be displayed in the Attach drop down list. Select the required device from the list to associate with the PC.

3. Enter the device values, for example the specific make/model of the device, that will be listed on the Hardware Inventory.

4. Click Apply.

5. Devices can be copied from one group to another, click Copy From and select the group to take the data from, all devices attached to that group will be copied over.

6. You can add further devices by repeating the process or click OK when complete.

   Note: To view which PCs have been associated with a device, select the required device and click PCs.

7. To remove a device click Remove, select the group that the device is to be removed from and then select the required device, click OK. The Device will be removed from all PCs in the selected group.

Additional Devices

Use this dialog to compile a register of non-scanned hardware devices along with their associated properties. Listed items can then be associated with Clients or Non-scanned peripheral equipment.

1. You can create a new device when adding peripheral equipment to an existing record in the Tree view.

   or

   You can prepare a list of devices in advance, click the Hardware Inventory icon drop down arrow and select {Peripheral Management} from the menu. These can then be attached at a later date.
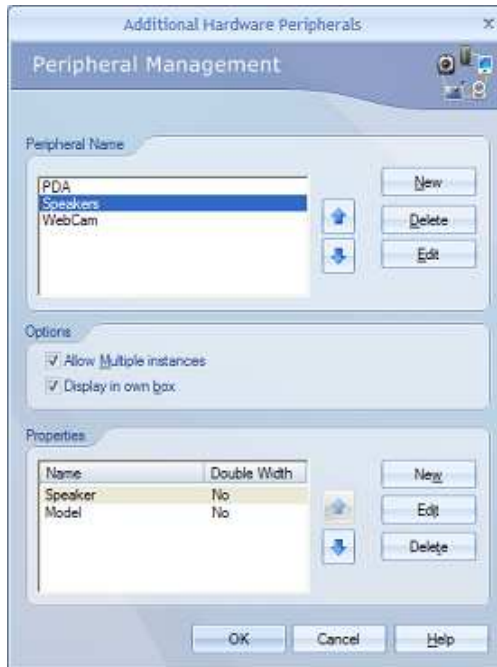
Peripheral Name
New
Click New to add a device to the list. The list can be sorted by clicking the arrows.

Edit
Change the name of an item in the list.

Delete
Removes the device from the list and from any hardware inventories that it may appear on.

<u>**Options**</u>

Allow Multiple instances
If checked, enables you to associate multiple instances of the device with a users inventory. For example, two digital cameras but with different make/model numbers.

Display in own box
If checked, each instance of the device will be listed in a new box on the hardware inventory page. However, if there are multiple instances of the same device you may prefer to group them together in the same box.

<u>**Properties**</u>
You can edit the properties of the new item and associate additional items with the device dependant on how much related information you need to record.

New
Associates additional items with the primary device. Click New and enter the device name. Depending on how much information will be entered you can provide a double width field. Click OK.

Use the arrow keys to arrange the devices into the order you want them displayed on the inventory page.

Edit
Enables you to edit the properties of a device.

Delete
Removes a device from the list and from any inventories that it may be attached to.

When all details are entered, click OK.

Software Inventory

NetSupport DNA provides a detailed summary of all installed programs and applications detected on a target PC. The DNA Server receives software information from each Client upon connection. The data can be viewed in the Information window in a variety of formats. **Programs**, provides a list of installed programs as displayed in the Add/Remove programs dialog, licence levels can be also managed. **Applications**, provides a much more detailed view of applications installed on a PC by displaying all executables files that have been found on the target PC. **Resources**, allows you to extend the search to include additional file types if required.

1. Click the Software Inventory icon in the ribbon. The Software Inventory window will appear.

   Note: If the component icons are not visible click the Home tab.
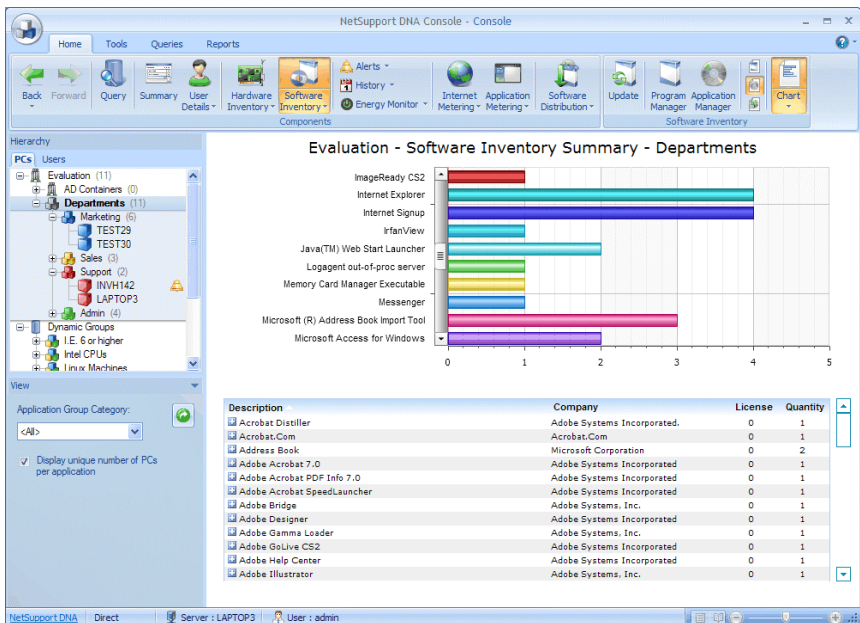
In the Hierarchy Tree view select the level at which you want to view the displayed data, Company, Department, AD Container, Dynamic Group or individual Client.

Toggle between Programs, Applications and Resources by clicking the appropriate icon in the Software Inventory ribbon.

Various display options are available in the bottom left-hand pane. The View window is displayed by default. To revert to the View window after the Queries or Report window has been displayed select the Home tab.

View
Displays a breakdown of installed applications in graph and list format for the selected company or department. If an individual Client is selected in the tree, an itemised list of applications and hot fixes installed on that PC is displayed.

To view the graph in a different format, click the Chart icon drop down arrow on the Software Inventory ribbon and select the appropriate format. To print the active view, click the DNA icon at the top of the Console and select {Print} from the menu.

Note: Clicking the Chart icon in the ribbon will hide/show the graph.

The application list enables you to easily monitor license usage and highlight any potential licensing issues. The number of licenses purchased for each program can be logged using the Program Manager dialog and detailed license information is displayed when viewing **Programs**. Each description can be expanded to provide details of Client PCs that have the application installed.

Note: The license information will only display under **Applications** view if the application has been assigned to the Installed Program in the Application Group.

When viewing the Software Inventory summary the application list can be refined if you find that multiple entries for the same software are being recorded. For example, different versions of the same product. Using the Application Groups option you can merge items into a single record. In these circumstances the 'quantity' totals may not appear to provide a true reflection of how many PCs are running certain applications as Clients that have more than one item in the merged group will be counted as multiple entries. In order to provide a unique figure, check the **Display unique number of PCs per application** option.

Note: Installed Programs can also be merged using the Programs Manager. Programs that have been merged will display as the 'Merged Group' at Company and Department levels in the hierarchy but show as the original program at PC level.

Description		Company	Total Licenses	Allocated Licenses	Available Licenses	Installed
Adobe AIR		Adobe Systems Inc.	0	0	0	1
Adobe Creative Suite 2			0	0	0	1
Adobe Flash Player 10 ActiveX		Adobe Systems Incorporated	15	15	13	2

PC Name	PC Owner	Department	Description	Company	Version	License ID
LAPTOP3	NetSupport	Departments\Marketing	Adobe Flash Player 10 ActiveX	Adobe Systems Incorporated	10.0.12.36	
INVH142	PCIJLE	Departments\Support	Adobe Flash Player 10 ActiveX	Adobe Systems Incorporated	10.0.12.36	

Description		Company	Total Licenses	Allocated Licenses	Available Licenses	Installed
Adobe Reader 7.0		Adobe Systems Incorporated	0	0	0	1
Adobe Reader 9		Adobe Systems Incorporated	0	0	0	1
Adobe SVG Viewer 3.0		Adobe Systems, Inc.	0	0	0	1
Arabic			0	0	0	1
ATI Display Driver			0	0	0	1

By default, DNA scans Clients PCs for executables but you can include additional file types if required. Use the DNA Software Inventory Settings option to specify which other files should be included in the search. The results can be viewed by clicking the **Resources** icon in the Software Inventory ribbon.

Evaluation - Software Resources - Marketing
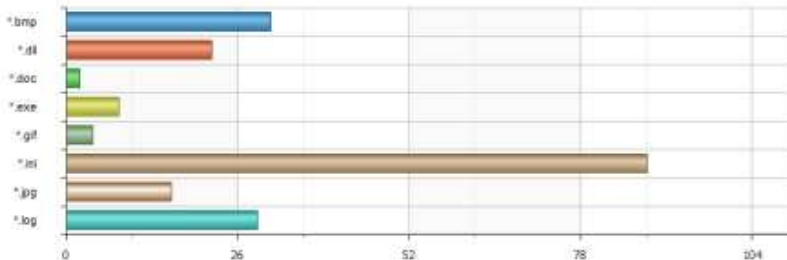
Extension	Total Size	Quantity
*.bmp	3.0 MB	31
*.dll	4.2 MB	22
*.doc	6.2 KB	2
*.exe	11.2 MB	8
*.gif	44.5 KB	4
*.ini	27.7 KB	88
*.jpg	764.0 KB	16
*.log	7.8 MB	29

Queries

Select the Queries tab to display the Queries window.

DNA's Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.

Click the Add Query icon in the ribbon to create a new query or click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports

Select the Reports tab to display the Reports window.

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.


Notes:

- The frequency at which the server collects data can be adjusted using the DNA Settings option.
- A quick refresh facility is available if you know the Inventory for a particular Client or Department is out of date. Right-click on the required item in the Tree view and select Update or click Update in the Software Inventory menu or ribbon.

Installed Programs Manager

This dialog displays the Installed Programs as per the Add/Remove programs dialog on Clients PCs, you can customise the content to make the list more manageable. From here you can decide what options are included in the Inventory, merge multiple versions of the same software into one record and manage license levels.

1. Click the Software Inventory icon drop down arrow and select {Installed Programs Manager} from the menu.

   or

   Click the Installed Programs Manager icon in the Software Inventory group.

2. The installed Programs Manager dialog will appear. Programs that have an entry in Add/Remove programs dialog will be displayed and, if recorded, the number of licenses held. The check box alongside each program indicates if it is included in Inventories or not.
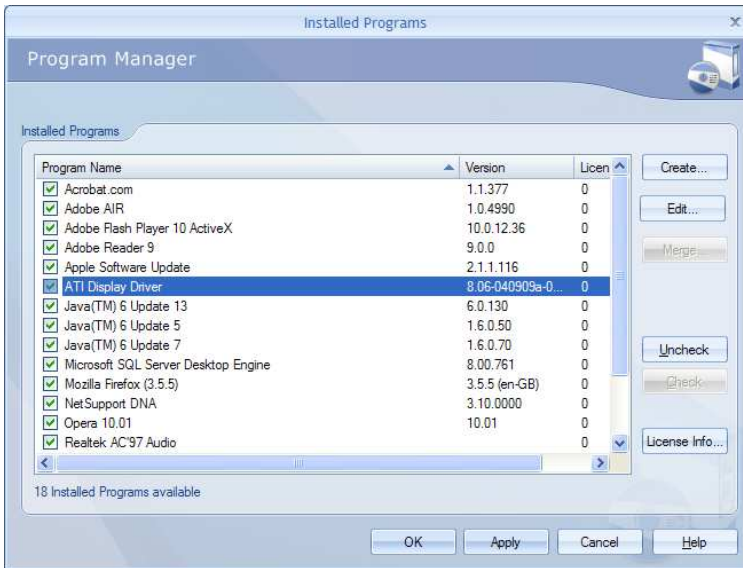
If an Installed Program is not listed, you can create a new program and link it to the relevant Application group by clicking Create.

Note: If the required Installed Program is not displayed, ensure that the PC with the Software program installed has connected to the Server.

Multiple versions of the same product can be merged into a new Installed Program group. Select the required items, using Shift-Click or Ctrl-Click, and click Merge. To unmerge programs, select the required group and click Edit.

To manage the licence information for a program select the required program and click Licence Info.

If you are upgrading from a previous version of DNA and you have licences allocated against Application Groups, the Convert licences wizard will appear allowing you to assign your licences to the new Installed programs dialog.

Merge Installed Programs

This dialog enables you to merge multiple Installed Programs into a single group. Ideal for tracking different versions of the same software. The programs that you are merging together will be displayed.

Note: Programs should only be merged if they are effectively the same product i.e. NetSupport Manager 10.01 and NetSupport Manager 10.02, the merged installed programs will be treated as the same product for licensing purposes. Grouping together different products will give unpredictable results and may adversely affect licensing.
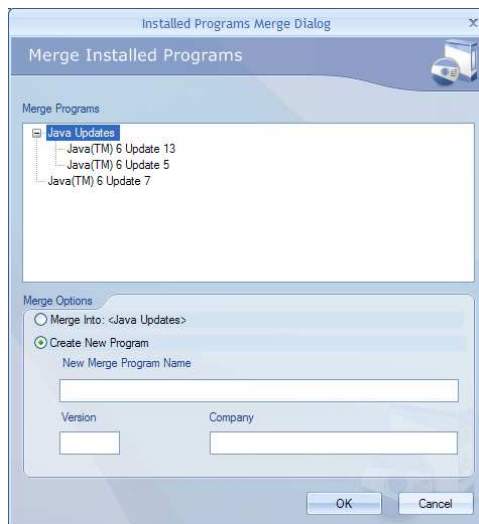
Merge Options
Merge into 'xxxxxxxxxxx'
The new program can be merged into a previously created merged group.
Click the appropriate name to select.

Create New Program
Alternatively, enter a new name for the group.

Version
Enter the version for the program if required.

Company
Enter the Company name if required.

Click OK to create the new group. The programs can be un-merged at a
later date if required.

Edit Installed Programs

This dialog displays the properties of an Installed Program, if the item is a
merged group all programs in the group will be listed. Installed Programs
that have been merged can be separated here if required.
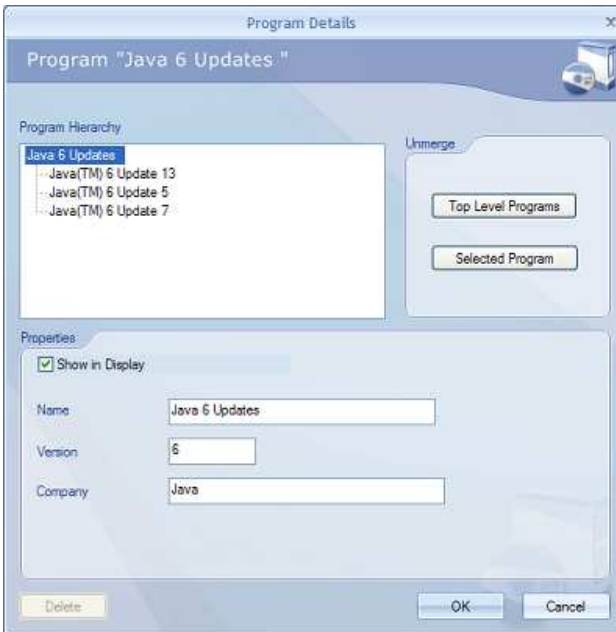
Unmerge

Top Level Programs

All programs in the group will be unmerged.

Selected Programs

The selected program will be separated from the group.

Note: Licenses will be returned to the original program when the group is unmerged. Any licenses allocated to the group after it was merged will need to be manually reallocated to the correct Installed Program.

Properties

Displays the properties for the program, these details can be edited for a merged group.

Show in Display

Enables you to limit the number of items listed in Software Inventories. If un-checked, the program will be removed from the list of displayed items.

Installed Programs License Management

DNA allows you to record license information against each Installed Program. Full license information such as purchase details, third party details and maintenance details can be recorded in the License Information dialog. Licenses can also be allocated to departments, any licenses not allocated will be available for all departments that have not already been allocated licenses.

Note: To stop unallocated licenses from being allocated to other departments, uncheck Allow non department allocated licenses to be allocated to other departments.
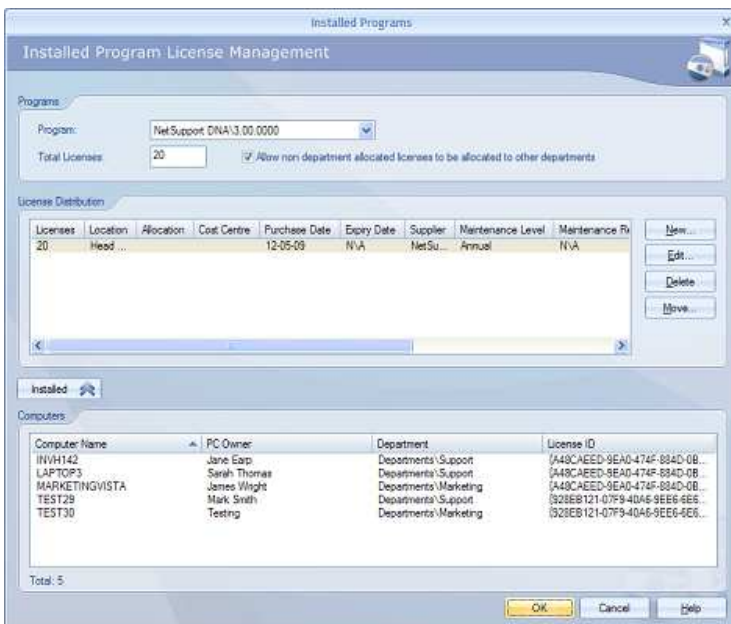
Select the application from the Program drop down list that you wish to record the license information against. Click New and enter the required details. To amend license information select the current record and click Edit.

If you have recorded the license information against the incorrect application you can move the license information to the correct application. Click Move and select the correct application from the list.

Click Installed to view details of where the licenses are installed.

Application Groups

Although Software Applications will include all scanned applications by default, you can customise the content to make the list more manageable. The Application Groups option enables you to pick and choose which items are included in the Inventory and merge multiple versions of the same software into one record.

The Groups can also be accessed in the Application Metering option.

1. Click the Software Inventory icon drop down arrow and select {Application Manager} from the menu.

   or

   Click the Application Manager icon in the Software Inventory group.

2. The Application Groups dialog will appear. Applications found on all Client PCs will be listed and, if recorded, the number of licenses held. The check box alongside each application indicates if it is included in Inventories or not.

Note: The license information will only be displayed if the application has been assigned to the Installed Program in the Edit Application Group dialog and the license information has been setup in the Installed Program Manager.
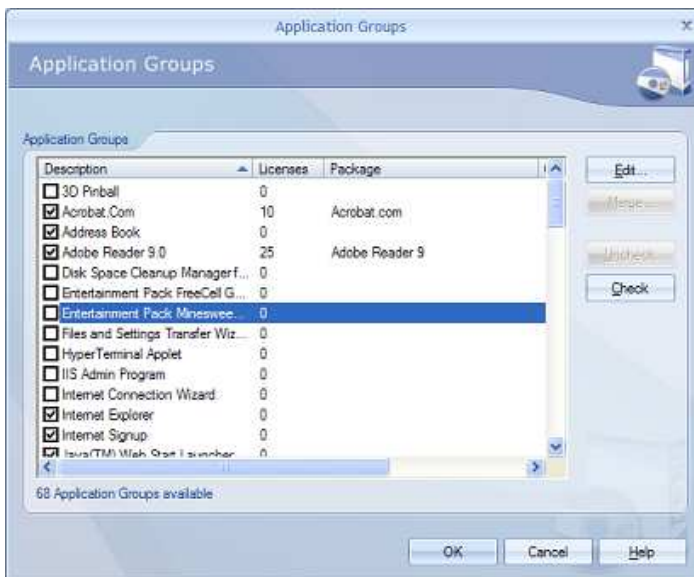
To change the properties of an application select the item in the list and click Edit.

Multiple applications can be merged to make a new Application Group. Select the required items, using Shift-Click or Ctrl-Click, and click Merge.

Edit Application Group

This dialog enables you to edit the properties of an Application Group.

Show in Software List

Enables you to limit the number of items listed in Software Inventories. If un-checked, the application will be removed from the list of displayed items.

Show in Application Metering

If un-checked, the application will be removed from the Application Metering Information window.

Licenses

Displays the number of licenses assigned to the application. Licenses can be managed in the Installed Programs Manager.

Note: The application must be linked with the Installed Program for the licenses to be displayed.

Description

Displays the name of the selected application. You can change the listed description for any item if required. Use ◄ ► to scroll backwards or forwards through each item to display the applications properties, entering a new description if required.

Installed Program

Enables you to link the application with the Installed Program entry allowing any license information for the Installed program to be displayed.

Application Group Category

Enables you to create categories in which to group 'similar' applications. The Software Inventory and Application Metering windows allow you to display applications by group rather than listing 'All' items thus making it easier to track specific records. Click ⬚ to create a new category.

UnMerge/ Unmerge All

Applications that have been Merged can be separated if required.

Assignment

Allows you to create new application group descriptions that application Groups can be assigned to.

Merge Application Groups

This dialog enables you to merge multiple applications into a single group. Ideal for tracking different versions of the same software.

Merge into 'xxxxxxxxxxx'

The new Application Group can be allocated the name of one of the listed items. Click the appropriate name to select.

New Application Group

Alternatively, enter a new name for the group.

Show in Software List

If un-checked, the new application group will not be listed in the Software Inventory.

Show in Application Metering

If un-checked, the application group will be removed from the Application Metering Information window.

Click Merge to create the new group. The applications can be un-merged at a later date if required.

Alerting

DNA provides a unique Alerting facility enabling Operators to specify settings for pre-defined alerts. This allows you to monitor conditions such as, whether a specified application is running or when free space on a disk drops below a certain level. There are three types of Alerting options that you are able to define alerts for, **PC Alerts**, **DNA System Alerts** and **Console Alerts**.

The Alerting tool allows you to monitor any alerts that are currently active. The data can be viewed in the information window in a variety of formats.

1. Click on the Alerts icon in the ribbon. The Alerts window will appear.

   Note: If the component icons are not visible click the Home tab.

In the Hierarchy Tree view select the level at which you want to view the displayed data, Company, Department, AD Container, Dynamic Group or individual Client. Various display options are available in the bottom left-hand pane.

The View window is displayed by default. To revert to the View window after the Queries or Report window has been displayed select the Home tab.

You can toggle between PC Alerts, DNA System Alerts and DNA Console Alerts by clicking the appropriate link in the information window.

View
You can toggle between PC Alerts, DNA System Alerts and DNA Console Alerts by clicking the appropriate icon in the Alerting ribbon.

The information window will display a breakdown for each selected item in graph and list format. To view the graph in a different format, click the Chart icon drop down arrow on the Alerting ribbon and select the appropriate format. To print the active view, click the DNA icon at the top of the Console and select {Print} from the menu.

Note: Clicking the Chart icon in the ribbon will hide/show the graph.

Listed descriptions can be expanded to provide an individual Client breakdown for each item.

A brief summary will be provided in the View window of outstanding alerts and any alerts that are currently in force. Critical, urgent and high alerts will be displayed with a red star, all other alerts will have a green star. You can view this information by Company, Department or Client by selecting the appropriate level in the Tree view.

Note: The date/time format displayed in the Console is taken from the machine where the DNA Server is installed. To change the format in the Console you will need to change the system date/time format on this machine. For further information, visit www.netsupportsoftware.com/support.

Queries
Select the Queries tab to display the Queries window.

DNA's Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.

Click the Add Query icon in the ribbon to create a new query or click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports
Select the Reports tab to display the Reports window.

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.

Note: The frequency at which the server collects data can be adjusted using the DNA Settings option. This will not be applicable for critical, urgent or high alerts, the data for these alerts will be sent to the server immediately.

PC Alerts

PC Alerts give Operators the ability to identify changes that occur on a specific PC. There are a number of pre-defined alerts that the Operator can choose to set up, for example, disk space alerts, security alerts etc. The Operator then specifies the conditions for the alert and who should be notified when the alert becomes active.

1. With the Alerts icon selected, highlight a Company, Department or AD Container.
2. Right Click and select PC Alerts.

   or

   Click the Alerts icon drop down arrow and select {PC Alerts} from the menu.

   or

   Click the PC Alerts icon in the Alerting group.
3. The DNA Alert Management System will appear.
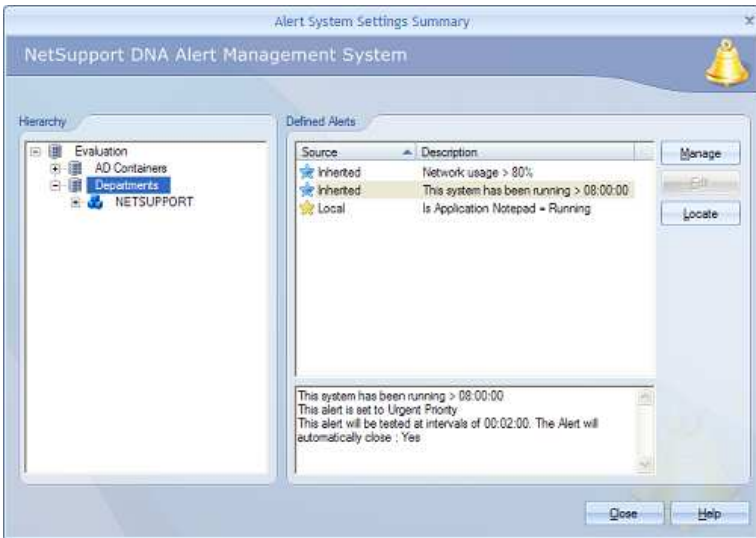
4. Select the required level in the Hierarchy, a description of any existing alerts will be displayed. Alerts identified at the source level as Local alerts were originally created at that level, Inherited alerts have had been passed down from the Company or Department above.

5. Select Manage and the DNA Alert Management System dialog will appear allowing you to create a new alert, edit or delete an existing alert.
6. To alter the properties of an existing alert click Edit.
7. If you are viewing an inherited alert and wish to find out where the alert was set up, click Locate. You cannot directly edit an Inherited alert, you must do this from the Local alert.

Alert Management System

This dialog enables you to create new alerts, edit the properties for existing alerts and allocate alerts at Company or Department level.

1. In the Tree view select whether you want to create an alert or set up Profile Definitions.

> **Note**: Profile Definitions are a collection of alerts that can be applied to a Company or Department.
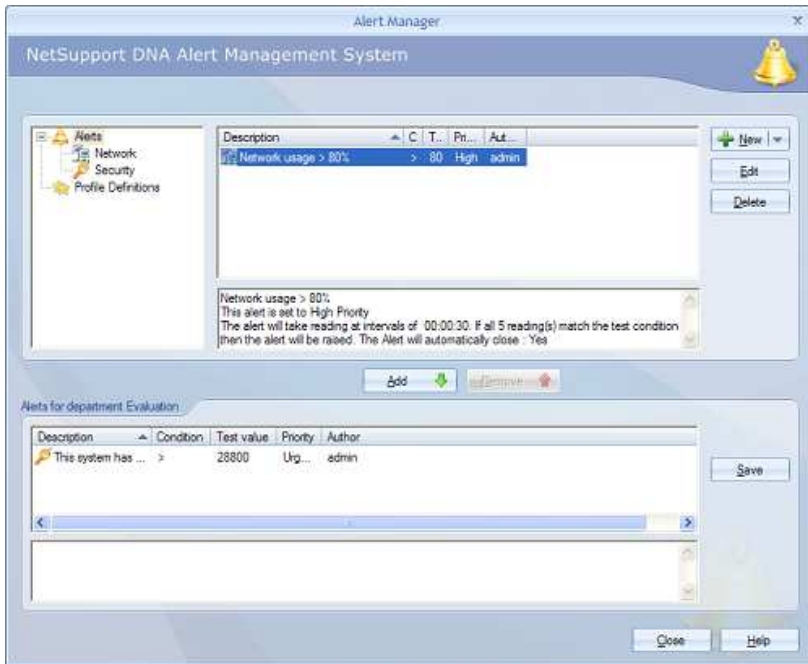
2. Click New to create a new Alert or Profile Definitions.
   or
   Click Edit to alter the properties of an existing alert.
   or
   Click Delete to remove an alert that is no longer needed.
3. Once an alert has been created a description of this will appear. To activate an alert you will need to include this in the current department. Add or remove alerts by using the appropriate buttons.
4. Once you are happy with the changes, click Save and then Close.

Note: If you are editing an alert that is currently active not all fields can be amended. To alter the main properties of an alert you must first deactivate this.

DNA Alert Wizard

The DNA Alert wizard guides you through the process of setting up an alert, you can customise the properties by entering your own condition parameters.
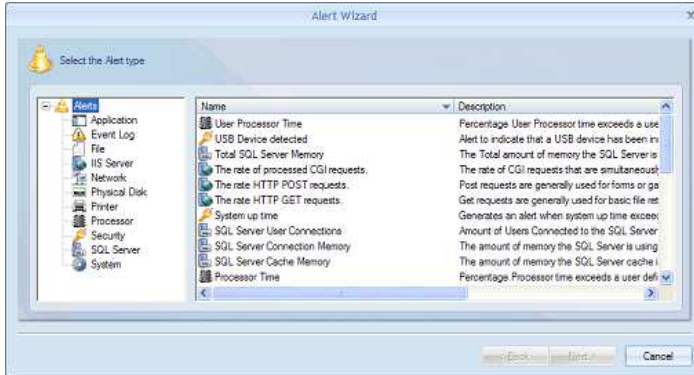
1. Choose from the selection of pre-defined alerts, once you have decided on an alert, highlight and click Next.
2. Enter the required properties and decide on a priority level for the alert. Select Advanced for further options to configure.
3. Click Next, a list of Console Operators will appear. Select the Operator to be contacted in the event the alert is raised. Using the appropriate buttons you can add or remove Operators to be notified.
4. Decide how the Operator will be informed once the alert is raised. Select either Console message or email notification.
5. Click Finish, a description of the alert will now be displayed in the Alert Management System.

Notes:

*   When setting an application alert you must make sure that you enter the correct application name, for example iexplore not iexplorer.exe. To find out the correct application name run the required application and go into the Task Manager, right-click on the required process in the Applications tab and select Go To Process, this will take you to the application name you need to enter. If you enter an incorrect application name the alert will not work.

*   To send notifications by email you must ensure you have configured the email settings in the DNA Alerting System Settings and defined an email address for the Operator in the Console Operators dialog.

Profile Definitions

A Profile Definition allows you to set up a collection of alerts that can be applied to a Company or Department.

1. In the Alert Management System dialog select Profile Definitions from the Tree view and click New.
2. The Profile Definitions dialog will appear. Enter a name and a description for the profile, click Next.
3. All alerts previously created will be listed. Navigate using the Tree view to highlight an alert to include in the profile.
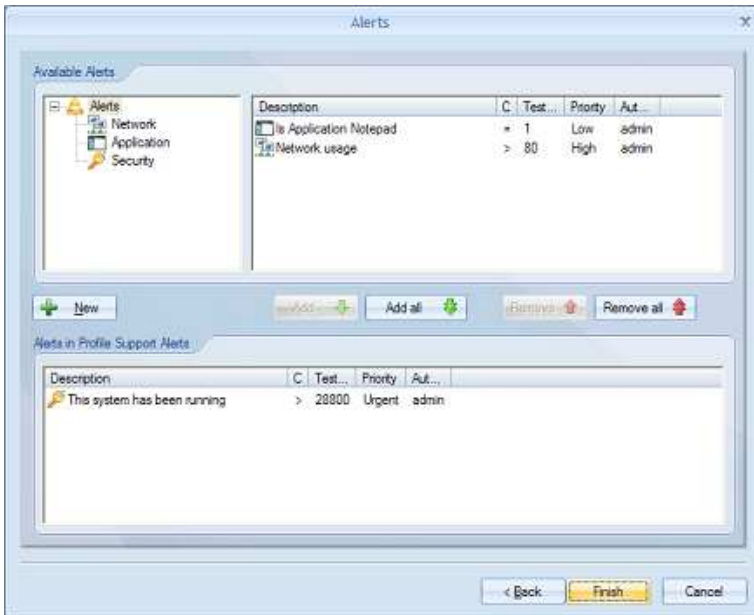
4. To include an alert that has not yet been setup click New, the Alert wizard will appear. Once the alert has been created it will be included in this dialog.
5. Using the appropriate buttons you can include or remove alerts from the current profile.
6. Click Finish. The Profile will now appear in the Alert Management System dialog, you can activate this by adding it to the current Department.

DNA System Alerts

System Alerts enable Operators to identify changes in the data gathered by NetSupport DNA across the company as a whole. There are two categories of alerts, DNA System Alerts, these are alerts for individual PCs, for example, if a user attempts to access a restricted website. Alerts that don't relate to individual PCs will fall under Console Alerts, for example, if a new Operator is added.

1. Click the Alerts icon drop down arrow and select {DNA System Alerts} from the menu.
   or
   Click the DNA System Alerts icon in the Alerting group.
2. The DNA Alert Management System will appear.

3. A selection of pre-defined alerts will appear in the Available Server Alerts list with a priority level set to information. Use the appropriate buttons to remove or add alerts to the Active Alerts list.
4. You can alter the priority level of the alert and the notification details by selecting Edit.
5. Once all changes are complete click Save and Close.

Active Alerts

Once an alert has become active the Operator is notified by either a Console message or email notification, depending on the method that was selected in the DNA Alert Wizard when the alert was created.

Console Message Notification

When an alert is raised the Operator is notified with an appropriate identifier being displayed next to the Company, Department or Client level in the Hierarchy Tree view (depending on which level is open). The Operator can view full details of the alert in the information window.
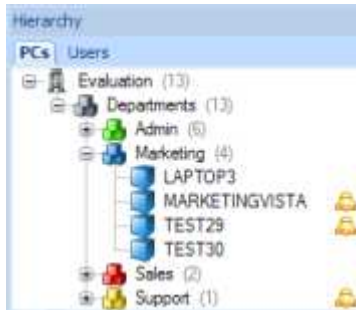
Critical, Urgent and High alerts will inform the Operator with a notification window 'sliding up' on the right-hand side of the PC taskbar. This ensures the Operators are notified immediately no matter what section of the DNA Console they are viewing.

The notification window will display which Alert has been activated and give details of the PC, the Operator can click the window and will be taken to the Alerts component where the full details will be displayed.

Email Notification

Once the alert becomes active an email will be sent to the relevant Operator advising them that an alert has been raised. the email will include the priority level of the alert, date and time the alert was raised and details of the system and user. The alert will still be displayed in the information window.

Closing Alerts

Once the alert is identified the Operator can close the alert by clicking in the ✚ information window. The following dialog will appear.
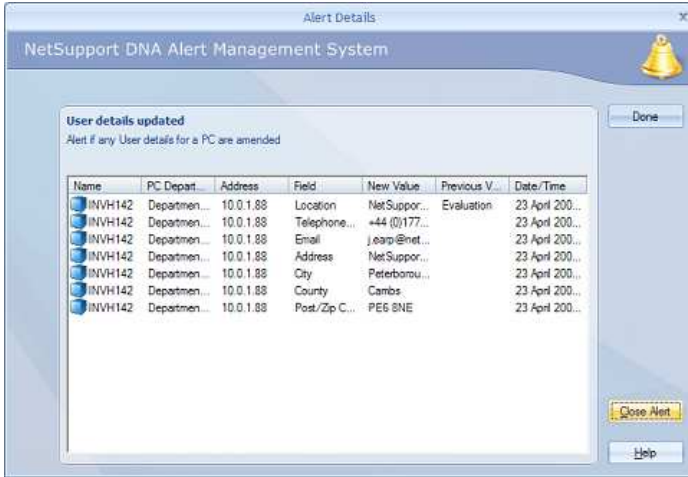
Details of the alert will be displayed with a list of PCs that the alert is outstanding for. Enter a description and click Close Alert to close the alert down, you don't need to enter a description to close DNA System Alerts or Console Alerts. The alert will now disappear from the alerts information window, there will be full history details of all alerts provided in the History component.

Note: Notifying a user is optional for System Alerts. If you choose not to notify a user no console message or email is received but the alert will still be recorded in the information window.

History Window

The History option enables you to track changes that have been made to a Clients Hardware, Software, User Details and view the Alerting history.

Each time DNA gathers Inventory and User data it compares the current details against information already held on the server and if there are any differences they are recorded in the History.

1. Click the History icon in the ribbon. The History Summary window will appear.

   Note: If the component icons are not visible click the Home tab.
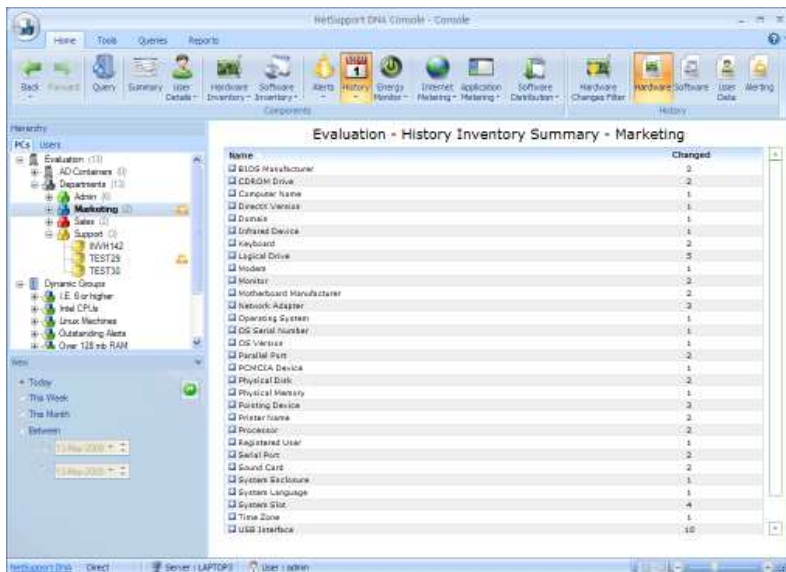
2. You can view the History at Company, Department, AD Container, Dynamic Group or individual Client. Select the required level in the Hierarchy Tree view.
3. Toggle between Hardware Changes, Software Changes, User Data Changes and Alert History by clicking the appropriate link in the History Ribbon.

Various display options are available in the bottom left-hand pane. The View window is displayed by default. To revert to the View window after the Queries or Report window has been displayed select the Home tab.

View

Enables you to view data for a specified period. If the alert section is active an Event Type drop down box will become available. This allows you to view the alerts history by Common or All. Common displays basic alert history details while All shows the full history details of alerts, for example, when notification was sent, which DNA Operator dealt with the alert etc.

Each time you change the View criteria click ⬀ to refresh the display.

Note: The date/time format displayed in the Console is taken from the machine where the DNA Server is installed. To change the format in the Console you will need to change the system date/time format on this machine. For further information, visit www.netsupportsoftware.com/support.

Queries

Select the Queries tab to display the Queries window.

DNA's Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.

Click the Add Query icon in the ribbon to create a new query or click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports

Select the Reports tab to display the Reports window.

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.

Note: There may be Hardware changes that are recorded which you do not wish to track. You can disable items from being displayed in the console and delete existing data for items that have been de-selected, click the History icon drop down arrow and select {Hardware Changes Filter} from the menu or click the Hardware Changes Filter icon in the History ribbon.

Energy Monitor

NetSupport DNA features as standard a "Energy Monitor" component that provides a simple and concise high level summary of potential energy wastage across an organisation by computer systems that are left powered on out of business hours.

NetSupport DNA already checks to verify the powered-on state of all computers and its local monitoring component keeps an accurate record of each time a computer is powered on, off or hibernates. Once it knows the times of day each computer was operational, an average (and customisable) "power consumption per device" calculation is used, facilitating a baseline energy usage calculation for all computers. The indicative energy usage calculation is then combined with each customer's specific energy rates (per kWh) allowing NetSupport DNA to reflect the overall cost for all identified systems.

1. Click the Energy monitor icon. The Energy Monitor window will appear.

Note: If the component icons are not visible click the Home tab.
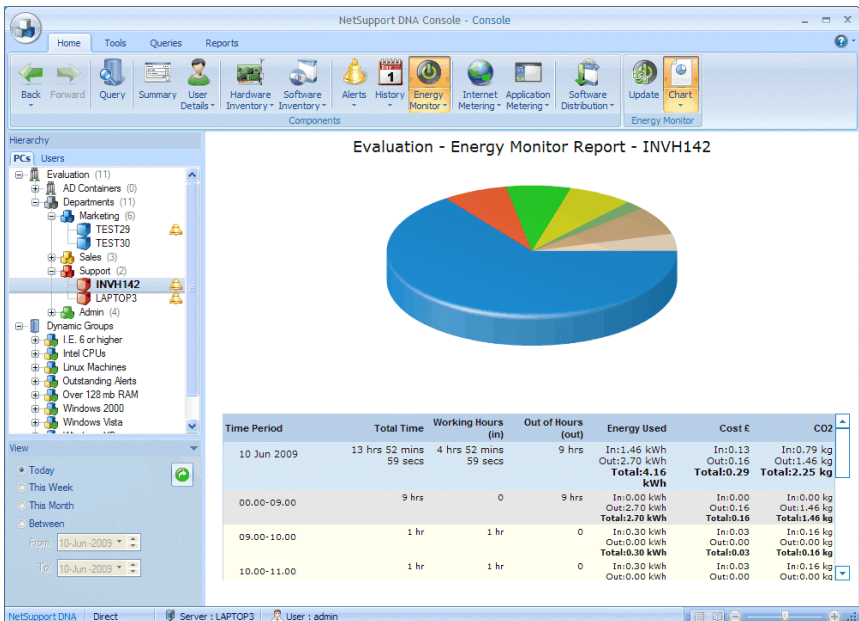
In the Hierarchy tree view select the level at which you want to view the data, Company, Department, AD Container, Dynamic Group or individual Client. Various display options are then available in the bottom left-hand pane.

The View window is displayed by default. To revert to the View window after the Queries or Report window has been displayed select the Home tab.

View

Displays the total time powered on, energy usage, cost and CO_2 emissions, in both in and out of working hours, in a graph and a list format. To view the graph in a different format, click the Chart icon drop down arrow on the Energy Monitor ribbon and select the appropriate format. To print the active view, click the DNA icon at the top of the Console and select {Print} from the menu.

Note: Clicking the Chart icon in the ribbon will hide/show the graph.

Listed descriptions can be expanded to provide an individual Client breakdown for each item. The information can be viewed for a given period, the current day, week or month. Each time you change the View criteria click to refresh the display.

The properties for power usage, energy costs and CO_2 emissions can be customised in the DNA Settings option.

Note: The working hours and days can be amended to suit your organisation in the Console Preferences - User Interface dialog or the Energy Monitor Settings option.

Queries

Select the Queries tab to display the Queries window.

DNA's Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.
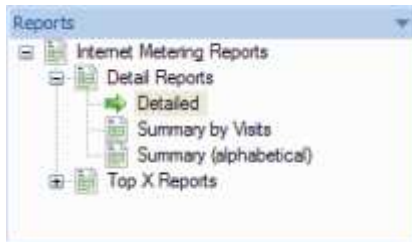
Click the Add Query icon in the ribbon to create a new query, click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports

Select the Reports tab to display the Reports window.

A number of pre-defined management reports, powered by the Crystal reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.

The frequency at which the Server collects data can be adjusted using the DNA Settings option.

A quick refresh facility enables you to update data outside of the specified frequency. This can be useful for targeting particular Clients or Departments. Right-click on the required item in the Tree view and select Update or click Update in the Energy Monitor menu or group.

Internet Metering

The Internet Metering tool gathers details of the websites that Clients are visiting, logging the start and end time of each visit and the total active time. If necessary, to enforce compliance with internal company policy you can approve or restrict access to certain sites and apply time restrictions for the use of sites.

1. Click the Internet Metering icon in the ribbon. The Internet Metering window will appear.

    Note: If the component icons are not visible click the Home tab.

You can switch the Hierarchy Tree view between PCs and Users. The PCs Tree view displays data for the PC Owner who is associated to a PC and the Users Tree view displays data for logged on Users.

In the Hierarchy Tree view select the level at which you want to view the Metering data, Company, Department, AD Container, Dynamic Group or individual Client. Various display options are available in the bottom left-hand pane.

The View window is displayed by default. To revert to the View window after the Queries or Report window has been displayed select the Home tab.

View

The information window will display a breakdown for each selected item in graph and list format. To view the graph in a different format, click the Chart icon drop down arrow on the Internet Metering ribbon and select the appropriate format. To print the active view, click the DNA icon at the top of the Console and select {Print} from the menu.

Note: Clicking the Chart icon in the ribbon will hide/show the graph.

Internet usage can be viewed for a given period, the current day, week or month. Sites that have been active for less than a specified time can be ignored if required.

By default, Internet usage is displayed by websites accessed, selecting **Show by Logged on User** allows you to view Internet usage based on Clients User ID's and not the PC. This option will not be available in the Users Tree view.

Selecting **Show by PC** allows you to view Internet usage based on the PC details and not the Client Users details when in the Users Tree view. This option will not be available in the PCs Tree view.

Note: By selecting different levels in the Hierarchy Tree you can view Client Internet usage on PCs across different levels of the organisation.

Each time you change the View criteria click to refresh the display.

Note: The date/time format displayed in the Console is taken from the machine where the DNA Server is installed. To change the format in the Console you will need to change the system date/time format on this machine. For further information, visit www.netsupportsoftware.com/support.

Queries

Select the Queries tab to display the Queries window.

DNA's Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.

Click the Add Query icon in the ribbon to create a new query or click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports

Select the Reports tab to display the Reports window.

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.

Notes:

- The frequency at which the server collects data can be adjusted using the DNA Settings option. This also enables you to activate any restrictions that may apply to internet usage.
- A quick refresh facility enables you to update data outside of the specified frequency. This can be useful for targeting particular Clients or Departments. Right-click on the required item in the Tree view and select Update or click Update in the Internet menu or ribbon.
- The number of reported URLs can be limited by excluding specific sites from the list. For example, if you have an approved list of sites that users can visit you may decide not to include these in the Metering stats. See **Internet Restrictions** for more information.

139

Internet Restrictions

You can control the sites visited by Clients by creating Approved and Restricted lists. You determine which URLs it is or isn't appropriate for users to visit and then use the Internet Metering Settings option to activate either list as required.

Sub-URL's can be added under a main URL, this allows you to restrict/approve access to certain areas of a website. For example, allow access to www.bbc.co.uk but restrict access to www.bbc.co.uk/sport.

Note: To use the Internet blocking facility you must firstly ensure that DNA's Winsock Layered Service Provider (LSP) is enabled at Client machines. This requires you to deploy a DNA Client with LSP enabled to the required PCs.

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1. Click the Internet Metering icon drop down arrow and select {Internet Restrictions} from the menu.

   or

   Click the Internet Restrictions icon in the Internet Metering group.
2. The Internet Metering dialog will appear. URL's already visited will be listed automatically.
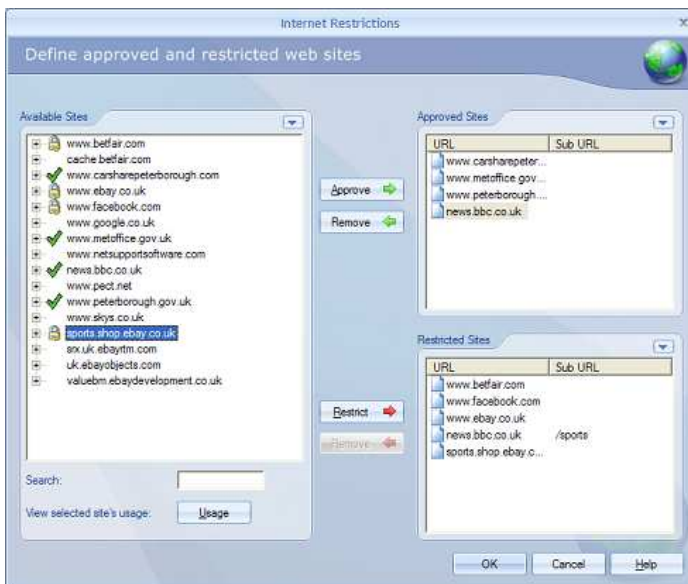
3. In the Available Sites list, select an existing URL. You can modify the filter which enforces the URL restriction to fine tune which occurrences of the URL are affected.

   For example:

   Entering www.amazon.com as the URL will automatically create a filter of .amazon. This filter will block www.amazon.com and www.amazon.co.uk. However, if you modify the filter to read .amazon.com the internet restriction will not apply to amazon.co.uk.

4. Click ▼ and select Edit URL to edit the filter of a listed item, and to indicate if the site should be excluded from the Internet Metering lists.

   Note: You can specify a Scheme either of HTTP or HTTPS. This does not affect internet restrictions but ensures that hyperlinks displayed in the PC level Web Metering report link to the correct website.

5. Transfer the selected URL to either the Approved or Restricted Sites list by clicking Approve or Restrict, or by dragging and dropping the URL into the required category. An appropriate icon will display next to the URL in the Available Sites list showing whether the item is approved or restricted.

6. To add a new site to the Approved or Restricted Sites list click ▼, select Add URL and enter the required details, the new site will be automatically added to the Available Sites list. To delete URL's click ▼ and select Delete URL.

7. Each URL can have a Sub-URL assigned to it, which can be approved or restricted. Select the required URL from the Approved or Restricted list click ▼ and select Edit URL. The Edit URL dialog will appear.
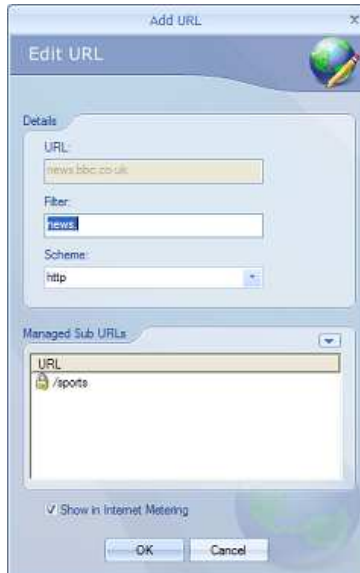
8. Click ⬇ in the Managed Sub URL's list and select Add URL. Enter the Sub-URL and select whether to approve or restrict the URL. Click OK. The Sub-URL will be displayed under the appropriate Sites list.

9. Click OK.

The lists can now be activated as and when required. In the Hierarchy Tree view select the level at which you want the restrictions to apply, Company or Department, and right-click and select {Settings} or in the Tools tab click the Settings icon. Select the Internet Metering Settings option and adjust the settings as required.

To view full website usage data, select the required website in the Available Sites list and click the Usage button. The Website Usage dialog appears showing which Users have accessed the website and how many times they have visited. Clicking a User will display a full breakdown of when and how long the User accessed the website for.

Note: To exclude URLs from being displayed in the Metering list, double click on the required URL and un-tick **Show in Internet Metering**. This may be useful, for example, if you don't wish to view URLs that users are approved to use.

Application Metering

The Application Metering tool enables you to monitor application usage within your organisation. The data can be viewed in the Information window in a variety of formats.

DNA reports all applications used, detailing the period of time the application was in use. You can even ensure that application usage complies with your company policies by creating Approved/Restricted lists and you can identify where you might have licensing issues.

1. Click on the Application Metering icon in the ribbon. The Application Metering window will appear.

   Note: If the component icons are not visible click the Home tab.

You can switch the Hierarchy Tree view between PCs and Users. The PCs Tree view displays data for the PC Owner who is associated to a PC and the Users Tree view displays data for logged on Users.

In the Hierarchy Tree view select the level at which you want to view the Metering data, Company, Department, AD Container, Dynamic Group or individual Client. Various display options are available in the bottom left-hand pane.

The View window is displayed by default. To revert to the View window after the Queries or Report window has been displayed select the Home tab.

View

The information window will display a breakdown for each selected item in graph and list format. To view the graph in a different format, click the Chart icon drop down arrow on the Application Metering ribbon and select the appropriate format. To print the active view, click the DNA icon at the top of the Console and select {Print} from the menu.

Note: Clicking the Chart icon in the ribbon will hide/show the graph.

Listed descriptions can be expanded to provide an individual Client breakdown for each item.

Application usage can be viewed for a given period, the current day, week or month. Applications that have been open for less than a specified time can be ignored if required.

A useful way of targeting specific application usage and limiting the amount of data displayed is to group 'similar' applications together. For example, to see how much time users spend playing Solitaire you could create a group containing Games. See Application Groups for more information.

Selecting **Show by Logged on User** allows you to view application usage based on Clients User ID's and not the PC. This option will not be available in the Users Tree view.

Selecting **Show by PC** allows you to view application usage based on the PC details and not the Client Users details when in the Users Tree view. This option will not be available in the PCs Tree view.

Note: By selecting different levels in the Hierarchy Tree you can view Client application usage on PCs across different levels of the organisation.

Each time you change the View criteria click to refresh the display.

Note: The date/time format displayed in the Console is taken from the machine where the DNA Server is installed. To change the format in the Console you will need to change the system date/time format on this machine. For further information, visit www.netsupportsoftware.com/support.

Queries

Select the Queries tab to display the Queries window.

DNA's Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.

Click the Add Query icon in the ribbon to create a new query or click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports

Select the Reports tab to display the Reports window.

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.

Notes:

- The frequency at which the server collects data can be adjusted using the DNA Settings option.
- A quick refresh facility enables you to update data outside of the specified frequency. This can be useful for targeting particular Clients or Departments. Right-click on the required item in the tree view and select Update or click Update in the Applications menu or ribbon.

Application Restrictions

To ensure that application usage complies with your company policies you can create lists of Approved and Restricted applications and apply time frames for when the restrictions apply.

1. Click the Application Metering icon drop down arrow and select {Application Restrictions} from the menu.
    or
    Click the Application Restrictions icon in the Application Metering group.
2. The Application Restrictions dialog will appear.
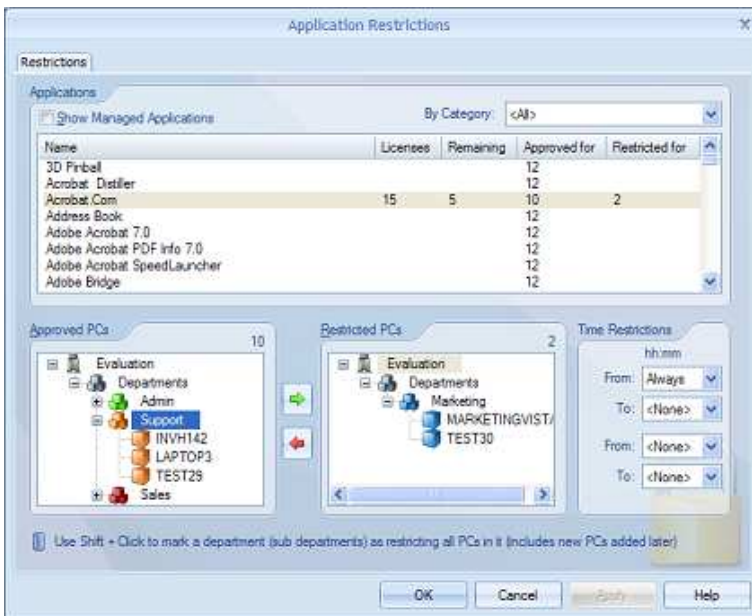
A list of all applications is displayed along with license details and the number of Clients the application is approved or restricted for.

Note: License information will only be displayed if the application group has been linked to the relevant installed program in the Edit Application Group dialog.

Show Managed Applications

If checked, enables you to see at a glance which applications already have restrictions in place and to which users they apply. Any applications that have license details available will also be displayed.

If unchecked, a full list of scanned applications is shown enabling you to select an item to apply restrictions to.

By Category

To view applications that have been grouped together, select the required category from the drop down list.

To apply Restrictions

1. Select the required Application in the list. The Approved for window will list the Client tree view.
2. To restrict certain Clients from using the Application, highlight them in the tree view and click ⬙. The details will appear in the Restricted for window.
3. You can limit the restriction to certain times of the day.
4. Click OK to save the details. The Application List window will indicate how many Clients have the restriction applied.

Note: You can apply restrictions to a department, ensuring any new PCs added or moved to the department inherit the restriction. Select the required Application, shift & click on the department in the Restricted PCs list, the icon will change to indicate a departmental restriction has been applied.

Software Distribution

DNA provides a multi-delivery option for software distribution enabling timely and cost effective application deployments across the enterprise. An operator defines a Software package containing a collection of files or folders to be deployed. Once created the package can be automatically "pushed" to target PCs or "published/advertised" centrally in order for users to access and install on demand. Defined packages can also be "Scheduled" to deploy at specific times.

Action parameters can also be included in the package enabling you, for example, to build in any user prompts required during the application install so that the package can be deployed onto a users system without intervention.

When planning the deployment, you can utilise DNA's Hardware and Software Inventory features to ascertain the current status of the assets within your organisation to ensure compatibility. Similarly configured systems can be grouped to ensure the rollout is as efficient as possible.

DNA also considers the effect that deploying large packages across the network can have. Network overheads will naturally increase as packages are pushed out to multiple Client machines from the DNA Server. To help ease congestion you can create a 'distribution warehouse' local to the Client machines. The package is deployed to the warehouse and nominated Clients are then serviced from this local 'server'.

1. Click on the Software Distribution icon in the ribbon. The Software Distribution window will appear.

   Note: If the component icons are not visible click the Home tab.
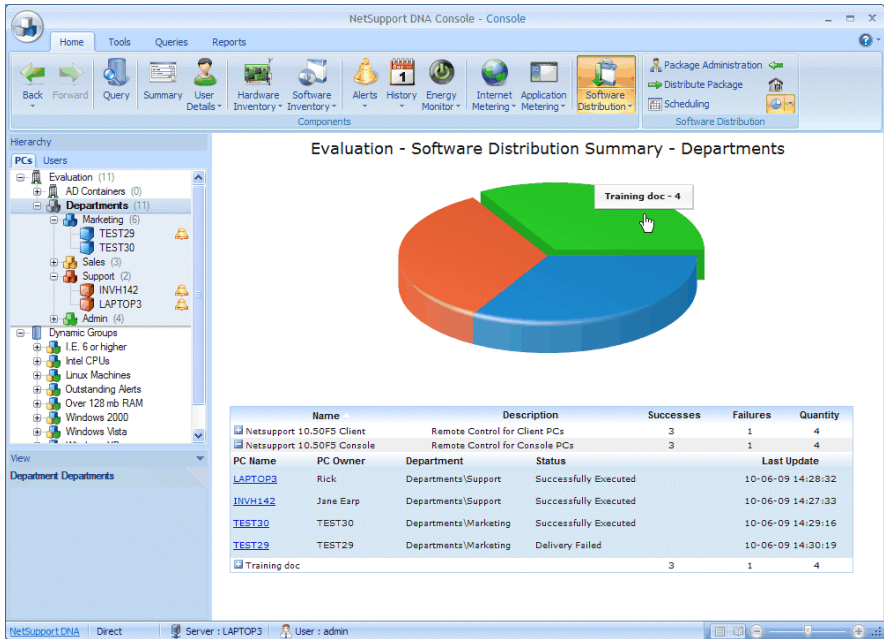
In the Hierarchy Tree view select the level at which you want to view the Distribution data, Company, Department, AD Container, Dynamic Group or individual Client. Various display options are available in the bottom left-hand pane.

The View window is displayed by default. To revert to the View window after the Queries or Report window has been displayed select the Home tab.

View

The main information window will display a breakdown of distributed packages for each selected item in graph and list format. To view the graph in a different format, click the Chart icon drop down arrow on the Software Distribution ribbon and select the appropriate format. To print the active view, click the DNA icon at the top of the Console and select {Print} from the menu.

Note: Clicking the Chart icon in the ribbon will hide/show the graph**.**

For each listed package, a count of successful or failed distributions is provided. The drill-down lists can be expanded to provide an individual Client breakdown for each item.

Depending on which level is highlighted in the Tree, the View window will highlight where Distribution Warehouses are in use and which Clients are serviced by that warehouse. You can also quickly add new Clients to the warehouse.

Note: The date/time format displayed in the Console is taken from the machine where the DNA Server is installed. To change the format in the Console you will need to change the system date/time format on this machine. For further information, visit www.netsupportsoftware.com/support.

Queries

Select the Queries tab to display the Queries window.

DNA's Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.

Click the Add Query icon in the ribbon to create a new query or click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports

Select the Reports tab to display the Reports window.

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.

Package Administration

1. Click the Software Distribution icon drop down arrow and select {Package Administration} from the menu.

   or

   Click the Package Administration icon in the Software Distribution group.

   or

   In the Tools tab click the Package Administration icon.

2. The Package Administration dialog will appear. Details of any existing Packages are listed. Any that are checked will be advertised at Client PCs.
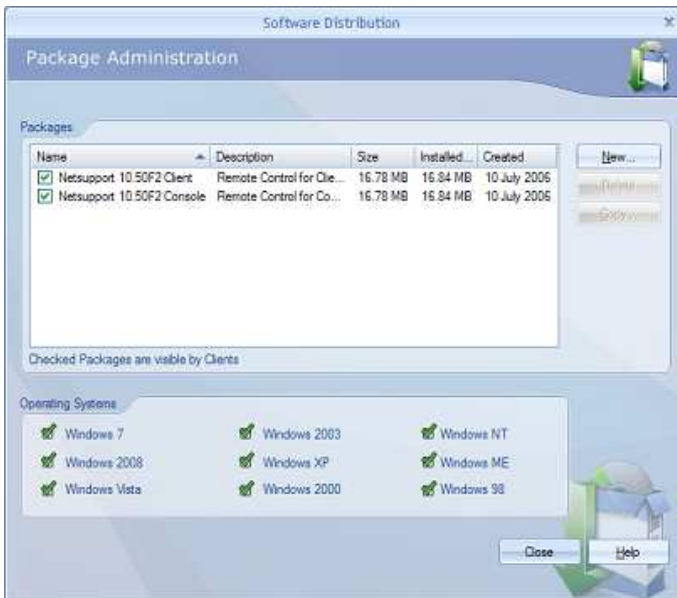
3. Click New to create additional packages for distribution.

   or

   Click Delete if a package in the list is no longer required.

   or

   Click Copy if you want to clone an existing package. This can be useful if you need to distribute the same package but with some additional parameters included. The amended version will be added to the list.

Operating Systems

Shows the supported operating systems for each individual package, this can be specified when creating a new package.

Create New Package

This dialog enables you to specify the files/folders and additional action parameters to include in the package.
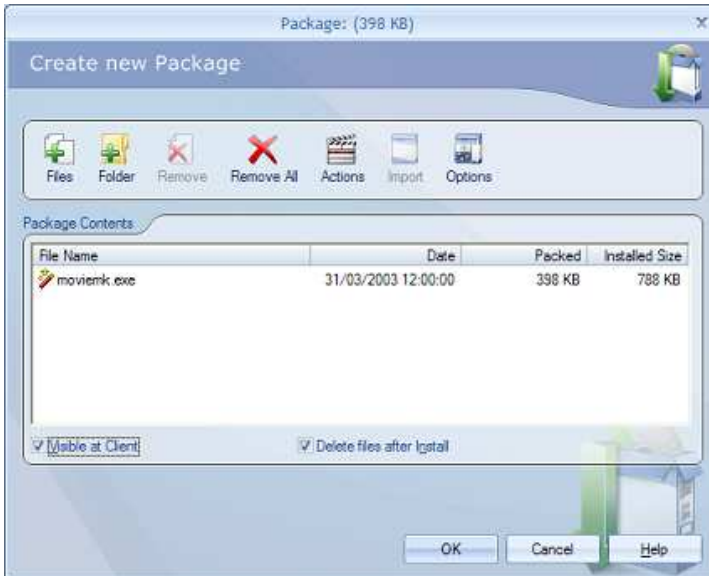
1. Select **Files** or **Folder** and locate the file(s) to be integrated into a package for distribution. The file will appear in the Package Contents list.
2. Highlight the package and click **Actions** to add the required parameters/command line instructions to be run when the distributed package arrives at Client PCs. A variety of pre-defined parameters are also available including the **Copy Command**, which can be used to copy files such as images from their source location to the specified target folder. Click OK.
3. Having entered the Actions, the **Options** button becomes available. Decide whether to distribute the package using DNA's default Admin account or an Admin Username and password present on your domain.

4. Select **Visible at Client** if you would like to make this package available to Advertise to Clients (applicable to a Department and Company only).

5. After installation, the package setup files can be removed from the Client machine(s). Select **Delete files after install**.

6. Click OK.

7. The Test Package dialog will appear. Before storing the package you can test it to ensure reliability or if you are happy click Save Package.

8. Enter a name and description for the package, you can also specify which operating systems are supported by the package. All are selected by default, Clients that do not match the specified operating systems will be excluded from the distribution, click Finish to confirm. The package will be sent to the Server ready for distribution.

The Import facility can be used to retrieve packages from the server for editing purposes.

Distribute a Package

Once you have created the required package it can be deployed to selected Clients.

1. In the Tree view highlight the Client, Department, AD container, Dynamic Group or Company that you wish to distribute the package to.
2. Right-click and select Distribute Package.
   or
   Click the Software Distribution icon drop down arrow and select {Distribute Package} from the menu.
   or
   Click the Distribute Package icon in the Software Distribution group.
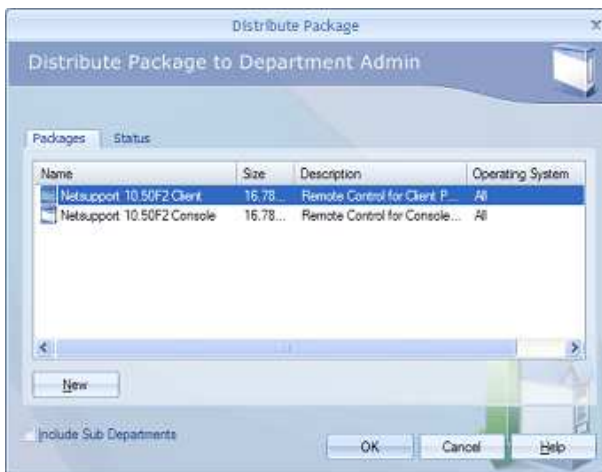
3. All packages previously created will be listed. Highlight the required file. If the required package is not available you can create it from here, click New.
4. If distributing to a Company, Department or AD Container, ensure the Include Sub-Departments box is checked if you wish to include all Departments/Clients within that area.
5. Before proceeding you can check the status of the PCs you are about to distribute to. This will indicate if the PCs are available (green), not available (red) or logged off (amber).

6. Click OK. The "Schedule Distribution" dialog will appear. Indicate whether the package should be deployed immediately or on a specific date/time. Delayed deployments can be viewed on the "Schedule Packages" dialog. You can enter a number of retry attempts in the event the distribution fails and also set the interval between the attempted retries.

In addition an Automatic Retry facility allows you to handle failed distributions for PCs that are turned off or unavailable when the distribution is sent. This will only apply to failed distributions in the last 48 hours. You can enable Automatic Retries using the DNA Settings option.

If required select Use UDP broadcast to distribute via the broadcast method.

Note: If using the broadcast distribution method, PCs must be on the same subnet as the DNA Server, otherwise distribution will fail.

7. Click OK to distribute the package. The distribution window will display the results.

Scheduling a Package

When creating a package for distribution you can schedule the deployment for a specific date or time, this would be useful if you want to distribute files out of office hours. This dialog is used to edit the properties of scheduled distributions or create new schedules.

1. With the Software Distribution component selected, highlight a Client, Department, AD container, Dynamic Group or Company in the Tree view.
2. Right Click and select Scheduling.
   or
   Click the Software Distribution icon drop down arrow and select {Scheduling} from the menu.
   or
   Click the Scheduling icon in the Software Distribution group.
3. The Scheduled Packages dialog will appear, details of any packages that you have scheduled for distribution will appear, along with the names of any Clients associated with the package.
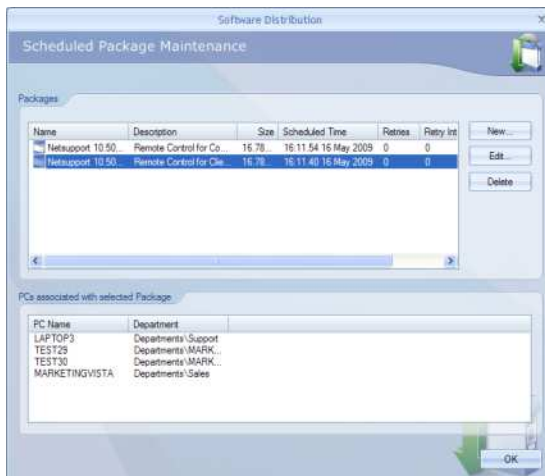
4. Click New to create a new distribution schedule.
   or
   Click Edit to amend the distribution details of an existing scheduled package.
   or
   Click Delete if a package in the list no longer needs to be distributed.
5. Click OK when you are finished.

Advertise a Package

Advertising, or publishing, a package gives Clients the opportunity to install a package at their convenience. Packages are created in the usual manner but rather than being deployed immediately, the setup files are held at the server and can be 'pulled' by nominated Clients as required.

1. In the Tree view highlight the Department, AD container or Company that you wish to advertise the package to. (The action cannot be performed at Client or Dynamic Group level)
2. Right-click and select Advertise Package.

    or

    Click the Software Distribution icon drop down arrow and select {Advertise Package} from the menu.

    or

    Click the Advertise Package icon in the Software Distribution group.
3. The Advertise Package dialog will appear. All packages that have been created with the Visible at Client option enabled will be listed. To create a new package click New.

4. Select the required package and click Advertise to transfer to the Advertised box.
5. Select Include Sub-Departments if you wish all Departments/Clients below to be included in the distribution.
6. Click OK.

Request a Package

Advertised Packages can be 'pulled' from the server by Clients using the Request Package tool.

1. At the Client machine, right click on the DNA icon in the Task Bar and select Request Package.
2. The Package List dialog will appear listing all packages available to that Client.
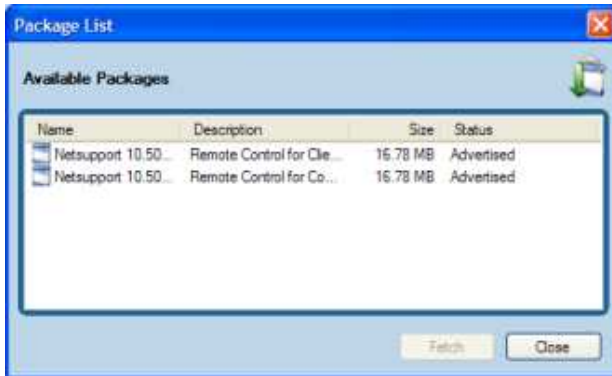
3. Highlight the required package and Click Fetch. The application setup files will be executed at the Client. The status of the package will change to indicate that it has been delivered to the Client.

Note: Console Operators have the ability to remove a Clients access to request packages by editing the Software Distribution Settings. They can also include 'non' advertised packages in the Package list, as shown above, but Clients can only install Advertised items.

Import a Package

The Import option enables you to retrieve a stored Distribution Package from the Server with a view to editing the package content.

1. Click the Software Distribution icon drop down arrow and select {Package Administration} from the menu.
   or
   Click the Package Administration icon in the Software Distribution group.
   or
   In the Tools tab click the Package Administration icon.
2. The Package Administration dialog will appear.
3. Select New. The Create New Package dialog will appear.
4. Select Import. Navigate to the Packages folder, c:\program files\netsupport\netsupport dna\server\packages, and choose the required Package. Click Open.
5. If required, click Actions to include additional parameters.
6. Click OK.
7. Enter a name and description for the package and click OK. The package will be resubmitted to the server ready for distribution.

Software Distribution Warehouse

When planning a large scale deployment consider the effect that it will have on your network. Packages being pushed out to multiple Clients across remote networks will naturally have an impact on resources.

To ease congestion DNA enables you to nominate a Client, ideally local to the target machines, to act as a 'distribution warehouse'. When the Package is deployed, rather than the server pushing it to each Client in turn, it installs at the Warehouse Client which then distributes it to the remaining targets.

1. Click the Software Distribution icon drop down arrow and select {Warehouse Management} from the menu.
   or
   Click the Warehouse Management icon on the Software Distribution group.
   or
   Select a Department, AD container or Client in the Console Tree view. The View window beneath will indicate the presence of any existing Warehouse PCs and enable you to Create Warehouses or Assign PCs to a Warehouse. Click on the required link.

2. The Warehouse Administration dialog will appear. Existing Warehouse PCs will be listed. Highlight an item to view Clients currently being serviced by the Warehouse and details of Clients that are available to be added to it. Click Status to display details of packages currently residing in the warehouse.

3. To create a new warehouse click Add. The Select Warehouse dialog will appear enabling you to assign a Client machine to host the warehouse.
4. Choose the Clients that will be serviced by the warehouse. From the 'Available Clients' Tree, highlight the required Client and click ⬀. To remove a Client from the warehouse click ⬀.
5. Click OK.

DNA Application Packager

The DNA Application Packager compliments the Software Distribution facility and is ideally suited to situations where the application to be rolled-out does not have its own 'silent' install routine. (If the software to be installed does support silent/automated routines it is recommended that these are used.) The Packager enables operators to record and playback a 3rd party installer. All necessary keystrokes and mouse movements are stored in a script which is then played back at Client PCs without the need for user intervention. DNA's Software Distribution option is used to push the stored script out to the required Client PCs.

Note: The application packager can be used to record and playback "low complexity" product installers. The packager relies on the same sequence of installer screens being presented when running the installation on the target machines. Any unexpected dialogs displayed during playback will result in the installation process being halted.

If required, a Script Editing tool is provided which enables you to handle certain differences.

1. To load the Packager, select {Start}{Programs}{NetSupport DNA}{Application Packager}.
2. The Application Packager Welcome dialog will appear. The Packager Wizard will guide you through the recording process.
3. Click Next.

Get Installation Program

Use this dialog to specify the program to be packaged and the directory to extract the installed setup files to at the Client PC.
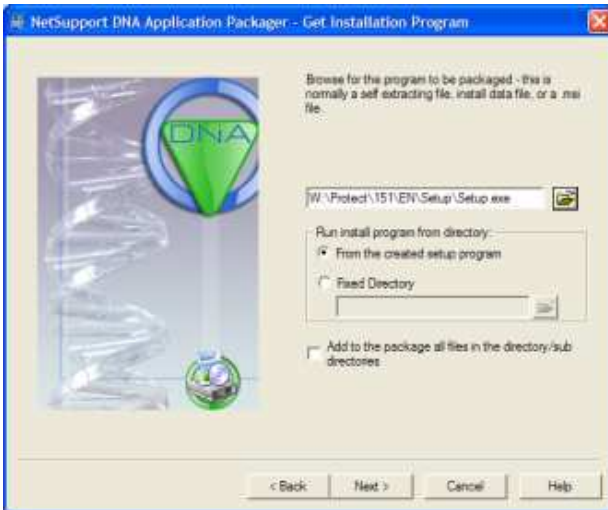
1. Browse to find the required program setup file.
2. Indicate where the installed program should be run from at the Client machines. When pushed to Client PCs, the .exe file created by the Packager is stored in c:\program files\netsupport\ netsupport dna\client\packages. Unless you specify an alternative fixed directory from which to run the setup in future it will always be accessed from the above setup program directory.
3. Select Add to the package all files in the directory/sub directories, if you require these additional files to be available during installation. They will be deleted upon successful installation.
4. Click Next.

Get Script File

When the packaged application is pushed to Client PCs the actions required to perform the installation are contained in a pre-defined script. The script can be created at this stage by running the installation and having the keyboard/mouse movements recorded or you may have an existing script which contains the procedure.

DNA's Application Packager provides a Script Building utility which can be used to manually create and edit script files.
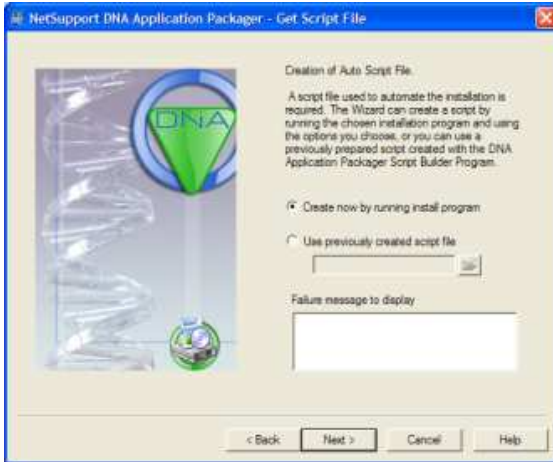
If you are using a previously created script file, browse for the appropriate *.rscrpt file.

Should the install encounter a problem, you can display a custom message. Enter a suitable failure message in the box provided.

Click Next.

Create Script

This dialog appears if you have chosen to create the script by running the install program now rather than use a pre-defined *.rscrpt file.
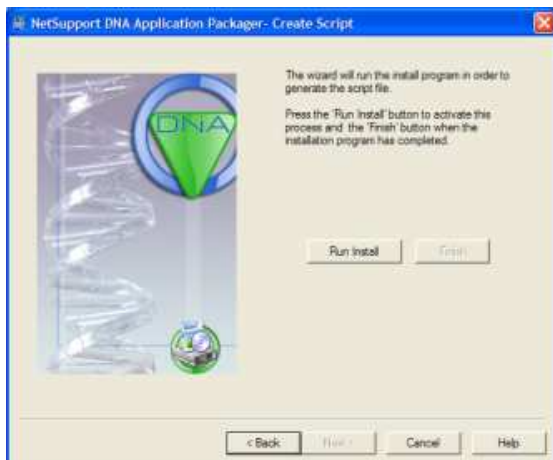
Click **Run Install** to launch the selected programs installer. The installation will take place in real-time at the operator's machine. As you work through the process each key depression or mouse movement is recorded and added to the script file. Remember that this is exactly how the installation will run at Client PCs when it is pushed out. If you inadvertently press a key or select an option by mistake you can always edit the script before distributing it to Clients.

When the installation is complete click Finish.

Click Next to continue.

Additional Files

There may be instances where the specified setup relies on the presence of additional files in order to complete the installation or there may be a number of associated application files that you want to bundle with the setup and make available to users after installation.

Source Directory

Specify the location of the 'additional' install and/or application files and indicate whether the content of any sub-directories should be included.

Target Directory

Identify a target directory at the Client machines to extract the files to.

Click Next.

Build Options

Name to give created program

Decide where to store the package executable in readiness for distribution.

Options

Lock Mouse/Keyboard

While the installation is running you can lock the Clients mouse and keyboard to ensure users do not interrupt the automated process.

Allow Cancel Script

Enables Clients to interrupt the installation by pressing CTRL-BREAK.

Password Details

These options enable you to password protect the distributed file and customise the dialog that appears at Client machines.

Click Next. The package will now be created.

DNA Application Packager - Script Builder

DNA's Application Packager gives operators the ability to record and playback 3rd party installers and is ideally suited for applications that do not provide a 'silent' install facility. The Packager guides operators through the installation recording the dialogs that appear and the responses made, the information being stored in a script.

If you are happy with the recorded procedure it can be pushed out to Client PCs. However, you may feel that an action recorded at the operator's machine may not be required when the install is run at Client PCs or you may have inadvertently made an incorrect mouse click or key depression.

The Script Builder can be used to edit scripts created in the Application Packager or you can use it to record new scripts.

1. The Script Builder can be loaded from c:\program files\netsupport\netsupport dna\console\ ![RecorderScript Builder icon] RecorderScript Builder .

2. The Script Builder dialog will appear.

Record New Script

Whilst the Application Packager utility provides a convenient wizard that will guide you through the process of creating the installer script, you can also use the Script Builder to record the required actions.

Application

Specify the location and name of the required applications setup file.

Script File

Specify a location and name for the new script file.

Click **Start Recording** to launch the specified setup file. The chosen applications installer will start and the Script Builder will record the dialogs that appear and the mouse/keyboard movements that the operator executes. The installation is being performed in real-time at the operator's machine but also remember that this is the process that will run at Client PCs when the script is distributed.

When the installation is complete click **Stop Recording**.

If you want to review the finished script or make changes in the event that an action was performed incorrectly click Edit.

Edit Script

The Script Builder can be used to play back or edit stored installer scripts.

Play Back

Open the stored script (*.rscrpt file). Click Play to play back the recorded actions.

You can also test whether an existing script will successfully run against another setup file, for example an updated version of the application already used. Click Play Against and browse for the new setup file.

Playing back the script may identify errors or missing actions. Click Edit in order to make changes to the script. The Script Editor will appear.
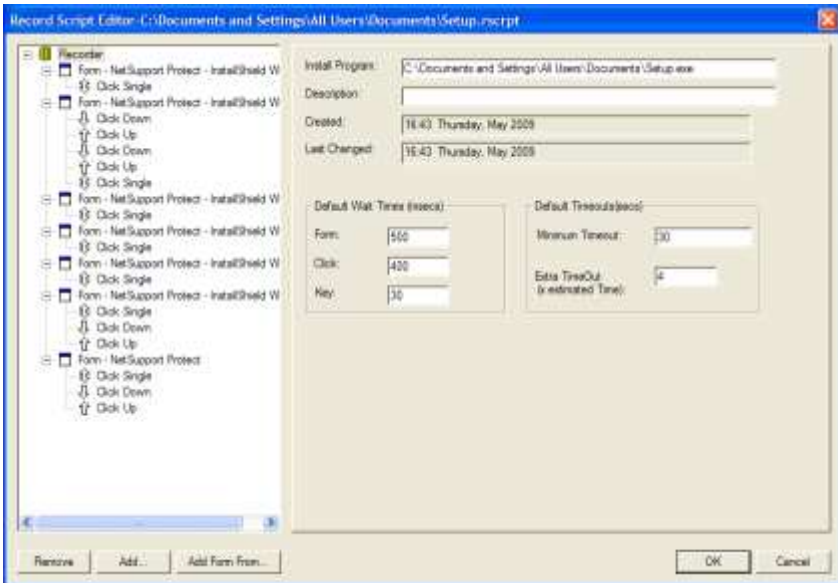
The left-hand pane of the window lists details of the recorded dialogs (Forms) along with any actions performed, mouse clicks etc. As you highlight each line of the script the right-hand pane displays associated information.

The sample script above highlights some typical uses of the Editor.

- The License Agreement and License Information forms appear several times indicating that the operator revisited these dialogs in order to rectify an error. For the final script to run successfully at Client machines the duplicated items need to be deleted by clicking Remove.
- While recording the installer an Existing Installation has been detected at the operators machine. As this may not be the case when the script runs at Client PCs you can indicate that the dialog is optional.

New items can be added to the script if required:

Add
Enables additional actions to be added to a form.

Add Form From
Enables a form to be inserted from another script. Specify the name of the script file and click Load. The entire script will be displayed from which you can select the individual form to add.

DNA Reporting & Analysis Tools

DNA provides a wealth of reporting and analysis tools.

A number of pre-defined options are available, enabling you to quickly view information relating to any of DNA's main components. On Screen reports provide supporting Bar & Pie charts and drill down capabilities on all key summary data. In addition, Print Optimised reports are provided, powered by a Crystal Report engine that offers a full set of management reports. All reports include the option to print or export to PDF, DOC and XLS.

If the pre-defined options do not fully meet your requirements you can create custom queries using the **DNA Query Tool**. For ease of retrieval these can be attached to the component they relate to. **Dynamic Groups** can be created and listed in the Tree view, Clients matching specific criteria are then dynamically added to the group.

On Screen Analysis

At the bottom left hand corner of the Console window you can determine which style of reporting you require by switching between the three windows, View, Queries or Reports. Select the Home, Queries or Reports tab in the ribbon to change views.

View Window

When viewing one of the Component tabs, information will list for a selected Company, Department or Client in Graph and List format.
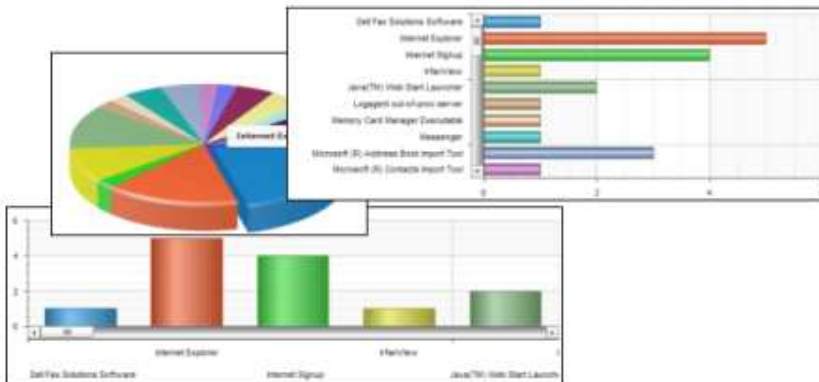
The data can be displayed in a variety of graph formats by selecting the appropriate option from the Chart icon drop down menu.

Below the Graph, the same records are presented in a List format. You can expand this information for a more detailed overview, by clicking ⊞. This will present all individual Client records.

Description			Company		License	Quantity
⊞ Dell Fax Solutions Software			Dell Fax Solutions Software		0	1
⊞ Internet Explorer			Microsoft Corporation		34	3
PC Name	User Name	Department	Description	Version	File Name	
LAPTOP3	NetSupport	Departments/Support	Internet Explorer	6.00.28...	iexplore.exe	
MARKETINGVISTA	James Wright	Departments/Marketing	Internet Explorer	7.00.60...	iexplore.exe	
INVH142	Jane Earp	Departments/Support	Internet Explorer	6.00.28...	iexplore.exe	
TEST30	Testing	Departments/Marketing	Internet Explorer	6.00.29...	iexplore.exe	
TEST29	TEST29	Departments/Marketing	Internet Explorer	5.00.29...	iexplore.exe	
⊞ Internet Signup			Microsoft Corporation		0	4
⊞ Infoview			Irfan Skiljan		0	1
⊞ Java(TM) Web Start Launcher			Sun Microsystems, Inc.		0	2
⊞ Logagent sub-of-proc server			Microsoft Corporation		0	1
⊞ Memory Card Manager Executable			Memory Card Manager Executable		0	1
⊞ Messenger			Microsoft Corporation		0	1

The on screen records can be printed, click the DNA icon at the top of the Console and select {Print} from the menu.

Queries Window

DNA's Query Tool enables you to customise output to suit your specific requirements. Queries can be associated with the component they relate to in order to facilitate fast retrieval of the results.

Click the Add Query icon in the ribbon to create a new query or click the Edit Query icon in the ribbon to edit an existing item in the list.

Reports Window

DNA provides a number of pre-defined Crystal Reports appropriate to each component. Simply select the required report from the list and the results will be displayed in the Information Window.

All available reports are provided with options to export as PDF, DOC, XLS, XML, HTML, CSV and RTF by clicking the Export icon in the Reports ribbon.

Scroll through the reports pages using the controls in the Reports ribbon.

Note: You can switch between page layouts and zoom in and out of reports using the controls on the Status bar.

Query Tool

The Query Tool further enhances the reporting options available within DNA. While on-screen and pre-defined Crystal reports provide a wealth of ready made information, the Query Tool enables you to tailor the output to meet your specific requirements.

Results can be viewed on-screen, printed or exported. Each stored Query can be attached to the DNA component that it relates to enabling easy on-going retrieval.

1. Click the Query icon in the Home, Queries or Reports tab. The Query Tool dialog will appear, all existing queries are displayed, and from here you can create new queries, edit existing queries and run queries.
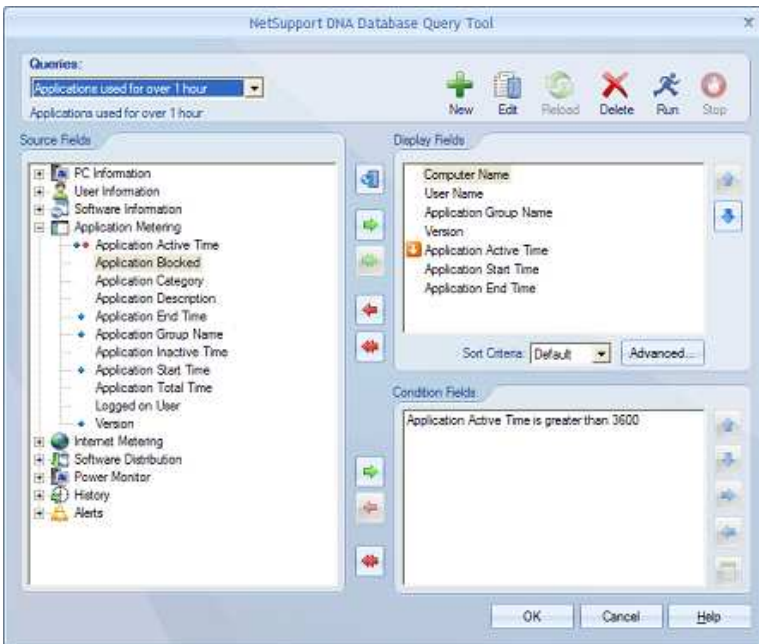
Create a Query

1. Open the Query Tool dialog and click New.
    or
    With the appropriate Console window component selected, select the Queries tab and click the Add Query icon in the ribbon.
2. The New Query dialog will appear. Enter the properties for a new query.

    ### General
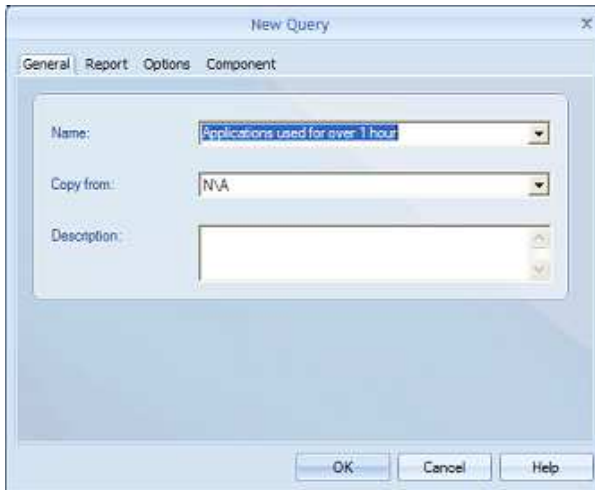
    Name and Description
    Enter a meaningful name and description for the query. The name is added to the drop down Queries list for you to select each time you want to load the report.

    Copy From
    To save time, the content of an existing query can be copied and used to form the basis of the new report. The fields and any associated criteria can then be edited as required.

Report

Report Title

The title that is included with the final output. For flexibility, you can indicate that a variable condition is required to be input at run time using the format %1, %2 etc. See Note below for limitations of using this facility.

Number of rows to view at once

Enter how many records should be printed per page.

Report Width

Generally the output will fit the page to suit but you can specify a character width should you wish to change the display width.

Options

Display Distinct Rows Only

Check this option to prevent multiple occurrences of the same record being included.

In considering the likely output that the query will generate decide if you want to exclude duplicate records. All displayed fields must match for the record to be ignored. In the sample output below, although 'Test 47' has visited the same site several times the inclusion of the Active Time makes each record distinct. If the Active Time wasn't included you probably would only want one instance of each record.

Evaluation - Internet Activity - Analysis of sites visited - 8 Rows

URL	User Name	Internet Active Time
www.netsupportsoftware.com	Test47	5 secs
www.netsupportsoftware.com	Test47	5 secs
www.netsupportsoftware.com	Test47	5 secs
www.netsupportsoftware.com	Test47	1 min 20 secs
www.netsupportsoftware.com	Test47	10 secs
www.netsupportsoftware.com	Test47	5 secs
www.netsupportsoftware.com	Test47	5 secs
www.netsupportsoftware.com	Test47	5 secs

15 May 2009 09:17:16

Display NULLs as empty

Leave empty fields blank rather than display NULL.

Mark as a Subquery

Sub-queries provide a means for running 'opposite' criteria to that specified in an existing query. For example, you may have a query that finds PCs that have had a particular hotfix installed. However, you may equally want to identify which PCs haven't had that hotfix applied.
In the first instance create the sub-query and specify the required condition. For example, PCs that have had hotfix 12345678 installed.

Secondly, create a new query where the condition will ask for PCs that weren't found in the above example.

Display rows with NULL\Empty first column

If the first column of information for a record is blank you can choose to ignore that record.

Display in form format

Ideal for queries that produce minimal output, enables you to list each record in a form style rather than individual rows.

Read only for other Console Users

Selecting this option will allow other Console Users to view the query but not make any amendments.

Hide query for other Console Users

Hides the query from other Console Users.

Note: No other users (including Administrators) will be able to change the above two properties a Console User has set. The query can be reassigned to another user, to take ownership of the query, click Reassign.

Component

You can attach the Query to the component that it relates to, Application Metering, Internet Metering etc, meaning that the output can be viewed in the relevant information window by selecting the **Queries** tab.

Use with User Hierarchy

By default, the query will be used with the PCs hierarchy, selecting this option will use the Users hierarchy instead.

Use form format when single PC selected

When running the query from the Console window you can highlight an individual Client name in the tree to list records for that User only. In these circumstances form format can be enabled.

Note:	Because there is no mechanism for entering parameters via the Queries tab, do not attach Queries to a component if the title requires a variable. Reports of this nature can only be run from the Query Tool option.

Click OK to return to the main Query Tool dialog.

3. From the Source Fields list select the items to include in the output, clicking to transfer each one to the Display Fields window. You can transfer all fields in a particular category by clicking . You can view the current values for the field by clicking .

4. Arrange the Display Fields into the order you want them to appear in the final output by clicking 🔼 and 🔽. If you want the output to be sorted by a particular field, select the item and choose the required Sort Criteria from the drop down list.

5. If required, click **Advanced** to customise the displayed fields.

6. You can interrogate the database for specific records by adding Conditions. Select the Source Field(s) and click 🔼 to transfer to the Condition Fields window. The Condition Editor dialog will appear. (Click 🖳 to edit an existing condition)
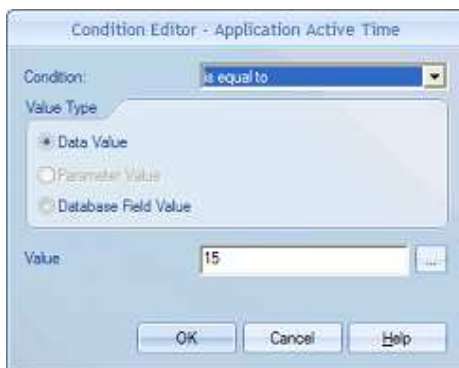
From the drop down list, select the condition to apply when interrogating the database to find Clients matching the specified criteria. The condition can be compared against an exact data value, a Field Name or you can enter a custom value.

Note: If trying to identify PCs that were not found in a sub-query ensure that the 'not in subquery' condition is selected and choose the appropriate sub-query from the available list.

Edit an existing Query

1. Click the Query icon in the Home, Queries or Reports tab and select a query from the drop down list.

    or

    With the Queries tab selected in the Console window select an existing query and click the Edit Query icon in the ribbon.
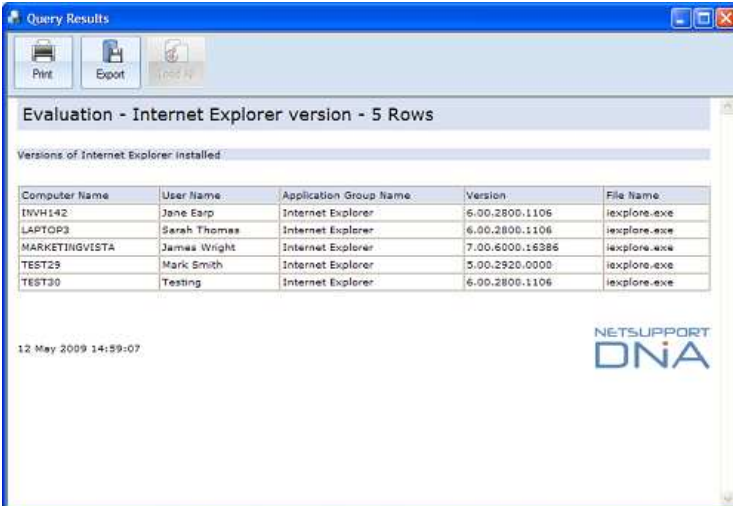
2. The related information will appear in the Display and Condition Fields.

3. Add or Remove Display Fields/Conditions using the appropriate buttons.

4. To edit the name, description, report title and general properties click Edit.

5. All changes will be saved when you Run a Query or Click OK.

Run a Query

Queries can be run from the main Query Tool dialog or, if attached to a component, from the relevant component tab in the Console window.

Query Tool Dialog

1. Open the dialog by clicking the Query icon in the Home, Queries or Reports tab.

2. Select the item to run from the drop down Queries list. If required, you can edit the properties and fields before running the query.

3. Click Run.

4. The query results window will display the output. The number of records displayed per page is determined by the amount specified on the Query Properties dialog in the **Number of rows to view at once** field. If you would rather display the records in a continuous list click **Load All**.

5. If required, the output can be printed or exported.

    Print

    By default, only the currently displayed page will be printed. To print all of the output click **Load All** to display the records in a continuous list.

    Export

    The output can be exported in XML, HTML or CSV (comma separated values) format. Click **Export** to display the Export Options dialog and select the required format. If using HTML you can remove images, the NetSupport DNA logo, from the output. Similar to the print option, only the currently displayed page will be exported by default.
    To include all records check the **All Pages** box. Click OK and save the export file to a suitable location.

Running Queries from the Console Window

When a query has been attached to a component you can run it directly from the component in the Console window.

1. In the Console window select the appropriate component.
2. Change the information view by selecting the Queries tab. The list of attached component queries will appear.
3. Click on the required query. The output will be displayed in the information window. The results can be refined by clicking on a Department or Client in the tree. A single Client can be displayed in Form Format if the option has been enabled in the query properties.

Scheduled Queries

The Scheduled Queries tool allows you to create queries and schedule them to run at a specific date/time or at regular intervals. The queries will generate reports, which are stored on the Server PC in HTML and XML formats.

Note: Existing queries cannot be scheduled.

1. In the Tools tab click the Scheduler Administration icon.
2. The Scheduler Administration dialog will appear.
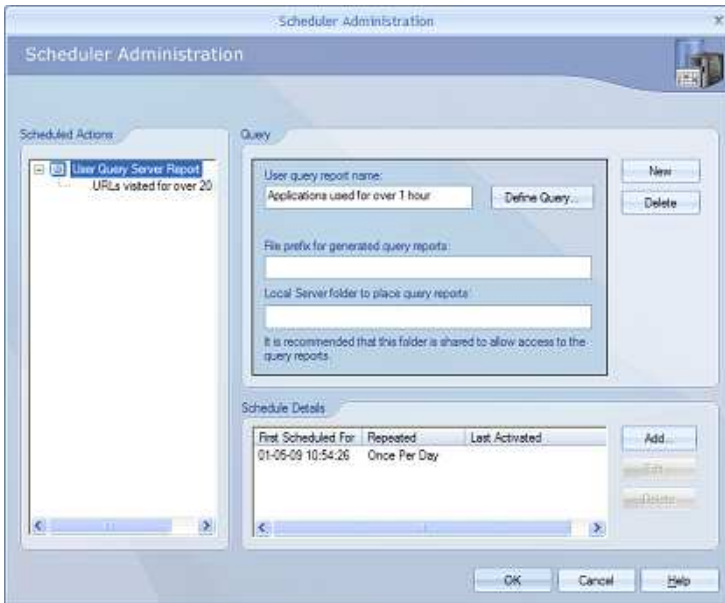
3. Click New and enter a User Query Report Name and select Define Query.
4. The New Query dialog will appear, enter the required properties for the query.

   Note: Mark as subquery, Read only for other Console Users, Hide Query for other Console Users and Component Queries will not be available.

5. Enter a filename for the generated query report (the date/time is automatically appended to the filename).

6. Specify a valid directory on the Server PC where the reports will be generated, this directory must already exist and be accessible by the DNA Service.
7. Click New, the query will now appear in the User Query Server Report Tree view.
8. To schedule reports to run select the required query and click Add. The Scheduled Action times dialog will appear, select the date and time you want the report to run and if this is to be repeated. Click OK to save.
9. Details of the scheduled times will now be displayed in the dialog and can be edited or deleted as required.
10. Click OK once you are finished.
11. The generated reports will be available in HTML and XML format in the directory specified on the Server PC.

Find PC/User Tool

NetSupport DNA provides a Find PC/User tool, used for identifying and locating Clients within the PCs and Users Tree views. A pre-defined list of search parameters are provided or you can create your own.

1. Click the DNA icon at the top of the Console and select {Find} from the menu. Select a pre-defined search type from the drop down list or click Find to go directly to the Find PC/User dialog.
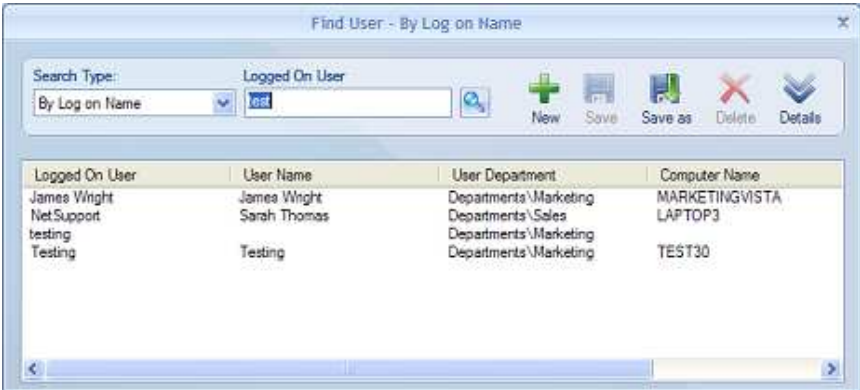
2. If you've not already done so, select a pre-defined search type from the drop down list, and then enter an associated value to help narrow the search. Partial information can be entered if unsure of the exact details. For example, if searching by Computer Name, any Computer that starts with Test.

    or

    You can include additional search parameters by clicking Details.

3. Click 🔍.
4. A list of matching Clients will appear.
5. Select the required Client in the list and click OK. The Client will be located and highlighted in the Tree view.

Create Search Parameters

If the pre-defined search parameters are limiting, you can create new queries which will be added to the list for future use. For example, find users who have visited a particular website.

1. From the Find User dialog click New.
2. Expand the relevant category in the Source Fields Tree view, select the required Field and click [→]. You can view the current values for the field by clicking [icon].
3. The Condition Editor dialog will appear. Enter the required condition, multiple conditions can be selected.
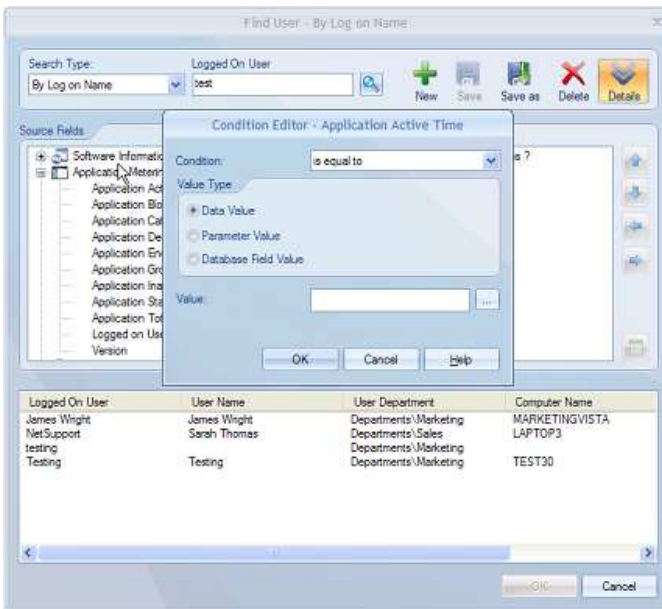
4. Click Save As to store the Query. Enter a name and Click OK. The new Query will be added to the Search Type drop down list.
5. To perform the search, ensure the required Query is selected from the drop down list, enter the associated parameter and click Search. Matching Clients will be listed.
6. Select the required Client in the list and click OK.
7. The selected Client will be located and highlighted in the Tree view.

Chatting to Clients

NetSupport DNA allows you to Chat to any number of connected Clients simultaneously, via a scrolling text window.

Chat to Clients

1. Highlight a Client or Group of Clients in the PCs Tree view.

   Note: The Chat feature is only available from the PCs Tree view.

2. Right click and select Chat.
   or
   In the Tools tab click the Chat icon.
3. The Chat Window will appear at the Console and Client PCs, listing all Clients included in the Chat session.
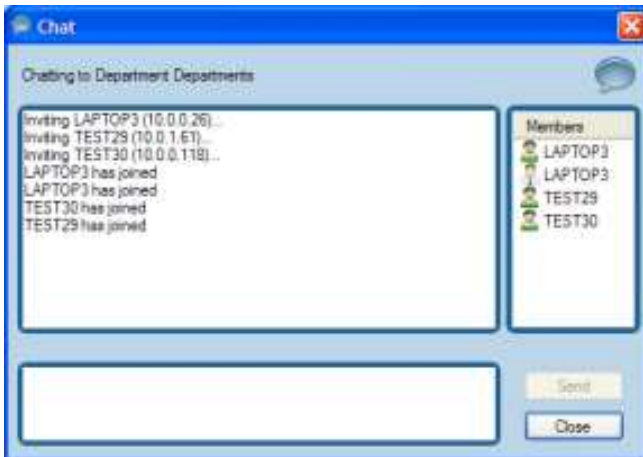
4. Enter the required text in the box provided and click Send.
5. The message will appear at all Client PCs. The Client also has the option to send messages, or to leave the Chat session by clicking Close.
6. The Console can end the Chat session by clicking Close.

Remote Control

Depending on the Pack you have purchased, NetSupport DNA provides a choice of Remote Control solutions as optional extras.

DNA Remote Control

Based on NetSupport's own Remote Control Solution, NetSupport Manager, DNA Remote Control offers advanced functionality for the effective management of remote workstations. Watch, Share or Control the screen, mouse & keyboard of target PCs irrespective of O/S & network protocol. Includes full message & text chat facilities, comprehensive security, multi-platform support & desktop integration.

NetSupport Manager

Alternatively, a full working copy of NetSupport Manager can be added to your DNA Purchase. Providing best of breed PC Remote Control for the corporate enterprise. With its global install base, NetSupport Manager is a proven solution for helpdesk and remote support needs.

Please visit our website, www.netsupportsoftware.com/ or refer to the separate NetSupport Manager documentation for more information.

DNA can also be configured to use any 3rd party remote control application.

Configure Remote Control

DNA allows an Administrator to View any Client machine individually, using the Remote Control Tool.

1. In the Tools tab click the Configure Remote Control icon.
2. The Remote Control Settings dialog will appear. This is used to locate the appropriate executable and specify the relevant command parameters for initiating a remote control session with the required Client PC.
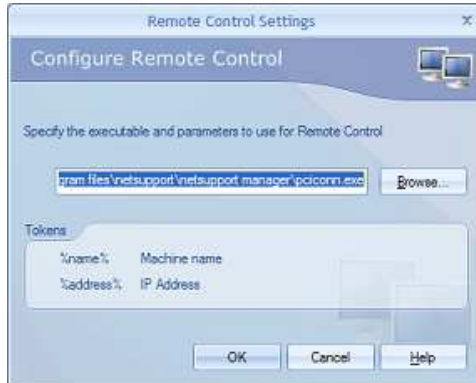
Launch a Remote Control session

1. Select a Client in the Tree view. Right click and select Remote Control.
   or
   In the Tools tab click the Remote Control icon.

2. Assuming the target PC has the appropriate software installed, a View window to the selected Client will appear at the Console.

Send a Message

The Message tool allows an Administrator to send a Message to an individual Client, Department or the Company as a whole, by selecting the relevant choice in the Tree view.

To Send a Message

1. Select a Client, Department, AD container or the Company in the PCs Tree view.

   Note: The Message feature is only available from the PCs Tree view.

2. Right click and select Message.

   Or

   In the Tools tab, click the Message icon.

3. The Message dialog will appear.
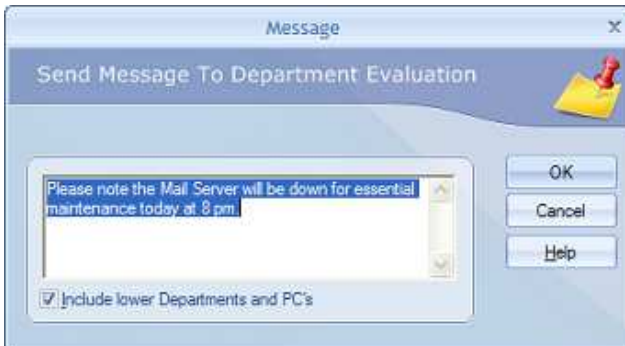
4. Enter the message. If you have selected the Company or a Department, check Include lower Departments and PCs to indicate that sub-departments within that layer of the tree should also receive the message. Click OK to send.

5. A dialog presenting the message will appear at the Client PCs.

Client Status

The Client Status feature enables a Console User to check that Client PCs are powered on. This can be useful when preparing to distribute software. Information can be retrieved on any machine known to the DNA database.

Note: The end-user PC must have a Wake-on-Lan card installed and be appropriately configured. The DNA Console sends a Wake-on-Lan packet to the Client instructing the workstation to Power On.

To Power On Machines

1. Select the required Company, Department, AD container or Client in the PCs Tree view.

   Note: The Client Status feature is only available from the PCs Tree view.

2. Select the Tools tab and click the Client Status icon.

   or

   Right-Click and choose Client Status.
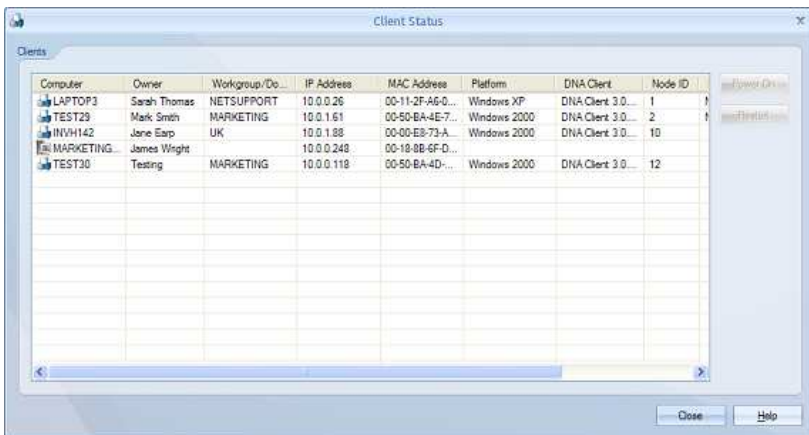
3. If any of the PCs are not currently powered on only the IP and MAC Addresses will be displayed.
4. Highlight the required PCs, multiple machines can be selected, and click Power On.

Note: The DNA Client can also be restarted from this dialog. Highlight the required PCs and click Restart.

Database Maintenance

In order to maintain the DNA database at a manageable size it is recommended that you delete/archive historical or unwanted records on a regular basis. The Database Maintenance utility enables you to purge the DNA database of redundant data, remove Client PCs that are no longer in use and create backups of key data using an Export/Import facility.

Note: You can limit the number of Console Users who have access to this facility by assigning Operator, rather than Administrator rights when creating Console Users.

1. In the Tools tab, click the Database Maintenance icon. The Database Maintenance dialog will appear, select the appropriate tab.

Delete Data
This option enables you to delete records from the DNA Database tables based on a specific cut-off date.

1. Select the Database tables to include in the purge.
2. Choose the required 'cut-off' date. All records logged prior to the specified date will be deleted.
3. Click Delete and confirm that you wish to proceed.

4. A confirmation dialog will appear indicating how many records have been deleted.

Note: If you don't wish to know the number of records deleted in the final confirmation dialog, un-check Calculate number of records deleted.

Delete PCs

As your installation base changes you may find that managing license levels becomes difficult because the database is holding details of Client PCs that are no longer in use. This option enables you to 'retire' PCs and remove any related data.
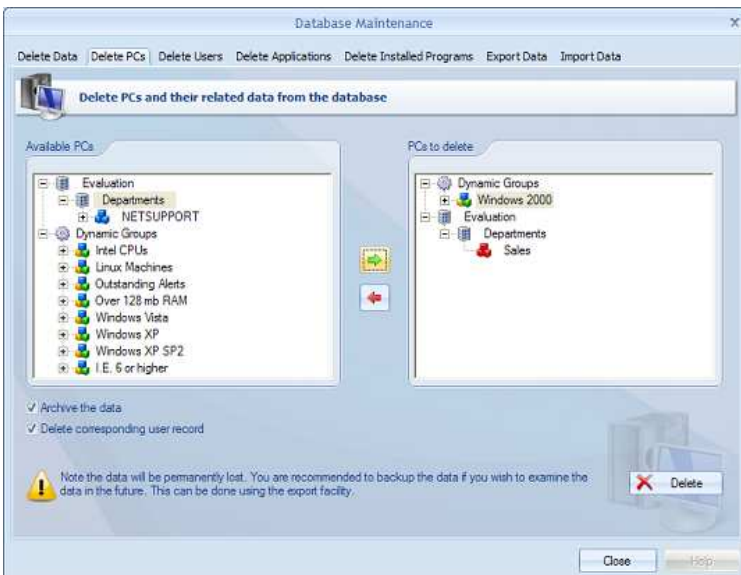
1. From the **Available PCs** list select the PCs to remove. This can be done by individual PC or at Department level if multiple PCs are to be removed.

2. Click 🔸 to add the selected items to the **PCs to delete** list. Individual PCs can be removed from the list by clicking 🔹. Useful if not all machines within a department are to be deleted.

3. If you do not want to permanently lose the data you can store the records in an Archive file. Ensure the **Archive the data** option is checked.

4. If required you can also delete the corresponding User data with the PC. Ensure the **Delete corresponding user record** option is checked.

5. Click **Delete**. If archiving, you will be prompted for a filename and location. The data is copied to the Archive but remains in the database. Once Archiving is complete you will be prompted to continue with the deletion.

Delete Users

You may find the database is holding details of Users that are no longer required. This option enables you to delete Users and remove any related data.
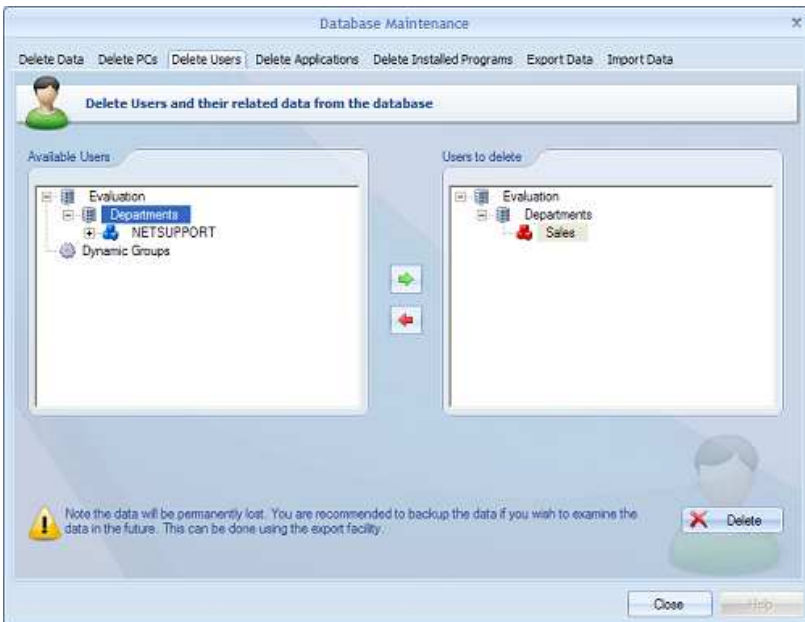
1. From the **Available Users** list select the Users to remove. This can be done by individual User or at Department level if multiple Users are to be removed.

2. Click ![arrow] to add the selected items to the **Users to delete** list. Individual Users can be removed from the list by clicking ![arrow]. Useful if not all Users within a department are to be deleted.

3. Click **Delete**.

Delete Applications

Enables you to remove applications from the DNA database that are no longer referenced by any Client PCs. Any application that is not referenced in the Application Metering or Software Inventory components will be listed for possible deletion.
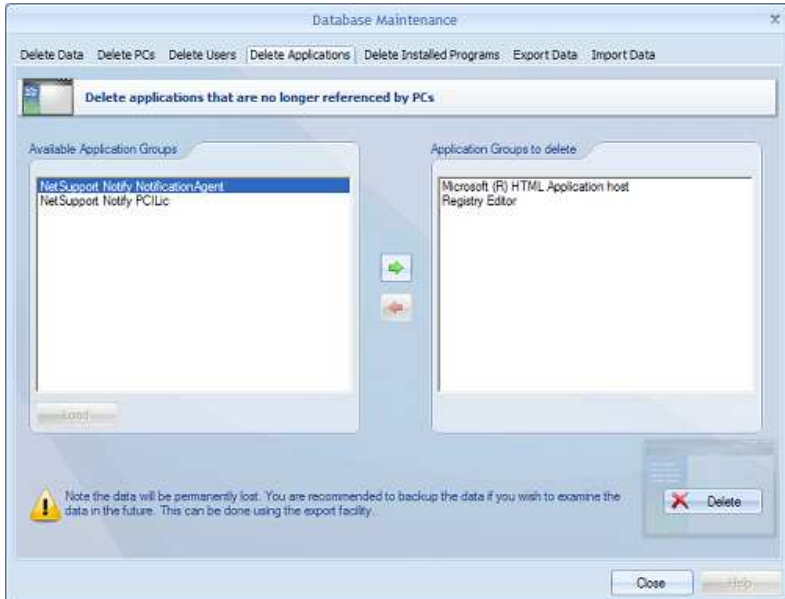
1. Click **Load** to display the applications in the **Available Application Groups** List. Select the applications to be deleted. Multiple items can be selected.
2. Click ➡ to transfer the selected items to the **Application Groups to Delete** list.
3. Click **Delete**.

Delete Installed Programs

Enables you to remove Installed Programs from the DNA database that are no longer referenced by any Client PCs. Any Installed Program that is not referenced in the Application Metering or Software Inventory components will be listed for possible deletion.
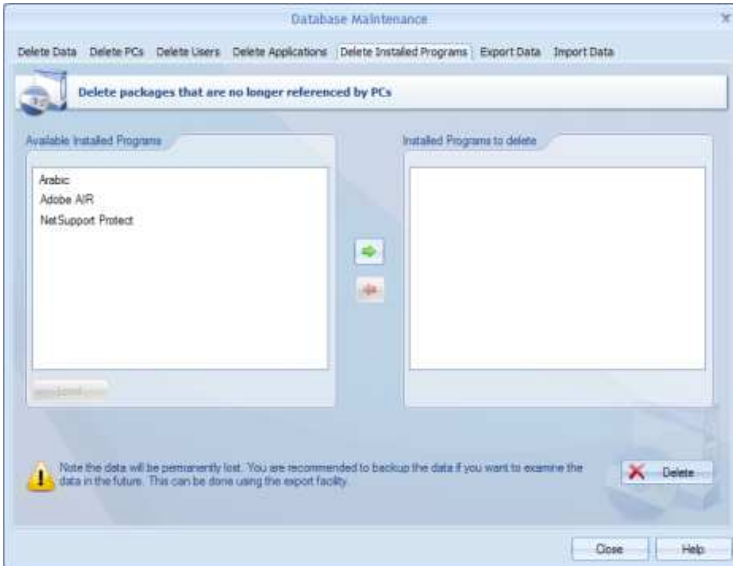
1. Click **Load** to display the Installed Programs in the **Available Installed Programs** list. Select the Installed Program to be deleted. Multiple items can be selected.

2. Click 🔿 to transfer the selected items to the **Installed Programs to delete** window.

3. Click **Delete**.

Export Data

This option enables data in the DNA database to be exported. This can act as a secure backup in the event of a database corruption or can be imported to another database.
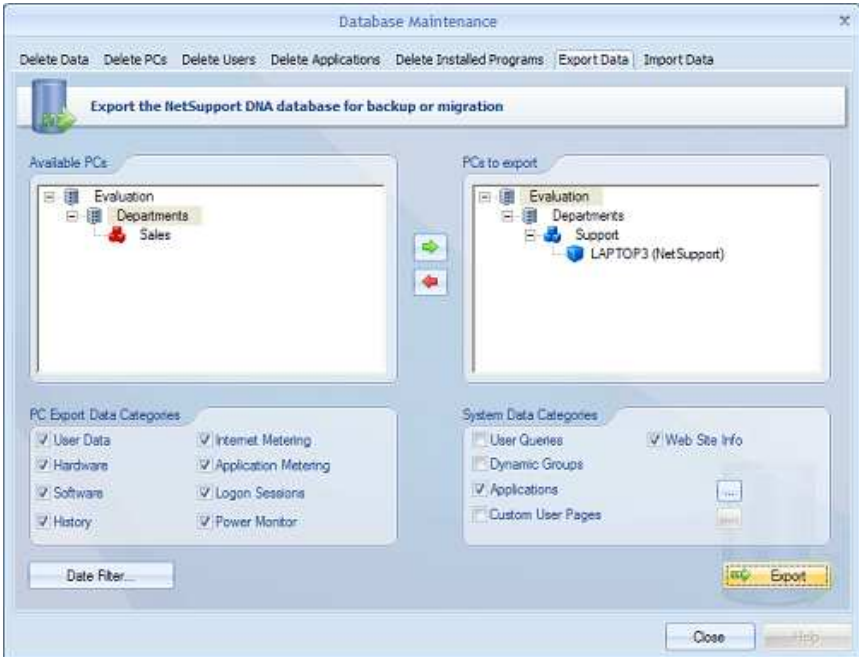
1. In the Available PCs Tree select the Client(s) to export data from.
2. Click ➡ to transfer to the PCs to export window.
3. Deselect any Data Categories that you do not wish to include.
4. You can further limit the amount of exported data by applying a Date filter.
5. Indicate if any additional system data is to be included. In the case of Applications and Custom User pages click ▭ and select the items to include.
6. Click Export when ready. Enter a name for the XML file that will be created. You will be prompted to enter a suitable description. This will help identify the data if re-importing.
7. Click OK. A confirmation message will appear when the export is complete.

Import Data
Reimport data previously exported.

1. Click ▣ and browse for the required export file.
2. The Details window will provide a summary of the file content.
3. Click Import. If there are potential clashes between the data being imported and information already present you will be prompted to take appropriate action.

Overwrite PC Details on database
Continue importing the data, replacing information currently held in the database.

Leave core PC data - continue with the component data
Only import component related data, internet metering, application metering etc. Existing User/PC details will not be overwritten.

Skip import of all data relating to this PC
Cancel the import.

Use selected option for all further PC clashes
Set the chosen option as the default for future procedures.

4. A confirmation message will appear when the import is complete.

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Index