



Version 12

Getting Started Guide



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CONTENTS

What is SoftLINK?	1
Tutor Assistant.....	1
Student for Android and iOS	2
Tutor for Android	2
Student for Google Chrome	2
Tutor for Google Chrome.....	2
Definitions.....	2
Features	3
Classroom Management.....	3
Class Wizard	3
Power Management	3
Automatic Student Login	3
Lock Students' Keyboards and Mice	3
Store Classroom Layout.....	3
Lesson Planner	3
Print Management	4
Device Control	4
Student Register	4
Student Toolbar	4
Send/Collect work files	4
File Transfer	4
File Distribution.....	5
Instruct	5
Show	5
Show Replay Files	5
Show Application.....	5
Show Video.....	5
Exhibit (Student Screen)	5
Screen Capture	6
Annotate the Screen	6
Interactive Whiteboard.....	6
Internet Co-Browse	6
Group Function	6
Group or 1:1 Chat	6
Message	6
Audio.....	7
Tutor Toolbar	7
Monitor.....	7



Audio Monitoring	7
Monitor Mode	7
Messenger Monitoring	7
Keyboard Monitoring.....	7
Application and Internet Monitoring and Control.....	8
Remote Control (Viewing).....	8
Scan	8
Help Requests	8
Learn and Test	8
Question and Answer Module.....	8
Student Journal	9
Student Surveys	9
Testing Module	9
Tech Tools.....	9
Tech Console.....	9
Installation - Windows	10
System Prerequisites	11
Starting the Installation	13
SoftLINK License Agreement	13
License Information	14
Select Setup Type.....	14
Custom Setup	15
Room Identification.....	18
Ready to Install the Program	18
Installation Complete	18
Existing Installation Detected.....	19
Creating an administrative (network) installation.....	20
Silent Installation	21
SoftLINK Deploy – SoftLINK’s Remote Install Utility	23
Installing the Deploy Utility.....	24
Deploying on Windows XP and above.....	25
Starting SoftLINK on Windows	26
Installing and Configuring the SoftLINK Tutor Assistant.....	28
Contacting ACS, INC.	31



WHAT IS SOFTLINK?

SoftLINK is a top-of-the-line training software solution, providing teachers with the ability to instruct and visually/audibly monitor, as well as interact with their students, individually, as a pre-defined group or to the whole class.

Rising to the challenge and requirements of today's modern classroom, SoftLINK provides the ability to deliver lesson content, simultaneously monitor all student PCs and work collaboratively, ensuring that complete student attention and focus is maintained at all times. There are no hidden extras; all features are included as standard including a customized testing suite, dedicated Technicians' Console, digital student revision aids, lesson planning tools and the option for teachers to reward students for good effort.

SoftLINK can be used on any Windows computer and is designed to work flawlessly over both wired and wireless networks. Increasingly, schools are also embracing new PC technologies and SoftLINK works happily in Terminal Server, shared resource, virtual desktop and thin/zero client computing environments.

Tutor Assistant

A free component available from both the Apple and Android App stores, the SoftLINK Tutor Assistant delivers greater mobility for teachers around the ICT suite and is also the ideal tool to allow teaching assistants to help with monitoring student progress.

iPad, iPod, iPhone, Android tablet and smartphone compatible, once installed on a device the app pairs with the SoftLINK desktop Tutor software, allowing teachers the freedom to move around the classroom, helping retain key control and monitoring of all student workstations/devices.



Student for Android and iOS

The SoftLINK School Student for Android and iOS meets the challenges presented by the increased use of mobile technology in the modern classroom. Enabling mobile learners to participate in SoftLINK-managed lessons, once installed on students' Android tablets and iOS devices, teachers can interact with and support students from the traditional desktop Tutor application.

Tutor for Android

The SoftLINK Tutor for Android extends the product's capabilities into dedicated tablet-based classrooms, giving the teacher the power to connect to each student device and enabling real-time interaction and support.

Student for Google Chrome

Utilize the power of SoftLINK in a Google Chromebook education environment. For use in an existing or new SoftLINK-managed classroom, the School Student for Google Chrome extension can be installed on each student Chromebook running Google Chrome OS.

Tutor for Google Chrome

For use in dedicated Chrome OS learning environments, The SoftLINK School Tutor for Chrome can be installed on the teacher's Chrome OS system enabling you to interact with student Chromebooks.

Definitions

The 'Tutor' is the workstation or device that shows to or views/takes over the Student. This is sometimes called the Control.

The 'Student' is the workstation or device that is being shown to, viewed or taken over. This is sometimes called the Client.



FEATURES

SoftLINK contains a wealth of features to assist you to train, support and monitor students.

Classroom Management

Class Wizard

The Class Wizard, which loads on start-up, provides the Tutor with a simple-to-use interface in order to combine the elements required during a lesson. The Tutor can also choose the connection method for the current class.

Power Management

Power On or Off and manage all classroom computers from the Tutor PC.

Automatic Student Login

To enable the class to begin straight away, the Tutor can automatically login in all Student machines before the class starts.

Lock Students' Keyboards and Mice

The Tutor can quickly lock the students' keyboards and mice to ensure that the Student workstations/devices are not used whilst a demonstration/lecture is being given.

Store Classroom Layout

The Tutor can organize Student icons into multiple layouts on the Control View window. For example, once the teacher has selected the members of a group, they can rearrange the individual Client icons in the Control View window to reflect the layout of the classroom.

Lesson Planner

SoftLINK's Lesson Plan feature enables the Tutor to pre-plan the scope of a lesson, building in appropriate timings and prompts as required.



Print Management

The Tutor can maintain full control over students' printer usage by monitoring all printing activity, applying page limits and preventing printing.

Device Control

The Tutor may also prevent data being copied to or from USB devices, CD/DVD drives and the creation of new network drives for the duration of the class.

Student Register

To keep a record of each class, the Tutor can prompt the Students to register their details. This allows their names to be displayed instead of a less meaningful computer name and is ideal for use with the classroom layout feature. Student registration details can be viewed in a Registration report that can be saved for each class.

Student Toolbar

SoftLINK features a Student Information bar, neatly located at the top of each Student screen. This displays information such as lesson objectives and can be set to be always visible, hidden or to auto-hide.

Send/Collect work files

The Tutor can prepare files for students to work on in advance and automatically distribute them as the lesson begins. Even better, once they have worked on the files they can automatically be retrieved for later review and marking.

File Transfer

Using advanced 'Drag and Drop' technology, the Tutor can transfer files between their own workstation and that of an individual Student. Includes support for long file names.

SoftLINK also features live folders. When initiating a file transfer to a remote PC, the path to any open folders (Explorer windows) on its desktop is displayed at the top of the file transfer view to ease quick selection.



File Distribution

The Tutor can also drag and drop files from their own workstation to multiple Student workstations simultaneously. This is ideal for classwork preparation.

Instruct

Show

Display the Tutor's screen on all, some or one of the Student screens. Display in full screen mode or in a Window to enable the students to carry on working.

Whilst the Tutor is showing their screen in full screen mode, the Students' keyboards and mice are locked - ensuring their full attention.

For greater interaction, the Tutor can nominate a Student to take over the Show.

Show Replay Files

Activity at the Student or Tutor machines can be recorded and the information stored in a file which can be played back at a later date. A Replay conversion utility is provided, allowing Replay files to be trimmed and edited before then being exported as AVI or WMV files.

Show Application

Applications can be launched simultaneously on individual or multiple Student workstations from the Tutor PC. For example, the Tutor can launch the same application on all Student workstations in preparation for the next activity/exercise.

Show Video

A quick and easy method for playing a video on Student screens.

Exhibit (Student Screen)

This allows the Tutor to display an individual Student's screen on selected or all Students' screens.



Screen Capture

This feature allows a visual record of Student activity to be saved by taking a 'snapshot' of a Student's screen.

Annotate the Screen

SoftLINK provides as standard a wealth of screen annotation tools to aid in presenting. These include line tools, arrows, shapes, text highlighters and more.

Interactive Whiteboard

SoftLINK's full screen interactive whiteboard provides the Tutor with a range of drawing tools enabling them to present learning points in graphic form. The content of the whiteboard can be shown to Students at any point during a lesson.

Internet Co-Browse

This is a simple and straightforward interface that enables the Tutor to navigate Students through various web pages, with the added security of locking/unlocking Students depending on the requirements of the lesson.

Group Function

For group work, SoftLINK enables groups of Student workstations to be defined. For example, the Tutor can execute a program, send a message, and initiate a scan on all Students that are members of the group. A nominated Student can be assigned certain Tutor rights and act as a Group Leader until such privileges are revoked. A visual layout of group members and leaders is displayed on the Tutor PC.

Group or 1:1 Chat

This allows a two-way on-screen chat session between a Tutor and a Student so assistance can be provided without disturbing the rest of the class. The Tutor can also allow a group chat session between Students.

Message

The Tutor can send a message to an individual or groups of Students.



Audio

The Tutor can broadcast Audio to the class or transmit their voice during a presentation. Audio support is included in all Show Screen and Remote Control sessions.

Tutor Toolbar

When the Teacher application is minimized a convenient toolbar is provided for quick access to key features within SoftLINK. This toolbar is optimized for use with interactive whiteboards.

Monitor

Audio Monitoring

The Tutor can simultaneously view all Student screens in a classroom and see in an instant which computers have live audio activity. They may also select one of the displayed Student thumbnails to listen to the audio being played on that PC, listen to a Student's microphone feed and correct pronunciation or conduct a two-way chat with a specific student, avoiding disruption for the rest of the class.

Monitor Mode

The Tutor can display a thumbnail view of all connected Student machines and the Auto Zoom feature allows them to mouse over a specific Student thumbnail for a better view. Student thumbnails can be sized using a flexible slider enabling you to make better use of the space available on the Tutor screen. The Tutor interface can be viewed full screen by pressing 'F11' should more room be needed to view the Student thumbnails.

Messenger Monitoring

The Tutor can monitor and control the use of Messenger applications during a lesson.

Keyboard Monitoring

This allows the Tutor to gain a real-time insight into Student activity by displaying any content typed by the Students while using approved applications.



It also provides 'Target' Keywords for tracking of student understanding and a full history of keyboard usage by Student and application.

Application and Internet Monitoring and Control

The Tutor can use the Application and Web monitoring modules to control the use of applications and websites. They may also restrict the Students' use of certain applications and sites by creating an approved list. Real-time reporting provides the Tutor with details of currently open applications and sites.

Remote Control (Viewing)

The Tutor can Watch, Share or Control a Student's screen. They may also scale the View Windows to fit their screen and view multiple Student screens simultaneously. This is ideal for conducting one-to-one training without affecting the other Students and without the Tutor needing to leave their desk.

Scan

Monitor up to 16 Students' screens on the Tutor workstation, at one time. This enables the Tutor to keep a discreet watch over what the Students are running on their workstations/devices.

Help Requests

Students can raise a request for help on the Tutor's screen without disturbing the rest of the class. The Tutor is instantly alerted to the Student's need for assistance via a pop-up box on their screen and a Help Request icon next to the Student icon.

Learn and Test

Question and Answer Module

SoftLINK's Question and Answer Module is a unique collaborative tool that enables teachers to reinforce key learning points and instantly gauge student understanding during a lesson. The teacher can verbally ask questions to the whole class, gauge student answers and understanding, bounce questions around the classroom and develop peer assessment opportunities, as well as track rewards against both the individual and, where appropriate, teams.



Student Journal

SoftLINK provides a powerful and unique Student Journal. During a typical class, all appropriate items relating to the subject can be captured and automatically included in a PDF file for post-lesson review by each student.

Student Surveys

The teacher can obtain instant feedback by displaying a question on the Students' screens and receive a real-time analysis of the Students' responses. They can then publish survey results to all Students.

Testing Module

SoftLINK's Test Designer can be used to create customized tests that can be remotely delivered to Student machines and marked in real time.

Tech Tools

Tech Console

SoftLINK provides a 'Tech Console' specifically for IT technicians, so that all of the computers in a school can be managed and maintained. It includes functionality such as: the ability to monitor the entire network in a single view; application and internet monitoring; generating a hardware/software inventory of a selected PC; power management, and the ability to apply a school-wide set of internet/application restrictions that are "always on".



INSTALLATION - WINDOWS

Installing SoftLINK is exceptionally easy and you should be up and running within a very short time.

Decide what functions to install

If you wish to manage the class as the teacher, you will need to install the Tutor (Control) on your machine.

On every student machine you wish to connect to, you need to install the Student (Client).

To allow technicians to manage and maintain the school's network, as well as providing technical support, you can install the Technicians' Console.

Note: The SoftLINK Tutor is configured to use TCP/IP.

Recommended method to connect to Students (Clients)

Room Mode is a quick and easy method to connect to the Clients in a given room. A start-up wizard will allow you to assign machines to a particular room, and, at the start of a lesson, the teacher simply indicates which of the pre-defined rooms they wish to connect to. 'Roaming' Students also have the option of connecting to a designated room.

The Room settings can also be configured at the Student in the SoftLINK Student Configurator.

Other ways to connect the Tutor to the Students are via Browse Mode, PC Mode or User Mode. Please refer to the [SoftLINK Product Manual](#) for further details.

You are now ready to install SoftLINK Tutor and Student programs.



System Prerequisites

Some areas of SoftLINK's functionality rely on the presence of certain files/applications; please ensure these are available before installing SoftLINK:

General

Internet Explorer 5 service pack 2 or above.

Windows XP (SP2), 2003 (SP2), Vista, 2008, Windows 7, Windows 8/8.1, and Windows 10.

50Mbytes free disk space for a Student-only installation.

140Mbytes free disk space for a Tutor-only installation.

100Mbytes free disk space for an IT Technician-only installation.

160Mbytes free disk space for a full installation.

TCP/IP.

SoftLINK operates in Terminal Server, Thin/Zero Client, Virtual Desktop and shared-resource computing environments and is supported on Android tablets.

Tutor Assistant app supported on iOS devices running 4.3 and higher, Android 2.3 and higher.

Tutor for Android app supported on Android tablets running version 4.0.3 or later.

Student for Android app supported on Android tablets running version 4.0 or later.

Student for iOS app supported on iOS devices running version 6.0 or later.

The SoftLINK Tutor requires a screen resolution of 1024 x 768 or above.

Synchronized Multimedia Player for WAV, MOV, AVI, MPG, etc. files

Touch-enabled support

SoftLINK Tutor running Windows 7 and above.

SoftLINK Student running Windows 8/8.1 or Windows 10.



Testing Module

The Test Designer requires MDAC 2.1 or higher and COMCTL32.dll version 5.80 or higher. During installation, SoftLINK will check to see if these files are present and advise if not. However, if installing 'silently' using the SoftLINK Deploy utility, you will not be warned if the files are missing.

Note: To enable printer notifications to be sent to the Tutor PC, the installer applies the following changes to the Student PCs:

Windows Firewall

On installation, Windows Firewall entries are automatically added to allow the product to be used for the active network. If you change to another network, you may need to extend the scope of the Windows Firewall entries to allow connections to continue to be allowed through the Windows Firewall.

The File and Print Sharing Exception is enabled on Windows XP SP2 and Windows Vista.

The scope of port TCP 139 is changed from "Subnet" to "ANY" on Windows XP SP2.

Local Security Policy Settings

On Windows Vista (or higher) workgroup connected PCs, the following local policy settings are set:

Network Access:

Allow anonymous SID/Name translation ENABLED

Network Access:

Do not allow anonymous enum of SAM accounts DISABLED

Network Access:

Do not allow anonymous enum of SAM accounts & shares DISABLED

Network Access:

Let everyone permissions apply to anonymous users ENABLED

Network Access:

Restrict anonymous access to Named Pipes and Shares DISABLED



Starting the Installation

You can download your copy of SoftLINK [here](#).

Select which installer to use: setup.exe or MSI file. If an Active Directory deployment is required, you will need to install using the MSI file.

The SoftLINK installation will start displaying a Welcome screen. Click **Next** to continue.

Notes:

- If you are upgrading your Windows operating system, you must ensure that you uninstall SoftLINK prior to upgrading. SoftLINK can then be re-installed once the operating system upgrade has been completed.
- When installing, make sure that you are logged in as an Administrator
- When installing SoftLINK on Windows 7, Windows 2008 Server R2, Windows 8 and Windows 2012 Server the Filter Driver may not be installed if you do not have the required Service Pack and hotfixes. You can still proceed with the SoftLINK installation without the Filter Driver but some Internet Control features will be unavailable, including Block FTP and SafeSearch. The Messenger Monitoring feature is also not supported.

SoftLINK License Agreement

The SoftLINK License Agreement will be displayed. Please read the License Agreement carefully and select "I accept the terms in the License Agreement" and click **Next** to continue.

If you reject the License Agreement, ("I do not accept the terms in the License Agreement") click **Cancel**. SoftLINK will not be installed and you will be directed to exit from the install program.



License Information

Select **Register** and enter the SoftLINK license details you have been provided with. If you are evaluating SoftLINK, select **30 day evaluation**.

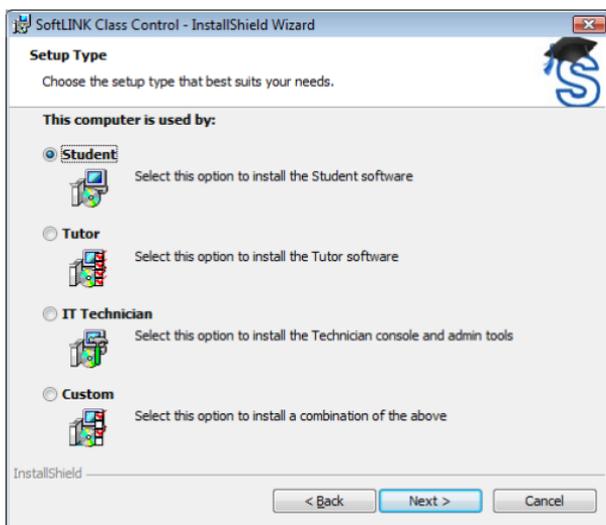
Choose what type of licence you wish to use:

- **All platforms**
Your Students are all Windows-based or using a mixture of Windows, Chromebooks and tablets.
- **Chrome students only**
Your Students are all using Google Chromebooks.
- **Tablet students only**
Your Students are all using Tablets.

Click **Next**.

Select Setup Type

Choose the setup type to install on the workstation.





Student

Installs the Student software. This feature (the Client) should be installed on workstations/devices that will be remote controlled.

Tutor

Installs the Tutor software. This feature (the Control) should be installed on workstations/devices which will be used to remote control other PCs.

IT Technician

Installs the Tech Console. This feature should be installed on workstations that will be managing and maintaining computers.

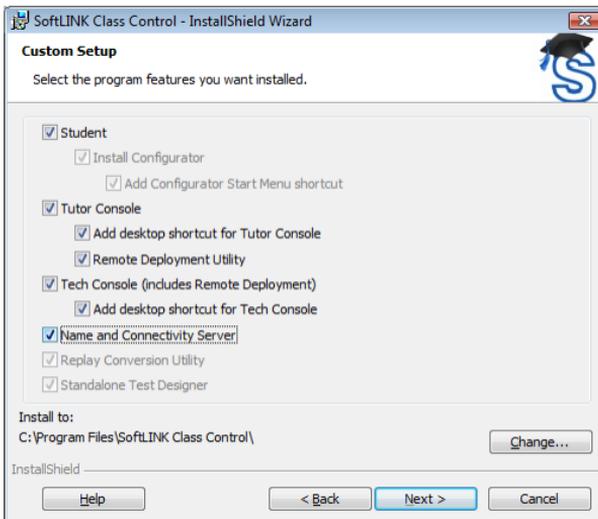
Custom

Allows you to pick and choose which features to install on the workstation.

Click **Next**. If you have selected **Custom** the Custom Setup screen will be displayed.

Custom Setup

Select the component(s) to install on the workstation.





Student

Install this component (the Client) on workstations/devices that will be remote controlled. By installing this component, you are enabling a Tutor machine to establish a link with the Student. The range of features available to students is limited to those that enable them to communicate with the teacher: for example, sending a help request.

Install Configurator

The SoftLINK Client Configurator is used to customize the Student setup at each workstation. For example, setting the Transport to be used, allocating a Student name and setting security.

When you choose the Student component, you will also be given the option of installing the Client Configurator.

Clear this check box if you do not want to install the component, you can still configure the Student machine by running the Client Configurator at a later stage of this installation.

Note: If you're installing the Tutor component, the Client Configurator will be installed by default.

Add Configurator Start Menu shortcut

Choose whether to create a Start Menu shortcut to the Client Configurator at the Student workstation. The advantage of installing this at the Student machine is that it is easier to make changes to the settings in the future. The disadvantage is that the Students themselves could access the option and make changes.

Tutor Console

This component (the Control) should be installed on workstations which will be used to remote control other PCs. It gives teachers access to SoftLINK's full range of features: for example, viewing student screens and showing their screen to students.



Selecting this component will also install a Portable Tutor folder. This allows you to run the Tutor from a portable device such as a USB Pen Drive, Memory Stick or Flash Drive.

For further information please visit <http://support.acs-linksystems.com> and refer to Knowledge Base article **Running SoftLINK on a Portable Device** ([KB0216](#)).

Note: If you need the flexibility of allowing other machines to view this one, you can also install the Student component.

Add Desktop Shortcut for Tutor

Choose whether to create a desktop icon for the Control (Tutor) to enable easy access to the Tutor program.

Remote Deployment Utility

The Remote Deploy Utility enables you to perform multiple SoftLINK installations without the need to visit each individual workstation.

Tech Console (includes Remote Deployment Utility)

This component should be installed on workstations that will be managing and maintaining computers. It provides lab technicians and network managers with the main SoftLINK features.

Add Desktop Shortcut for the Tech Console

Choose whether to create a desktop icon to enable easy access to the Tech Console program.

Name and Connectivity Server

This provides a simple and reliable method of locating and connecting to Student PCs.

Replay Conversion Utility

This utility allows you to convert Replay Files to video files.

Note: This will be installed by default if you are installing the Tutor or Tech Console component.



Standalone Test Designer

The Test Designer allows you to set customized tests including text, picture, audio and video questions.

Note: If you are installing the Tutor component, the Test Designer will be installed by default.

Install to:

By default, SoftLINK will be installed in the folder

C:\Program Files\SoftLINK Class Control. If you want to install in a different folder, click **Change**.

Click **Next** when ready to continue.

Room Identification

Enter the value for the room you wish to connect to. The default room value is Eval. The room value can be updated later in the Tutor Configuration settings.

Click **Next** to continue.

Ready to Install the Program

To start the installation, click **Install**. To change any of the previous selections, click **Back**. To quit the installation, click **Cancel**.

Note: If you have elected to install a Client (Student), the Setup program will make the required amendments to your System.INI and/or registry, to load the Client as Windows initializes. SoftLINK will not replace any of your existing Drivers.

Installation Complete

To complete the installation:

- Choose whether to run the Client Configurator. This enables you to set basic Client information and security.
- Choose whether to run the Remote Deploy utility. This provides you with the facility to install and configure SoftLINK on multiple workstations.



Click **Finish** to exit the Setup program. Remove the CD and restart the workstation.

Existing Installation Detected

This screen will appear if a copy of SoftLINK is already installed on the workstation.



- **Modify**
Change the program features that are installed.
- **Repair**
Repair any installation errors in the program.
- **Remove**
Remove SoftLINK from the computer.

Select the required option and click **Next**.



Creating an administrative (network) installation

An administrative installation (distribution copy) of SoftLINK is designed to assist administrators to install SoftLINK on networked PCs where the installation media or licence details may not be readily available and it is anticipated that a number of installs will be performed either at once or over a period of time.

This type of installation can also be pre-configured to set up SoftLINK with certain options, therefore ensuring that all SoftLINK installations are configured in the same way.

Once created, the distribution copy can be used when performing a standard installation, a silent installation or as part of a remote deployment.

To set up a distribution copy of SoftLINK on a server

1. Create a folder on the network that is accessible to all PCs that you may want to install on.
2. Copy, from your original source media (download), the file SETUP.EXE.
3. Create and copy a valid NSM.LIC file to this folder. If a licence file is not present in the folder when running the installation, SoftLINK will be installed using the default Evaluation licence.
4. Create and copy a CLIENT32.INI file to this folder.

Note: You can make the network folder 'read only' to avoid the configuration being altered by unauthorized users.

To install SoftLINK from a server onto individual workstations

1. At the required workstation, navigate to the network folder containing the SoftLINK setup files.
2. Run Setup.exe.
3. Follow instructions in Starting the Installation.



Silent Installation

A silent installation is one which requires no input from the user, providing a convenient method for performing a set installation at several machines.

To perform a silent install

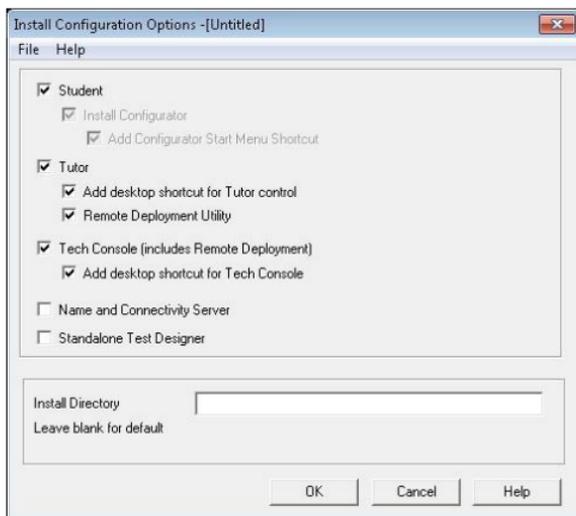
1. Create a distribution copy of SoftLINK containing the required SoftLINK Installation files.
2. To determine the properties for the installation, at the command line run `INSTCFG.EXE /S` from the SoftLINK program folder. The Installation Configuration Options dialog will appear. The selected properties are stored in a parameter file: default name `NSS.ini`.
3. Choose {File}{Save} and save the 'NSS.ini' file to the folder containing the distribution copy of SoftLINK.
4. To perform the silent install at the required workstation, from the folder containing the distribution copy, run:
`msiexec /i "SoftLINK.msi" /qn` (MSI installer)
`setup /S /v/qn` (setup.exe installer)

Note: SoftLINK can be installed via Active Directory. The software installation group policy object (GPO) must be applied to organisational units (OUs) containing computer accounts rather than users. Please note that for software installation to take effect immediately, it is necessary to enable the, "Always wait for the network at computer start-up and logon" parameter in the Computer Configuration| Administrative Templates| System| Logon| leaf of the group policy controlling the computers that are subject to software installation. This change will affect login times for Windows XP machines that have this applied. Without this change, an additional log off / log on cycle is required to effect installation.



Install Configuration Options dialog

When performing a silent installation or using SoftLINK Deploy, you can customize the installation to suit individual requirements. This dialog, accessed by running INSTCFG.EXE /S from the SoftLINK program folder if performing a silent installation or, if using SoftLINK Deploy, via the Install Properties General tab, enables you to specify the variables for the installation. The information is stored in a parameter file: default name NSS.ini.



Icons

Select the relevant check boxes to indicate which SoftLINK components will be installed on the Client machines.

General

Install Directory

Specify the directory where SoftLINK will be installed. Leave blank to install in the default directory, \Program Files\SoftLINK Class Control.



SOFTLINK DEPLOY – SOFTLINK’S REMOTE INSTALL UTILITY

The SoftLINK Deploy Utility provides network administrators with the facility to install and configure SoftLINK on multiple workstations without the need to visit the machines individually.

You are provided with a view of your network, allowing you to pick and choose which workstations you want to deploy to.

With SoftLINK Deploy you can:

- Remotely Install a SoftLINK package on multiple workstations simultaneously.
- Create and download specific Client configurations to multiple workstations.
- Remotely update SoftLINK licence details on multiple workstations.
- Remotely Uninstall a SoftLINK package from multiple workstations simultaneously.

Notes:

- When deploying to a Windows Vista (or later) 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.
 - The Deploy Prompt user options are not supported on Windows Vista and above.
-



Installing the Deploy Utility

When installing SoftLINK, you decide which combination of components to include. To install SoftLINK Deploy, select the **Remote Deployment Utility** along with any other components you require.

SoftLINK Deploy is currently supported on the following operating systems:

- Windows XP
- Windows 2003
- Windows Vista
- Windows Server 2008\2008r2
- Windows 7
- Windows 8
- Windows Server 2012
- Windows 10

Planning

SoftLINK Deploy is a powerful utility that makes installing SoftLINK packages on multiple workstations a quick and easy process. However, while we endeavour to ensure that there are no limitations or incompatibility issues in the use of the software, it is recommended that a trial deploy is performed on a small number of workstations to ensure there are no conflicts with other similar products such as remote control or desktop security packages. In addition, for added security and protection you must have appropriate administrator rights for the machines you are deploying to.



Deploying on Windows XP and above

To enable you to deploy SoftLINK on Windows XP Professional and above, 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.



STARTING SOFTLINK ON WINDOWS

After installation, the Student program is automatically loaded on the Student workstations as Windows starts up.

To start the SoftLINK Tutor program, double click on the **SoftLINK Tutor** icon in your SoftLINK Program Group, or choose {Start}{Programs} {SoftLINK}{SoftLINK Tutor Console}.

Note: On Windows 8, only the Tutor and Tech Console icons will appear in the Start screen. You can access the other SoftLINK components by right-clicking and selecting **All Apps** along the bottom of the screen. If you want any of the other SoftLINK components to appear in the Start screen, right-click the item and choose **Pin to Start**.

When SoftLINK loads, the Welcome Wizard will appear. From here, you can deploy the Student software onto new computers in your current classroom by clicking **Classroom**. If you need to deploy the Student software across your network or need more advanced options, click **Network**. To just start the Tutor program, click **Start** and the Class Wizard will appear.

The Class Wizard enables you to enter the general properties of a new lesson and allows you to choose how to locate and connect to your Students. You can create multiple classes using different connection methods. The required class can then be loaded at the start of the lesson and you can quickly connect to Student machines.

As the Tutor program loads, SoftLINK will then browse the network for the specified Students. While it is searching, the browsing message will be displayed. A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

All connected Students will have their icons displayed in the Control window.



Note: If you have selected the 'Chrome students only' or 'Tablet students only' licence types during installation, the SoftLINK School Tutor Console will reflect the features available for these Students.

You can enter or alter the lesson details for the current class in Normal view. This pane can be minimized by clicking the  button.

Note: To prevent the Tech Console from automatically connecting to the Tutor workstation, ensure the SoftLINK Client is installed and set the **Enable User Acknowledge** option in the Client Configurator. You will have to confirm the connection before it can take place.



INSTALLING AND CONFIGURING THE SOFTLINK TUTOR ASSISTANT

For use in your existing SoftLINK-managed classroom environment, the SoftLINK Tutor Assistant delivers greater mobility for teachers around the ICT suite and is also the ideal tool to allow teaching assistants to help with monitoring student progress.

The SoftLINK Tutor Assistant works on iPad, iPhone, iPod Touch, Android phones and Android Tablets and is available for free from the Apple and Amazon app stores, as well as Google Play.

Stage 1 - Configuring the SoftLINK Tutor to connect to the SoftLINK Tutor Assistant

You will be prompted to configure the SoftLINK Tutor Assistant connections when the Tutor starts. From here you can set a passcode to authenticate connections from the Tutor Assistant. To access the full Tutor Assistant configuration settings:

1. Select {View}{Current Settings - Tutor Assistant} from the Control window drop-down menu.
2. The Tutor Assistant configuration settings dialog will appear.
3. Enter a name for the SoftLINK Tutor that will appear at the Tutor Assistant.
4. Enter the connection port and password to authenticate connections.
5. Decide whether to allow Tutor Assistants to be automatically authorized or manually authorized.
6. Click **OK**.

Stage 2 - Installing the SoftLINK Tutor Assistant

1. Download the SoftLINK Tutor Assistant from the [Apple App](#) store, [Google Play](#) store or [Amazon app](#) store.
2. Tap the **Assistant** icon on the home page.
3. Enter the IP address of the SoftLINK Tutor console you wish to connect to.



4. Enter the password. This will have been set at the SoftLINK Tutor console.
5. The default port is 37777. This can be changed but would also need to be amended at the SoftLINK Tutor.

Note: The SoftLINK Tutor will need to authorize the first connection from the SoftLINK Tutor Assistant.



The Tutor Assistant toolbar icon will change to  when the Tutor Assistant service is started and connections are allowed.

Features supported on Tablets:

- Support for Android and iPad tablets.
- View student thumbnails.
- Send students a preset message.
- Block Restricted websites.
- Set Approved websites.
- Block All internet access.
- Lock/Unlock student computers.
- Log off student computers.
- Blank/Unblank student screens.
- Restrict student printing.
- Set Approved applications.
- Block Restricted applications.
- Select a group of students.
- Details View.
- View student Help Request notifications.
- Zoom on student.
- Sort students by name/tutor order.
- View current application.
- View current websites.
- Set connection password.
- Tutor badge displaying the number of currently connected Tutor Assistants.



Features supported on Smartphones:

- Support for Android and Apple iOS smartphones.
- Send students a preset message.
- Block Restricted websites.
- Set Approved websites.
- Block All internet access.
- Lock/Unlock student computers.
- Log off student computers.
- Blank/Unblank student screens.
- Restrict student printing.
- Set Approved applications.
- Block Restricted applications.
- Set connection password.



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