

# **NetSupport DNA**

## Getting Started Guide

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## 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 & ServiceDesk 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 INVENTORY

ALERTING

INTERNET METERING

LICENCE MANAGEMENT

WEB BASED SERVICEDESK\*

SOFTWARE DISTRIBUTION

ENTERPRISE REPORTING

APPLICATION METERING

ENERGY MONITOR

REMOTE CONTROL\*

\*Optional Components



## 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.

### 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.

### User Management

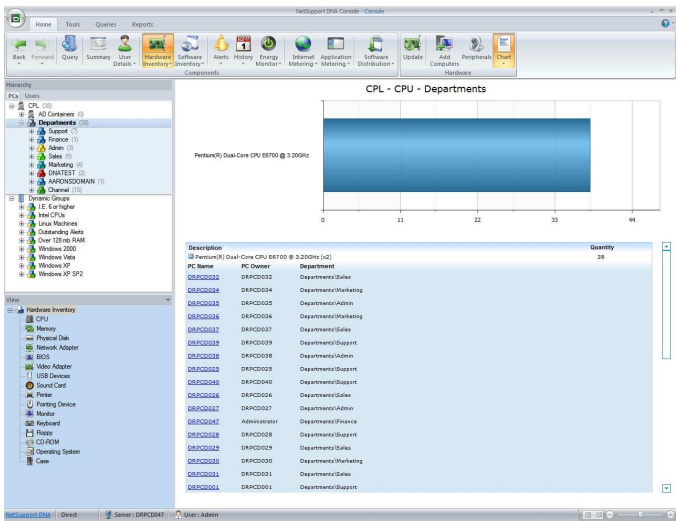
NetSupport DNA provides a range of features to locate and manage PCs and Users within a networked environment. Not only does DNA store key user data (name, telephone etc.) but it also provides detailed storage of supporting Asset, Lease and Maintenance data. In addition DNA provides the customer with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

DNA also provides the mechanism to create Dynamic Groups, which are based on specified requirements set up by the Administrator. These are added to the Hierarchy Tree view and can contain PCs from any number of departments.

Other supporting tools include Connection statistics, Find PC/User, Chat, Message and a powerful Data Query tool.

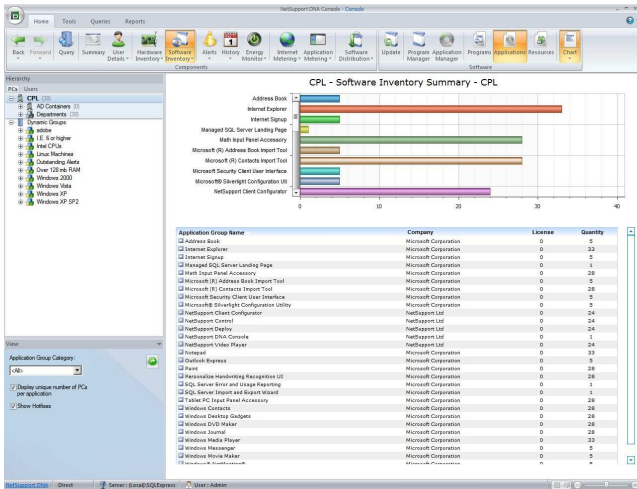
## Hardware Inventory

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.



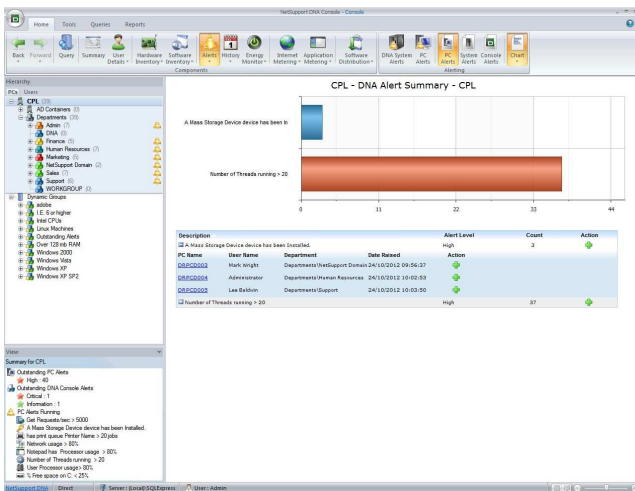
## Software Inventory

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 licences and maintenance contracts is included.



## Alerting

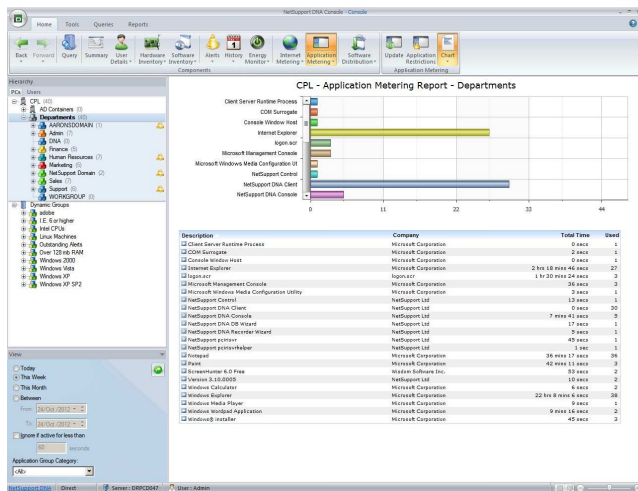
NetSupport DNA provides unique alerting functionality, which reports back on any pre-defined conditions that have been brought in force by an Operator. Alerts can be prioritised according to their importance and Operators are 'alerted' by an on screen notification window which appears when the alert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

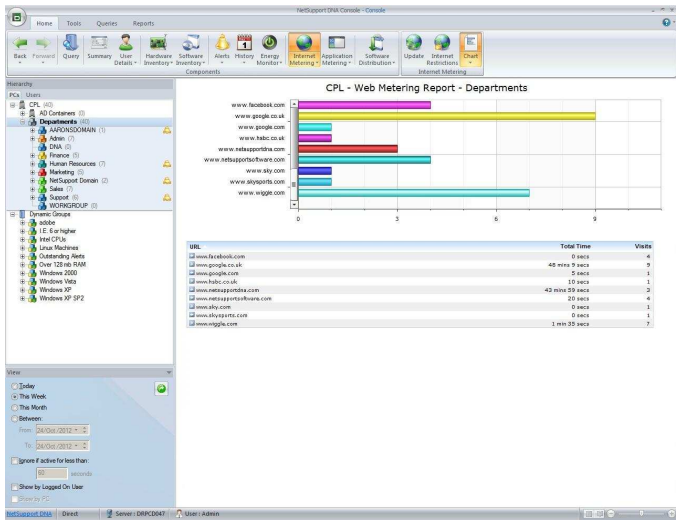




## Internet Metering

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.

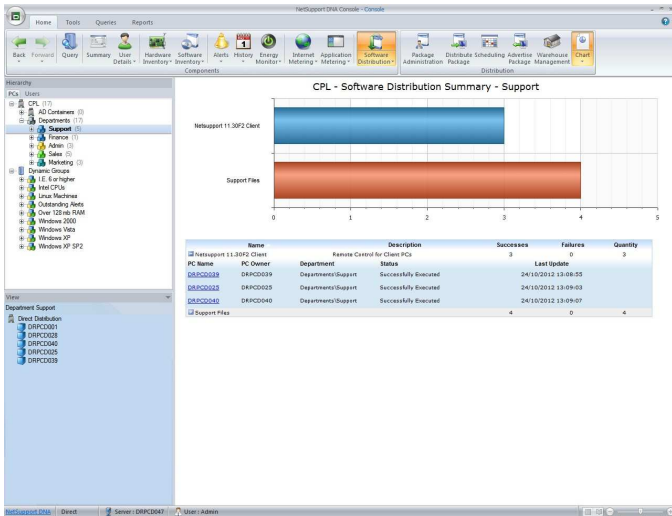


## Software Distribution

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.

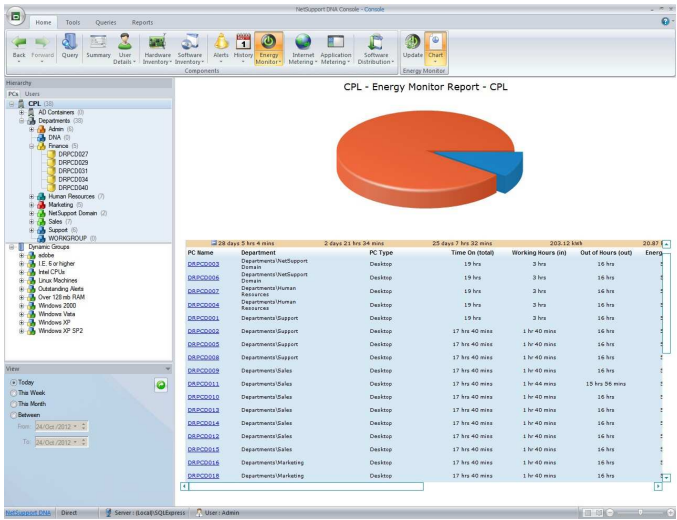
Files can be distributed ('pushed') to individual Clients, Departments, Dynamic Groups or the Company as a whole. Software Distribution also offers the Advertise Package tool, which gives Clients the ability to 'pull' files specified by the Administrator.

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

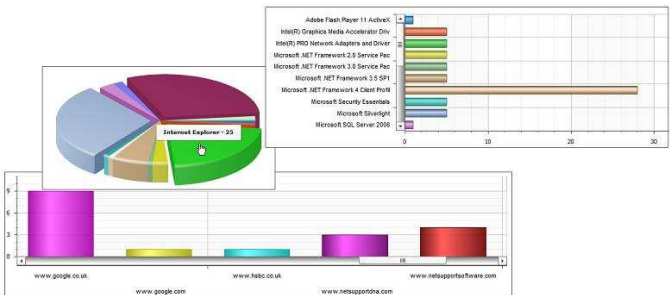
The Energy Monitor component provides a simple and concise high level summary of potential energy wastage across an organisation by computer systems that are left powered on out of business hours. Once implemented, department heads or management can see a high level view of energy usage by computers 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 supplies a powerful Reporting tool, for each of its primary functions. DNA 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.

### **DNA Remote Control (Optional Component)**

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 (NSM) Remote Control (Optional Component)**

In conjunction with NetSupport DNA, the optional NetSupport Manager provides best of breed PC Remote Control for the corporate enterprise. Adding to the functionality of DNA Remote Control, NSM also provides full Delta File Transfer & Distribution, Hardware & Software Inventory, Scripting & Scheduling, Record and Replay, Remote Deployment and much more.

Please ask for the separate literature for NetSupport Manager.

### **ServiceDesk (Optional Component)**

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. ServiceDesk is a fully Web Based solution providing detailed recording and tracking of user Help requests.

Please ask for the separate literature for ServiceDesk.

## **System Requirements**

### **DNA SERVER**

Minimum hardware: Intel Pentium 4 with 1 GB of 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](http://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.

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**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](http://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.

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**Note:** If no version of SQL is available DNA will install MSDE. This is not applicable for Vista or above machines.

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#### 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 from.

## **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.

## **DNA Client Gateway**

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

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**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.

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## **DNA Mobile Console**

NetSupport DNA Mobile is an App that can be used in conjunction with NetSupport DNA. It consists of a Web Server that is installed on a Windows machine and a Mobile Console that can be installed on Android tablets and smartphones, Apple's iPad, iPhone and iPod touch and the BlackBerry PlayBook. For more information [click here](#).





## 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.



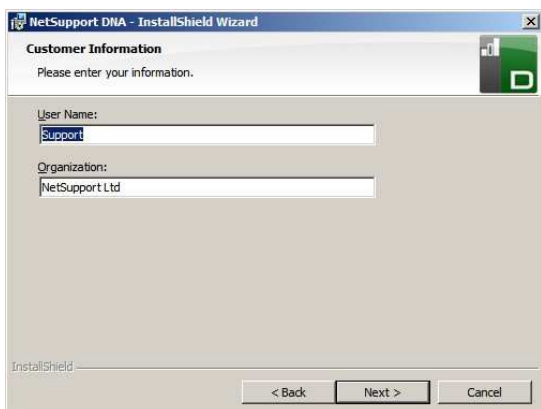
Click Next to continue. The DNA License Agreement will appear.

## 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



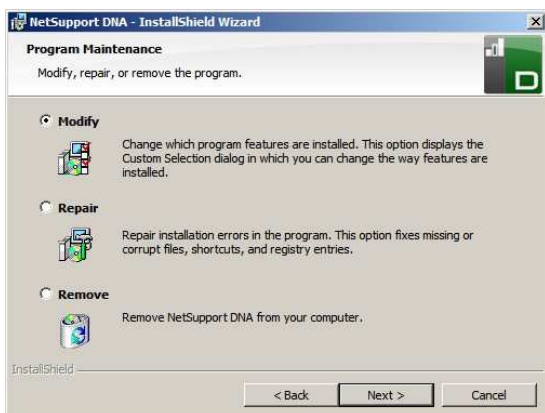
The image shows a Windows-style dialog box titled "NetSupport DNA - InstallShield Wizard". The main heading is "Customer Information". Below the heading, it says "Please enter your information." There are two text input fields: "User Name:" with the text "Support" entered, and "Organization:" with the text "NetSupport Ltd" entered. At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner of the dialog area.

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.

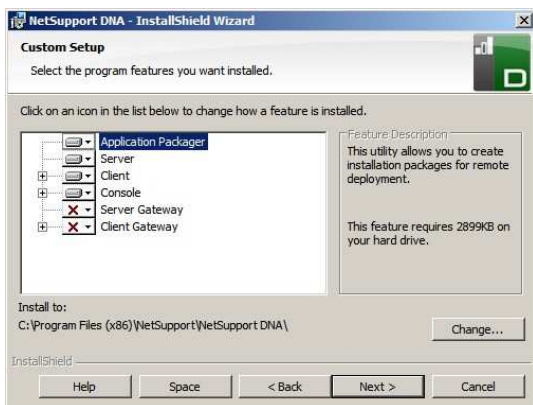
## Custom Setup

Decide which DNA features/components to install.

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

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### 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.

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

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

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## **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 Gateway Server communicates with the DNA Server. The Gateway Server 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.

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

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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.

Select Next to continue.

## SQL Server Installation

The SQL Server that you plan to use for the NetSupport DNA database can be installed on either the same computer as the DNA Server, or a remote computer.

For supported operating systems the DNA installer can, if required, install and configure Microsoft MSDE as part of the installation process.

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**Note:** For Windows Vista, Windows 7, Windows 2008 Server or higher you should install a compatible SQL Server **prior to** installing the DNA Server.

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If you have not pre-installed the SQL Server on the local machine, you will be prompted during the DNA Server installation to confirm that you are using a remote SQL Server.

Microsoft® SQL Server® 2012 Express or higher is recommended and can be downloaded free of charge from: <http://www.microsoft.com/ens/download/details.aspx?id=29062>

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**Note:** The SQL Server should be configured to use Mixed Mode authentication.

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For further information on how to configure Microsoft SQL Server Express for use with NetSupport DNA [click here](#).

Alternatively, if you are using a supported operating system, you can select Next to install and configure a local Microsoft MSDE database.



## Setting up the Server

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.

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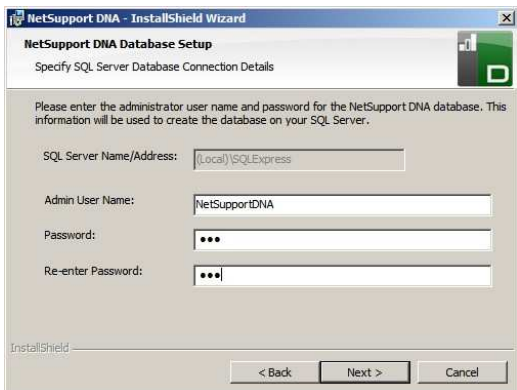
**Note:** This dialog will only appear if the Server feature is being installed.

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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.





**NetSupport DNA - InstallShield Wizard**

**NetSupport DNA Console User Setup**

Specify NetSupport DNA Console User Login Details

Please enter the administrator user name and password for the NetSupport DNA Console. This information is required so that you can configure the NetSupport DNA system and view the reports.

Admin User Name:

Password:

Re-enter Password:

InstallShield

< Back   Next >   Cancel

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.

**NetSupport DNA - InstallShield Wizard**

**License Registration**

NetSupport DNA requires a valid license key to operate. An Evaluation copy can only be created on the first install of the NetSupport DNA Database

Please use <Ctrl> V to paste copied details

License File Details

☒ Evaluation

☐ License Key

Please enter the Directory where your DNA license is located

License Key

InstallShield

Help   < Back   Next >   Cancel

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**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](http://www.netsupportsoftware.com/support), for full instructions.

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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.

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**Note:** If the DNS name or the IP address cannot be found you will not be able to continue with the installation.

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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.

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**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.**

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## 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.

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

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### Installing on a SuSE distribution

1. A downloadable ZIP file containing the installation script and program files is available from our download area at [www.netsupportsoftware.com/](http://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. 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 download area at [www.netsupportsoftware.com/](http://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. Once the installation is complete, right click on the Menu bar.

8. Select {Add to Panel}{Utility}{DNAClientApplet}.
9. 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.

1. Download the DNAInstall.zip file which is available from our downloads area at [www.netsupportsoftware.com](http://www.netsupportsoftware.com).
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. For Example, **Deploy 10.0.0.106 Root testing 10.0.0.29 reboot**
5. The installation will run, you will then be advised to reboot the system to start the DNA Client.



## 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.

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

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1. Run the new DNA 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.

## 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.

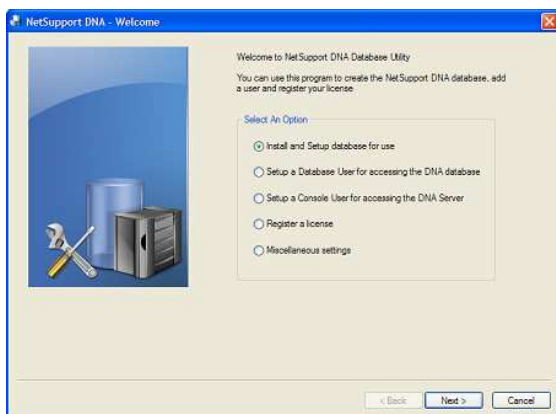
The wizard can be used to create the DNA database, add console users, update license details and set miscellaneous settings.

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

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**Note:** For the changes to take effect, the Server service will need restarting.

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## 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.

NetSupport DNA - Create Database

Create NetSupport DNA Database

Enter the SQL Server where the database is to be created and an administrator's details who has permission to create the database on the server

For NT Authentication: do not enter a User ID

For SQLServer 2005 Express: add \SQLExpress to the SQL Server

Database Details

SQL Server:

User ID:

Password:

Create

NOTE - The DNA Server must be closed down before this operation is started

< Back Next > Cancel

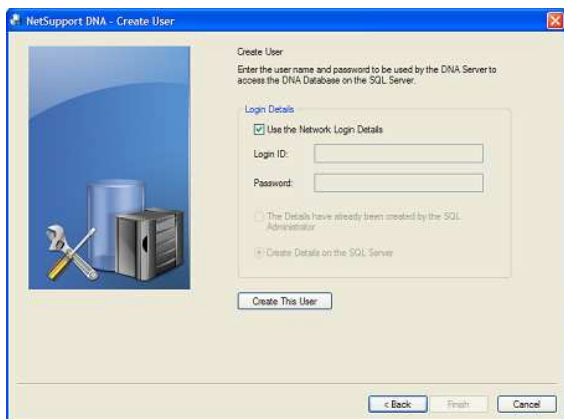
## Setup NetSupport DNA User for accessing the database

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 SQL Administrator has already created the details.

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**Note:** It is preferable not to use an existing administrator login as this could compromise the security of other databases on the SQL server.

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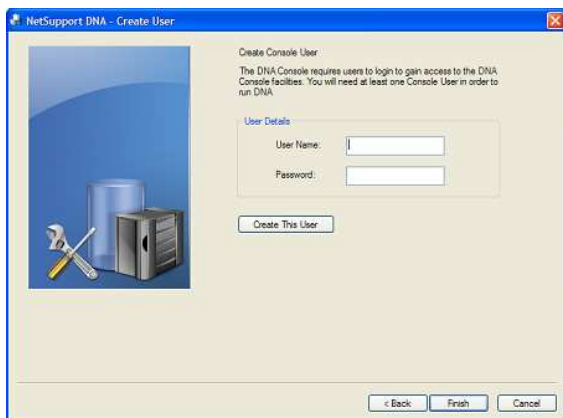
## Setup Admin Users for accessing the DNA Server

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.

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### 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.
- 



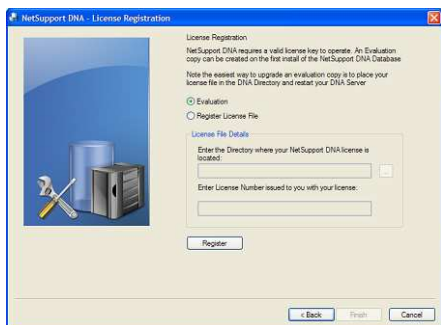
## Register a License

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

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**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.

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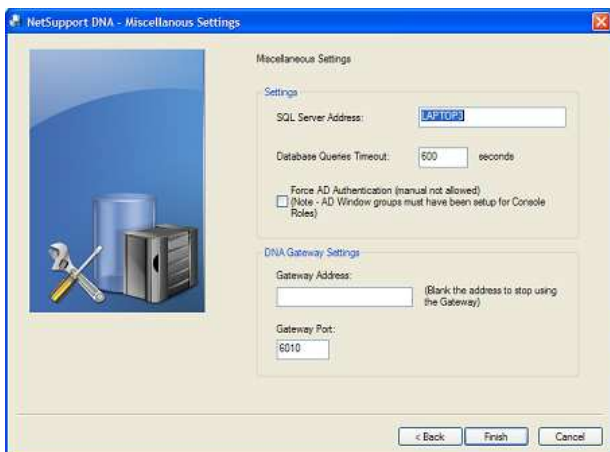
## Miscellaneous Settings

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 the 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.



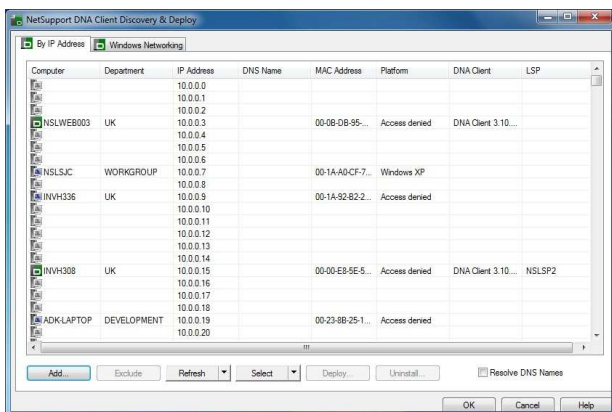
## Deploying NetSupport DNA Clients

This section aims to cover details on the NetSupport DNA Client Discovery and Deploy utility available within the NetSupport DNA Console, including how this works and the requirements to use the utility within different environments.

In addition some useful troubleshooting tips for the NetSupport DNA Client Discovery and Deploy utility are included.

### What is Deploy?

The NetSupport DNA Client Discovery and Deploy utility provides network administrators with the facility to install the NetSupport DNA Client on multiple computers without the need to visit the machines individually.



Within the NetSupport DNA Client Discovery and Deploy utility you have the ability to deploy the DNA Client using an IP address range or alternatively you are provided with a view of your Network. Both of these methods allow you to pick and choose, which computers you want to deploy to.



The NetSupport DNA Client Discovery and Deploy utility can be used to deploy the DNA Client to computers running the following operating Systems:

- Windows 2000
- Windows XP
- Windows 2003
- Windows Vista
- Windows Server 2008\2008r2
- Windows 7

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**Note:** If using Windows XP Home, Windows Vista Home Premium or Windows 7 Starter/Home edition, then our NetSupport Deploy utility will be unable to work due to operating system limitations.

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## How does Deploy work?

Once the Deploy options have been configured the NetSupport DNA Client Discovery and Deploy utility works by connecting to the target computer using File and Print Sharing.

This method requires access to the target computers Admin\$ and will need to connect as a User with local Administrator access (User details may be requested).

Once authenticated, the DNA Client package files are copied to the following folder on the remote PC using the connection to the Admin\$ share:

C:\Windows\pcirdist.tmp\

Finally, once the files have been sent to the target PC the Client installer file is executed using the Remote Procedure Calls (RPC) Service.

## What are the requirements?

In order to successfully deploy the NetSupport DNA Client Component to your target PCs the following items are required:

- File and Print Sharing must be enabled on the target PC.
- The Sharing and Security for local Accounts policy must be set to {Classic} on the target PC.
- The User account used to connect to the target PC must have Local Administrator Permissions on the target PC.
- Network Discovery must be enabled on Windows Vista\7 target PCs.
- UAC Remote Restrictions must be disabled for target PCs running Windows Vista and Windows 7 in workgroup environment.

## Deploy scenarios

The NetSupport Client Discovery and Deploy tool can be used to deploy to machines in both Domain and Workgroup environments. Please find details below about how to ensure the requirements for Deploy to work can be implemented in each of these environments:

### Domain environment

When using the DNA Discovery and Deploy utility within a Domain environment it is possible to use Windows Group Policy settings to configure the target PCs to enable the required settings detailed above in order to permit the deployment of the DNA Client to these PCs.

### Network Discovery

In order for Domain PCs running Windows 7 and Vista to appear in the Windows Networking view of the DNA Client Discovery and Deploy tool, the Network Discovery setting will need to be enabled on the target PCs.





The Network Discovery setting can be enabled by applying the Windows Group Policy setting to the domain PCs:

1. Open the Group Policy Management Microsoft tool.
2. Either create a new Group Policy Object or select an existing Group Policy Object that will be applied to the required target PCs.
3. Select to Edit your chosen Group Policy Object.
4. The Group Policy Management Editor will open.
5. Navigate to the following location:  
Computer Configuration – Policies – Windows Settings – Security Settings – Windows Firewall with Advanced Security – Inbound Rules
6. From the Actions menu choose New Rule.
7. For the first Rule type click the Predefined option and select {Network Discovery} from the drop down menu and click Next.
8. Select Next on the Predefined Rules step.
9. The Action step will then appear – select the Allow the Connection option.
10. Click Finish.

The next time the Domain PCs are restarted or the Group Policy refreshes on the PCs, the network discovery option will be added to the Windows Firewall. This will allow the PCs to be seen within the Windows Network view of the DNA Client Discovery and Deploy tool.

### **File and Print Sharing**

To allow the DNA Client Discovery and Deploy tool to connect to the target PCs Admin\$ share to transfer the DNA Client installer files, File and Print Sharing access will need to be enabled on the target PCs.

This setting can be enabled centrally by applying the below Windows Group Policy setting to the domain PCs:

1. Open the Group Policy Management Microsoft tool.
2. Either create a new Group Policy Object or select an existing Group Policy Object that will be applied to the required target PCs.
3. Select to Edit your chosen Group Policy Object.
4. The Group Policy Management Editor will open.
5. Navigate to the following location:  
Computer Configuration – Policies – Administrative Templates – Network – Network Connections – Windows firewall – Domain Profiles
6. Select the following Policy from the above location:  
Windows Firewall: All inbound file and printer sharing exception.
7. Set the above Policy to Enabled.

The next time the Domain PCs are restarted or the Group Policy refreshes on the PCs, it will then be possible to access the Admin\$ share for these PCs.

### **Workgroup environment**

When using the Deploy utility in a Workgroup environment, please ensure that the targets PCs have been correctly configured with the items highlighted in the "What is required?" section above.

Within a workgroup environment these configurations will need to be made locally on the target PC. Please find details below on how to apply the different required settings:

### **Network Discovery**

In order for PCs in a Workgroup running Windows 7 and Vista to appear in the Windows Networking view of the DNA Client Discovery and Deploy tool, the Network Discovery setting will need to be enabled on each of the target PCs.

Windows 7 and Vista:

1. Log on with Local Administrator rights to the Target PC.
2. Access the Control Panel.



3. Open the Network and Sharing Center.
4. Choose the Advanced Sharing settings.
5. Ensure that under your Network profile the Network Discovery option is configured to:  
{Turn on Network discovery}.
6. Save Changes.

### **File and Print Sharing**

In order to deploy the DNA Client to your PCs within a Workgroup environment you will need to ensure that File and Print Sharing is enabled on each of the target PCs.

Windows XP:

1. Right click on {My Network Places} Select {Properties}.
2. Then right click on {Local Area Connection}.
3. Select {Properties}.
4. From the {General Tab} select the {File and Print Sharing for Microsoft Network} option.
5. Click OK.

Windows 7 and Vista:

1. Click Start then Control Panel.
2. Select Windows Firewall.
3. Choose the option Allow a program or feature through Windows Firewall.
4. Select the option to allow File and Printer Sharing and the associated exception (Private and Public) Click OK to save the changes.

### **Sharing and Security Model**

In order to use the Deploy utility to remotely access the PCs within a workgroup using an Administrator account, the Sharing and Security local policy will need to be configured to Classic mode on each of the target PCs.

## Windows XP Professional:

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}.

## Windows 7 and Vista:

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}.

## UAC Remote Restrictions

For Windows 7/Vista machines within a Workgroup environment you may need to disable UAC remote restrictions on these target PCs following the steps below:

1. To disable UAC remote restrictions, follow these steps:
2. Click Start, click Run, type regedit and then press ENTER.
3. Locate and then click the following registry subkey:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System
4. If the LocalAccountTokenFilterPolicy registry entry does not exist, follow these steps:
  - a. On the Edit menu, point to New, and then click DWORD Value.
  - b. Type LocalAccountTokenFilterPolicy, and then press ENTER.
  - c. Right-click LocalAccountTokenFilterPolicy, and then click Modify.



- d. In the Value data box, type 1, and then click OK.
5. Exit the Registry Editor.

## Common Errors

### Symptom

The following error message may be displayed when attempting to deploy the DNA Client to a PC:

*FAILED to get platform information (53)*

- *If Windows 95/98/ME system verify File Sharing & Remote Administration is enabled.*
- *If Windows NT/2000/XP system verify File Sharing is enabled and Server service is running.*
- *If Windows XP system with SP2 you may need to amend your Windows Firewall configuration, please refer to our help file.*

*Deployment FAILED!*

### Cause

The reason for the above message to appear is due to the Windows Firewall or third party firewall application being enabled with none of the required exceptions configured.

### Solution

Ensure that the Firewall is configured with the exception to permit access for File and Print Sharing as detailed in the Deploy Scenarios in the previous section.

### Symptom

When attempting to deploy the DNA Client to a target PC, a prompt for a username and password appears for the connection to the target PC.

Regardless of the username and password entered the Connect to Computer prompt appears with incorrect password or unknown username for [MachineName] message.

Clicking Cancel displays {Deployment Cancelled!} message.

### **Cause**

The reason for the above behaviour is due to the configuration of the following local policy being set to Guest Only:

Network Access: Sharing and Security model for local accounts.

### **Solution**

In order to resolve the behaviour the setting for the local policy needs to be changed from Guest Only to Classic – Local Users authenticate as themselves. Full details on how to apply this setting can be found in the Deploy Scenarios section of this document.

### **Symptom**

When attempting to deploy the DNA Client to a target PC, a prompt for a Username and Password appears for the connection to the target PC.

Clicking OK after entering username and password displays:

- Deployment FAILED due to Conflicting Credentials! Message

### **Cause**

The reason for the above message is that the PC running the Client Discovery and Deploy tool already has a connection to the target PC using a different set of credentials.

Windows is programmed to reject multiple connections from the same source if more than one set of credentials is supplied from that source.

Causes for this could be if you have mapped a drive to the target PC previously under a different set of credentials.



## **Solution**

In order to resolve the issue you will need to either enter the user details already used to connect to the PC (these will require Admin rights to the target PC) or alternatively, you will need to disconnect any other connections to the target PC that are using the conflicting set of credentials.

## **Symptom**

The target PCs machine name is not visible within the DNA Client Discovery and Deploy tool.

## **Cause**

When using the Discovery and Deploy tool the information collected may depend on the location of where the Deploy tool is run with regards to where the target machines are located.

If the target machines are remote to the machine running the Deploy tool it may not be possible to resolve the IP address of the machine to a DNS machine name. However, even though it may not be able to resolve the host name, if the Deploy tool can still connect to the target machine, it will be able to deploy the DNA Client software to them.

## **Solution**

The Discovery and Deploy tool uses three primary ways of retrieving the information from the target machines.

1. DNS - this uses the standard Windows method from the DNS Server.
2. DNA Client Status - only works if the DNA Client software is already installed on the machine.
3. NetBIOS Test - this will only be available if a single segment network is in use.

## Symptom

When attempting to deploy the DNA Client to a target PC, the following error message may appear:

```
Copying files...  
FAILED to copy 'ClientDeploy\dna.ini' (2)  
Deployment FAILED!
```

## Cause

Due to the UAC restrictions in force on the machine running the Deploy tool, the Deploy process couldn't create the dna.ini (and runclientsetup.bat) files in the NetSupport\NetSupport DNA\Console\ClientDeploy folder.

## Solution

In order to resolve the problem, on the PC running the Deploy tool please ensure that the logged on user has full access to the NetSupport\NetSupport DNA\Console\ClientDeploy folder.

## Symptom

When attempting to deploy the DNA Client to a target PC, the following error message may appear:

```
Copying files...  
- FAILED to copy 'ClientDeploy\pcirisvr.exe' (1224)  
Deployment FAILED!
```

## Cause

This message can occur if the Deploy Install or Uninstall option from the Discovery and Deploy window has previously been sent to the machine. Once the pcirisvr.exe PCI remote install service has been initiated, it is reported as locked/in use.

## Solution

Under these circumstances it will not be possible to perform another Deploy to the machine without it first being re-booted.





## Symptom

When attempting to deploy the DNA Client to a target PC, the following error message may appear:

*Copying files...*

*Starting remote installation service...*

*Deployment FAILED!*

## Cause

The above error will appear when it is not possible for the target PC to remotely start the installation service used during the deployment. This could appear if the account details specified to connect to the target PCs do not have full Admin permissions.

## Solution

In order to check this, confirm whether you can access the Services list for the target PC. This test is run on the machine you are deploying from:

1. Right click on My Computer/Computer and select Manage.
2. Right click on Computer Management and select 'Connect to another computer'.
3. Select the 'Another computer' tab and enter the target machine name you are attempting to Deploy to and select OK.
4. This will open the Computer Management pane on the target machine.
5. Select the Services and Applications section and expand so the full list is displayed.
6. Once the list is open, select Services and confirm that it is possible to view the services running on the target machine.

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**Note:** If you are unable to access the Remote Services on the destination machine, it indicates that security permission settings are restricting the remote services from being started.

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## Starting the DNA Console

At a machine with the DNA Console installed select {Start}{Programs}{NetSupport DNA}{DNA Console}.

Enter the Console User Name & Password.



For the latest product news and updates select Help from the Console menu.



## Contacting NetSupport

### **UK & International**

[www.netsupportsoftware.com](http://www.netsupportsoftware.com)

Technical Support: *support@netsupportsoftware.com*

Sales (UK & Eire): *sales@netsupportsoftware.co.uk*

Sales (International): *sales@netsupportsoftware.com*

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