# NetSupport

**NetSupport DNA**

**Quick Installation Guide**

# NetSupport DNA Quick Installation Guide

This guide will walk you through a basic installation of the NetSupport DNA Server, Client and Console components.

## Before you begin…

In preparation for your installation you will need the following items:

- A computer (to be the DNA Server) that meets the following system requirements:
    - Intel Pentium 4 with 1 GB ram or higher.
    - A minimum of 120 MB of disk space.
    - Windows 2000, XP, Vista, Windows 7 or 2003/2008 Server.

- A compatible SQL Server. The following versions of Microsoft SQL Server are supported:
    - Microsoft MSDE (included within the NetSupport DNA installer).
    - Microsoft SQL Server 2005 Express or higher.
    - Microsoft SQL Server 2000 or higher.

- The NetSupport DNA installer (Setup.exe) can be downloaded from www.netsupportdna.com\downloads.asp
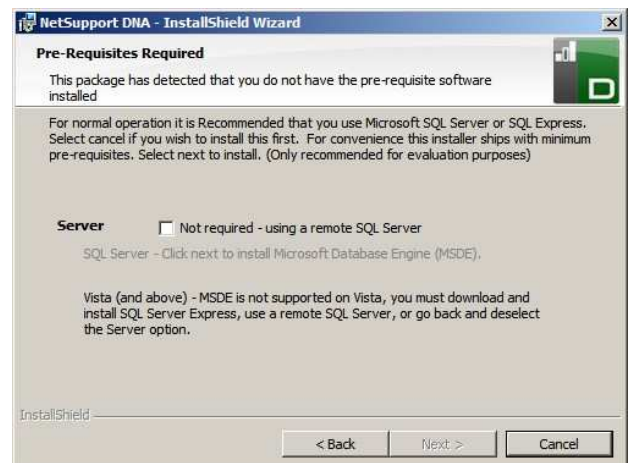
## SQL Server Installation

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.

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

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 2008 Express R2, Microsoft SQL Server 2008 or higher is recommended and can be downloaded free of charge from http://www.microsoft.com/ens/download/details.aspx?id=29062

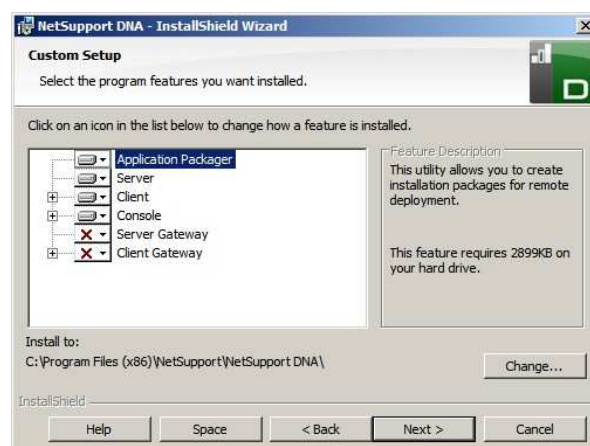**Note:** The SQL Server should be configured to use Mixed Mode authentication.

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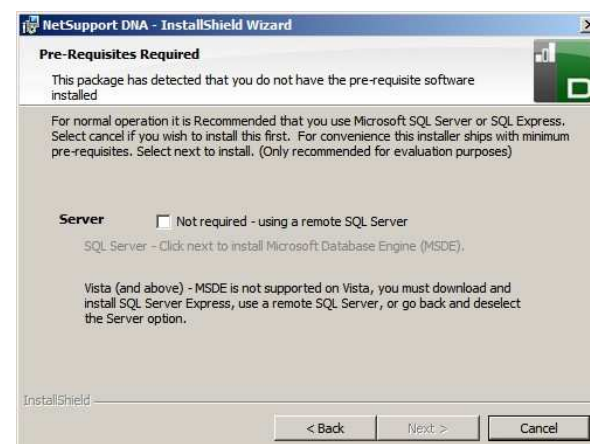
## NetSupport DNA Server Installation

1. On the computer designated to be the DNA Server, launch the DNA installer (Setup.exe).

2. Follow the on-screen instructions and at the "Custom Setup" dialog select the Server component.

   **Note:** If you are evaluating NetSupport DNA selecting the Server, Client, Console and Application Packager is recommended.
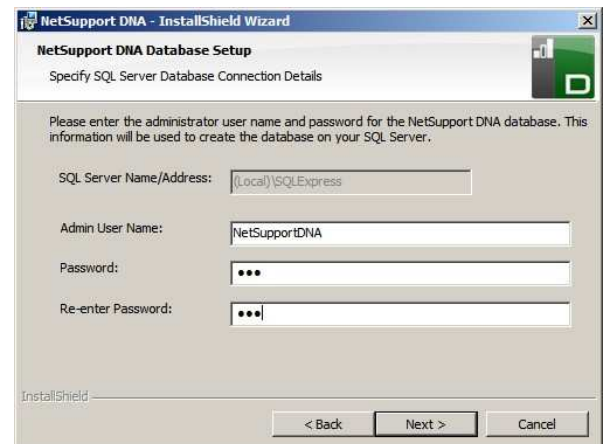
3. If you have not pre-installed the SQL Server on the local machine, you will be prompted during the DNA Server installation to confirm that you are using a remote SQL Server.

4. Alternatively, if you are using a supported operating system, you can select Next to install and configure a local Microsoft MSDE database. Jump to Step 7

5. If you have pre-installed the SQL Server or are using a remote SQL Server you will be required to confirm the SQL Server's address and provide authentication details with permissions to create the DNA database.
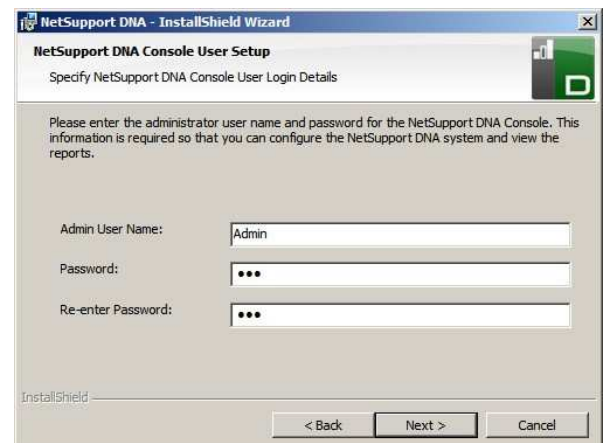
6. Click Next to continue.

7.  You will now be asked to create an account that will be used by the DNA Server to access the DNA database. Enter a username, password and confirmation of the password.

8.  Click Next to continue.

9.  You will now be asked to create the first DNA Console user account – this will be used to access the DNA Console. Enter a username, password and confirmation of the password.
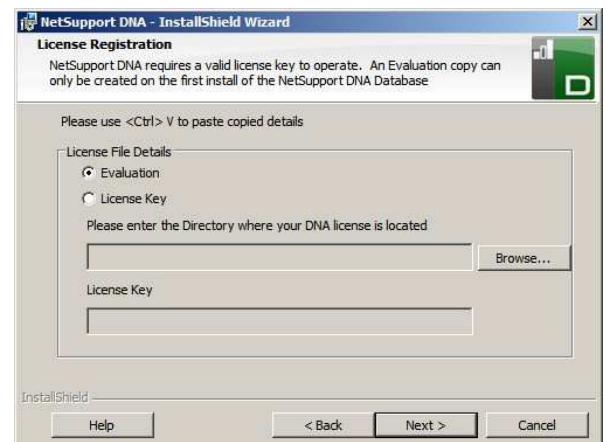
10. Click Next to continue.

11. If you are evaluating NetSupport DNA, select Evaluation and click Next to continue.

12. If you have a DNA license, select License Key and use the Browse button to locate the file DNALicense.lic which should have been provided to you along with your license key.

13. In the License Key field enter your license number.

**IMPORTANT**: License information must be entered exactly as it appears otherwise it will not be validated.
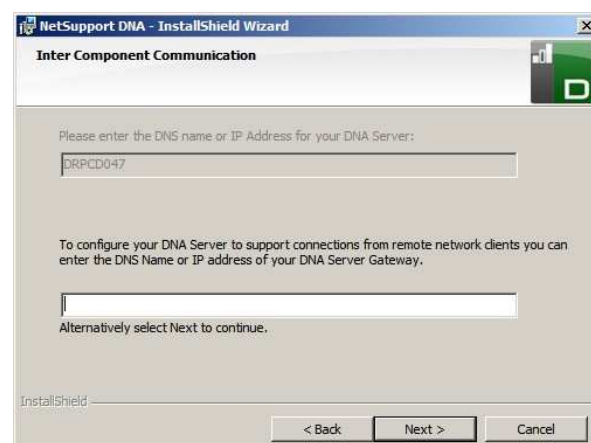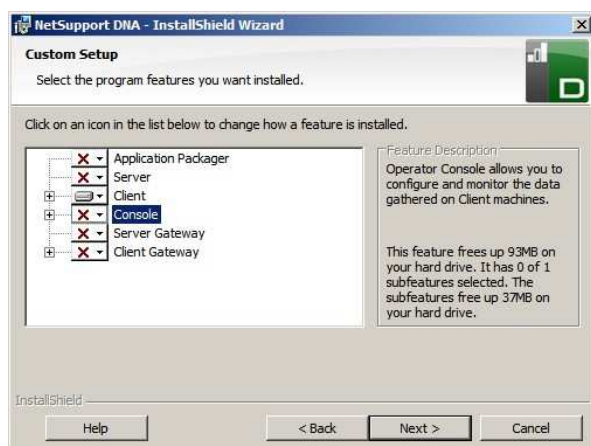
14. Click Next to continue.

15. DNA Server Gateways are used in more complex network environments. For further information on the DNA Server Gateway refer to the NetSupport DNA manual.

16. For basic installations, click Next to continue.

17. On the Ready to Install dialog, click Install to complete the installation.
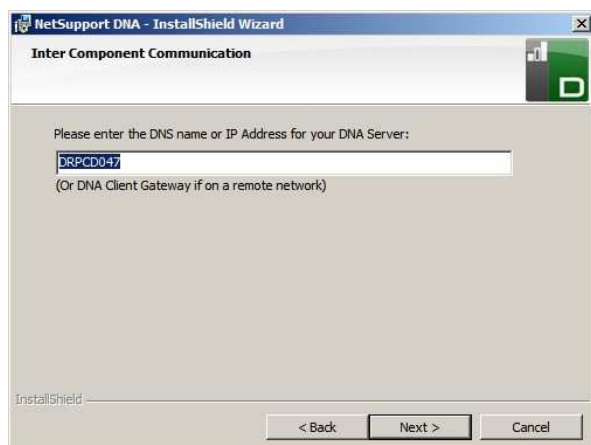
## NetSupport DNA Client Installation

1. On the computer that you require a DNA Client, launch the DNA installer (Setup.exe).

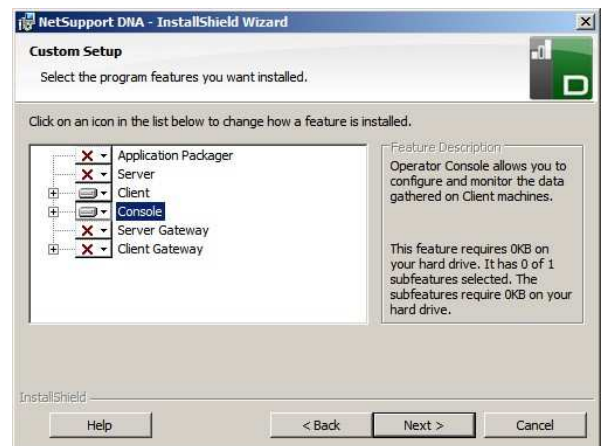2. Follow the on-screen instructions and at the "Custom Setup" dialog select the Client component.

3. Enter the IP Address or DNS name of your DNA Server.

4. Click Next to continue.

5. On the Ready to Install dialog, click Install to complete the installation.

# NetSupport DNA Console Installation

1. On the computer that you wish to install the DNA Console, launch the DNA installer (Setup.exe).

2. Follow the on screen instructions and at the "Custom Setup" dialog select the Console Component.

**Note:** You may also wish to install a DNA Client on this computer. If so, select both options.

3. Enter the IP Address or DNS name of your DNA Server.

4. Click Next to continue.

5. On the Ready to Install dialog, click Install to complete the installation.
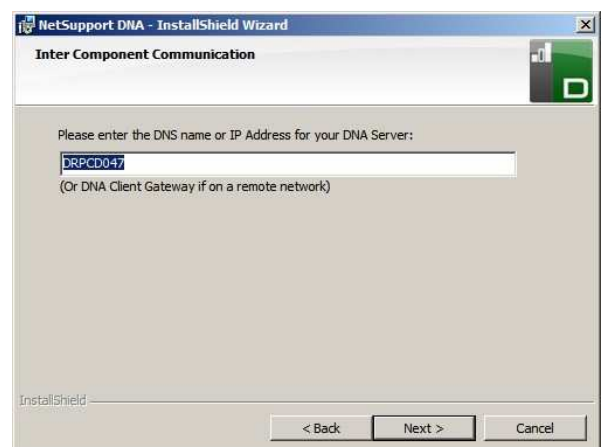
Congratulations, you have completed a basic installation of NetSupport DNA. For more options please refer to the NetSupport DNA Manual.