NetSupp&rt

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.

	🙀 NetSupport DNA - InstallShield Wizard
IMPORTANT: For Windows Vista, Windows 7, Windows 2008 Server or higher	Pre-Requisites Required This package has detected that you do not have the pre-requisite software installed
you should install a compatible SQL Server prior to installing the DNA Server.	For normal operation it is Recommended that you use Microsoft SQL Server or SQL Express. Select cancel if you wish to install this first. For convenience this installer ships with minimum pre-requisites. Select next to install. (Only recommended for evaluation purposes)
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.	Server INot required - using a remote SQL Server SQL Server - Click next to install Microsoft Database Engine (MSDE),
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	Vista (and above) - MSDE is not supported on Vista, you must download and install SQL Server Express, use a remote SQL Server, or go back and deselect the Server option.
	Instal/Shield

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Cancel

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.



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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.

Custom Setup Select the program	features you want i	nstalled.		-01
■ Serve ■ ● Client ■ ● ●	ation Packager r	e how a feature is i	 Feature Descrip This utility allow installation pack deployment. 	s you to create cages for remote quires 2899KB on
nstall to: C:\Program Files (x86)	/WetSupportWetSu	pport DNA \		Change
stallShield				

🖟 NetSupport DNA - InstallShield Wizard

This package ha	Required
installed	as detected that you do not have the pre-requisite software
Select cancel if y	ation it is Recommended that you use Microsoft SQL Server or SQL Expre- you wish to install this first. For convenience this installer ships with minim Select next to install. (Only recommended for evaluation purposes)
Server	Not required - using a remote SQL Server
SQL Serve	er – Click next to install Microsoft Database Engine (MSDE).
	l above) - MSDE is not supported on Vista, you must download and . Server Express, use a remote SQL Server, or go back and deselect r option.
nstallShield	<back next=""> Cance</back>
NatSupport DN	A - InstallShield Wizard
SQL Server	
	ver and authentication method
157	
	e user name and password for the Master database on your selected SQL his will let the installer create the NetSupport DNA Database and run a SQ
	the Tables, Views and Stored Procedures.
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Script to create	ess Browse.
Script to create SQL Server (Local)\SQLExpre Connect using:	ers Browse. Authentication (SQL Server must be on local machine)
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Script to create SQL Server (tocal)\SQLEXPT Connect using: C Windows © SQL Server cogin ID:	Authentication (SQL Server must be on local machine) er authentication using the Login ID and password below (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.
- 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.

🖁 NetSupport DNA - InstallShi	eld Wiza	rd		×
NetSupport DNA Database S Specify SQL Server Database (n Details		
Please enter the administrator information will be used to crea				DNA database. This
SQL Server Name/Address:	(Local) \	SQLExpress		
Admin User Name:	NetSup	portDNA		
Password:	•••			
Re-enter Password:	•••			
nstalishield				
		< Back	Next >	Cancel
RetSupport DNA - InstallShi	old Wiza	ed		×
weesupport own - instalishi				_

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.

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Next >

Cancel

Specify NetSupport DNA Console User Login Details

Admin

•••

•••

Admin User Name:

Re-enter Password

Password:

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

- 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.

confirmation of the password.

Click Next to continue.

7.

8.

- 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.

tSupport DNA requires a valid license key t ly be created on the first install of the NetS		
	upport DNA Databa	ise
Please use <ctrl> V to paste copied details</ctrl>		
License File Details		
Evaluation		
C License Key		
Please enter the Directory where your	DNA license is locat	ed
		Browse
License Key		
1		

Please enter the	DNS name or IP Addre	ess for your DNA	Server:	
DRPCD047				
To configure you	Ir DNA Server to suppo	ort connections fi	rom remote network.	clients you ca
	ame or IP address of y	our DNA Server	Gateway.	
enter the DNS N				
enter the DNS N				

- 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.

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1 - 1	
k on an icon in the list below to change	how a feature is installed.
Application Packager	Feature Description
X • Server • Client • Console X • Server Gateway	Operator Console allows you configure and monitor the da gathered on Client machines
E Client Gateway	This feature frees up 93MB or your hard drive. It has 0 of subfeatures selected. The subfeatures free up 37MB or your hard drive.
lishield	
Help	< Back Next > Cance

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Next >

Please enter the DNS name or IP Address for your DNA Server:

(Or DNA Client Gateway if on a remote network)

DRPCD047

Cancel

- 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.

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Select the program features you wan	it installed.		
ck on an icon in the list below to chan	ige how a feature is	installed.	
X • Application Packager Server Server • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • • </th <th></th> <th> Feature Descrip Operator Consol configure and m gathered on Clie This feature req your hard drive. subfeatures reg subfeatures reg hard drive. </th> <th>e allows you to onitor the data nt machines. uires 0KB on It has 0 of 1 octed. The</th>		 Feature Descrip Operator Consol configure and m gathered on Clie This feature req your hard drive. subfeatures reg subfeatures reg hard drive. 	e allows you to onitor the data nt machines. uires 0KB on It has 0 of 1 octed. The
aliShield Help	< Back	Next >	Cancel
	< Back	Next >	Cancel
Help		Next >	Cancel
Help NetSupport DNA - InstallShield V	Vizard	Next >	Cancel
Help NetSupport DNA - InstallShield V	Vizard N		
Help NetSupport DNA - InstallShield V nter Component Communication	Vizard N		
Help NetSupport DNA - InstallShield V nter Component Communication Please enter the DNS name or IP A	Vizard n Address for your DN		
NetSupport DNA - InstallShield V nter Component Communication Please enter the DNS name or IP / DRPCD047	Vizard n Address for your DN		

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Next > Cancel

- 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.