

# NetSupport Manager

Getting Started Guide

NetSupport Ltd

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### Welcome to NetSupport

***The latest evolution in Remote PC support and desktop management.***

Monitor multiple systems in a single action; deliver hands on remote support or interactive training. Gather real-time inventory and system data. NetSupport Manager provides the ability to support Windows, Mac, Linux, Solaris and mobile devices all from a single console.

Designed to operate over your network, via mobile communications or the internet securely without the need for firewall configuration, NetSupport Manager provides a single solution for remote support. Adding to traditional Remote Control capabilities, NetSupport Manager also provides a range of supporting tools to aid in support, including dynamic Hardware and Software Inventory reports, Systems Management tools, full Audio support and even the ability to show an Operator's screen in real-time to any number of connected systems as an integrated training tool.

### What is NetSupport Manager?

Networks continue to evolve, growing in capability and complexity. A diverse range of platforms, protocols and physical assets provides PC Management and Remote Control Software solutions with the continuous challenge of being able to offer support to a variety of configurations and to ensure that critical IT infrastructure is available when needed most.

Historically, Remote Control and PC Management software focused on removing the need for support staff to physically visit a remote users PC to resolve technical issues. Consequently, users receive a quicker response, resulting in less down time of critical applications. However, organisations now require multi-tasking solutions that offer effective economies of scale and that can perform a broad range of functions, which traditionally would have required multiple applications. Emphasis is now placed not just on providing more efficient technical support but also in simplifying management tasks and in offering secure remote and mobile working possibilities.

NetSupport Manager combines powerful PC remote control with advanced desktop management functionality leading to one of the fastest levels of ROI available on the market today, specifically in improving user productivity, customer satisfaction and organisational flexibility. With over 6,000,000 systems worldwide supported by NetSupport technology and over 15 years development, NetSupport Manager is a proven solution for any environment.

## Features

NetSupport Manager contains a wealth of features to assist you to Train, Support, Monitor and Manage Clients.

### Remote Control

Watch, Share or Control the screen, keyboard and mouse of a Client irrespective of colour resolution, network protocol or operating system at either end.

### Connectivity

- Dynamically find and list all Clients on the Network.
- Connect by Client name.
- Connect by Network address.
- Connect via a database of known Clients.
- Connect entire groups in one step.
- Client/Control connections via NetSupport's Internet Gateway providing seamless Remote Control between PCs that may both be located behind different firewalls.
- Connect to and remote control Linux and Pocket PC based systems.
- Connect to and remote control a Mac based system that has a previously installed VNC (virtual network computing) Client.

### Message

Send a message to one or more chosen Clients, or even broadcast to all Clients on the network.

### Chat

Conduct a text chat session in real time between the operator at the Control and one or more users. Annotate tools provide 'Whiteboard' capabilities.

### **File Transfer and Distribution**

Transfer and manipulate files between workstations, using advanced 'Drag and Drop' technology. Includes support for Long File names, Remote File Edit, Delta File Transfer and more. Copy from a workstation to many workstations, distribute Software or Synchronise Directories. To ensure security while transferring files use encryption on all data being transferred.

### **View**

View more than one Clients screen at the same time, or sit back and watch each connected screen in Scan Mode. The ability to record the activity on a Client workstation while it is remotely controlled, capture a Client's print output and cut and paste between workstation applications comes as standard.

### **Scan**

Automatically cycle through each Client's workstation in turn, or scan multiple Clients simultaneously, displaying its screen on the Control workstation. This enables the Control to keep a discrete watch over what the Clients are running on their workstations. Particularly important with modern Internet access! The Control does not even need to be in the same room.

### **Monitor Mode**

A convenient thumbnail view of each connected Client screen is displayed at the Control providing a quick and easy method for monitoring activity at remote PCs.

### **Show**

Display the Control's screen on individual or multiple Clients or display a selected Client's screen to other Clients.

### **Remote Client Hardware/Software Inventory**

Powerful hardware/software reporting combined with real-time status information for applications in memory, processes running and installed services provide all the key information needed to assist in speedy problem resolution. Over 50 items of information are collected specifically about the hardware or environment of the Client PC.

### **Launch Applications**

Launch an application on one or all Client workstations at the press of a button.

### **Multimedia**

NetSupport provides full Audio and Video Support.

### **Help Request**

Clients can raise requests for help. The Control is instantly alerted to the Clients need for assistance via a pop up box, on their screen.

### **Power Management**

Remotely logoff and shutdown Client workstations to minimise power consumption.

### **Scripting**

NetSupport includes a powerful integrated Scripting Language and Scheduling Suite that enables you to make use of all of its functions in unattended mode.

### **Remote Communications**

Take control of workstations on remote LANs/WANs or standalone workstations via Dial-up Modem (PSTN), ISDN, Internet or Direct Serial Link.

### **Web Browser Integration**

Remote Control a workstation using ActiveX Control Web Browser. Using your Internet connection, download the 350k ActiveX Control software from your Company Website and remote control over IP on your office workstation. This is the ultimate, in portable Remote Control.

### **Desktop Integration with Explorer**

NetSupport Manager integrates directly with explorer, allowing you to launch key functionality direct from your system without needing to first start NetSupport.

### **Comprehensive Security Features**

Exceptional range of security options to meet all needs, including: -

- Password protection at Client and Control.
- User present acknowledgement required at Client.
- Connection Audit trail.
- Disable file transfer or specific files and directories.
- Limit Functionality depending on which workstation is connecting.
- Allow a Control to Watch only.
- Restrict file transfer to specific drives, directories and files.
- Dial-back to different numbers according to password.
- Restrict connections to named Controls.
- Customise Control and Client profiles to enable and disable virtually every feature depending on the security level of the signed on User.
- Set Unique Security Keys on both Control and Client.
- Integrates with existing NT profiles & Security.
- DES/AES Encryption.

### **Easy to Install and Configure**

- Install on Client workstations without the need to visit the individual machines using NetSupport's Remote Deployment Utility.
- Silent Installation across the WAN.
- Central maintenance of Client Profiles.
- Configuration utility for Windows.
- Protocol Transparent Control, (use IPX, NetBIOS, TCP/IP and HTTP simultaneously).

### Planning an Installation

Installing NetSupport is exceptionally easy. If you follow a few simple rules you should be up and running within a very short time.

The first step is to decide what functions you want to install on each workstation.

#### Do you want it to be a Control or a Client?

**Control** To be able to control other workstations, install a Control, sometimes called a Viewer.

**Client** To be controlled by another workstation, install a Client, sometimes called a Host.

Will you want to run more advanced NetSupport features from the workstation such as **Scripting** and **Deploy** or use the machine as a **Gateway**? You can further customise your installation by including a full working copy of NetSupport's training tool, **NetSupport School**.

#### What network protocol do you use?

Decide what networking protocol you have available on the workstation. NetSupport supports **TCP/IP**, **IPX**, **NetBIOS** and **HTTP**.

While NetSupport is multi-protocol, which means that the same Control can connect to Clients running on different protocols, you must choose a default. You can change this later.

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**Note:** By default, the Control will be configured to use TCP/IP. If you are using a different protocol, you must configure this the first time you start a Control.

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You are now ready to install NetSupport Control and Client programs.

This guide provides installation instructions for Windows platforms. If installing NetSupport Manager on another supported platform please select the All Platforms install option from the CD or refer to the downloads area of our website, **[www.netsupportsoftware.com](http://www.netsupportsoftware.com)**.

### Starting the Installation

Insert the NetSupport CD.

The NetSupport welcome menu will automatically appear when you insert the CD. (If it does not, access the CD-ROM drive from your workstation and run SETUP.EXE.)

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.

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#### Notes:

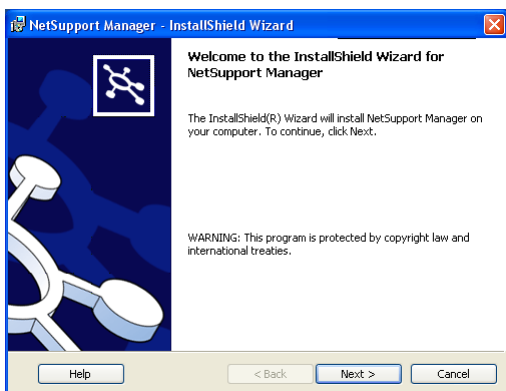
- If you are upgrading Windows NT to Windows 2000/XP or 2000 to XP you must ensure that you de-install NetSupport Manager prior to upgrading the operating system. NetSupport Manager can then be re-installed once the operating system upgrade has been completed.
  - If you are installing to an NT/2000/XP workstation or server, make sure that you are logged in as an Administrator.
  - While performing the installation, Help can be accessed at various stages of the process if required.
- 

#### Selecting a Set-up Type

Choose NetSupport Manager for the required language variant. This will start the install program.

### NetSupport Manager Setup Program

The Setup program Welcome screen will appear.



Click Next to continue.

### NetSupport Licence Agreement

The NetSupport 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. NetSupport Manager will not be installed and you will be directed to Exit from the install program.

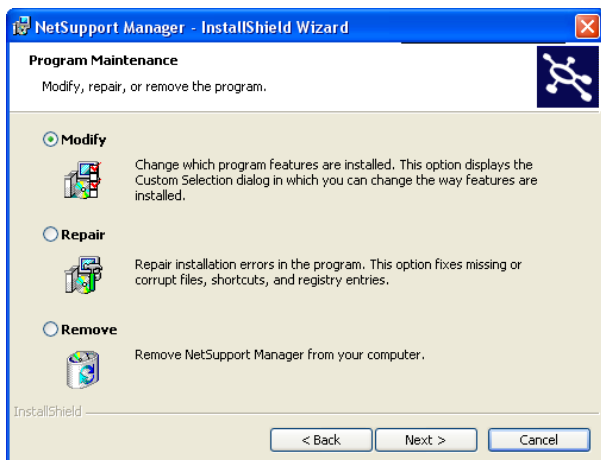
### Licence Information

Select Register and enter the license details as provided with your NetSupport product.

If you are evaluating NetSupport, select 30 day evaluation and click Next.

### Existing Installation Detected

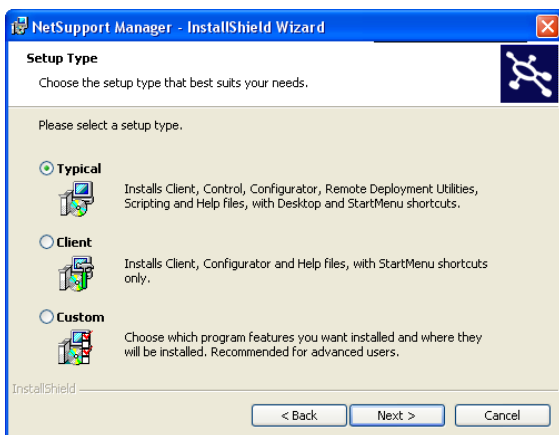
This screen will appear if a copy of NetSupport Manager is already installed on the workstation.



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

Select the required option and click Next.

## Select Setup Type



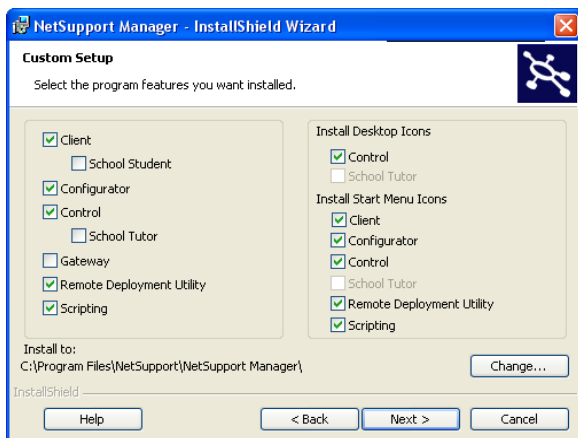
Determine the components to install on each workstation by selecting one of the three available installation types.

- **Typical**  
Installs all the components that a Control User would generally need. Excludes the Gateway and NetSupport School components. See below for a description of each NetSupport Manager component.
- **Client**  
Enables the workstation to be remote controlled.
- **Custom**  
Enables you to individually select the mix of components that are appropriate for the workstation.

Click Next to continue.

### Custom Setup

If you have chosen to perform a Custom Setup, you will be able to select the required components individually to suit the requirements of each workstation.



- Client** Install this component on workstations you want to remote control.
- School Student** Installs the Student component of NetSupport's training tool, NetSupport School.
- Configurator** Client settings and security are established using the Client Configurator. Basic settings can be entered at the end of the installation process but to set more advanced options, install the Configurator component.
- Control** Install this component on workstations that will be taking control of Client workstations. It is recommended that the Client component is also installed in order to use the full range of NetSupport functions, for example Show.

<b>School Tutor</b>	Installs the Tutor component of NetSupport's training tool, NetSupport School.
<b>Gateway</b>	NetSupport's Gateway feature provides a means of connecting Clients and Controls across the Internet, thus delivering web based remote control without the need for modifications to existing Firewall configurations. There is no direct connection between the Client and Control, all data is passed via the Gateway. The Gateway component can therefore be installed independently of the Control and Client. If you choose to install the Gateway component, the Gateway Configuration dialog will appear after the installation has finished.
<b>Remote Deployment Utilities (Supported on XP/NT/2000)</b>	The Deploy Utility enables you to perform multiple NetSupport Manager installations without the need to visit each individual workstation.
<b>Scripting</b>	Install NetSupport's integrated Scripting and Scheduling suite. Create scripts to automate manual tasks and schedule them to run at specific times. Ideal for overnight updates.
<b>Install Desktop Icons</b>	Choose whether to create a desktop icon for the Control and the School Tutor, this allows easy access to the programs.
<b>Install Start Menu Icons</b>	Choose whether to create Start Menu icons for the components you are installing.

## NetSupport Manager

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**Note:** NetSupport provides exceptional multimedia support. The NetSupport Video Player enables you to run video files on Client workstations, enhancing training sessions and demonstrations. This component is installed by default.

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### **Install to:**

By default, NetSupport will be installed in the folder C:\Program Files\NetSupport\NetSupport Manager\. If you want to install in a different folder, click Change.

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**Note:** If an existing installation was detected, you may have chosen to install in a different folder. Click Change to choose the required location.

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Click Next to continue.

### **Ready to Install**

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

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### **Notes:**

- If you have changed your Windows 2000 Local Security Policy Settings for unsigned driver installation behaviour, you may experience problems when running a NetSupport Client.
  - If you have elected to install a Client, Set-up will make the required amendments to your System.INI and or registry, to load the Client as Windows initialises. NetSupport will not replace any of your existing Drivers.
-

### **Installation Complete**

This final screen confirms that the installation has been successful.

### **Run Client Configurator**

At the end of the installation process, you will have the opportunity to run the Client Configurator. This enables you to set basic Client information and security. If the Configurator is being installed as one of the selected components, you will be able to access more advanced configuration options.

### **Run Remote Deploy**

Selecting this option will run the NetSupport Deploy Utility after the installation process. This allows you remotely to install and configure NetSupport on multiple workstations.

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**Note:** NetSupport can be fully integrated with Microsoft's Systems Management Server. If the NetSupport installation process detects the presence of the SMS Administration Console, you can decide whether to include the integration. If you select Yes, please refer to the README file 'SMS Integration.TXT' after the installation has completed for more information. The file can be found in the NetSupport Manager program folder.

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

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**Note:** If you chose to install the Gateway component, the Gateway Configuration dialog will appear. This primarily allows you to create a security key for the Gateway.

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### Uninstalling NetSupport

The standard method for uninstalling NetSupport is to select NetSupport Manager in Control Panel – Add/Remove Programs.

For Windows XP, 2000 and NT workstations, NetSupport Deploy can be used to perform multiple uninstalls from a remote location.

### Evaluation Kit

NetSupport Manager is available as an Evaluation Kit either from distributors or free as a downloaded copy off the Internet. This allows you to trial NetSupport before your purchase. The Evaluation Kit software is fully functional, apart from the following restrictions:

A maximum of five Clients can be active on the network simultaneously.

The Client and the Control programs will not run after the kit expiry date has passed.

Upon purchase, these restrictions are removed once serialisation has been completed. This process upgrades the Evaluation Kit into a fully licensed copy.

#### **To upgrade an Evaluation Kit to a fully licensed copy**

In the directory that you have installed the Program Manager Group 'NetSupport' open the file PCILIC.EXE.

The NetSupport Manager Licence dialog box will appear asking you to enter your licence details. Please note that all entries are cAsE sEnSiTiVe.

When you have entered the correct licence details click **GENERATE**. You now have a fully licensed copy of NetSupport Manager.

### Advanced Installation

#### Creating an administrative (network) installation

An administrative installation (distribution copy) of NetSupport Manager is designed to assist administrators to install NetSupport on Networked PCs where the installation media or License 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 preconfigured to setup NetSupport Manager with certain options, therefore ensuring that all NetSupport installations are configured the same.

Once created, the distribution copy can be used when performing a Silent Installation or as part of a NetSupport Deploy routine.

#### To Setup a distribution copy of NetSupport 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 (CD or download) the file SETUP.EXE.
3. Create and copy a valid NSM.LIC file to this folder. If a License file is not present in the folder when running the install, NetSupport will be installed using the default Evaluation license.
4. Create and copy a CLIENT32.INI file to this folder.

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

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#### To Install NetSupport from a Server onto individual workstations

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

### Silent/Unattended Installations

On Windows XP, 2000 and NT, NetSupport Deploy enables you to pre-configure a NetSupport installation and remotely deploy it to multiple workstations. For Windows Me/98/95, and if required, XP, 2000 and NT, you can perform a similar 'Silent' Installation by editing and running the relevant files manually.

#### To perform a silent install

1. Create a distribution copy of NetSupport, see Creating an administrative (Network) installation, containing the required NetSupport installation files.
2. To determine the properties for the Installation, run INSTCFG.EXE from the NetSupport program folder. The Install Configuration Options dialog will appear. (See The Install Configuration Options dialog section below for a full description of this dialog) Your chosen properties are stored in a parameter file, default name NSM.ini.
3. Choose {File}{Save} and save the 'NSM.ini' file to the folder containing the distribution copy
4. To perform the Silent Install at the required workstation, from the folder containing created above, run:  

```
msiexec /i "NetSupport Manager.msi" /qn (MSI installer)  
setup /S /v/qn (setup.exe installer)
```

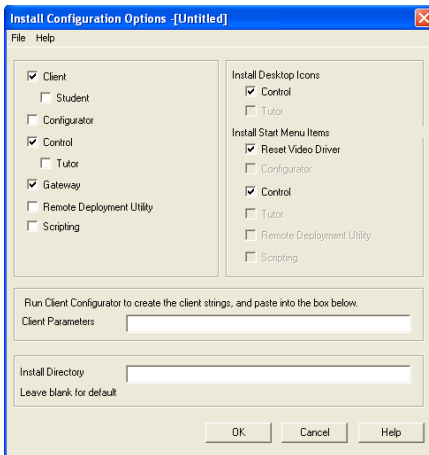
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**Note:** NetSupport Manager can be installed via Active Directory. The software installation group policy object (GPO) must be applied to organisational units (OUs) containing computer accounts rather than users. Please note that for software installation to take effect immediately it is necessary to enable the, "Always wait for the network at computer startup and logon" parameter in the Computer Configuration|Administrative Templates|System|Logon| leaf of the group policy controlling the computers who are subject to software installation. This change will affect login times for Windows XP/2000 machines that have this applied. Without this change an additional log off / log on cycle is required to effect installation.

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## Install Configuration Options Dialog

When performing a Silent Installation or using NetSupport Deploy, you can customise the installation to suit individual requirements. This dialog, accessed by running INSTCFG.EXE from the NetSupport program folder if performing a Silent Installation or if using NetSupport Deploy, via the Install Properties General Tab, enables you to specify the properties for the installation. The information is stored in a parameter file, NSM.ini.



Check the relevant boxes to indicate which NetSupport Components will be installed. Choose whether to create a desktop icon for the Control and the School Tutor and Start Menu icons for the components you are installing.

### **Client Parameters (Optional)**

If you have created a particular Client Configuration file for use after the installation, specify the path and file name here. Depending on the location of the file, you may need to provide a set of User Credentials, name and password, to give Clients access to the file. In order to specify the parameters in the correct format, it is suggested that you create them in the NetSupport Client Configurator and copy them to this field.

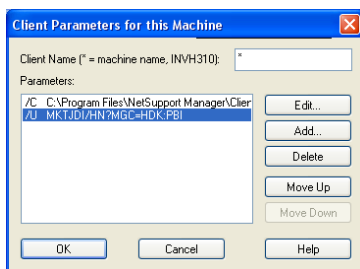
## NetSupport Manager

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Leave the field blank if you are installing from your distribution copy or if you want to use the default Configuration file contained in the NetSupport setup package.

### To Specify Client Parameters

1. Open your NetSupport Manager Program Folder by choosing {Start}{Programs}{NetSupport}{NetSupport Configurator}.
2. Choose Advanced.
3. Select {Profiles}{Client Parameters} from the Configurator Drop Down Menu.
4. The Client Parameters dialog will appear.



5. Click Add to specify the parameters.

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### Notes:

- If User Credentials are required, they must precede the Configuration file name.
  - Each set of parameters must be added separately.
6. If required, enter the User Credentials (Username and password). Click Ok. The appropriate strings will appear in the dialog.
  7. Click Add to specify the location of the Configuration file. Click Ok.
  8. When the Client Parameters dialog contains the required strings, see example above, copy them individually to the Install Configuration Options dialog. (Use Ctrl C to copy, Ctrl V to Paste)

### **Install Directory**

Specify the directory where NetSupport Manager will be installed. Leave blank to install in the default directory, \Program Files\NetSupport\Netsupport Manager.

### NetSupport Deploy - NetSupports Remote Install Utility

The NetSupport Deploy Utility provides Network Administrators with the facility to install and configure NetSupport Manager 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 NetSupport Deploy you can:**

- Remotely Install a NetSupport package on multiple workstations simultaneously.
- Create and download specific Client Configurations to multiple workstations.
- Remotely update NetSupport License details on multiple workstations.
- Remotely Uninstall a NetSupport package from multiple workstations simultaneously.

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#### **Notes:**

- Due to increased security restrictions in Windows Vista, the deploy function cannot be used to deploy to Windows Vista PCs that are not part of a Domain.
  - When deploying to a Windows Vista PC within a Domain, the Console User must be either logged onto the Domain or enter the user credentials when prompted of a Domain Account that has Local Administrator rights to the target PC.
  - The Deploy Prompt user options are not supported on Windows Vista.
-

### Installing the Deploy Utility

When installing NetSupport, select Typical Installation to install the Deploy Utility automatically. Alternatively, you can also choose it as part of a custom installation.

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**Note:** NetSupport Deploy is currently only supported on Windows XP, 2000 or NT workstations.

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### Planning

NetSupport Deploy is a powerful utility that makes installing NetSupport 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

To enable you to deploy NetSupport on Windows XP Professional, you need access to the Admin\$ share on the remote machine in order to transfer the package to be deployed. By default there is no access allowed to Admin\$ share.

#### To enable Network access:

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

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

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

### To enable NetSupport Manager in the Windows Firewall Configuration

1. Download the ICFCONFIG.EXE File (link at [www.netsupportsoftware.com/support/](http://www.netsupportsoftware.com/support/))
2. Run this utility on a machine with NetSupport Manager Installed using the following command  
ICFCONFIG -e NSM
3. This will create all the required entries in the Windows Firewall Configuration to allow NetSupport Manager to function correctly.

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

### Starting the NetSupport Control

#### To start the NetSupport Manager Control program

1. Double click on the NetSupport Control icon in your NetSupport Program Group.  
Or,  
Choose {Start}{Programs}{NetSupport}{NetSupport Control} from your operating system.

As NetSupport Manager initialises, you will see a window in the middle of your screen with the NetSupport logo and version information. This only appears for a few seconds while NetSupport loads, after which, the Control Window will be displayed.

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**Note:** By default, the Control is configured to support the TCP/IP protocol, however, it can support multiple protocols simultaneously. If you receive a protocol error message when starting the Control or want to configure it to support Clients running on different protocols select {Network}{Configure – Connectivity} from the Control Window drop down menu.

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## **Contacting NetSupport**

### **UK & International**

*www.netsupportsoftware.com*

Technical Support: *support@netsupportsoftware.com*

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

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

### **North America**

*www.netsupport-inc.com*

Technical Support: *support@netsupport-inc.com*

Sales: *sales@netsupport-inc.com*

### **Germany, Austria and Switzerland**

*www.pci-software.de*

Technical Support: *support@pci-software.de*

Sales: *sales@pci-software.de*

### **Japan**

*www.pcip.co.jp*

Technical Support: *support@pcip.co.jp*

Sales: *sales@pcip.co.jp*