

NetSupport School

**Getting Started Guide
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What is NetSupport School?

NetSupport School is a class leading training software solution, providing teachers with the ability to interact with their students either individually, as a pre-defined group or to the overall class.

Combining advanced multiple PC monitoring with an innovative customized test designer and the ability to create automated Lesson Plans, this latest version rises to the challenge and requirements of today's modern classroom.

Providing the very latest IT infrastructure is only half the equation. Ensuring it is used in the most effective way represents the other half. With NetSupport School, full application and Internet control is offered as standard, allowing for individual or overall class restrictions to be applied whereby only approved websites are visited and appropriate applications are used. Combine this with the ability to blank the students screens and to simultaneously monitor all Student PCs either in thumbnail or full screen mode, complete Student attention and focus is encouraged at all times.

Recognising that Students work at different speeds, NetSupport School also embraces group work, enabling selected Students to be assigned as Group Leaders, where they temporarily act as the tutor within a group until such privileges are revoked. This is further complimented with the Group Chat function where a discussion box for selected Students is available, where comments can be posted together with the use of an interactive whiteboard for more effective demonstrations.

Available fully localised in English, German, French, Spanish, Italian, Norwegian, Swedish, Finnish, Brazilian Portuguese, Japanese and Arabic, NetSupport School is the proven solution for Computer Based Training and commands the widest installation base of any product of its kind.

Features

NetSupport School contains a wealth of features to assist you to Train, Support and Monitor Students.

Definitions

The 'Tutor' is the workstation that shows to or views/takes over the Student.

The 'Student' is the workstation that is being shown to, viewed or taken over.

Lesson Planner

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

Class Wizard

The Class Wizard, which loads on startup, provides the Tutor with a simple to use interface in order to combine the elements required during a lesson.

Class Lists

Allows the Tutor to create separate Student lists for each of their classes. The Class List can then be loaded for each lesson, making connection easier at the start of a lesson.

Tutor Toolbar

When the Teacher application is minimised a convenient toolbar is provided for quick access to key features within NetSupport School. This toolbar is optimised for use with Interactive Whiteboards.

Student Toolbar

NetSupport School now features a Student Information bar, neatly located at the top of each Student Screen. This can be set to be always visible, hidden or to auto-hide.

Student Journal

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

Show

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

Whilst the Tutor is showing their screen full screen the Student's keyboards and Mouse are locked out ensuring their full attention.

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

This makes it the ideal training tool in a networked classroom or training room.

Exhibit

Display an individual Student's screen on selected or all Students screens.

Chat

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

Interactive Whiteboard

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

Message

Send a message to an individual or groups of Students. " Ten Minutes to end of Exam".

Remote Control (Viewing)

Watch, Share or Control a Student's screen. Scale View Windows to fit and View multiple Student screens simultaneously. This is ideal for conducting one to one Training without affecting the other Students and without the Tutor needing to leave their desk.

Scan

Monitor up to 16 Student's screens on the Tutor workstation, at one time. This enables the Tutor to keep a discrete watch over what the Students are running on their workstations. Particularly important with modern Internet access! The Tutor does not even need to be in the same room.

Monitor Mode

The Tutor can display a Thumbnail View of all connected Student machines. Auto Zoom feature allows you to mouse over a specific Student Thumbnail for a better view.

Replay Files

Record activity at Student or Tutor machines, storing the information in a file which can be played back at a later date.

Help Requests

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

File Transfer

Transfer and manipulate files between a Tutor and a Student workstations, using advanced 'Drag and Drop' technology. Includes support for Long File names.

File Distribution

Drag and drop files from the Tutor workstation to multiple Student workstations simultaneously. Ideal for classwork preparation.

Execute/Launch a program

Programs can be launched on the Student workstations from the Tutor workstation. On individual Student workstations or multiple workstations simultaneously. For example, the Tutor can launch the same application on all Student workstations in preparation for the next activity / exercise. You can even store and launch frequently executed applications from the quick Execute Toolbar.

Lock Students Keyboard and mouse

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

Group Function

Groups of Student workstations can be defined and used to maintain and work with sub-sets of Students. For example, you can execute a program, send a message, and initiate a scan on all Students that are a member of the group. A nominated Student can be assigned certain Tutor rights and act as a Group Leader until such privileges are revoked. Now includes a visual layout of Leaders and their assigned group members.

Multimedia Support

NetSupport provides full audio and video support.

Store Classroom Layout

The Control can organise Student icons into multiple layouts on the Control View Window. For example, once you have selected the members of a group you can rearrange the individual Client icons in the Control View Window, to reflect the layout of the classroom.

Send/Collect work

Prepare files for students to work on in advance and automatically distribute them as the lesson begins. Even better, once they have worked on the files you can automatically retrieve them for later review and marking.

Automatic Student Login

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

Student Register

To keep in touch with each class you can prompt the Students to register their details. You can then display their name instead of a less meaningful computer name. Ideal for use with the classroom layout feature. Student registration details can be viewed in a Registration Report that can be saved for each class.

Student Connect to Class

Enables Students to connect to the required remote control session. Tutors create a list of 'class' names and when the Student connects to the network they can search for the class they would like to join.

Annotate the Screen

While remote controlling Student machines, emphasise key learning points on their screens using NetSupport's range of annotation tools.

Power Management

Remotely shut down Client workstations in order to conserve energy.

Easy to Install and Configure

Install on Client workstations without the need to visit the individual machines using NetSupports Remote Deployment Utility.

Silent Installations across the network.

Central maintenance of Student profiles.

Create 'ready-made' Tutor profiles.

Portable Tutor

Enables you to run the Tutor from a portable device such as a USB Pen Drive, Memory Stick or Flash Drive. Ideal if you need to move from machine to machine as it eliminates the need to install the Tutor on all PCs.

Testing Module

Use NetSupport's Test Designer to create customised tests that can be remotely delivered to Student machines and marked in real-time.

Application and Internet Monitoring

Use the Application and Web monitoring modules to control the use of applications and websites. Restrict the Students use of certain applications and sites by creating an approved list. Real-time reporting provides the Tutor with details of currently open applications and sites.

Co-Browser

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

Print Management

Maintain full control over Students Printer usage, monitor all printing activity, apply page limits and prevent printing.

Keyboard Monitoring

Provides a real-time insight into Student activity by allowing the Tutor to quickly view any typed content while using approved applications.

Also provides "Target" Keywords for tracking of Student understanding and a full history of keyboard usage by Student and application.

Messenger Monitoring

Monitor and control the use of Messenger applications during a lesson.

Device Control

Prevent data being copied to or from USB devices, CD/DVD drives and the creation of new network drives for the duration of the class.

Student Survey Facility

Obtain instant feedback by displaying a question on the Students screens. Receive real-time analysis of the Students responses. Publish survey results to all Students.

Screen Capture

Keep a visual record of Student activity by taking a 'snapshot' of a Students screen.

Show Video

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

Tech Console

NetSupport School also provides a unique "Tech Console" specifically for Lab Technicians and Network Managers.

Installation

Installing NetSupport School is exceptionally easy and provided 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 Tutor or a Student?

To be able to Show to and Control this workstation from another you install a Student, sometimes called a Client.

If you want to be able to Show to or take over another workstation from this one, you install both a Tutor, also called a Control, and a Student.

What network protocol do you use?

The next step is to decide what networking protocol you have available on the workstation. NetSupport School supports IPX/SPX, NetBIOS/NetBEUI and TCP/IP.

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

What naming convention are you going to use for the Student workstations?

NetSupport School requires that each Student workstation be allocated a unique name. To take advantage of the full range of Connection and Administrative functionality of NetSupport School you need to have a sensible naming convention for the Student Workstations.

For example, you might decide that all workstations in one classroom would start with the name CLASS1_WK. You can then configure the Tutor program to automatically connect to the workstations in that room only.

NetSupport School

Alternatively you might decide to use the Machine Name or Computer Name that is already set up as part of your networking environment. Whichever method you use it is important that it easily identifies the individual workstations in a way that is recognisable to the user, at the Tutor workstation.

You are now ready to install NetSupport School Tutor and Student programs.

System Pre-Requisites

Some areas of NetSupport's functionality rely on the presence of certain files/applications, please ensure these are available before installing NetSupport School.

General

Internet Explorer 4.01 service pack 2 or above.

Windows 2000/2003/2008/XP and Windows Vista.

35Mbytes free disk space for Student only installation.

90Mbytes free disk space for full installation.

IPX/SPX, NetBEUI or TCP/IP.

Testing Module

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

Note: To enable printer notifications to be sent to the Tutor PC the installer applies the following changes to the Student PC's;

Windows Firewall

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

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

Local Security Policy Settings

On Windows Vista workgroup connected PC's, the following local policy settings are set;

Network Access: Allow anonymous SID/Name translation ENABLED

Network Access: Do not allow anonymous enum of SAM accounts DISABLED

Network Access: Do not allow anonymous enum of SAM accounts & shares DISABLED

Network Access: Let everyone permissions apply to anonymous users ENABLED

Network Access: Restrict anonymous access to Named Pipes and Shares DISABLED

Starting the Installation

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.

Notes:

- If you are upgrading your Windows operating system, you must ensure that you de-install NetSupport prior to upgrading. NetSupport can then be re-installed once the operating system upgrade has been completed.
 - If you are installing to a 2000/XP workstation or server, make sure that you are logged in as an Administrator.
-

NetSupport School Installer program

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

NetSupport School Setup Program

The Setup program Welcome screen will appear. Click Next to continue.

NetSupport License 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 School will not be installed and you will be directed to Exit from the install program.

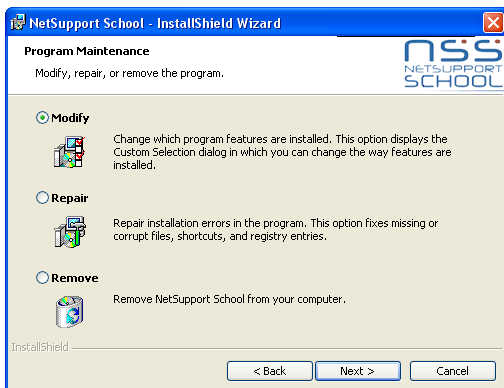
License Information

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 is already installed on the workstation.

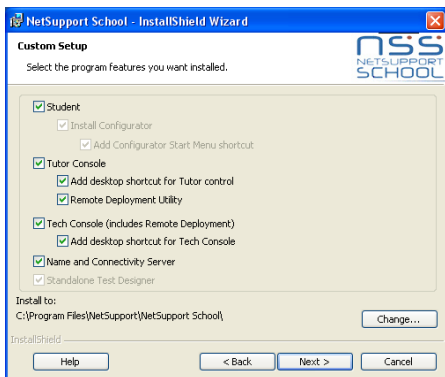


- **Modify**
Change the program features that are installed.
- **Repair**
Repair any installation errors in the program.
- **Remove**
Remove NetSupport School from the computer.

Select the required option and click Next.

Custom Setup

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



Student

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

Install Configurator

The NetSupport **Client Configurator** is used to customise the Student set up at each workstation. For example, setting the Transport to be used, allocating a Student name and setting security.

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

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

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

Add Configurator Start Menu Shortcut

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

Tutor Console

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

Selecting this component will also install a Portable Tutor folder, this allows you to run the Tutor from a portable device such as USB Pen Drive, Memory Stick or Flash Drive. For further information please visit www.netsupportsoftware.com/support and refer to Technical Document **Running NetSupport School Tutor from a Portable Device (TD496)**.

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

Add Desktop Shortcut for Tutor

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

Remote Deployment Utility

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

Tech Console (includes remote deployment utility)

This component should be installed on workstations that will be managing and maintaining computers. It provides Lab Technicians and Network Managers with the main NetSupport features.

Add Desktop Shortcut for the Tech Console

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

Name and Connectivity Server

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

Note: This will only be available to install on Windows 2000/XP and 2003 workstations.

Standalone Test Designer

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

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

Install to:

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

Click Next when ready to continue.

Ready to Install the Program

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

Note: If you have elected to install a Client (Student), 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

To complete the installation:

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

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

Creating an administrative (network) installation

An administrative installation (distribution copy) of NetSupport School 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 School with certain options, therefore ensuring that all NetSupport installations are configured the same.

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

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.

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

To Install NetSupport from a Server onto individual workstations

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

Silent Installation

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

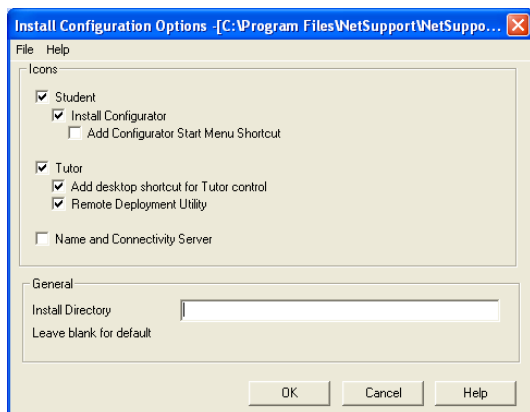
To perform a silent install

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

Note: NetSupport School 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.

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 /S 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 variables for the installation. The information is stored in a parameter file, default name NSS.ini.



Icons

Check the relevant boxes to indicate which NetSupport Components will be installed on the Client machines.

General

Install Directory

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

NetSupport Deploy - NetSupports Remote Install Utility

The NetSupport Deploy Utility provides Network Administrators with the facility to install and configure NetSupport 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.

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

Note: NetSupport Deploy is currently only supported on Windows XP and 2000 workstations.

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 School. To enable NetSupport to function correctly we have provided a utility that will configure Windows Firewall.

To enable NetSupport School in the Windows Firewall Configuration

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

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

Starting NetSupport School

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

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

When NetSupport School loads for the first time, the Control Configuration dialog will appear. This enables the Control to specify the Clients to connect to at Startup. The dialog will not appear in future sessions.

When starting NetSupport School for the first time, it is advisable to Browse the Network for available Clients. To do this, click on 'Browse and Connect to Students starting with' and enter a prefix for the Computer Names. Click Ok.

A useful option within NetSupport School is the Lesson Plan feature enabling a Tutor to pre-plan the scope of a lesson. A convenient Class Wizard is provided which guides you through the process and this will appear at startup. However this can be disabled if required.

As the Tutor program loads NetSupport will then Browse the Network for the specified Students. While it is searching the Browsing message will be displayed. All successful or failed connections will be reported in a connection dialog, when all the connections are complete click Ok.

All connected Clients will have their icons displayed in the Control Window.

Contacting NetSupport

UK & International

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Technical Support: *support@netsupportsoftware.com*

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Sales: *sales@pci-software.de*

Japan

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