Trademarks

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Contents

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 licence agreements and make budget forecasting more accurate.

Facilitating central management of your enterprise PCs in a secure, coordinated and efficient manner, NetSupport DNA combines powerful Hardware & Software Inventory with Software Distribution, Application Metering, Internet Metering, Web Based Helpdesk and best of breed Remote Control.

Available in a flexible modular format, NetSupport DNA allows you to pick and choose the specific features, which best meets the needs of your organisation.

Providing seamless integration of the most complete and cost-effective Network Management & Helpdesk solution available on the market, NetSupport DNA offers an unrivalled ROI whilst reducing the total cost of ownership.

DNA FEATURES:

HARDWARE INVENTORY	ENTERPRISE REPORTING
SOFTWARE INVENTORY	WEB BASED HELPDESK*
APPLICATION METERING	REMOTE CONTROL*
INTERNET METERING	*Optional Components
LICENCE MANAGEMENT	
SOFTWARE DISTRIBUTION	

Highlights

NetSupport DNA combines powerful Hardware & Software Inventory with Software Distribution, Application Metering, Internet Metering, Web Based Helpdesk and best of breed Remote Control.

Discover

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.

Detail

NetSupport DNA also offers two "Styles" of reporting. On Screen reports are provided with supporting Bar and Pie charts and drill down capabilities on all key summary data. In addition, Print Optimised reports are provided, powered by the 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.

Deploy

DNA provides a multi delivery option for Software Distribution. To begin an Operator can define a Software package to be deployed - this can either be a collection of Files and Folders specified with appropriate action parameters once delivered to a target system; or by recording and scripting any user prompts required during an application install so that the package can be deployed onto a users system without intervention.

Features

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, these are added to the main Company Tree view and can contain PCs from any number of departments. A typical group might be "all PCs with Windows XP and more than 256Mb of Ram".

Other supporting Tools include Connection Statistics, Find User, Chat, Message and a powerful Data Query Tool.

DISCOVERY

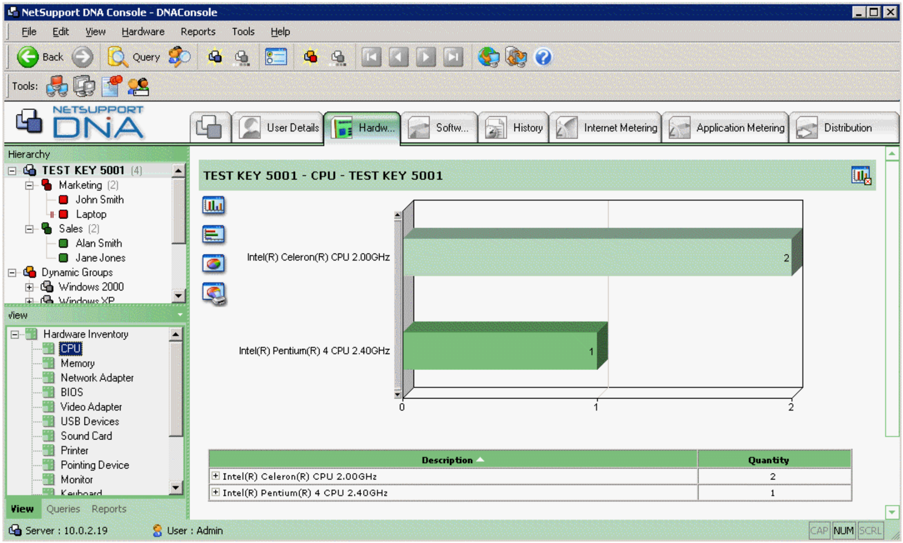
NetSupport DNA will automatically discover all PCs on a LAN or Wan based on an IP range or utilising the existing Windows Network. Once discovered key PC status & DNA Client Status (if installed) is displayed.

Using the Discovery Tool, DNA clients can be remotely installed onto clean systems across the Enterprise.

HARDWARE INVENTORY

NetSupport DNA features a powerful Hardware Inventory module that presents a wealth of information about a specific PC, from CPU and BIOS to Memory, Memory slots used and even those available for future expansion.

When viewing the Company as a whole or a department, DNA provides quick and easy summaries by category, such as all PCs grouped by OS, CPU type or Memory.



SOFTWARE INVENTORY

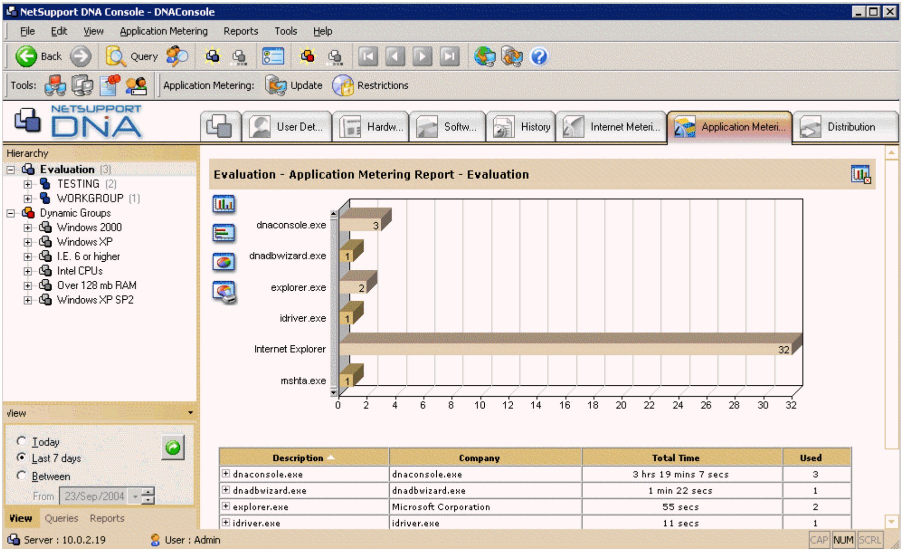
Provides a detailed summary of all applications detected on a target PC. This information can be provided on either an individual PC or group basis.

Data gathered can be customised to group differing versions of a common application, reflect company licence limits and more.

APPLICATION METERING

Identifies all applications installed on Client PCs the DNA application Metering component reports back all applications used on a Target PC, details reflect the time the application was started and finished, the actual time it was in use and when viewed at departmental level, summaries by frequency of use or by duration are shown.

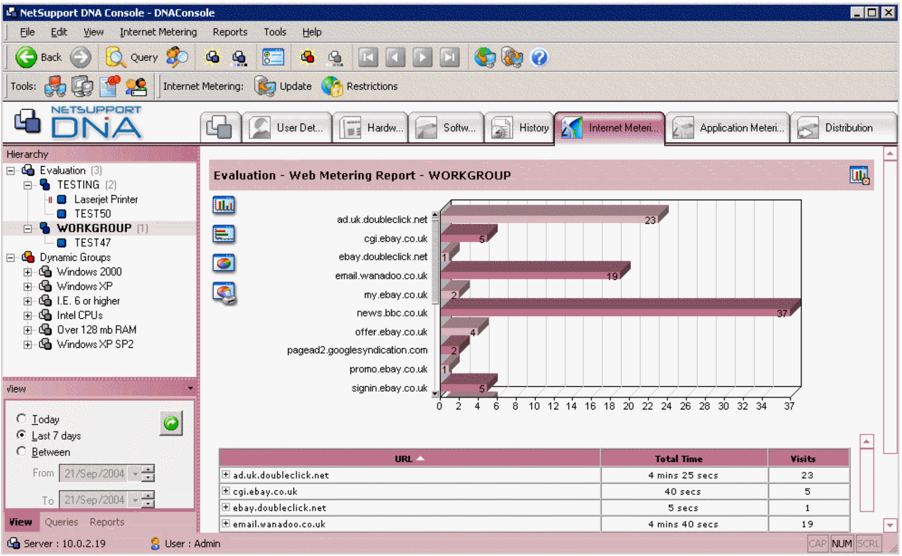
In addition application usage can be restricted on target PCs by Time of Day, for all users or usage can be limited to specified PCs.



INTERNET METERING

Like Application Metering, DNA provides a detailed summary of activity on a user PC, in this case for Internet (or Intranet) activity. URL's 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.

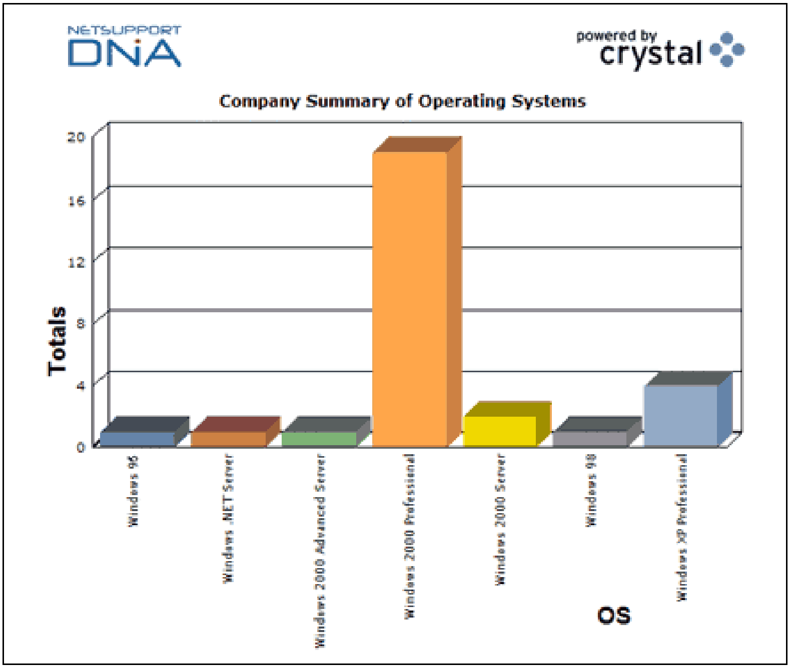
Internet Metering also provides the Operator with the ability to restrict URL access based on its status of Approved or Restricted and by a flexible time based policy.



REPORTING

NetSupport DNA also offers two "Styles" of reporting. On Screen reports are provided with supporting Bar and Pie charts and drill down capabilities on all key summary data.

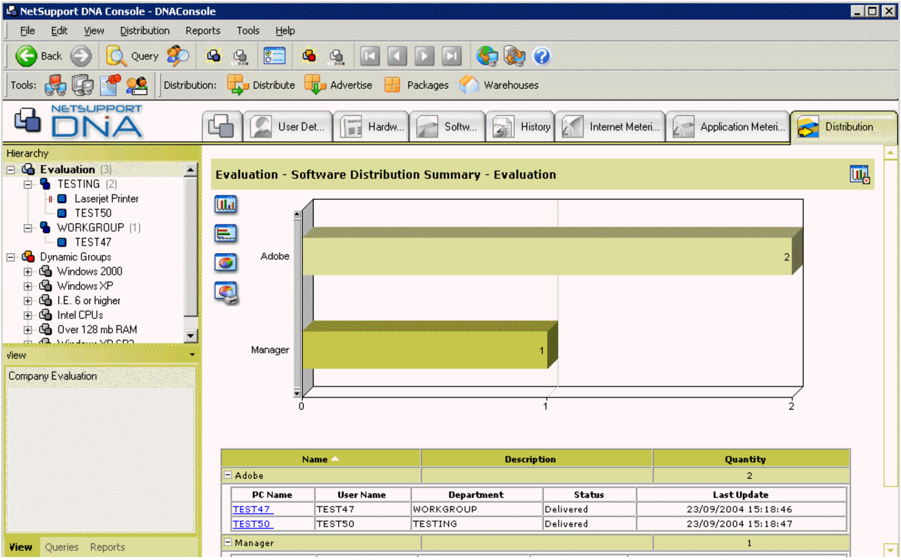
In addition, Print Optimised reports are provided, powered by a Crystal Report engine that offers a full set of management reports. All reports include the option to print or export to PDF, DOC and XLS.



SOFTWARE DISTRIBUTION

DNA provides a multi delivery option for software distribution. To begin an Operator can define a Software package to be deployed - this can either be a collection of Files and Folders specified with appropriate action parameters once delivered to a target system or by recording and scripting any user prompts required during an application install so that the package can be deployed onto a users system without intervention.

Once created the application package can be automatically "Pushed" to target PCs for deployment or "Published" centrally. Once Published a User can check to see which applications are available for their PC and install these on Demand.



HELPDESK*

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

- Automatic Assignment of Tickets to Operators based on pre-defined customer rules based on either Problem Type of User type.
- Automatic Escalation of ticket status based on Customer specified rules.
- A structured Notes history for a Ticket with source identifiers (Telephone, email etc) for each additional entry within the ticket lifecycle.
- Full Audit history for a given user.
- Direct integration with DNA Suite Inventory and departmental information.

- Streamlined creation of a Solutions Database to aid future help requests.

- Simplified management of Problem type definitions.

- Enhanced Security and access control management of Operators and Users.

REMOTE CONTROL*

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.

For a more powerful remote control solution, NetSupport Manager (NSM) is offered as an extra module. Together with the above, NSM offers File Transfer & File Distribution, Hardware & Software Inventory, Scripting & Scheduling, The Gateway (connecting to PCs located behind firewalls) and Scan, for the monitoring of multiple remote workstation screens.

* Optional Components

DNA Packs

NetSupport DNA is available as a flexible modular product allowing you to choose the specific features which best meet your needs.

NetSupport DNA is available in the following Packs.

	DNA Inventory			DNA Suite		
Module	**Pack 1**	**Pack 2**	**Pack 3**	**Pack 4**	**Pack 5**	**Pack 6**
User Management	✓	✓	✓	✓	✓	✓
Hardware Inventory	✓	✓	✓	✓	✓	✓
Software Inventory	✓	✓	✓	✓	✓	✓
Application Metering	✗	✗	✗	✓	✓	✓
Internet Metering	✗	✗	✗	✓	✓	✓
Software Distribution	✗	✗	✗	✓	✓	✓
DNA Remote Control	✗	✓	✗	✗	✓	✗
NetSupport Manager	✗	✗	✓	✗	✗	✓

System Requirements

SERVER

Recommended Hardware: Pentium III 500Mhz or higher with 256mb RAM.
Free space required: 100Mb+ (dependant on number of Clients supported).
OS Supported: Windows NT, 2000, XP or 2003 server.
Databases Supported: Microsoft MSDE, SQL7 or SQL2000.
TCP/IP network.

CONSOLE

Intel* 80486 or higher. 128MB. Windows platforms above NT4.
IE6.0 or higher.
Java Virtual Machine.

CLIENT

Intel* 80486 or higher.
7MB Free Space.
Win 98, NT or higher (NT requires SP6).
IE5 or higher.
Protocol: TCP/IP (Winsock 2 on 98).

INSTALLATION

Planning an Installation

Before commencing an installation consider which components are required. NetSupport DNA consists of three main components:

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.

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.

Client

The Client is the end-user machine where data is collected from.

DNA components can be installed in the following combinations:

- Server, Console & Client.
- Console and Client
- Console Only
- Client Only

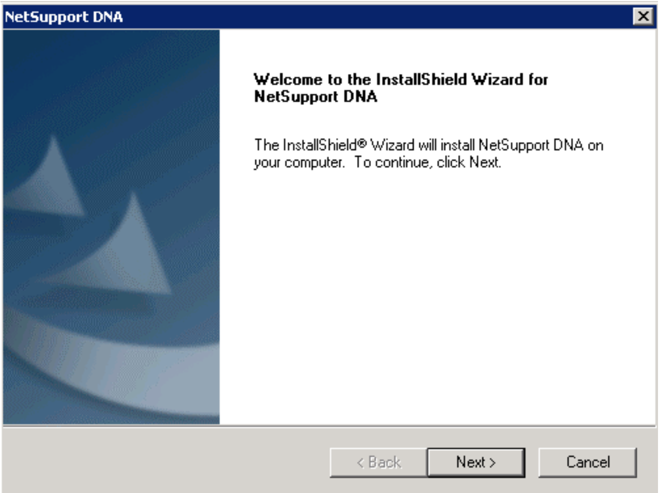
Note: If upgrading an existing version of DNA please refer to our knowledge base at www.netsupportsoftware.com for more information.

Starting the Installation

Insert the NetSupport DNA CD, the Welcome Menu will appear.

Select the Installation option. The NetSupport DNA Install Wizard will guide you through the installation process enabling you to quickly configure the required DNA components.

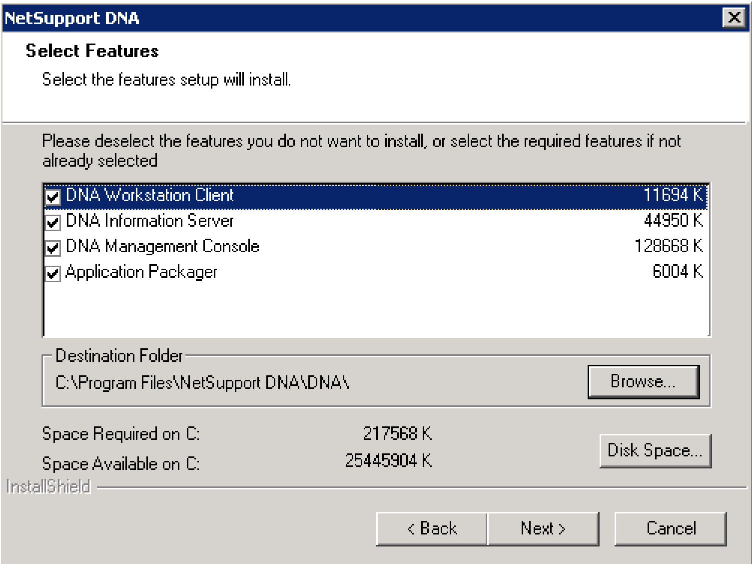
The Setup program Welcome screen will appear.



Click Next to continue. The DNA License Agreement will appear. Please take time to read the Agreement before accepting the terms.

Select Features

Decide which DNA features/components to install, all are selected by default, and their location.



DNA Workstation 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.

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

DNA Information 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.

DNA Management 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.

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.

Destination Folder

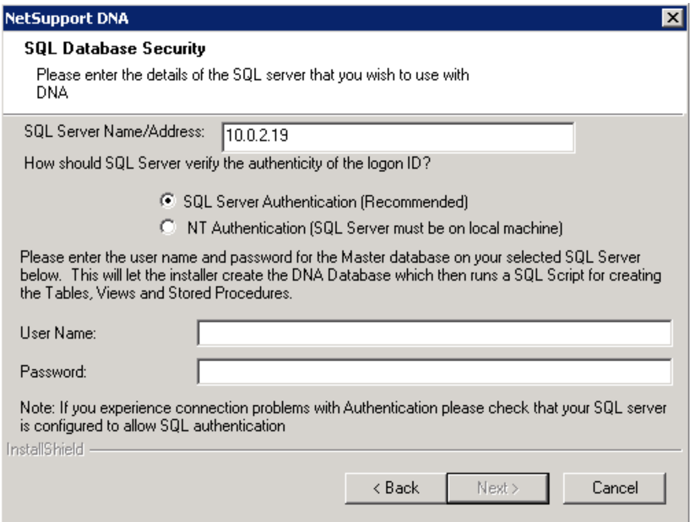
By default, setup will install files in the folder C:\Program Files\NetSupport DNA\DNA. To install in a different location click Browse.

Setting up the Server and Console

SQL Database Security

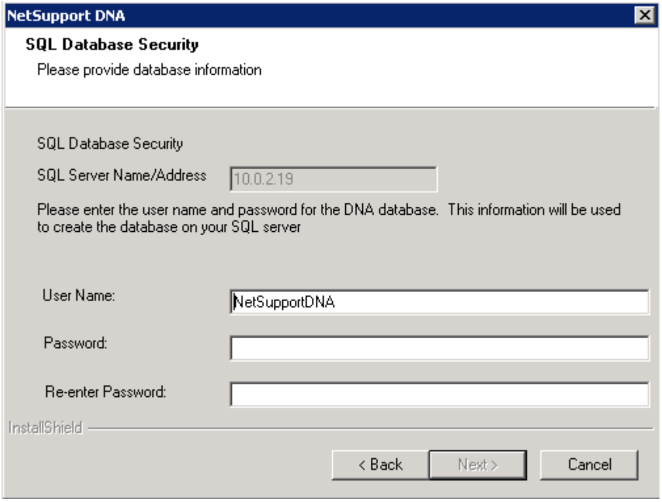
Enter the name/address where your SQL Server resides. This may or may not be the local machine. This is a free form text field enabling you to enter either the IP address or a named instance of the SQL Server.

Choose the appropriate verification method, SQL or Windows NT. If SQL, enter the User Name and Password of your master database.

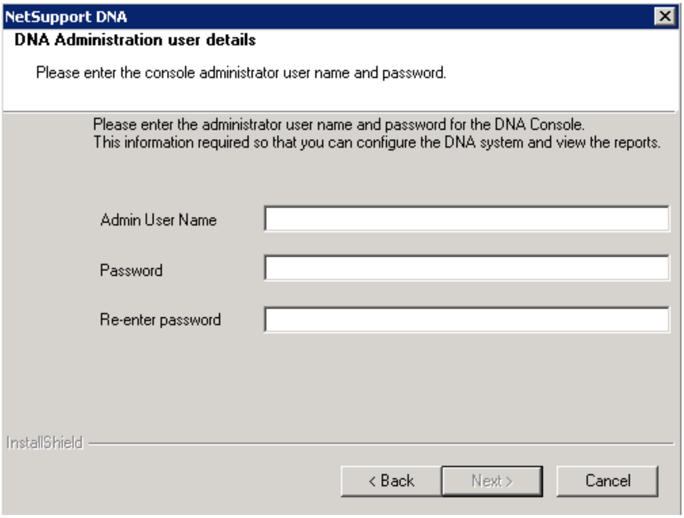


Click Next.

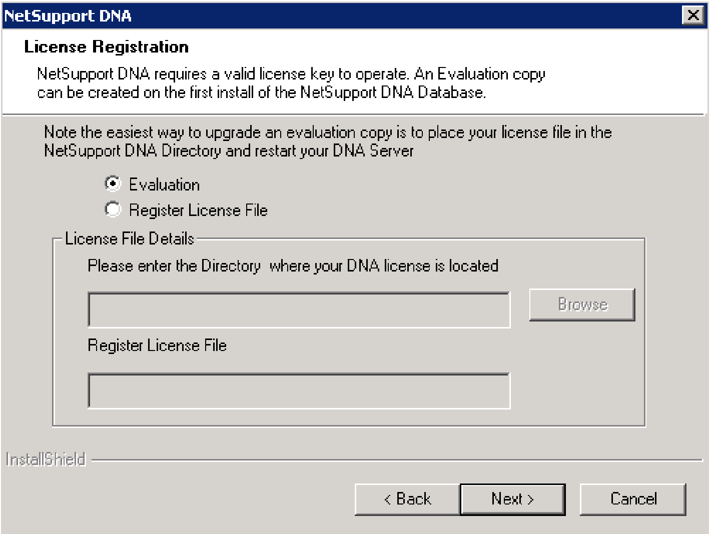
Enter the name and password to be used for the DNA database and click Next.



Enter the login name and password to be used to access the DNA Console once installed. Additional Console Operator logins can be created after installation.



Select Evaluation or enter the License details provided by NetSupport. The License file provided should be copied to a suitable folder. 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.



Click Next.

Sufficient information has been provided to commence the installation. If you need to review any of the settings click Back otherwise click Next to start the installation.

Note: After installation, a convenient utility can be run should you need to update your database, console or license details. See: Using the DNA Database Wizard.

Client Installer Package

In addition to the standard installation, the Client component can also be remotely (pushed) installed on the required PCs.

The **Client Only Installer** package, added to the DNA program folder during a Server installation, can be made available as a Network Share enabling you to push the Client to the required machines.

When performing the original installation the Server IP address specified when entering the SQL Server Details is passed to the package and stored in the DNAClient.ini file. This ensures that Clients receiving the package know which Server to communicate with.

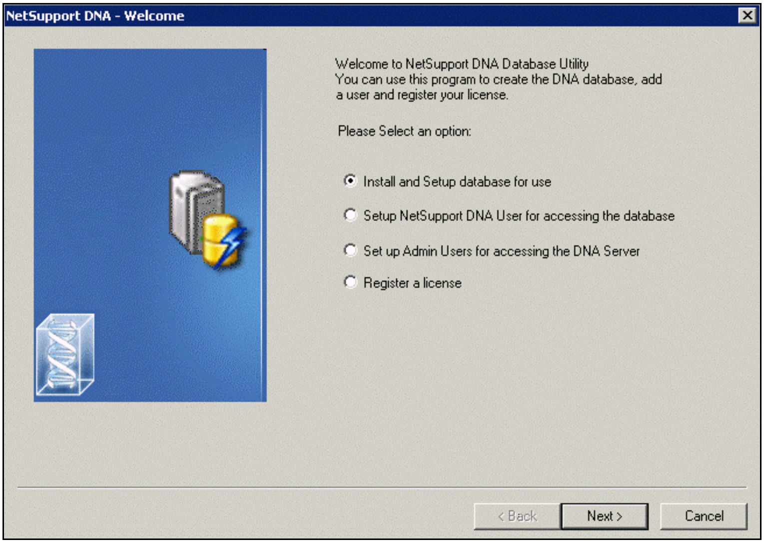
Using the DNA Database Wizard

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 and update license details.

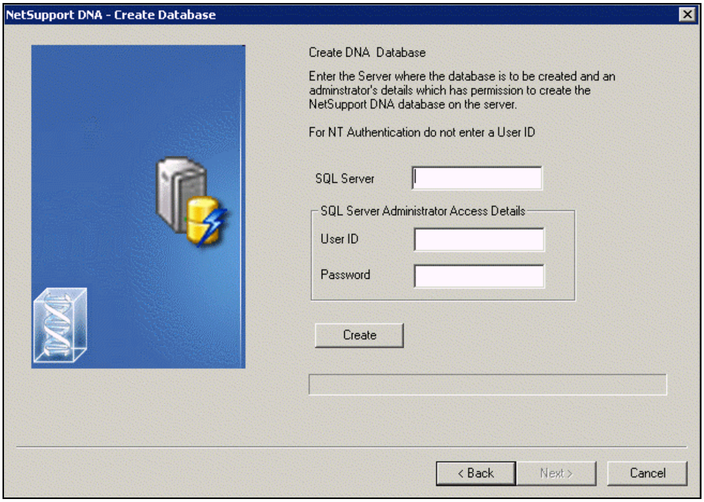
During installation the DNA Database Wizard is copied to the Server folder of the DNA program directory. Default, c:\Program Files\Netsupport DNA\DNA\Server\DNADBWizard.

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



Install and Setup database for use

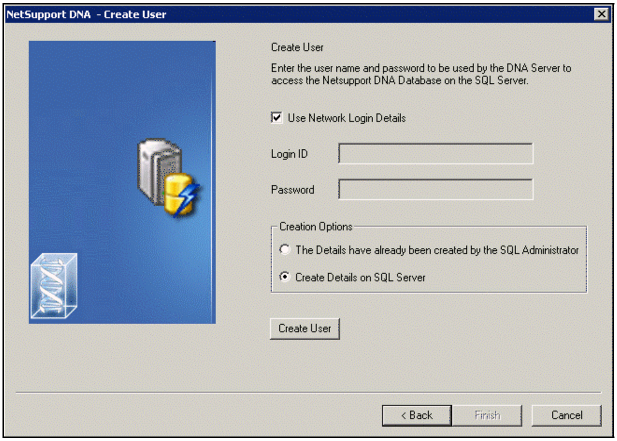
Enter the address/name of the SQL Server where the DNA Database is to be created and the Administrator logon details.



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 details have already been created by the SQL Administrator.

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

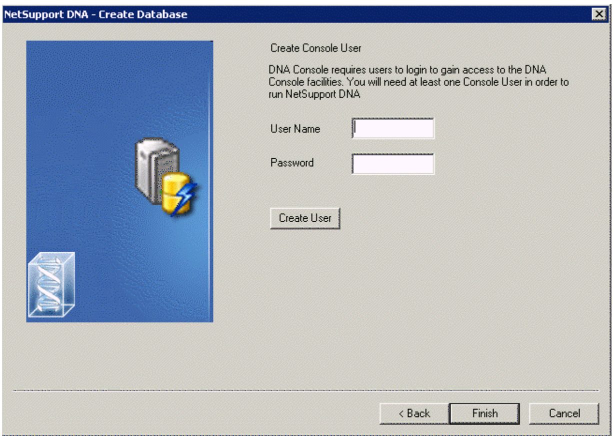


Setup Admin Users for accessing the DNA Server

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.

Note:

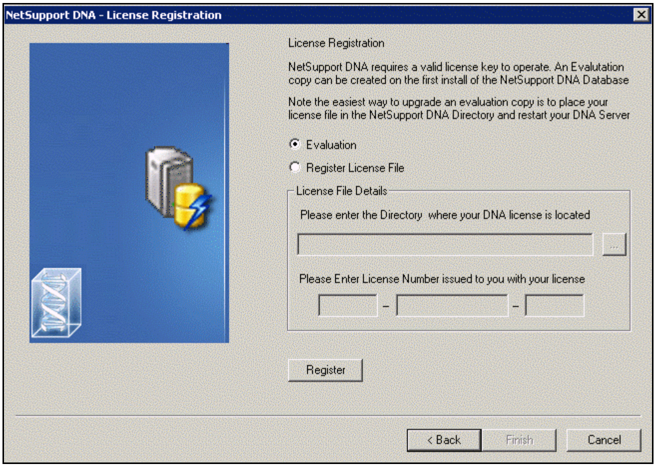
- Admin User rights are required for this operation, you will be prompted to enter the appropriate User Name and Password when you click **Create User**.
- Additional Console Users can also be created via the Console program itself.



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.

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.

GETTING STARTED

Running the Console

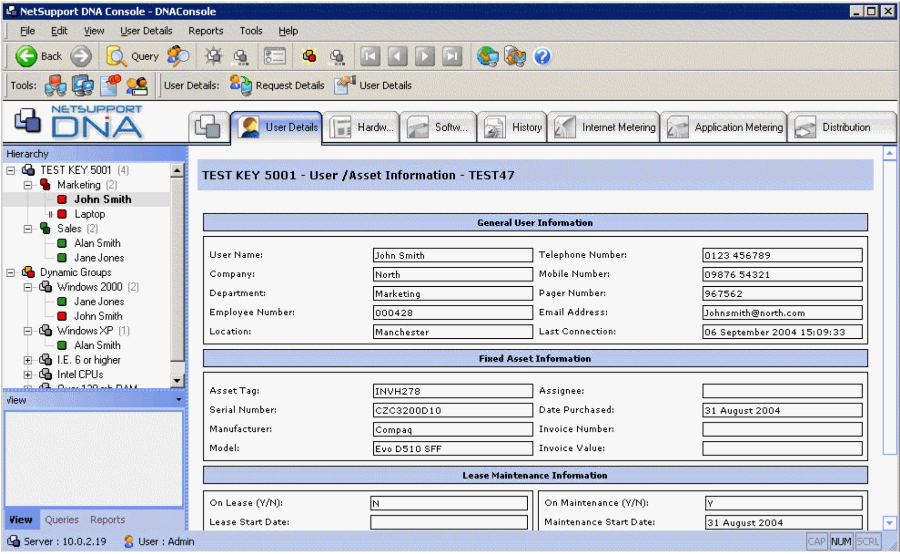
After installation, Administrators (Console Users) can load the DNA Console and start interrogating the database.

1. Select {Start}{Programs}{NetSupport DNA}{DNA Console}.
2. The Console Login dialog will appear.

3. Confirm that the specified Server address/name is correct. If not you can manually enter the details. Enter the Console User Name and Password.
4. Click OK.
5. The main NetSupport DNA Console screen will appear.

The Console Window

The Console Window is the primary interface for accessing the wealth of options provided by DNA. A convenient Tree View enables you to quickly display data for a given user or department. The main information window employs the use of Tabs to identify each of DNAs main components enabling you to easily navigate between options.



Menu Bar

The Menu Bar contains a series of drop down menus that can be used to access the various tools, components and configuration utilities.

The Toolbar

The Toolbar contains shortcuts to many of the most frequently used tasks. Options specific to each component tab can be added by selecting {View}{Toolbars} from the Menu Bar.

Hierarchy Tree View

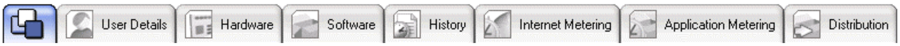
The Hierarchy Tree View lists all dynamically found DNA Clients along with any items of non-standard information that may have been added. By default, the Tree will reflect the structure of your workgroup/domain but you can customise it to suit individual requirements, for example, grouping Clients by geographical location or department.

By selecting {View}{Show User Name} from the menu bar you can toggle between listing the Clients machine name or actual user name, if recorded in their User Details, in the tree.

In addition you can create Dynamic Groups enabling you to quickly identify Clients matching specific criteria. A typical 'Dynamic Group' might be "all PCs running Windows XP with more than 256mb of RAM".

Information Window

The information window displays the data that has been gathered for each of DNAs main components. For ease of navigation, function tabs identify each component enabling you to quickly move between options:



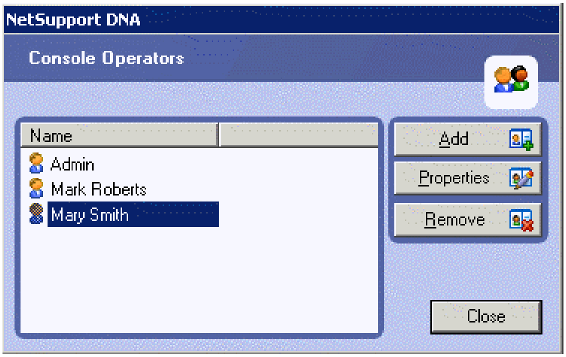
View, Queries and Reports Tabs

DNA provides a variety of on-screen reporting options with supporting bar and pie charts and drill down capabilities. The View, Queries and Reports tabs, displayed at the bottom left hand corner of the Console Window, enable you to customise the content and format of the data in the information window.

Create Additional Console Users

Additional Console logins can be created. Each User is assigned Administrator or Operator rights enabling you to restrict functionality for certain Console Users.

1. Choose {Tools}{Configure Operators} from the Menu Bar. The Console Operators dialog will appear.

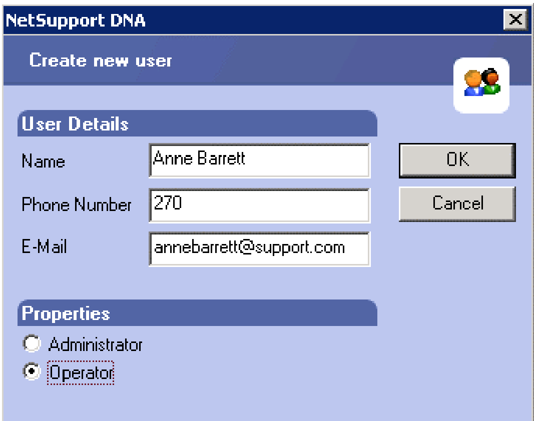


2. To create new Operator logins and assign the appropriate rights click Add, to edit an existing user select the Name and click Properties.
3. To remove an item, select the Name and click Remove.

Create or Edit Console Operator Logins

This dialog is used to create additional Console Operator Logins.

1. Enter the users Name, this will also act as the login name, along with their contact number and email address if known.



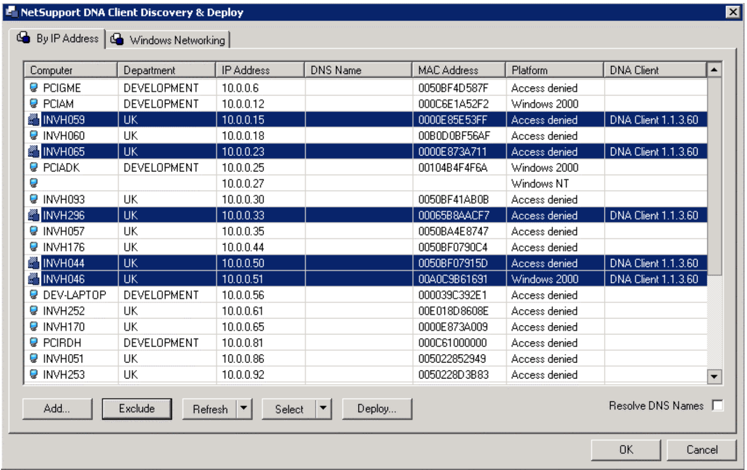
2. You can assign full Administrator rights or restrict access by selecting Operator status. See table below.
3. Click OK, you will be prompted to register a password for the user.

	Administrator	**Operator**
Edit Console Settings	No restriction	Not available
Edit Application Groups	No restriction	Not available
Add/Edit/Delete Console Operators	No restriction	Limited availability. Only able to Edit own User Details.
Customise User Details	No restriction	Not available
Edit Internet/Application Metering Settings	No restriction	Not available
Edit Internet/Application Approved or Restricted Lists	No restriction	Not available
Create Software Distribution Packages	No restriction	Not available
Advertise or Distribute Software Packages	No restriction	No restriction
Delete Departments and Dynamic Groups from the Hierarchy Tree View	No restriction	Not available
Discovery Tool - Deploy Clients	No restriction	Not available
Database Maintenance	No restriction	Not available

Client Discovery & Deploy Tool

The Discovery and Deploy tool is used to find PCs on your Network with a view to remotely deploying a DNA Client to them. Once discovered key PC status & DNA Client Status (if installed) is displayed. With this information to hand you can easily refine the list to exclude machines that you do not want to deploy to, leaving you with those that you do.

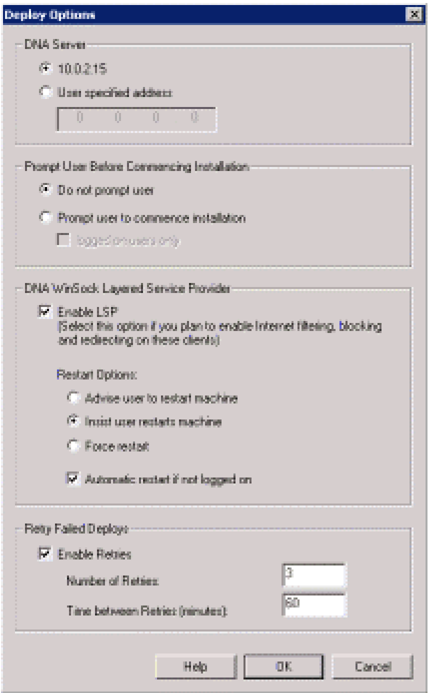
You can search the network based on an IP range or by utilising the existing Windows Network.



1. Select {Tools}{Client Discovery and Deploy} from the Menu Bar or click the **Deploy** toolbar icon.
2. Choose the method for finding machines, by IP address or Windows Networking.
3. Click Add.
4. If searching by IP Address enter the address range, or select the Network Groups if using Windows Networking.
5. Click OK to find matching machines.
6. To help identify the PCs to be included or excluded from the deployment the list can be sorted by clicking on any of the column headings.
7. If required, you can further refine the list by removing machines that you do not want to include in the deployment. For example, 'Invalid' Clients or those that are identified as already having a current DNA Client installed. Click Select and choose the appropriate task from the drop down list. Click Exclude to remove the highlighted items.

8. From the PCs that remain, select the ones to deploy to. To include all machines click Select – All Clients or highlight items individually using Shift-Click, Ctrl-Click.
9. Click Deploy when ready.
10. As the PCs may be in use at the time of the deployment you can send a prompt to users before you commence. Click Start. The Deploy Options dialog will appear.

Deploy Options Dialog



DNA Server

Confirm the address of your DNA Server.

Prompt User Before Commencing Installation

If the target PCs are likely to be in use you can display a prompt at Client machines before the installation begins. The message can be sent to Logged On machines only.

DNA Winsock Layered Service Provider

In order to make use of the Internet Blocking features of DNA it is recommended that LSP is enabled. In these circumstances the Client machine will need restarting in order to complete the installation. Again, consider if the machines are in use before making your selection.

Advise user to restart machine
Gives the user the opportunity to restart the PC when they want to.

Insist user restarts machine
The user is given 1 minute to restart otherwise it will happen automatically.

Force Restart
An immediate restart is forced without any prompting.

Automatic Restart if not logged on
This option can be included along with any of the above restart options.

Retry Failed Deploys

Indicate if the deployment should be automatically retried in the event of a failure. Specify the number of retry attempts and the interval between.

11. Click OK to commence the deployment.

Notes:

- If deploying to more than 100 machines simultaneously a warning will be displayed. There are potential overheads attached to deploying to large numbers of PCs so you may prefer to do the deployment in stages.
- Multiple deploy sessions can be run concurrently enabling you to deploy to additional groups of PCs if required. Simply repeat step 1 above to open a new Deploy window.

Create a Department

The Tree View is highly configurable enabling you to customise your DNA setup to mirror your organisations structure. Departments can be manually added and Clients moved between Departments as required.

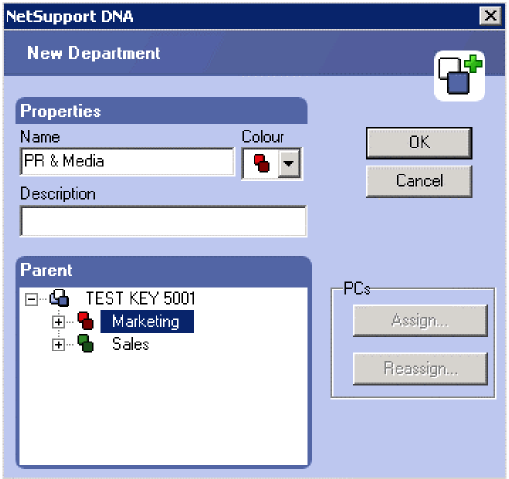
1. In the Tree View select the company or an existing department name.
2. Right click and select New.

   Or,

   Choose {File}{New Department} from the Menu Bar

   Or,

   Click the New Department icon on the Toolbar.
3. The New Department Dialog will appear.



4. Enter the Department name, a suitable description and select an icon colour.
5. Decide at which level of the Tree View to insert the department by selecting the Parent.
6. Click OK.

Change the Properties of a Department

This dialog can be used to:

- Change the general properties of a department;
- Associate a department with a new parent in the tree;
- Delete a department;
- Move Client PCs between departments.

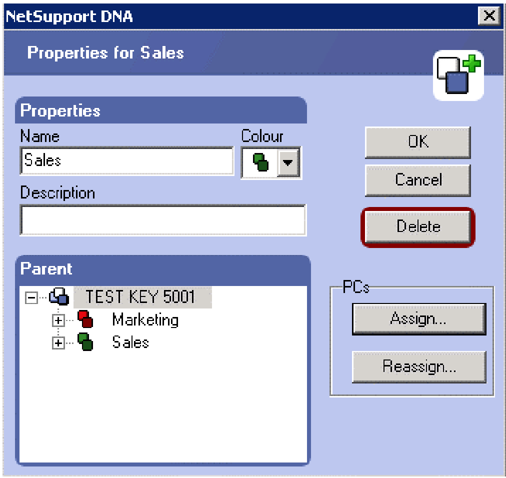
1. Select the required department in the Tree View.
2. Right-click and select Properties.

   or

   Click the Department Properties icon on the toolbar.

   or

   Select {Edit}{Department Properties} from the Menu Bar.



General Properties

The Department name, description and icon Colour can be changed if required.

Parent

The department can be moved within the Tree View by clicking on a new Parent.

Delete Department

The selected department can be deleted from the Tree as long as there are no Clients currently associated with it.

Assign/Reassign PCs
Enables you to move Client PCs between departments.

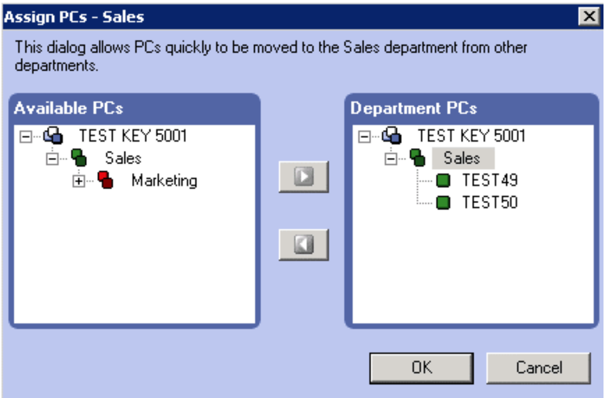
Adding Clients to Departments

When a DNA Client is installed it is dynamically added to the appropriate domain in the Console Tree View. However, Console Operators can customise the Tree View to include additional departments and move Clients between these areas.

An individual Client can be moved by simply dragging and dropping the required PC between departments in the Tree View. Alternatively, the User Details can be edited. Right-click on the required Client in the Tree View, select Edit User Details and update the Department field.

Multiple Clients can be easily moved using the Assign/Reassign facility.

1. In the Tree View, right-click on the required Department. The one you are moving Clients to or from.
2. Select Properties. The current properties for the selected Department will be displayed.
3. Click Assign or Reassign depending on whether you are moving Client PCs to or from the department.
4. From the Available PCs list select the PC to move and click . Repeat for any additional PCs that you wish to move.

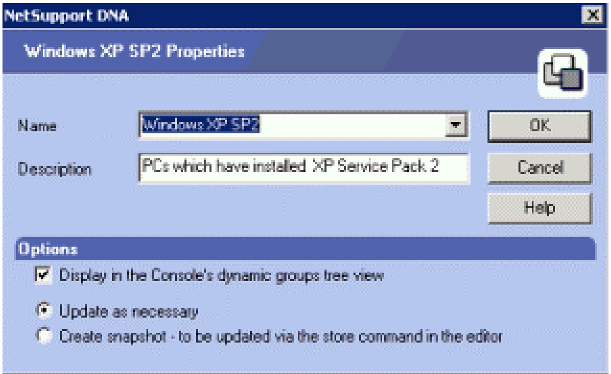


5. If you have moved the Client PC in error, click  to reassign it to the original department.
6. Click OK when finished.

Dynamic Groups

This facility provides a quick and easy method for grouping Clients based on specific conditions. Typical uses could be to identify users that are running out of date hardware or software.

1. In the Tree View right-click on **Dynamic Groups** and select New.
   or
   Choose {File}{New Dynamic Group} from the Menu Bar.
   or,
   Click on the **Create a New Dynamic Group** icon on the Toolbar.



2. Enter a Name and Description for the New Group.
3. Select any applicable Options:

   Display in the Console's dynamic groups tree view
   If this is to be a one-off search for a particular group of PCs, you can choose not to add the group to the Tree View.

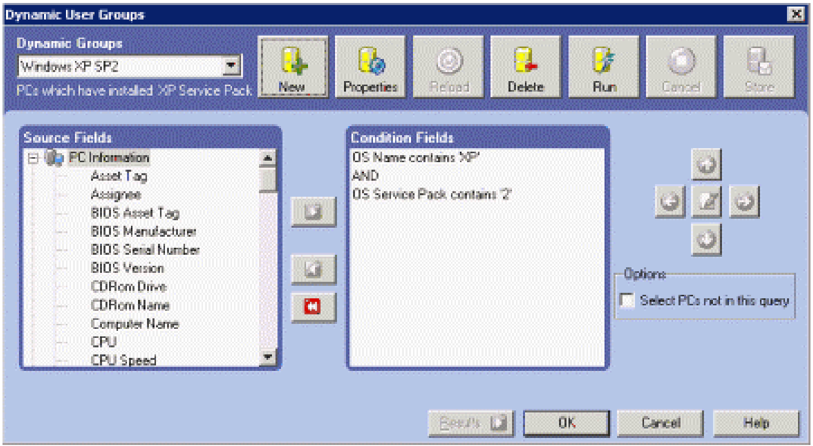
   Update as necessary
   Enable this option if you want any new Client PCs that match the criteria to be automatically added to the group.

   Create snapshot - to be updated via the store command in the editor
   Rather than automatically add new PCs to the group you can take a snapshot at a given time and update the Client list as and when required using the Store command which is available in the Dynamic User Groups editor.

4. Click OK. The Dynamic User Groups editor dialog will appear enabling you to create the Condition that will determine which Clients are selected for the Group.

Dynamic Groups Editor

The editor dialog is primarily used to create the condition that determines which Clients are included in a Dynamic Group. You can edit the properties of an existing Group, create new Groups and Run the output from here.



1. The dialog can be launched when creating a new Group or editing an existing item.
2. Right-click on the Dynamic Group name in the Tree View and select Properties.

   or

   Select the group name and click the Dynamic Group Properties icon on the toolbar.

   or

   Select {Edit}{Dynamic Group Properties} from the menu bar.
3. The dialog will indicate which Group is loaded. You can select another Group from the drop down list.

   The following options are available:

   New

   Create a New Dynamic Group.

   Properties

   Change the properties of an existing Dynamic Group.

   Reload

   Reloads the stored version of the Groups properties if you want to ignore any changes you have made. The option is not available once the Results have been run.

Delete
Delete the currently loaded Dynamic Group.

Run
Run the results of the currently loaded Group. Items matching the specified condition will be listed in the Results window. You can hide/un-hide the output by clicking the Results button.

Cancel
Cancel running the results.

Store
If when entering the general properties for the Group you elected to create a snapshot, meaning that any new Clients matching the criteria are not automatically added to the group, clicking Store will update the Client list.

Specifying the Condition Fields

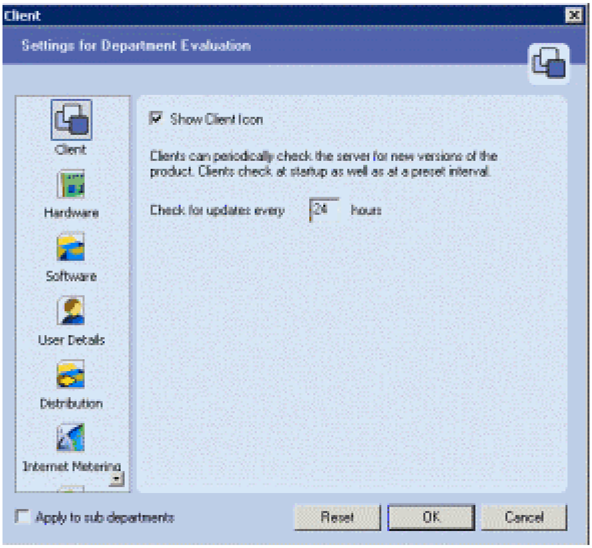
1. From the Source Fields Tree select the field(s) on which to base the condition. Click to move each item in turn to the Condition Fields window.
2. The Condition Editor will appear. Multiple conditions can be applied. Enter each one and click OK.
3. Click Run to retrieve the Results. The Dynamic Group will be listed in the Console Tree View along with those Clients matching the condition.

Note: There may be occasions when you quickly want to view PCs that do not meet the specified condition. In the above example the condition highlights Clients that have Windows XP SP2 installed but, when planning major rollouts, you might equally want to reverse that and display those that don't have it installed. Check **Select PCs not in this query** to enable this option and click Run to display the results.

DNA Settings

Administrators/Console Operators can apply specific settings, at Company or Department level, to each of DNA's primary features. For example, the frequency at which Inventory data is collected can be set at an individual department level or you may want to block specific departments from accessing certain websites.

To access the Settings menu, highlight the Department or Company in the Tree View that the settings should apply to and select {Edit}{Settings} from the Menu Bar.



Apply to Sub-Departments

By activating this option, all Clients within the selected Department or Company will be updated with the new settings.

Note: The Reset button will delete all Department settings and revert to the parent settings.

Client

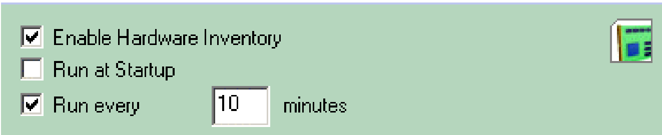
Show Client Icon

When enabled the Client Icon will appear in the Taskbar on the Client PC.

Check for updates every *xx* hours

Each time a DNA Client service starts it will automatically check the server for updated components. While Clients are active you can also set the frequency at which they continue to poll the server. For example, if you have a large network you might want to reduce the number of instances where Clients check for updates to one or two times a day. Alternatively, when updates are available you may need Clients to check more regularly.

Hardware Inventory



Enable Hardware Inventory

Deselect to prevent Hardware Inventory from running.

Run at Startup

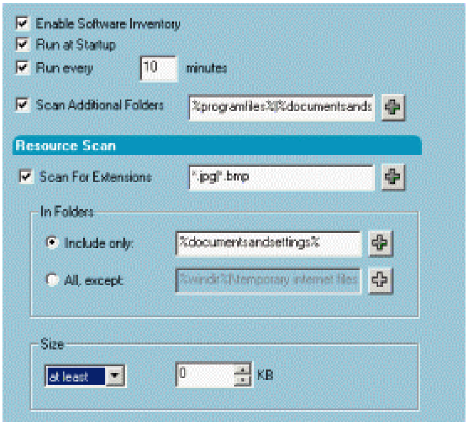
If enabled Hardware Inventory will start to run when the Console is logged on.

Run Every xx Minutes (default 10 minutes)

Hardware Inventory can be configured to run at specific intervals. Enter the required period of time to run the Inventory.

Software Inventory

By default, the Inventory tool scans common locations, for example program files, searching for the exe files installed at each Client PC. However, you can expand the search to include additional folders and file types.



Enable Software Inventory
Deselect to prevent Software Inventory from running.

Run at Startup
If enabled Software Inventory will start to run when the Console logs on.

Run Every xx Minutes (default 10 minutes)
Software Inventory can be configured to run at specific intervals.

Scan Additional Folders
Enables you to specify folders which may not be included by default when compiling the Inventory.

Resource Scan

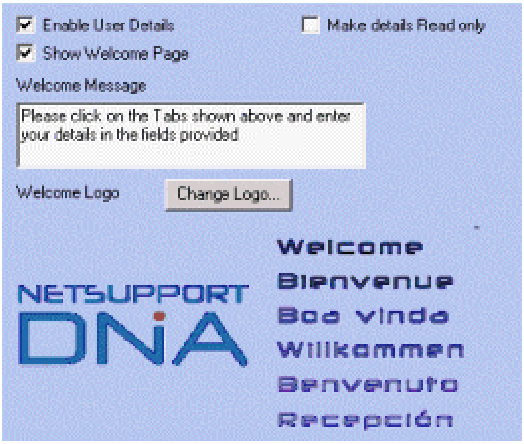
Scan For Extensions
If required, specify the extension of any additional file types you would like to include when scanning Client PCs.

In Folders
Indicate which folders should be included or excluded.

Size
Specify a minimum or maximum file size.

User Details

Client and asset information can be updated using the User Details dialog.



The default settings for the dialog can be adjusted as follows:

Enable User Details
If un-checked, the facility for Clients to access the User Details dialog is disabled at their machine. Console operators can still open the dialog at Client machines.

Make details Read only
If checked, Clients can view the User Details but cannot enter information.

Show Welcome Page
By default, the User Details dialog contains two pages (tabs), Welcome and General, operators can also add custom pages if required. Un-check this box to hide the Welcome page.

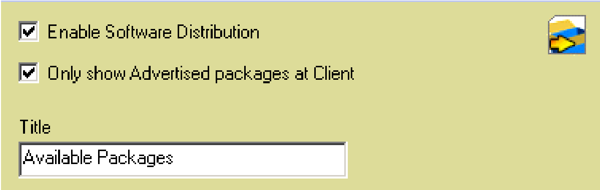
Welcome Message
If the Welcome page is displayed you can add a customised message/prompt.

Welcome Logo
The default image that appears on the Welcome page can be replaced with a bitmap of your choosing. As the file is not remotely downloaded to Client machines when requesting User Details it must be located in a folder accessible by the Clients. eg A network share.

Click **Change Logo** and browse for the required file.

Software Distribution

The Software Distribution settings primarily determine whether the Request Package facility is available at Client machines



Enable Software Distribution

If un-checked, the Request Package facility is disabled at Client machines.

Only show Advertised packages at Client

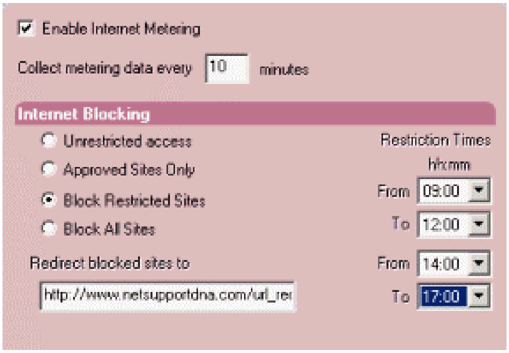
The Request Package facility enables Clients to install packages that have been advertised by the Console operator. These will be listed in a dialog for the Client to select from. Although Clients can only install Advertised packages, you can display a full list of Packages for the Clients to view by un-checking this box.

Title

You can display a customised Title on the Package dialog that appears at Client PCs.

Internet Metering

Internet Metering enables operators to monitor and restrict Clients Internet usage. You can switch metering on or off and restrict access to designated sites.



Enable Internet Metering
Un-check this box to switch Internet Metering off.

Collect Metering data every xx minutes (default 10 minutes)
Specify how often you want data to be gathered. If you have a large network you might want to reduce the number of instances when data is collected. Alternatively, you may base the frequency on how regularly an operator reviews the information.

Internet Blocking

As well as monitoring internet usage you also have the option of preventing Clients visiting certain sites.

Unrestricted Access
Clients can access any site at any time of day.

Approved Sites Only
When enabled, Clients will only be able to visit sites included in the Approved List.

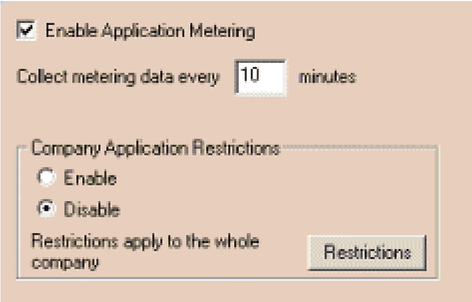
Block Restricted Sites
When enabled, Clients will not be able to visit sites included in the Restricted List.

Block All Sites
When enabled, Clients will not be able to visit any sites.

Redirect Blocked Sites to xxxxxxx
Enter the URL you wish Clients to be redirected to if they attempt to visit a blocked site.

Application Metering

Application Metering enables operators to monitor and restrict Clients Application usage. You can switch metering on or off and restrict access to designated applications.



Enable Application Metering
Un-check this box to switch Application Metering off.

Collect Metering data every xx minutes (default 10 minutes)
Specify how often you want data to be gathered. If you have a large network you might want to reduce the number of instances when data is collected. Alternatively, you may base the frequency on how regularly an operator reviews the information.

Company Application Restrictions
Click Restrictions to create an Approved and/or Restricted list of applications and choose whether to Enable or Disable the restrictions.

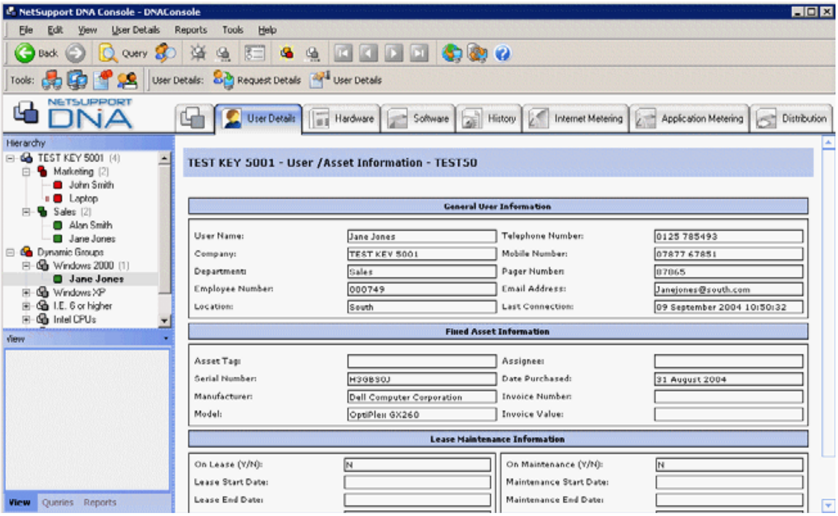
USING NETSUPPORT DNA

User Details

A wealth of user and asset information can be recorded for each Client. The data can be viewed in the Information Window in a variety of formats. Summary statistics can also be viewed at Company, Department or Dynamic Group level.

Clients have the facility to amend their details at any time or Console Operators can request updates. In addition to the default user and asset information you can also add customised pages which reflect your individual requirements.

1. Click on the User Details Tab, or select {View}{Component - User Details} from the Menu Bar.



In the Hierarchy Tree View select the level at which you want to view the information, Company, Department, Dynamic Group or individual Client. Various display options are then available. Three tabs are provided at the bottom of the left-hand pane.

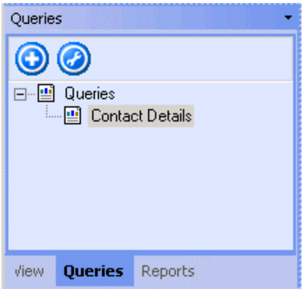
View

The User Details Window shows the total number of DNA Client Server connections, for different time-scales, in a Graph and List format. Connection Statistics detailing the User Name, Department and Last Connection will be listed for every DNA Client and can be viewed for the Company as a whole, Department or a Dynamic Group.

When a Client is highlighted in the Tree View the User Details for that Client will be presented in the Information Window.

Queries

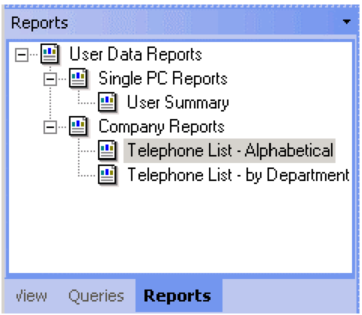
DNAs Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.



Click  to create a new query, click  to edit an existing item in the list.

Reports

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.



Request/Edit User Details

User and associated asset details can be updated by the Clients themselves or by Console Operators with appropriate rights.

The Request User Details option enables Console Operators to remotely launch the User Details dialog at Client PCs.

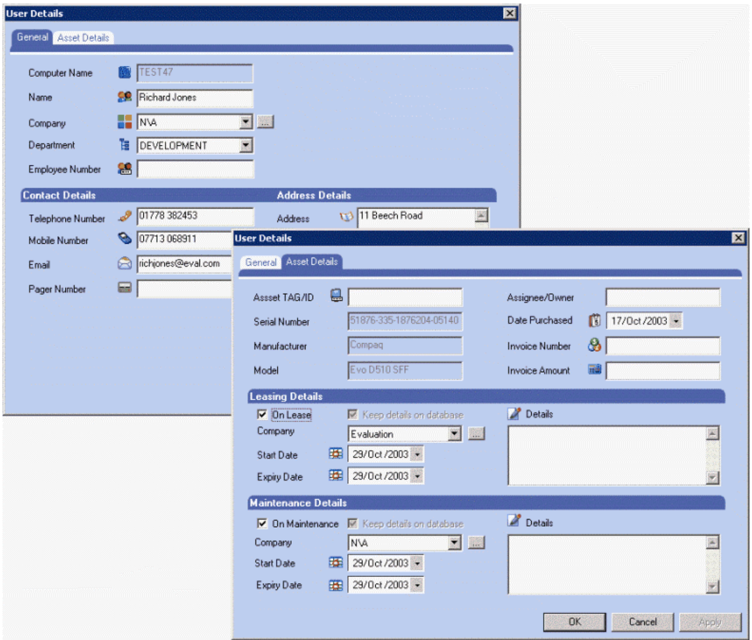
1. With the User Details tab selected, highlight a Client, Department or the Company in the Tree View.
2. Right click and select Request User Details.

   or

   Select {User Details}{Request User Details} from the Menu Bar.

   or

   Click the Request Details icon on the toolbar.
3. The User Details dialog will appear at the selected machines enabling Clients to add or update their information.



When launched at Client PCs, a Welcome page is displayed by default. This can contain customisable messages/prompts or it can be disabled using the User Details Settings option. See DNA Settings for more information.

The Edit User Details option can be used by Operators or Clients to update information.

At the Console
An operator with appropriate rights can edit an individual Clients information.

1. Select a Client in the Tree View.
2. Right click and select Edit User Details.
   or
   Select {User Details - Edit User Details} from the Menu Bar.
   or
   Click the User Details icon on the toolbar.
3. The User Details dialog will appear.

At the Client
A Client can update their own user and asset details.

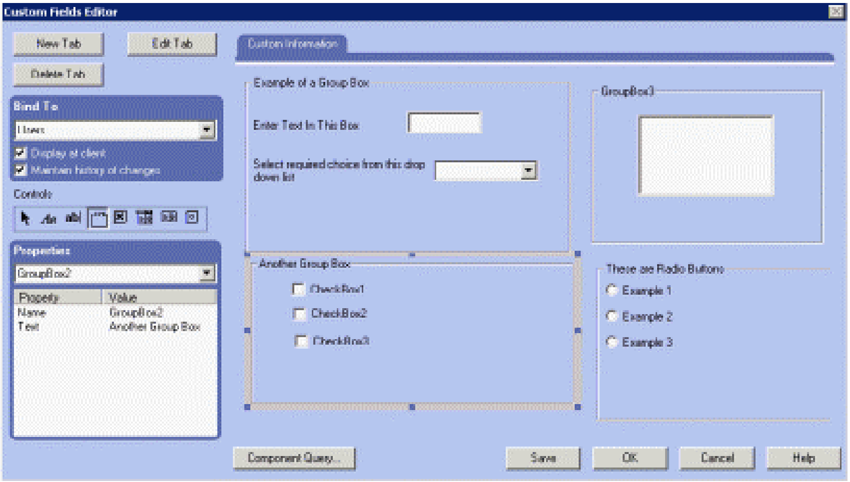
1. Right click on the DNA Client icon in the Taskbar and select Edit User Details.
2. The User Details dialog will appear.

Custom User Details

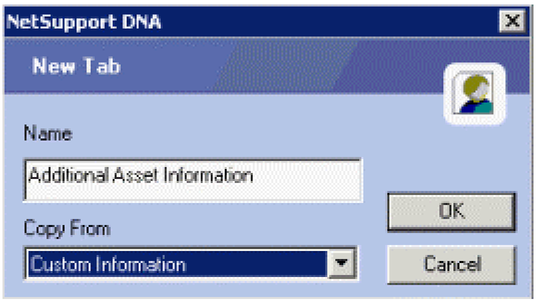
By default, a range of User and Asset information is dynamically recorded. The data can be updated using the Request User Details and Edit User Details options.

If you find that the default pages do not fully cover your requirements additional customised tabs can be created.

1. Choose {Tools}{Custom User Details} from the Menu Bar.
2. The **Custom Fields Editor** will appear, enabling you to create any number of custom tabs.



3. Click **New Tab** to create a new page and enter a suitable name. To save time, the content of an existing tab can be copied should fields of a similar nature be required. (**Edit Tab** enables you to change the name of an existing page.)



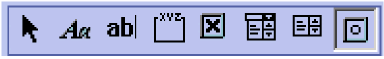
4. Decide whether information contained in the new tab should be bound to the logged on user or the physical PC when viewing the User Details window.
5. You can hide the tab from users should you only want Console Operators to update the information. Un-check the Display At Client field to exclude the tab when launching the User Details dialog at Client PCs.
6. **Maintain History of Changes**. If checked, a record of any changes to the user/asset data on this page is maintained. Operators can view the changes by selecting the History Tab in the Console Window.
7. Constructing the page involves adding the appropriate controls. Select a Control and drag and drop it into the required position on the page.
8. Enter the Properties and associated values for each Control.
9. Store the new page at any stage by clicking **Save**.
10. Click **OK** when the page is complete.

Component Query

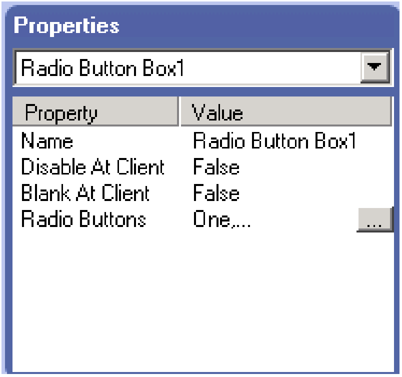
Click this option to create a ready-made report containing the fields on the page. Use the Query Tool to load, edit and run the output.

Custom Fields Editor – Controls

A customised User/Asset Details Tab can include a variety of Controls/input fields.



Select the required Control, drag and drop into the required position on the page and enter the associated properties.



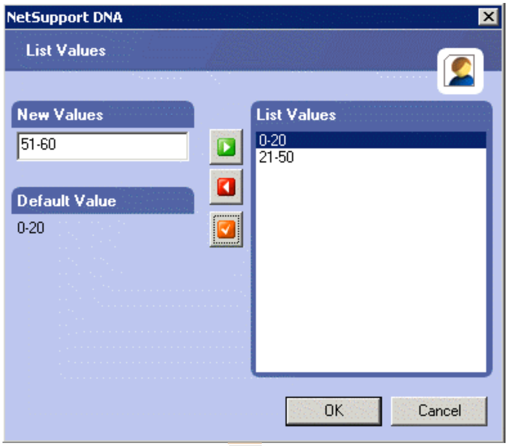
Button	Purpose	Properties
	Used to reposition/resize items on the page.	
	Enables you to add the text descriptions for each input field. The descriptions are displayed on the tab as a guide to users when updating their details but are not shown in the User Details information window at the Console.	Drag and drop into position. Each time this control is added it will initially be assigned a sequential name, Text 1, Text 2 etc. To enter the required field description amend the control properties. In the Properties window two items will be listed. The Name of the control and the Text Value currently assigned. Replace the Text Value with your own wording.

	Creates a text box for users to enter free text. For input purposes you would generally include a text description control adjacent to the box. The User Details information window at the Console can have descriptive text added.	In the Properties window this control is assigned the name Edit 1, Edit 2 etc. This description will appear on the User Details information window unless you change the properties. Change the value for the Name property to the wording of your choice. The two other properties, Disable at Client and Blank at Client can be used to 'hide' the field from users meaning that only operators can update the details. Click the current value, an icon will appear enabling you to select True or False depending on whether the field should be active or not.
	Group Box. Useful for partitioning the input form into obvious categories. Enables you to draw a box around a group of fields and apply a category heading.	Drop the control into the required position and use the sizing handles to expand the box to the required size. To add a suitable description change the value of the Text property.
	Check Box. This control would generally be used in multiples offering users a choice of responses. For example, 18-35, 36-50 etc. Users check the appropriate box.	Drag and drop the control into position, it will initially be named Check Box 1, Check Box 2 etc. To change the name on the input form, amend the Text Value property, to change the description on the User Details window change the Name Value property. The field can be Disabled at Client if required.
	Offers users a choice of responses in a drop down list. You would generally include a text description control adjacent to the box.	Drop the control into position. To add descriptive text to the User Details window amend the Name Value property. The field can be disabled or blanked at the Client if required. To enter the values for the drop down list, click in the List Values property. Click the icon that appears, the **List Values dialog** will appear.
	List Box. A list of values are provided for the user to select the appropriate response. You would generally include a text description control adjacent to the box.	Drop the control into position. To add descriptive text to the User Details window amend the Name Value property. The field can be disabled or blanked at the Client if required. To enter the values, click in the List Values property. Click the icon that appears, the **List Values dialog** will appear.

	Radio Button. Similar to Check Boxes, offers users a choice of responses, but only one button can be selected. Only the highlighted choice is recorded on the User Details window.	Drag and drop the control into position. As there must be multiple choices, two options are added by default. To change the text descriptions amend the Radio Buttons property by clicking in the List Values field. Click the icon that appears, the Radio Button **List Values dialog** will appear. Use the dialog to add the required number of options and associated descriptions. The field can be **Disabled** and **Blanked at Client** if required.

List Values Dialog

When creating customised User Details tabs this dialog enables you to list the choices for a drop down list field.

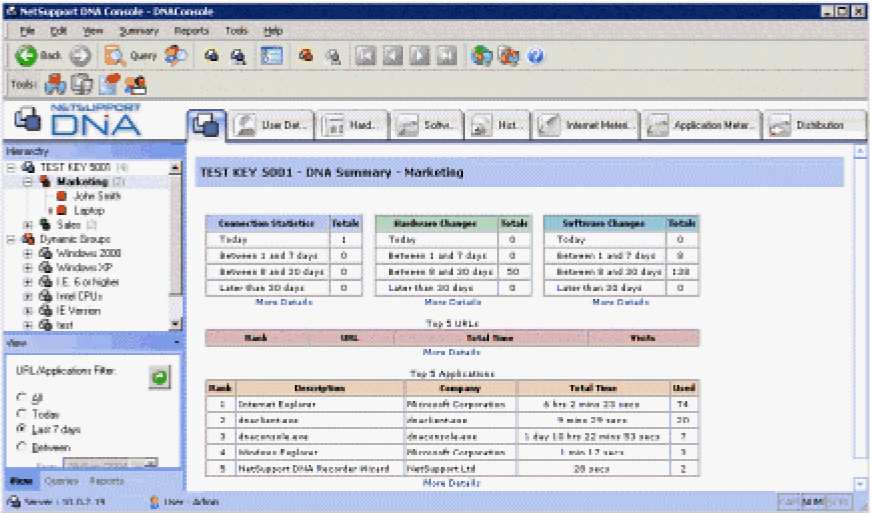


1. Enter the New Value and click  to add it to the List Values window. Repeat for each of the other choices.
2. One of the values can be selected as the default entry for the field. Select the item and click . If no default is assigned the field will be empty when the user views it.
3. Click OK when complete.

Console Window - Summary Tab

The Summary Tab presents a statistical overview of some of the main DNA features. From here you can quickly jump to the actual information window for that component by clicking More Details.

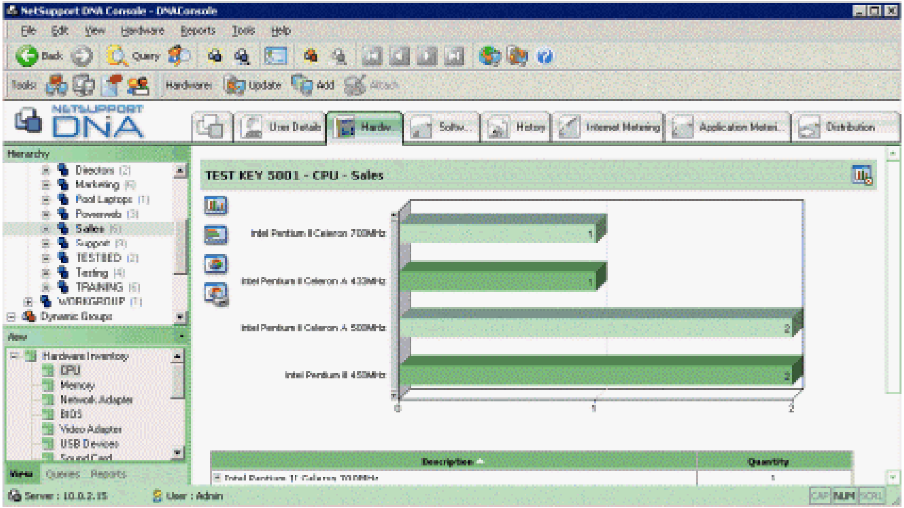
As with all DNA components, the data can be viewed at Company, Department, Dynamic Group or Client level by simply selecting the required option in the Tree View.



Hardware Inventory

The DNA Server receives Hardware information from each Client upon connection. The data can be viewed in the Information Window in a variety of formats.

1. Click on the Hardware Tab, or select {View}{Component - Hardware} from the Menu Bar. The Hardware Inventory Window will appear.



In the Hierarchy Tree View select the level at which you want to view the Hardware information, Company, Department, Dynamic Group or individual Client. Various display options are then available. Three tabs are provided at the bottom of the left-hand pane.

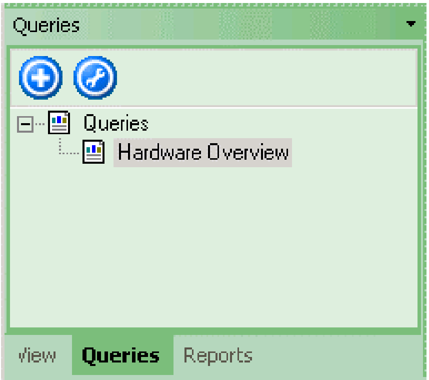
View

The information window will display a breakdown for each selected item in graph and list format. Click the appropriate icon to view the graph in a different format. A print option is also available.

The listed descriptions can be expanded to provide an individual Client breakdown for each item.

Queries

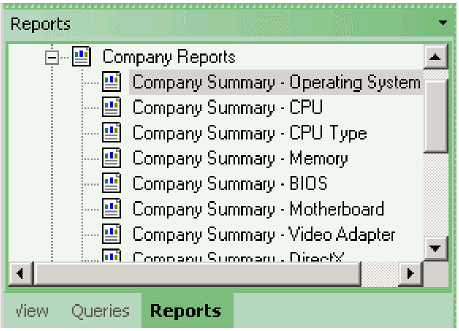
DNAs Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.



Click  to create a new query, click  to edit an existing item in the list

Reports

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.



Notes:

- The frequency at which the server collects data can be adjusted using the DNA Settings option.
- A quick refresh facility is available if you know the Inventory for a particular Client or Department is out of date. Right-click on the required item in the Tree View and select Update or choose {Hardware}{Update} from the Menu Bar.

Gather Inventory Data For Remote Users or Non Scanned Devices

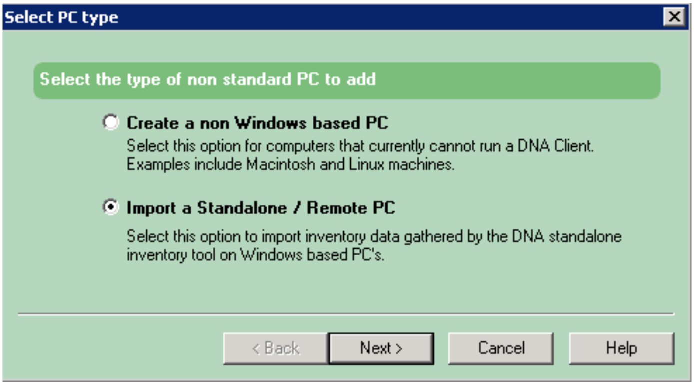
In order to maintain accurate asset information it is vital that all user, hardware & software related data is recorded. Whilst the DNA Server will dynamically retrieve information from those machines that have a Client installed you will probably have instances where items can't be found. You may have users in remote offices that aren't attached to the network and you will probably purchase peripheral equipment such as routers, webcams etc.

To ensure this information is known, DNA provides you with the tools to gather data for remote/stand alone PCs and to log details of peripheral devices.

For ease of identification you could create specific departments in the console tree view in which to store these 'non-scanned' items or you can associate a peripheral device with a particular Client.

Add Non Standard Hardware

1. With the Hardware Tab selected choose {Hardware}{Add Non Standard Hardware} from the menu bar.
2. Choose one of the two available options and click Next.

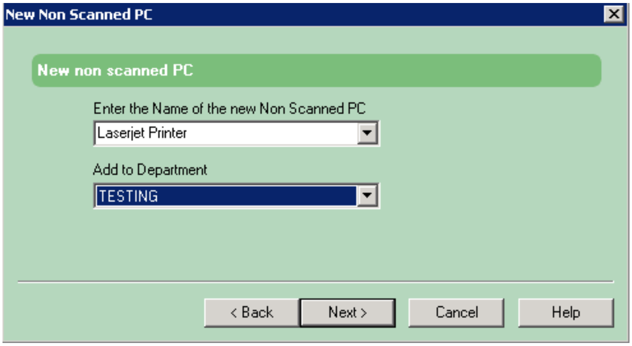


Create a non Windows based PC

Select this option to associate a non scanned item of hardware/peripheral device with a Department.

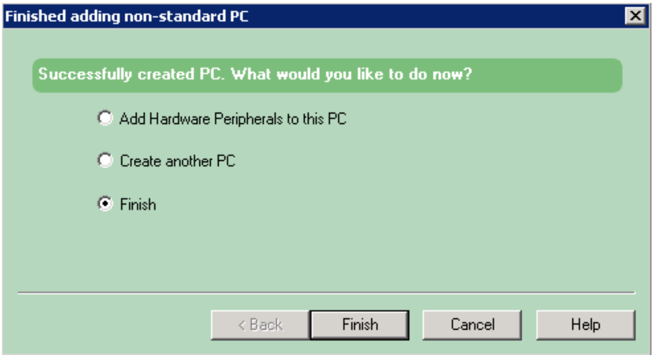
Adding Non-Scanned Devices

Enter the name of the PC/device to be added and select the department to associate the item with.



Click Next.

Before the new item is added to the Tree View, select one of the following options:



Add Hardware Peripherals to this PC

You can simply add the new hardware to the Tree as a stand alone item or you can associate additional equipment with it thus creating a 'mini' hardware inventory page for the device.

Create another PC
Enables you to repeat the process for other non scanned items.

Finish
Adds the new item to the Tree View and returns you to the Hardware Inventory window.

Non-scanned items are easily identified in the Tree View, each being prefixed with .

Import a Standalone / Remote PC

Select this option to add inventory data for a remote or stand alone PC.

Add Remote PC

This utility enables you to import the Hardware/Software Inventory for 'stand alone' PCs that cannot be found dynamically by DNA.

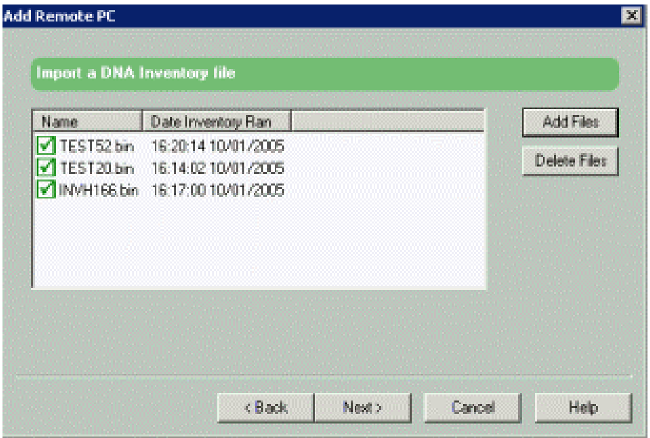
The file DNAInv.exe, installed in the DNA program folder, is run at the remote PC which in turn creates a BIN file containing the Inventory data. The Operator imports the BIN file into DNA and the User along with their associated Hardware and Software Inventory data is added to the Console.

Obtaining the Inventory Data

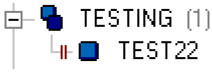
1. Copy the file **DNAInv.exe** from \\program_files\netsupport_dna\dna\console\ and send/email/transport it to the required user(s).
2. Run the file at the required machines. The Inventory data is recorded in a new file **'machine_name.BIN'** which should be returned to the operator/administrator.
3. Upon receipt, the operator should copy the BIN file to a suitable location ready to import the recorded Inventory data.

Importing the Data

1. Load the DNA Console and, with the Hardware tab selected, choose {Hardware}{Add Non Standard Hardware} from the Menu Bar or click **Add** on the toolbar.
2. The Select PC Type dialog will appear. Select **Import a Standalone / Remote PC** and click Next.
3. The Add Remote PC dialog will appear.



4. Click **Add Files** and browse for the BIN files. As you select each file they will be added to the dialog.
5. Click **Next**. The Inventories for each displayed machine will be imported and the User details added to the Tree View.

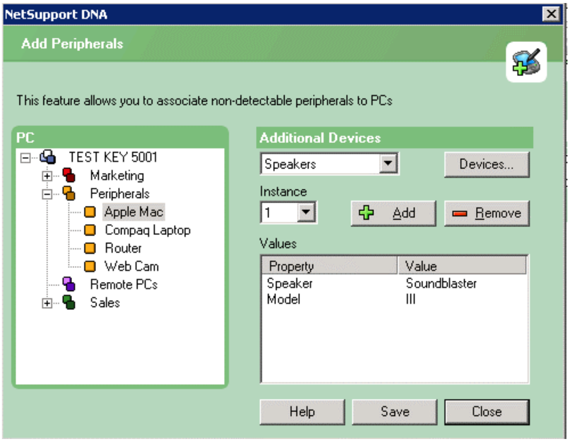


6. Click Finish to end the process or to import another Inventory click Create another PC. If required, you can also add peripheral hardware items to the new record.

Add Hardware Peripherals

All peripheral/non-scanned hardware needs to be recorded in order to maintain an accurate asset log. DNA enables you to manually associate details of these components with their respective 'owners'.

1. You can add a peripheral device when creating a new 'non-scanned' hardware record.
   or
   To associate the device with an existing item in the Tree View, right-click on a Client or 'non-scanned' item in the Tree and select Additional Hardware.
   or
   Choose {Hardware}{Additional Hardware} from the Menu Bar.
   or
   Click **Attach** on the toolbar.



2. In the Tree View select the PC to associate the hardware with.
3. Enter details of the additional device. Either select an existing component from the drop down list or create a new item by clicking Devices.
4. When creating the device in step 3 you can indicate that there may be multiple instances of the item. To associate each instance click Add. Click Remove to remove an item currently attached.
5. Enter the device values, for example the specific make/model of the device, that will be listed on the Hardware Inventory.
6. Click Save.
7. You can add further devices by repeating the process or click Close when complete.

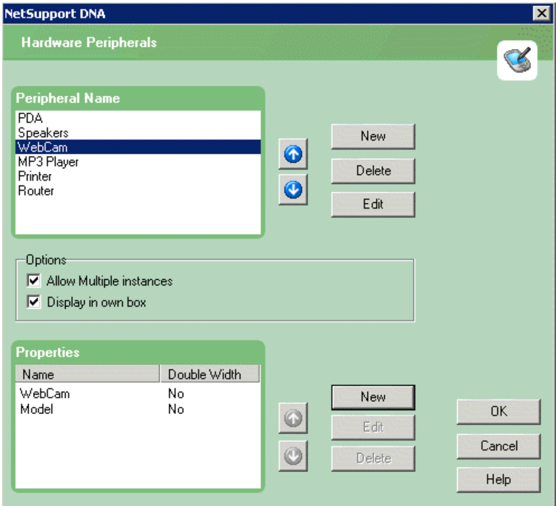
Additional Devices

Use this dialog to compile a register of non-scanned hardware devices along with their associated properties. Listed items can then be associated with Clients or Non-scanned peripheral equipment.

1. You can create a new device when adding peripheral equipment to an existing record in the Tree View.

   or

   You can prepare a list of devices in advance by selecting {Hardware}{Hardware Peripherals} from the Menu Bar. These can then be attached at a later date.



Peripheral Name

New

Click New to add a device to the list. The list can be sorted by clicking the arrows.

Edit

Change the name of an item in the list.

Delete

Removes the device from the list and from any hardware inventories that it may appear on.

Options

Allow Multiple instances

If checked, enables you to associate multiple instances of the device with a users inventory. For example, two digital cameras but with different make/model numbers.

Display in own box

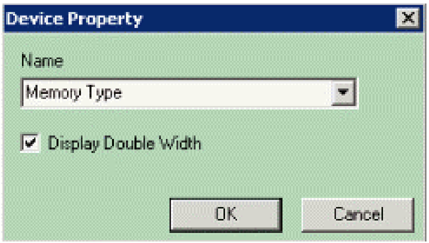
If checked, each instance of the device will be listed in a new box on the hardware inventory page. However, if there are multiple instances of the same device you may prefer to group them together in the same box.

Properties

You can edit the properties of the new item and associate additional items with the device dependant on how much related information you need to record.

New

Associates additional items with the primary device. Click New and enter the device name. Depending on how much information will be entered you can provide a double width field. Click OK.



Use the arrow keys to arrange the devices into the order you want them displayed on the inventory page.

Edit

Enables you to edit the properties of a device.

Delete

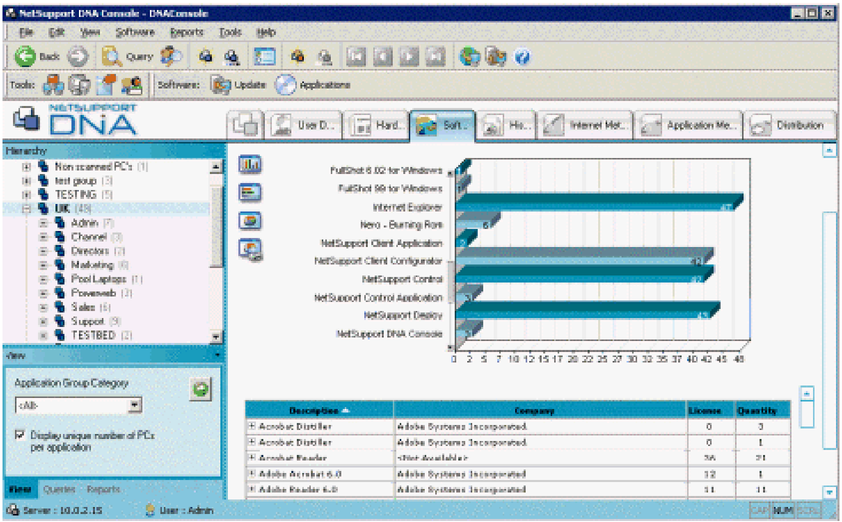
Removes a device from the list and from any inventories that it may be attached to.

When all details are entered, click OK.

Software Inventory

The DNA Server receives software information from each Client upon connection. By default, DNA scans for exe files but you can extend the search to include additional resources which can be viewed separately to the main applications. The data can be viewed in the Information Window in a variety of formats. Application Groups can be established enabling you to report licence levels and highlight situations where more than one version of the same Application is installed.

1. Click on the Software Tab, or select {View}{Component - Software} from the Menu Bar. The Software Inventory Window will appear.



2. In the Hierarchy Tree View select the level at which you want to view the displayed data, Company, Department, Dynamic Group or individual Client.
3. A number of display options are available. Click one of the three tabs at the bottom left-hand corner of the window:

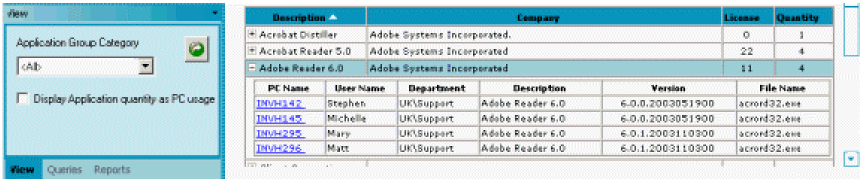
View

Displays a breakdown of installed applications in graph and list format for the selected company or department. If an individual Client is selected in the tree, an itemised list of applications and hot fixes installed on that PC is displayed.

A choice of graphs are available by clicking the appropriate icon and the displayed data can be printed by clicking the print icon.

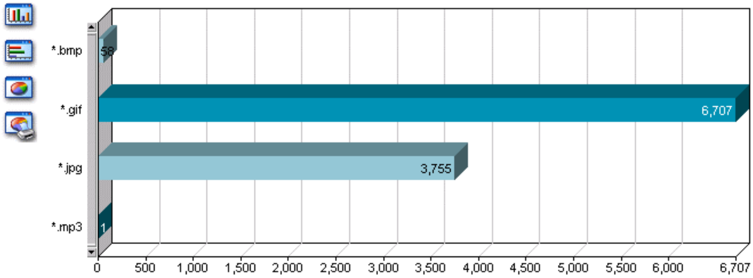
The application list enables you to easily monitor license usage and highlight any potential licensing issues. The number of licenses purchased for each application can be logged using the Application Groups option and DNA will itemise the number of PCs currently using the application. Each description can be expanded to provide details of Client PCs that have the application installed.

The application list can be refined if you find that multiple entries for the same software are being recorded. For example, different versions of the same product. Using the Application Groups option you can merge items into a single record and record the cumulative number of licenses. In these circumstances the 'quantity' totals may not appear to provide a true reflection of how many PCs are running certain applications as Clients that have more than one item in the merged group will be counted as multiple entries. In order to provide a unique figure, check the **Display unique number of PCs per application** option.



By default, DNA scans Clients PCs for executables but you can include additional file types if required. Use the DNA Software Inventory Settings option to specify which other files should be included in the search. The results are displayed separately to the main inventory by clicking the Software Resources link in the information window.

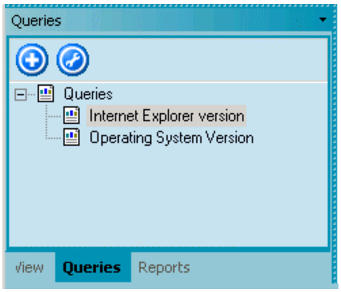
Software Inventory Software Resources



Extension	Total Size	Quantity
*.bmp	3649648	58
*.gif	15938654	6707
*.jpg	32757134	3755
*.mp3	22760	1

Queries

DNAs Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.



Click  to create a new query, click  to edit an existing item in the list.

Reports

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.

Notes:

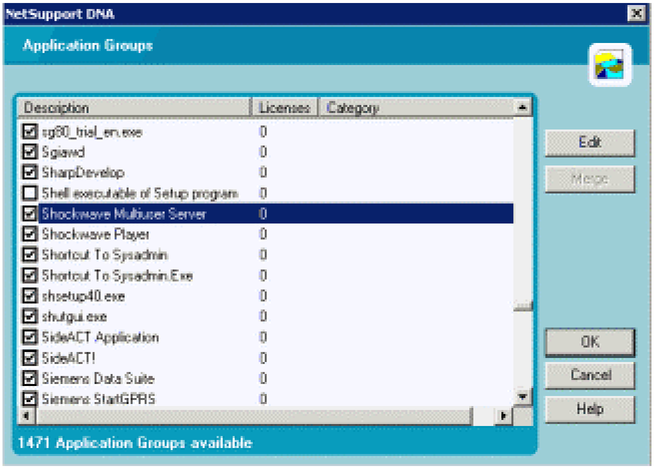
- The frequency at which the server collects data can be adjusted using the DNA Settings option.
- A quick refresh facility is available if you know the Inventory for a particular Client or Department is out of date. Right-click on the required item in the Tree View and select Update or choose {Software}{Update} from the Menu Bar.

Application Groups

Although Software Inventories will include all scanned applications by default, you can customise the content to make the list more manageable. The Application Groups option enables you to pick and choose which items are included in the Inventory and merge multiple versions of the same software into one record. License levels can also be managed.

The Groups can also be accessed in the Application Metering option.

1. With the Software Tab selected, choose **{Software}{Applications}** from the Menu Bar or click the **Applications** toolbar icon. The Application Groups dialog will appear. Applications found on all Client PCs will be listed and, if recorded, the number of licenses held. The check box alongside each application indicates if it is included in Inventories or not.

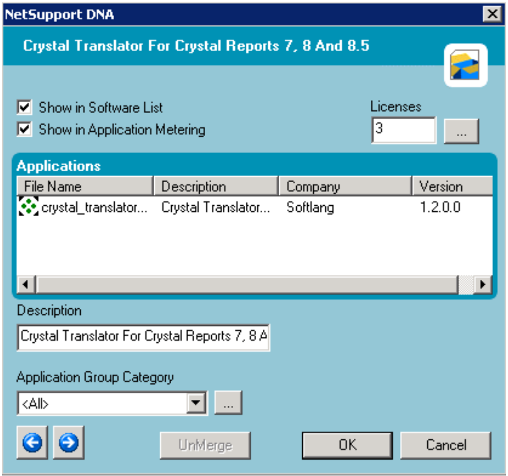


To change an applications properties and license details select an item in the list and click Edit.

Multiple applications can be merged to make a new Application Group. Select the required items, using Shift-Click or Ctrl-Click, and click Merge.

Edit Application Group

This dialog enables you to edit the properties and license information of an Application Group.



Show in Software List

Enables you to limit the number of items listed in Software Inventories. If un-checked, the application will be removed from the list of displayed items.

Show in Application Metering

If un-checked, the application will be removed from the Application Metering Information Window.

Licenses

Enables you to record the number of licenses associated with the application. Click ... to add additional license information.

Description

Displays the name of the selected application. You can change the listed description for any item if required. Use  to scroll backwards or forwards through each item to display the applications properties, entering a new description if required.

Application Group Category

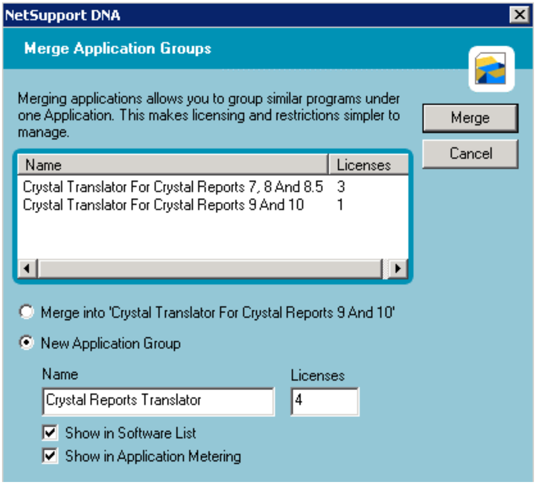
Enables you to create categories in which to group 'similar' applications. The Software Inventory and Application Metering Windows allow you to display applications by group rather than listing 'All' items thus making it easier to track specific records. Click ... to create a new category.

UnMerge

Applications that have been Merged can be separated if required.

Merge Application Groups

This dialog enables you to merge multiple applications into a single group. Ideal for tracking different versions of the same software.



Merge into 'xxxxxxxxxxx'

The new Application Group can be allocated the name of one of the listed items. Click the appropriate name to select.

New Application Group

Alternatively, enter a new name for the group.

Show in Software List

If un-checked, the new application group will not be listed in the Software Inventory.

Show in Application Metering

If un-checked, the application group will be removed from the Application Metering Information Window.

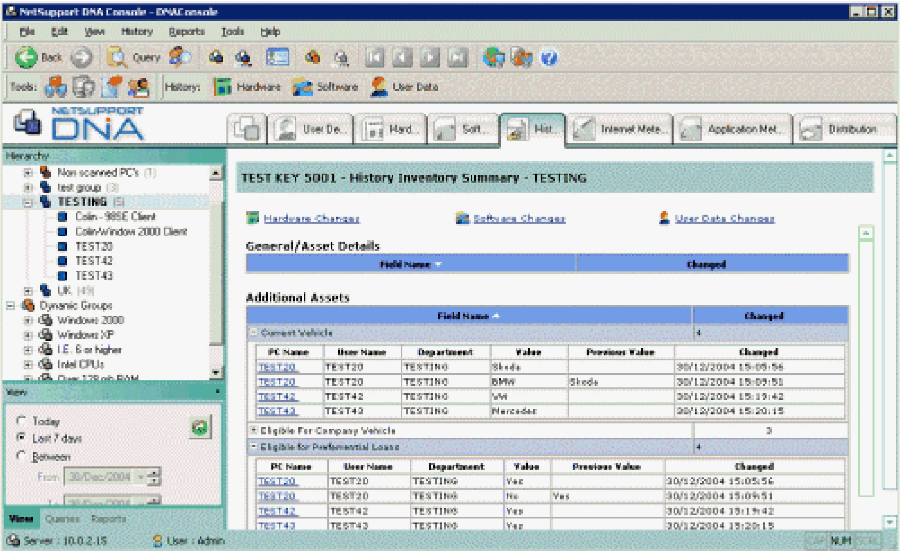
Click Merge to create the new group. The applications can be un-merged at a later date if required.

History Window

The History option enables you to track changes that have been made to a Clients Hardware, Software and User Details.

Each time DNA gathers Inventory and User 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.

1. Select the History Tab or choose {View}{Component - History} from the Menu Bar. The History Summary Window will appear.



2. You can view the History at Company, Department, Dynamic Group or Client level. Select the required level in the Hierarchy Tree View.
3. Toggle between Hardware, Software and User Data changes by clicking the appropriate link in the information window.

   or

   Choose {History}{Hardware, Software or User Data} from the Menu Bar.

   or

   Click the appropriate History Toolbar button.

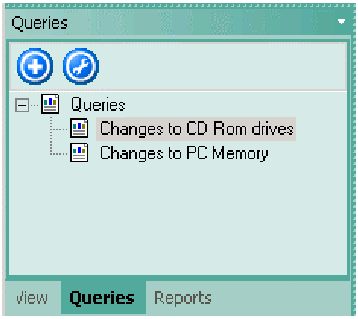
Click one of the three options at the bottom of the left hand pane to customise the display:

View

Enables you to view data for a specified period. Each time you change the View criteria click  to refresh the display.

Queries

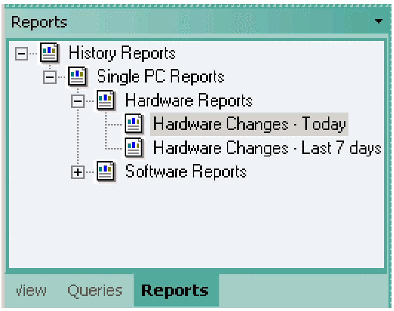
DNAs Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.



Click  to create a new query, click  to edit an existing item in the list.

Reports

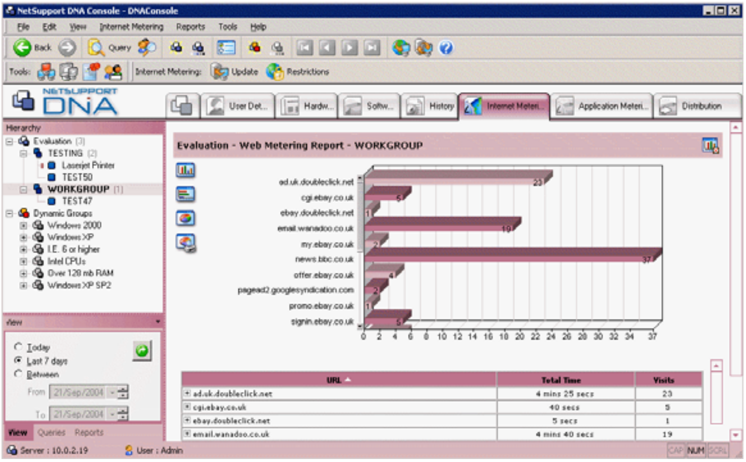
A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.



Internet Metering

The Internet Metering tool gathers details of the websites that Clients are visiting, logging the start and end time of each visit and the total active time. If necessary, to enforce compliance with internal company policy you can approve or restrict access to certain sites and apply time restrictions for the use of sites.

1. Click on the Internet Metering Tab, or select {View}{Component - Internet Metering} from the Menu Bar. The Internet Metering Window will appear.



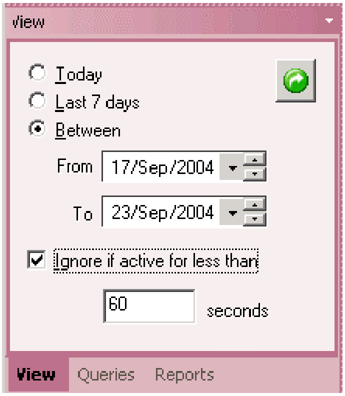
In the Hierarchy Tree View select the level at which you want to view the Metering data, Company, Department, Dynamic Group or individual Client. Various display options are then available. Three tabs are provided at the bottom of the left-hand pane.

View

The information window will display a breakdown for each selected item in graph and list format. Click the appropriate icon to view the graph in a different format. A print option is also available.

Listed descriptions can be expanded to provide an individual Client breakdown for each item.

Internet usage can be viewed for a given period, the current day or the last 7 days. Sites that have been active for less than a specified time can be ignored if required.



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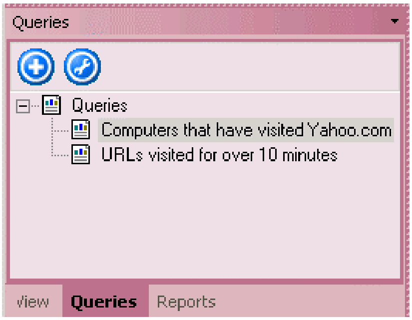

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Reports

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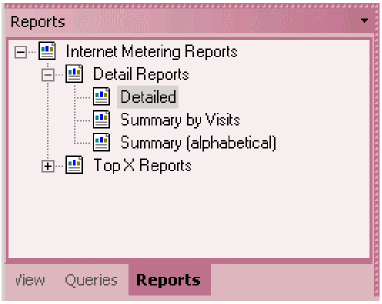


Notes:

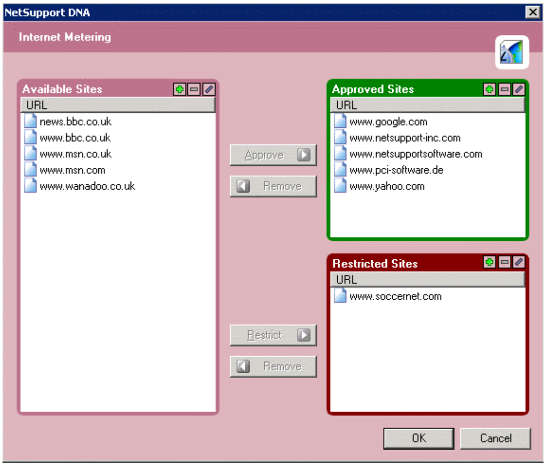
- The frequency at which the server collects data can be adjusted using the DNA Settings option. This also enables you to activate any restrictions that may apply to internet usage.
- A quick refresh facility enables you to update data outside of the specified frequency. This can be useful for targeting particular Clients or Departments. Right-click on the required item in the Tree View and select Update or choose {Internet Metering}{Update} from the Menu Bar.
- The number of reported URLs can be limited by excluding specific sites from the list. For example, if you have an approved list of sites that users can visit you may decide not to include these in the Metering stats. See **Internet Restrictions** for more information.

Internet Restrictions

You can control the sites visited by Clients by creating Approved and Restricted Lists. You determine which URLs it is or isn't appropriate for users to visit and then use the Internet Metering Settings option to activate either list as required.

Note: To use the Internet Blocking facility you must firstly ensure that DNAs Winsock Layered Service Provider (LSP) is enabled at Client machines. This requires you to deploy a DNA Client with LSP enabled to the required PCs.

1. Click on the Internet Metering Tab, or select {View}{Component - Internet Metering} from the Menu Bar.
2. Select {Internet Metering}{Metering Settings} from the Menu Bar. The Internet Metering dialog will appear. URL's already visited will be listed automatically and you can also add sites to the list manually.



3. In the Available Sites list, select an existing URL or click to add a new site. Each item can have a 'filter' applied ensuring that all instances of the URL are covered, *.co.uk, *.net, *.com etc. Click to edit the URL/Filter of a listed item and to indicate if the site should be excluded from Internet Metering lists.
4. Transfer the selected URL to either the Approved or Restricted Sites list by clicking Approve or Restrict, or by dragging and dropping the URL into the required category.
5. Click OK.

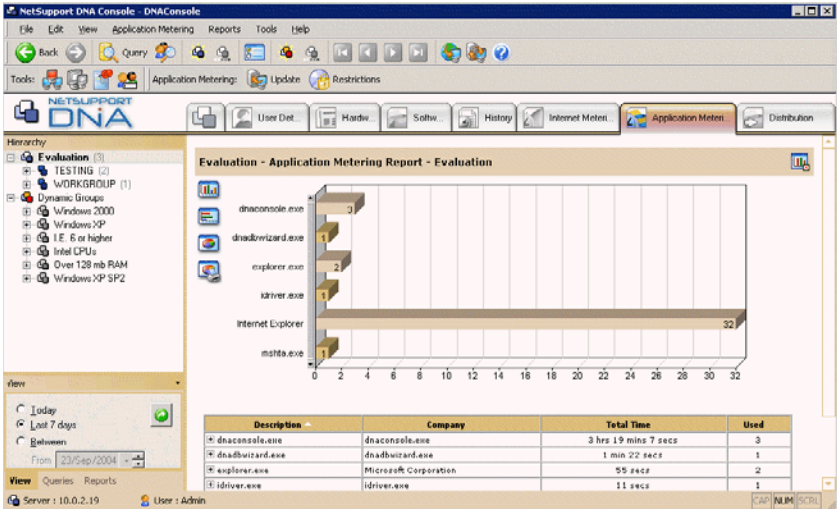
The lists can now be activated as and when required. In the Hierarchy Tree View select the level at which you want the restrictions to apply, Company or Department, and choose {Edit}{Settings} from the menu bar or click the Component Settings icon on the toolbar. Select the Internet Metering Settings option and adjust the settings as required.

Application Metering

The Application Metering tool enables you to monitor application usage within your organisation. The data can be viewed in the Information Window in a variety of formats.

DNA reports all applications used on a PC, detailing the period of time the application was in use. You can even ensure that application usage complies with your company policies by creating Approved/ Restricted lists and you can identify where you might have licensing issues.

1. Click on the Application Metering Tab, or select {View}{Component - Application Metering} from the Menu Bar. The Application Metering Window will appear.



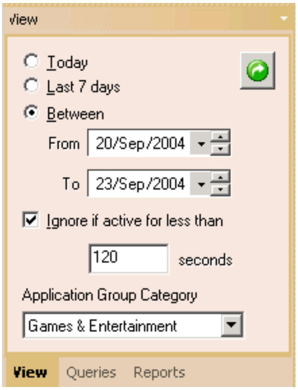
In the Hierarchy Tree View select the level at which you want to view the Metering data, Company, Department, Dynamic Group or individual Client. Various display options are then available. Three tabs are provided at the bottom of the left-hand pane.

View

The information window will display a breakdown for each selected item in graph and list format. Click the appropriate icon to view the graph in a different format. A print option is also available.

Listed descriptions can be expanded to provide an individual Client breakdown for each item.

Application usage can be viewed for a given period, the current day or the last 7 days. Applications that have been open for less than a specified time can be ignored if required.

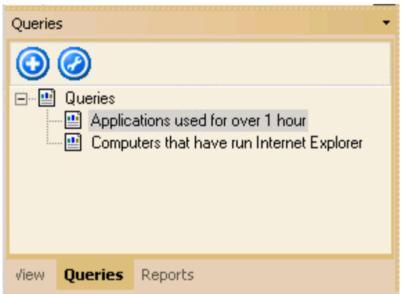


A useful way of targeting specific application usage and limiting the amount of data displayed is to group 'similar' applications together. For example, to see how much time users spend playing Solitaire you could create a group containing Games. See Application Groups for more information.

Each time you change the View criteria click  to refresh the display.

Queries

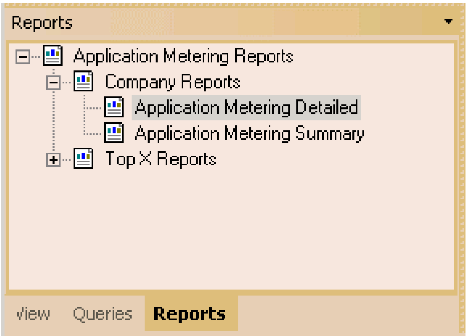
DNAs Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.



Click  to create a new query, click  to edit an existing item in the list.

Reports

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.



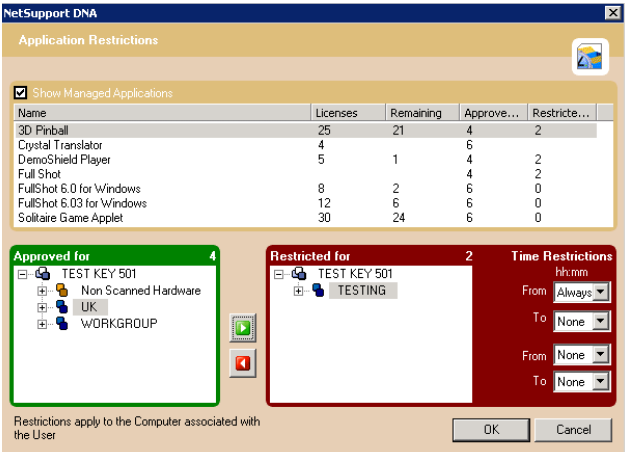
Note:

- The frequency at which the server collects data can be adjusted using the DNA Settings option.
- A quick refresh facility enables you to update data outside of the specified frequency. This can be useful for targeting particular Clients or Departments. Right-click on the required item in the Tree View and select Update or choose {Application Metering}{Update} from the Menu Bar.

Application Restrictions

To ensure that application usage complies with your company policies you can create lists of Approved and Restricted applications and apply time frames for when the restrictions apply.

1. Click on the Application Metering Tab or select {View}{Component - Application Metering} from the Menu Bar.
2. Select {Application Metering}{Application Restrictions} from the Menu Bar.
3. The Application Restrictions dialog will appear.



Show Managed Applications

If checked, enables you to see at a glance which applications already have restrictions in place and to which users they apply.

If unchecked, a full list of scanned applications is shown enabling you to select an item to apply restrictions to.

To apply Restrictions

1. Select the required Application in the list. The Approved for window will list the Client tree view.
2. To restrict certain Clients from using the Application, highlight them in the tree view and click . The details will appear in the Restricted for window.
3. You can limit the restriction to certain times of the day.
4. Click OK to save the details. The Application List window will indicate how many Clients have the restriction applied.

Software Distribution

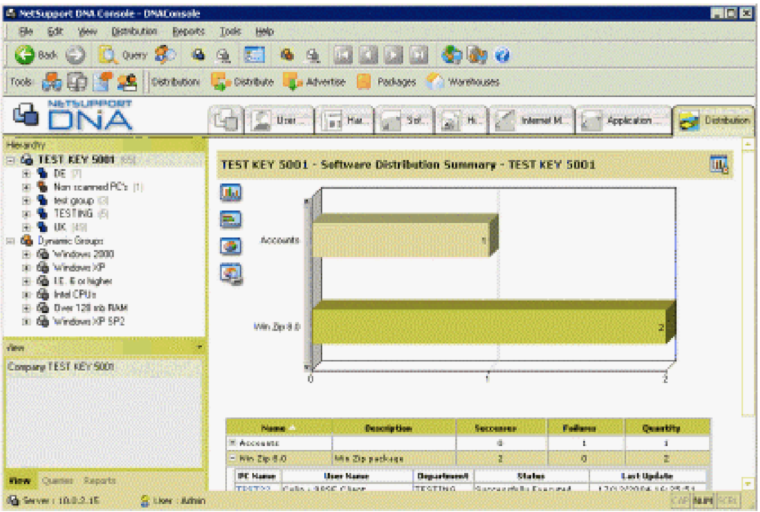
DNA provides a multi-delivery option for software distribution enabling timely and cost effective application deployments across the enterprise. An operator defines a Software package containing a collection of Files or Folders to be deployed. Once created the package can be automatically "pushed" to target PCs or "published/advertised" centrally in order for users to access and install on demand.

Action parameters can also be included in the package enabling you, for example, to build in any user prompts required during the application install so that the package can be deployed onto a users system without intervention.

When planning the deployment, you can utilise DNAs Hardware and Software Inventory features to ascertain the current status of the assets within your organisation to ensure compatibility. Similarly configured systems can be grouped to ensure the rollout is as efficient as possible.

DNA also considers the effect that deploying large packages across the network can have. Network overheads will naturally increase as packages are pushed out to multiple Client machines from the DNA Server. To help ease congestion you can create a 'distribution warehouse' local to the Client machines. The package is deployed to the warehouse and nominated Clients are then serviced from this local 'server'.

1. Click on the Distribution Tab, or select {View}{Component - Distribution} from the Menu Bar.



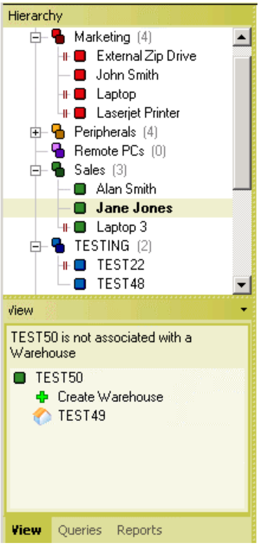
In the Hierarchy Tree View select the level at which you want to view the Distribution data, Company, Department, Dynamic Group or individual Client. Various display options are then available. Three tabs are provided at the bottom of the left-hand pane.

View

The main information window will display a breakdown of distributed packages for each selected item in graph and list format. Click the appropriate icon to view the graph in a different format. A print option is also available.

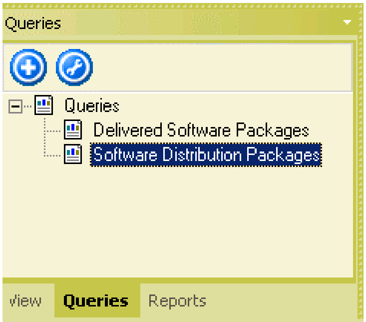
For each listed package, a count of successful or failed distributions is provided. The drill-down lists can be expanded to provide an individual Client breakdown for each item.

Depending on which level is highlighted in the Tree, the View Window will highlight where Distribution Warehouses are in use and which Clients are serviced by that warehouse. You can also quickly add new Clients to the warehouse.



Queries

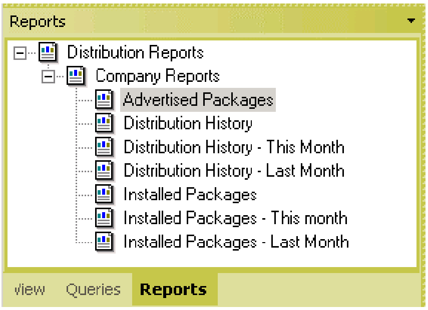
DNAs Query Tool enables you to interrogate the database for records matching specified criteria. Queries specific to the component currently being viewed will be listed enabling fast retrieval of the results.



Click  to create a new query, click  to edit an existing item in the list.

Reports

A number of pre-defined management reports, powered by the Crystal Reports engine, are attached to each component. Select the required report. The results will be listed in the information window, these can be exported if required.



Package Administration

1. With the Distribution tab selected, choose {Distribution}{Package Administration}.

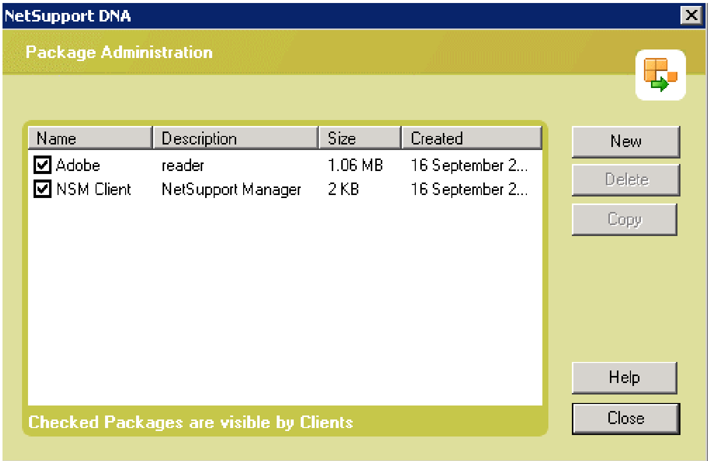
   or

   Select {Tools}{Package Administration} from the Menu Bar.

   or

   Click Packages on the toolbar.

2. The Package Administration dialog will appear. Details of any existing Packages are listed. Any that are checked will be advertised at Client PCs.



3. Click New to create additional packages for distribution.

   or

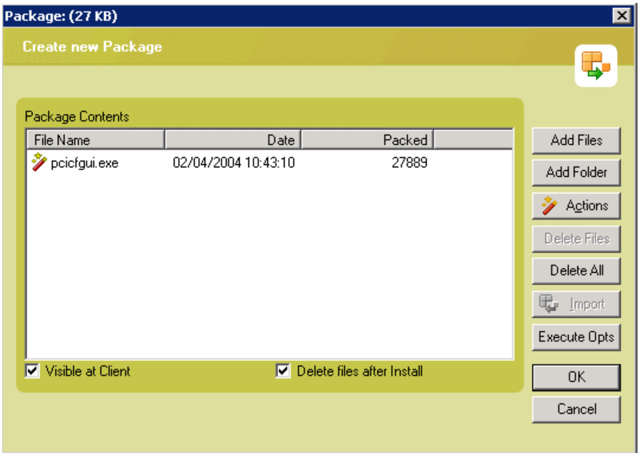
   Click Delete if a package in the list is no longer required.

   or

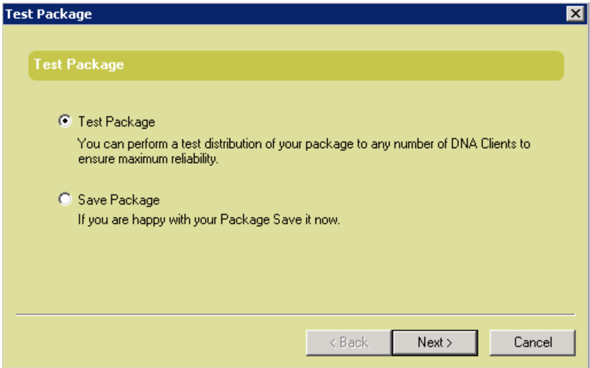
   Click Copy if you want to clone an existing package. This can be useful if you need to distribute the same package but with some additional parameters included. The amended version will be added to the list.

Create New Package

This dialog enables you to specify the files/folders and additional action parameters to include in the package.



1. Select **Add Files** or **Add Folder** and locate the file(s) to be integrated into a package for distribution. The file will appear in the Package Contents list.
2. Highlight the package and click **Actions** to add the required parameters/command line instructions to be run when the distributed package arrives at Client PCs. A variety of pre-defined parameters are also available including the **Copy Command**, which can be used to copy files such as images from their source location to the specified target folder. Click OK.
3. Having entered the Actions, the **Execute Opts** button becomes available. Decide whether to distribute the package using DNAs default Admin account or an Admin Username and password present on your domain.
4. Select **Visible at Client** if you would like to make this package available to Advertise to Clients (applicable to a Department and Company only).
5. After installation, the package setup files can be removed from the Client machine(s). Select **Delete files after install**.
6. Click OK.
7. The Test Package dialog will appear. Before storing the package you can test it to ensure reliability or if you are happy click Save Package.



8. Enter a Name and Description for the package, click Finish to confirm. The package will be sent to the Server ready for distribution.

The Import facility can be used to retrieve packages from the server for editing purposes.

Distribute a Package

Once you have created the required package it can be deployed to selected Clients.

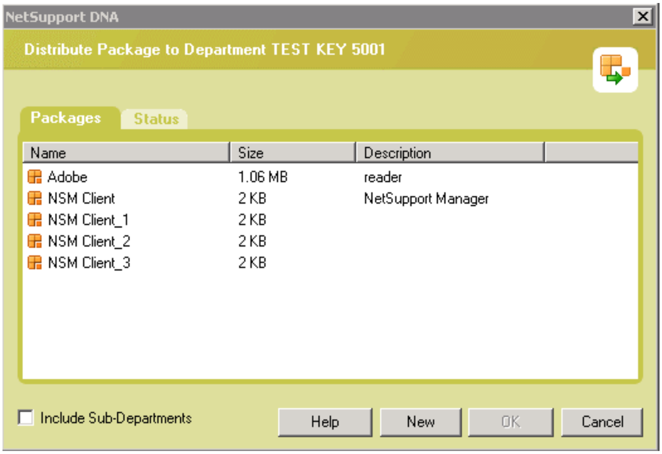
1. In the Tree View highlight the Client, Department, Dynamic Group or Company that you wish to distribute the package to.
2. Right-click and select Distribute Package.

   or

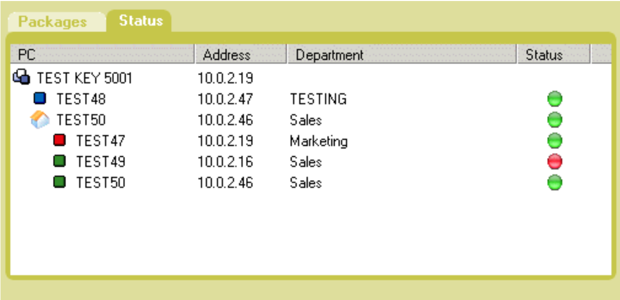
   With the Distribution tab selected, choose {Distribution}{Distribute Package} from the Menu Bar.

   or

   Click Distribute on the Toolbar.



3. All packages previously created will be listed. Highlight the required file. If the required package is not available you can create it from here, click New.
4. If distributing to a Company or Department, ensure the Include Sub-Departments box is checked if you wish to include all Departments/Clients within that area.
5. Before proceeding you can check the status of the PCs you are about to distribute to. This will indicate if the PCs are available (green), not available (red) or logged off (amber).



6. Click OK to distribute the package. The Distribution Window will display the results.

Advertise a Package

Advertising, or publishing, a package gives Clients the opportunity to install a package at their convenience. Packages are created in the usual manner but rather than being deployed immediately, the setup files are held at the server and can be 'pulled' by nominated Clients as required.

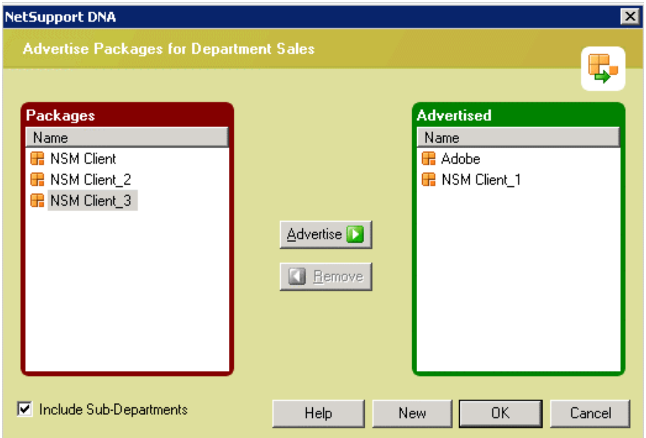
1. In the Tree View highlight the Client, Department, Dynamic Group or Company that you wish to advertise the package to.
2. Right-click and select Advertise Package.

   or

   With the Distribution tab selected, choose {Distribution}{Advertise Package} from the Menu Bar.

   or

   Click Advertise on the toolbar.
3. The Advertise Package dialog will appear. All packages that have been created with the Visible at Client option enabled will be listed.

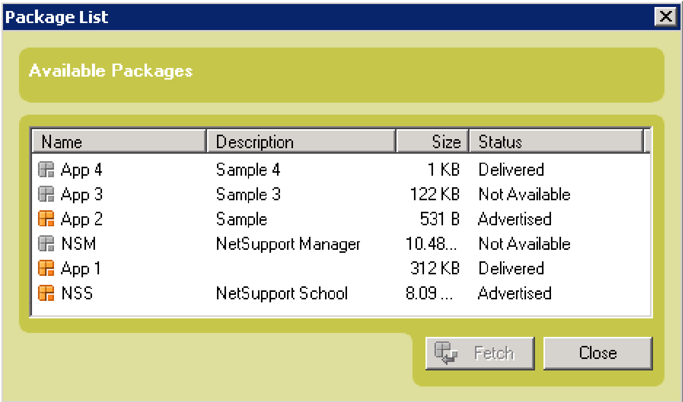


4. Select the required package and click Advertise to transfer to the Advertised box.
5. Select Include Sub-Departments if you wish all Departments/Clients below to be included in the distribution.
6. Click OK.

Request a Package

Advertised Packages can be 'pulled' from the server by Clients using the Request Package tool.

1. At the Client machine, right click on the DNA icon in the Task Bar and select Request Package.
2. The Package List dialog will appear listing all packages available to that Client.



3. Highlight the required package and Click Fetch. The application setup files will be executed at the Client. The status of the package will change to indicate that it has been delivered to the Client.

Note: Console Operators have the ability to remove a Clients access to request packages by editing the Software Distribution Settings. They can also include 'non' advertised packages in the Package List, as shown above, but Clients can only install Advertised items.

Import a Package

The Import option enables you to retrieve a stored Distribution Package from the Server with a view to editing the package content.

1. With the Distribution tab selected, choose {Distribution}{Package Administration} or {Tools}{Package Administration} from the Menu Bar. The Package Administration dialog will appear.
2. Select New. The Create New Package dialog will appear.
3. Select Import. Navigate to the Packages folder, \\program files\netsupport dna\dna\server\packages, and choose the required Package. Click Open.
4. If required, click Actions to include additional parameters.
5. Click OK.
6. Enter a name and description for the package and click OK. The package will be resubmitted to the server ready for distribution.

Software Distribution Warehouse

When planning a large scale deployment consider the effect that it will have on your network. Packages being pushed out to multiple Clients across remote networks will naturally have an impact on resources.

To ease congestion DNA enables you to nominate a Client, ideally local to the target machines, to act as a 'distribution warehouse'. When the Package is deployed, rather than the server pushing it to each Client in turn, it installs at the Warehouse Client which then distributes it to the remaining targets.

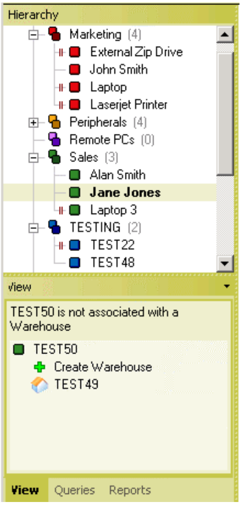
1. With the Distribution tab selected, choose {Distribution}{Warehouse Management}.

   or

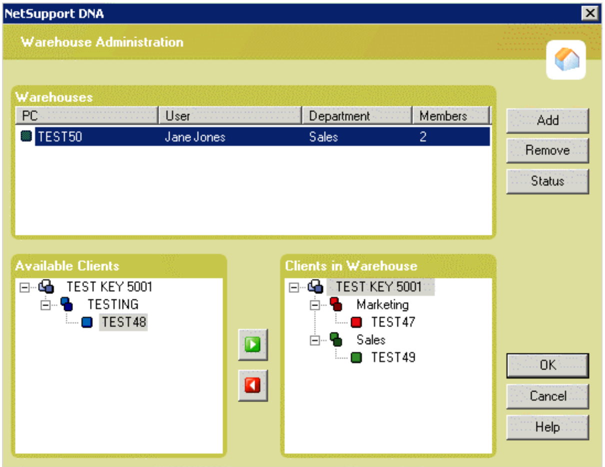
   Click Warehouses on the toolbar.

   or

   Select a Department or Client in the Console Tree View. The View Window beneath will indicate the presence of any existing Warehouse PCs and enable you to Create Warehouses or Assign PCs to a Warehouse. Click on the required link.



2. The Warehouse Administration dialog will appear. Existing Warehouse PCs will be listed. Highlight an item to view Clients currently being serviced by the Warehouse and details of Clients that are available to be added to it. Click Status to display details of packages currently residing in the warehouse.



3. To create a new warehouse click Add. The Select Warehouse dialog will appear enabling you to assign a Client machine to host the warehouse.
4. Choose the Clients that will be serviced by the warehouse. From the 'Available Clients' Tree, highlight the required Client and click . To remove a Client from the warehouse click .
5. Click OK.

DNA Application Packager

The DNA Application Packager compliments the Software Distribution facility and is ideally suited to situations where the application to be rolled-out does not have it's own 'silent' install routine. (If the software to be installed does support silent/automated routines it is recommended that these are used.) The Packager enables operators to record and playback a 3rd party installer. All necessary keystrokes and mouse movements are stored in a script which is then played back at Client PCs without the need for user intervention. DNAs Software Distribution option is used to push the stored script out to the required Client PCs.

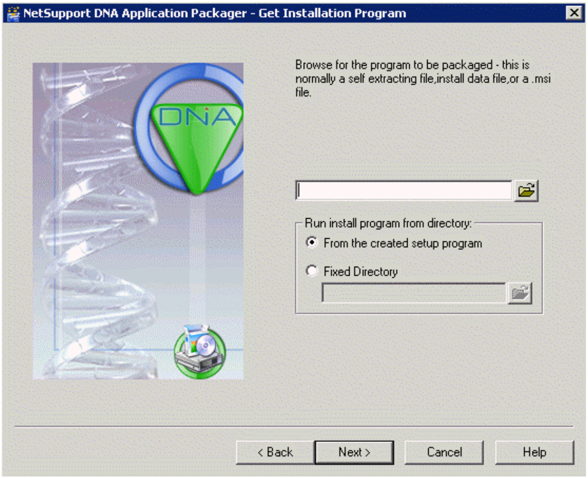
Note: The application packager can be used to record and playback “low complexity” product installers. The packager relies on the same sequence of installer screens being presented when running the installation on the target machines. Any unexpected Dialogs displayed during playback will result in the installation process being halted.

If required, a Script Editing tool is provided which enables you to handle certain differences.

1. To load the Packager, select {Start}{Programs}{NetSupport DNA}{DNA Application Packager}.
2. The Application Packager Welcome dialog will appear. The Packager Wizard will guide you through the recording process.
3. Click Next.

Get Installation Program

Use this dialog to specify the program to be packaged and the directory to extract the installed setup files to at the Client PC.

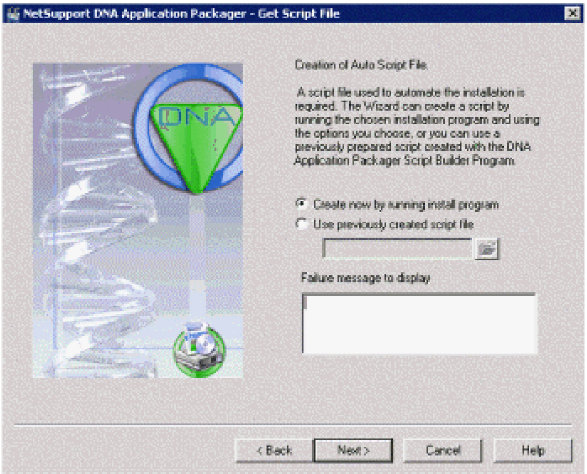


1. Browse to find the required program setup file.
2. Indicate where the installed program should be run from at the Client machines. When pushed to Client PCs, the exe file created by the Packager is stored in c:\program files\netsupport dna\dna\client\packages. Unless you specify an alternative Fixed Directory from which to run the setup in future it will always be accessed from the above setup program directory.
3. Click Next.

Get Script File

When the packaged application is pushed to Client PCs the actions required to perform the installation are contained in a pre-defined script. The script can be created at this stage by running the installation and having the keyboard/mouse movements recorded or you may have an existing script which contains the procedure.

DNAs Application Packager provides a Script Building utility which can be used to manually create and edit script files.



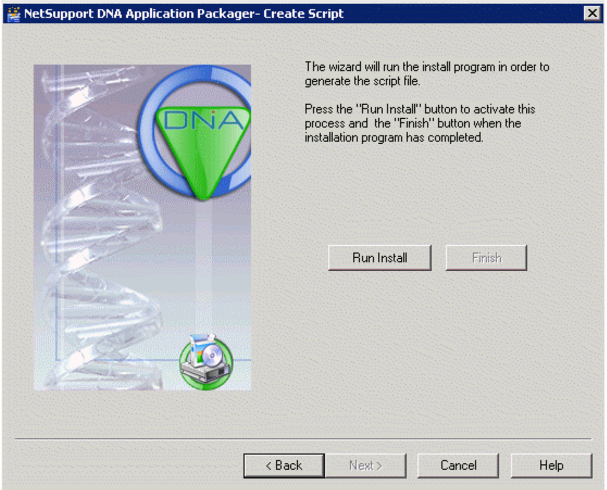
If you are using a previously created script file, browse for the appropriate *.rscrpt file.

Should the install encounter a problem, you can display a custom message. Enter a suitable failure message in the box provided.

Click Next.

Create Script

This dialog appears if you have chosen to create the script by running the install program now rather than use a pre-defined *.rscrpt file.



Click **Run Install** to launch the selected programs installer. The installation will take place in real-time at the operators machine. As you work through the process each key depression or mouse movement is recorded and added to the script file. Remember that this is exactly how the installation will run at Client PCs when it is pushed out. If you inadvertently press a key or select an option by mistake you can always edit the script before distributing it to Clients.

When the installation is complete click Finish.

Click Next to continue.

Additional Files

There may be instances where the specified setup relies on the presence of additional files in order to complete the installation or there may be a number of associated application files that you want to bundle with the setup and make available to users after installation.

Source Directory

Specify the location of the 'additional' install and/or application files and indicate whether the content of any sub-directories should be included.

Target Directory

Identify a target directory at the Client machines to extract the files to.

Installation files to be deleted after installation
If checked, the installation file(s) will be deleted from the target directory post install. Alternatively, if the delivered files are to be made available for use with the installed package un-check this option.

Click Next.

Build Options

Name to give created program
Decide where to store the package executable in readiness for distribution.

Options

Lock Mouse/Keyboard
While the installation is running you can lock the Clients mouse and keyboard to ensure users do not interrupt the automated process.

Allow Cancel Script
Enables Clients to interrupt the installation by pressing CTRL-BREAK.

Password Details
These options enable you to password protect the distributed file and customise the dialog that appears at Client machines.

Click Next. The package will now be created.

DNA Application Packager - Script Builder

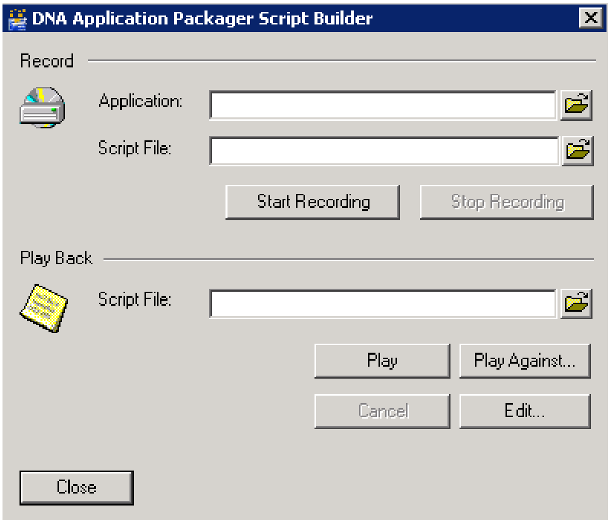
DNAs Application Packager gives operators the ability to record and playback 3rd party installers and is ideally suited for applications that do not provide a 'silent' install facility. The Packager guides operators through the installation recording the dialogs that appear and the responses made, the information being stored in a script.

If you are happy with the recorded procedure it can be pushed out to Client PCs. However, you may feel that an action recorded at the operators machine may not be required when the install is run at Client PCs or you may have inadvertently made an incorrect mouse click or key depression.

The Script Builder can be used to edit scripts created in the Application Packager or you can use it to record new scripts.

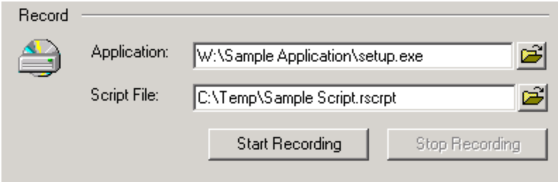
1. The Script Builder can be loaded from \\program files\netsupport dna\dna\console\ 

.
2. The Script Builder dialog will appear.



Record New Script

Whilst the Application Packager utility provides a convenient Wizard that will guide you through the process of creating the installer script, you can also use the Script Builder to record the required actions.



Application

Specify the location and name of the required applications setup file.

Script File

Specify a location and name for the new script file.

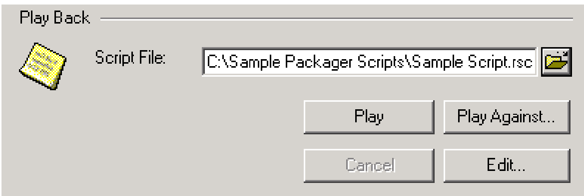
Click **Start Recording** to launch the specified setup file. The chosen applications installer will start and the Script Builder will record the dialogs that appear and the mouse/keyboard movements that the operator executes. The installation is being performed in real-time at the operators machine but also remember that this is the process that will run at Client PCs when the script is distributed.

When the installation is complete click **Stop Recording**.

If you want to review the finished script or make changes in the event that an action was performed incorrectly click Edit.

Edit Script

The Script Builder can be used to play back or edit stored installer scripts.



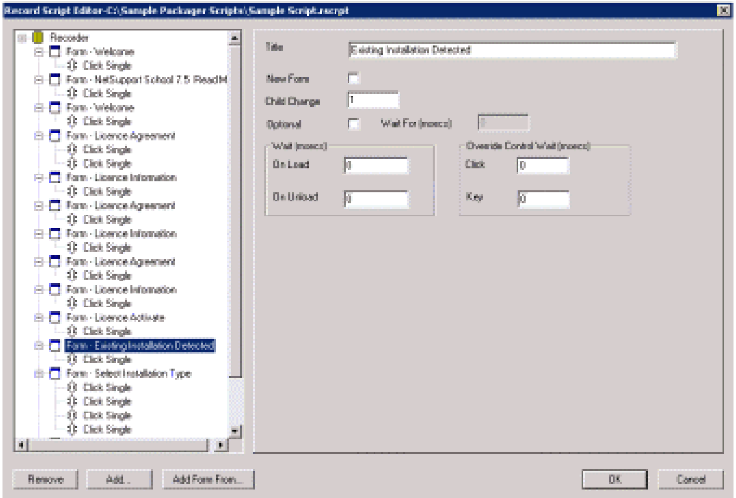
Play Back

Open the stored script (*.rscrpt file).

Click Play to play back the recorded actions.

You can also test whether an existing script will successfully run against another setup file, for example an updated version of the application already used. Click Play Against and browse for the new setup file.

Playing back the script may identify errors or missing actions. Click Edit in order to make changes to the script. The Script Editor will appear.



The left-hand pane of the window lists details of the recorded dialogs (Forms) along with any actions performed, mouse clicks etc. As you highlight each line of the script the right-hand pane displays associated information.

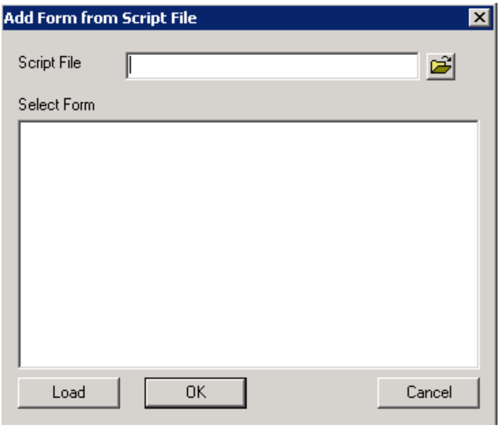
The sample script above highlights some typical uses of the Editor.

- The License Agreement and License Information forms appear several times indicating that the operator revisited these dialogs in order to rectify an error. For the final script to run successfully at Client machines the duplicated items need to be deleted by clicking Remove.
- While recording the installer an Existing Installation has been detected at the operators machine. As this may not be the case when the script runs at Client PCs you can indicate that the dialog is optional.

New items can be added to the script if required:

Add
Enables additional actions to be added to a form.

Add Form From
Enables a form to be inserted from another script. Specify the name of the script file and click Load. The entire script will be displayed from which you can select the individual form to add.



DNA Reporting & Analysis Tools

DNA provides a wealth of reporting and analysis tools.

A number of pre-defined options are available, enabling you to quickly view information relating to any of DNAs main components. On Screen reports provide supporting Bar and 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.

If the pre-defined options do not fully meet your requirements you can create custom queries using the **DNA Query Tool**. For ease of retrieval these can be attached to the component they relate to. **Dynamic Groups** can be created and listed in the Tree View, Clients matching specific criteria are then dynamically added to the group.

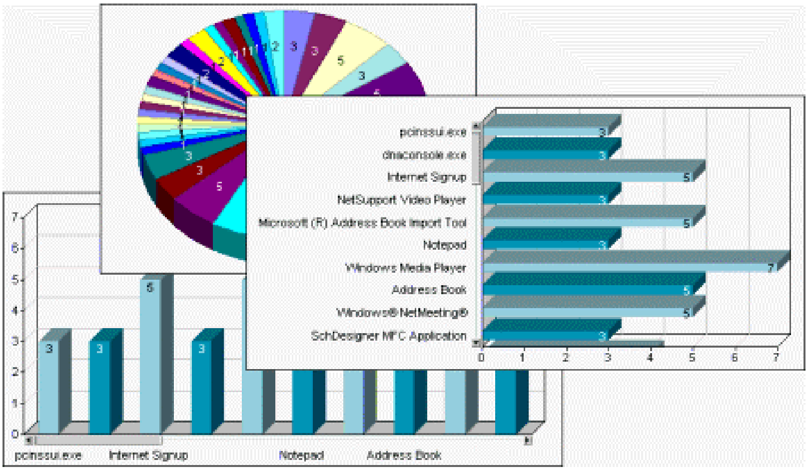
The **Find User Tool** enables you to quickly search for Clients in the Tree.

On Screen Analysis

At the bottom left hand corner of the Console Window you can determine which style of reporting you require by selecting one of the three tabs, View, Queries or Reports.

View Tab

When viewing one of the Component Tabs, information will list for a selected Company, Department or Client in Graph and List format.



The data can be displayed in a variety of graph formats by selecting the appropriate icon, .

Below the Graph, the same records are presented in a List format. You can expand this information for a more detailed overview, by clicking +. This will present all individual Client records.

Description	Company	License	Quantity
+ pcinssui.exe	NetSupport Ltd	0	3
+ dnaconsole.exe	NetSupport Ltd	0	3
+ Internet Signup	Microsoft Corporation	0	5
+ NetSupport Video Player	NetSupport Ltd	0	3
+ Microsoft (R) Address Book Import Tool	Microsoft Corporation	0	5
− Notepad	Microsoft Corporation	0	3

PC Name	User Name	Department	Description	Version	File Name
DELLTEST	DELLTEST	WORKGROUP	Notepad	5.00.2140.1	notepad.exe
TEST44	TEST44	WORKGROUP	Notepad	5.00.2140.1	notepad.exe
TEST48	TEST48	WORKGROUP	Notepad	5.00.2140.1	notepad.exe

+ Windows Media Player	Microsoft Corporation	0	7

The On Screen records can be printed by clicking .

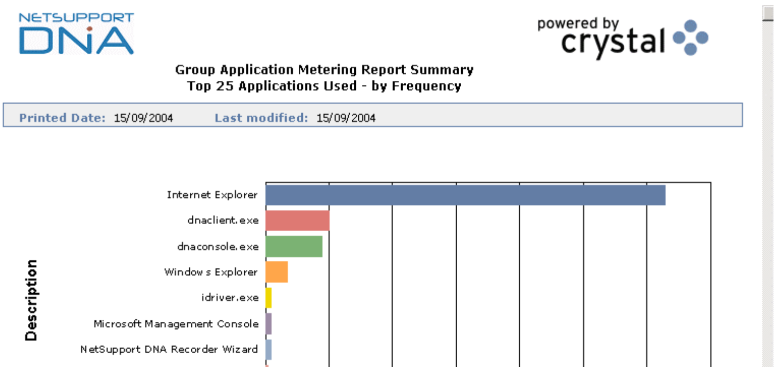
Queries Tab

DNAs Query Tool enables you to customise output to suit your specific requirements. Queries can be associated with the component they relate to in order to facilitate fast retrieval of the results.

Click to create a new query or to edit an existing item in the list.

Reports Tab

DNA provides a number of pre-defined Crystal Reports appropriate to each component. Simply select the required report from the list and the results will be displayed in the Information Window.



All available reports are provided with options to export as PDF, DOC, XLS, XML, HTML, CSV and RTF by selecting {Reports}{Export} from the Menu Bar.

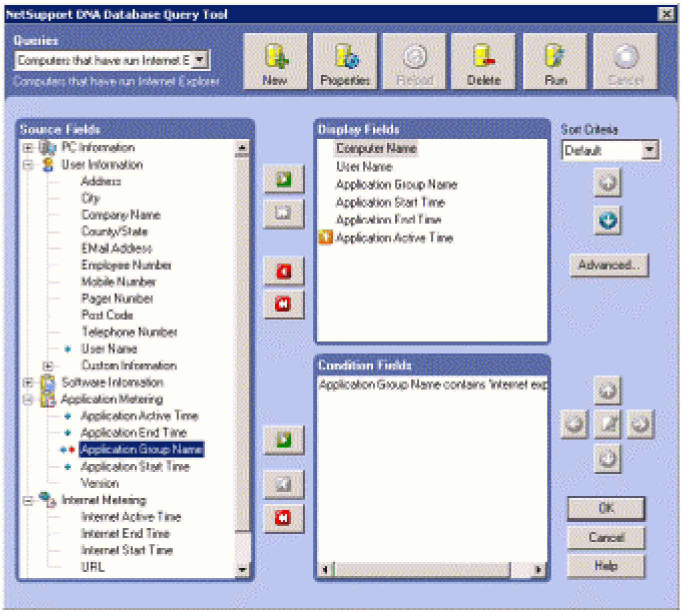
Scroll through the Reports pages using the controls in the {Reports} drop down menu.

Query Tool

The Query Tool further enhances the reporting options available within DNA. While on-screen and pre-defined Crystal reports provide a wealth of ready made information, the Query Tool enables you to tailor the output to meet your specific requirements.

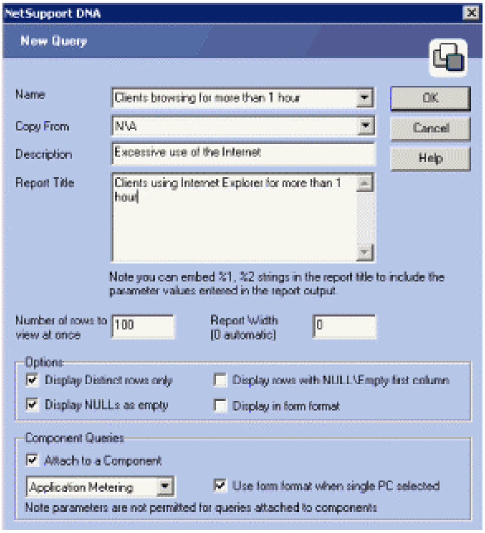
Results can be viewed on-screen, printed or exported. Each stored Query can be attached to the DNA component that it relates to enabling easy on-going retrieval.

1. Select {Tools}{Query Tool} from the Menu Bar.
   or
   Click the Query Tool icon on the toolbar.
   or
   With the appropriate Console Window component tab selected, choose the Queries tab and click to create a new query.



Create a Query

1. Click **New**, the New Query dialog will appear enabling you to enter the general properties for the query.



Name and Description

Enter a meaningful name and description for the query. The name is added to the drop down Queries list for you to select each time you want to load the report.

Copy From

To save time, the content of an existing query can be copied and used to form the basis of the new report. The fields and any associated criteria can then be edited as required.

Report Title

The title that is included with the final output. For flexibility, you can indicate that a variable condition is required to be input at run time using the format %1, %2 etc. See Note below for limitations of using this facility.

Number of rows to view at once

Enter how many records should be printed per page.

Report Width

Generally the output will fit the page to suit but you can specify a character width should you wish to change the display width.

Options

Display Distinct Rows Only

Check this option to prevent multiple occurrences of the same record being included.

In considering the likely output that the query will generate decide if you want to exclude duplicate records. All displayed fields must match for the record to be ignored. In the sample output below, although 'Test 47' has visited the same site several times the inclusion of the Active Time makes each record distinct. If the Active Time wasn't included you probably would only want one instance of each record.

TEST KEY 501 - Internet Activity - Analysis of sites visited - 8 Rows

Visits to www.netsupportsoftware.com

URL	User Name	Internet Active Time
www.netsupportsoftware.com	TEST47	4 secs
www.netsupportsoftware.com	TEST47	5 secs
www.netsupportsoftware.com	TEST47	6 secs
www.netsupportsoftware.com	TEST47	10 secs
www.netsupportsoftware.com	TEST47	15 secs
www.netsupportsoftware.com	TEST47	20 secs
www.netsupportsoftware.com	TEST50	10 secs
www.netsupportsoftware.com	TEST50	30 secs

19 August 2004 16:43:49

NETSUPPORT DNA

Display rows with NULL\Empty first column

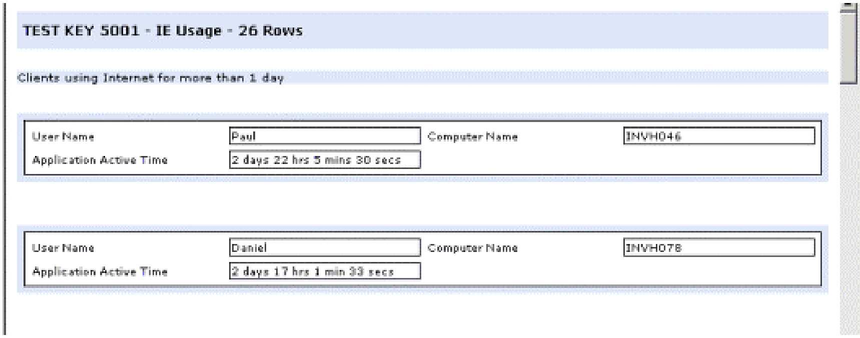
If the first column of information for a record is blank you can choose to ignore that record.

Display NULLs as empty

Leave empty fields blank rather than display NULL.

Display in form format

Ideal for queries that produce minimal output, enables you to list each record in a form style rather than individual rows.



Component Queries

You can attach the Query to the component that it relates to, Application Metering, Internet Metering etc, meaning that the output can be viewed in the relevant information window by selecting the **Queries** view tab.

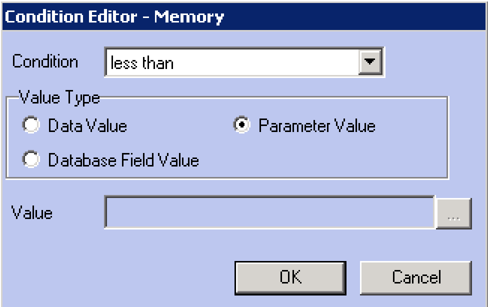
Use form format when single PC selected
When running the query from the Console Window you can highlight an individual Client name in the tree to list records for that User only. In these circumstances form format can be enabled.

Note: Because there is no mechanism for entering parameters via the Queries Tab, do not attach Queries to a component if the title requires a variable. Reports of this nature can only be run from the Query Tool option.

Click OK to return to the main Query Tool dialog.

2. From the Source Fields list select the items to include in the output, clicking to transfer each one to the Display Fields window. You can transfer all fields in a particular category by clicking .
3. Arrange the Display Fields into the order you want them to appear in the final output by clicking and . If you want the output to be sorted by a particular field, select the item and choose the required Sort Criteria from the drop down list.
4. If required, click **Advanced** to customise the displayed fields.

5. You can interrogate the database for specific records by adding Conditions. Select the Source Field(s) and click to transfer to the Condition Fields window. The Condition Editor dialog will appear. (Click to edit an existing condition)



From the drop down list, select the condition to apply when interrogating the database to find Clients matching the specified criteria. The condition can be compared against an exact data value, a Field Name or you can enter a custom value.

Edit an existing Query

1. Open the Query Tool dialog, {Tools}{Query Tool} and select a query from the drop down list.

   or

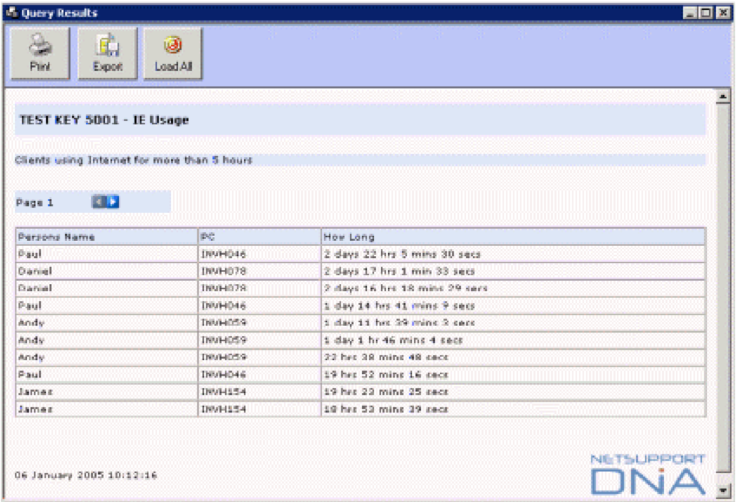
   With the Queries tab selected in the Console Window select an existing query and click .
2. The related information will appear in the Display and Condition Fields.
3. Add or Remove Display Fields/Conditions using the appropriate buttons.
4. To Edit the Name, Description and Report Title click on Properties.
5. All changes will be saved when you Run a Query or Click OK.

Run a Query

Queries can be run from the main Query Tool dialog or, if attached to a component, from the relevant component tab in the Console Window.

Query Tool Dialog

1. Open the dialog by selecting {Tools}{Query Tool} from the Console menu bar or click the Query icon on the toolbar.
2. Select the item to run from the drop down Queries list. If required, you can edit the properties and fields before running the query.
3. Click Run.
4. The query results window will display the output. The number of records displayed per page is determined by the amount specified on the Query Properties dialog in the **Number of rows to view at once** field. If you would rather display the records in a continuous list click **Load All**.



5. If required, the output can be printed or exported.

Print

By default, only the currently displayed page will be printed. To print all of the output click **Load All** to display the records in a continuous list.

Export

The output can be exported in XML, HTML or CSV (comma separated values) format. Click **Export** to display the Export Options dialog and select the required format. If using HTML you can remove images, the NetSupport DNA logo, from the output. Similar to the print option, only the currently displayed page will be exported by default. To include all records check the **All Pages** box. Click OK and save the export file to a suitable location.

Running Queries from the Console Window

When a query has been attached to a component you can run it from the appropriate tab in the Console Window.

1. In the Console Window select the appropriate component tab.
2. Change the information view by clicking the Queries tab at the bottom left hand corner of the window. The list of attached component queries will appear.
3. Click on the required query. The output will be displayed in the information window. The results can be refined by clicking on a Department or Client in the tree. A single Client can be displayed in Form Format if the option has been enabled in the query properties.

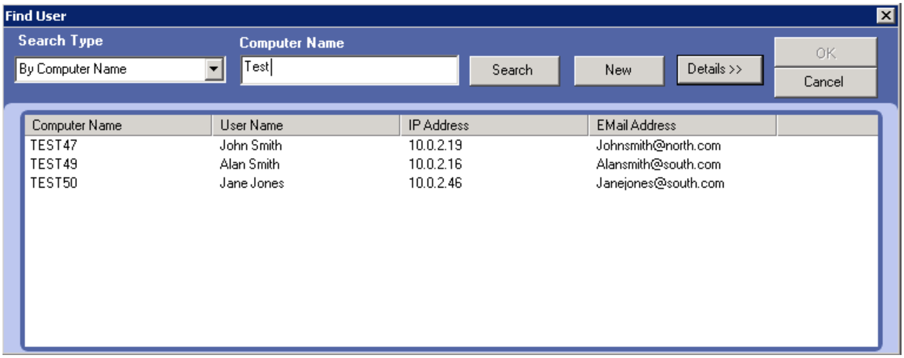
Find User Tool

NetSupport DNA provides a Find User tool, used for identifying and locating Clients within the Tree View. A pre-defined list of search parameters are provided or you can create your own.

1. Select {Tools}{Find User} from the Menu Bar.

   or

   Click the Find User icon on the toolbar.
2. The Find User dialog will appear.



3. Select a pre-defined search type from the drop down list and enter an associated value to help narrow the search. Partial information can be entered if unsure of the exact details. For example, if searching by Computer Name, any Computer that starts with Test.

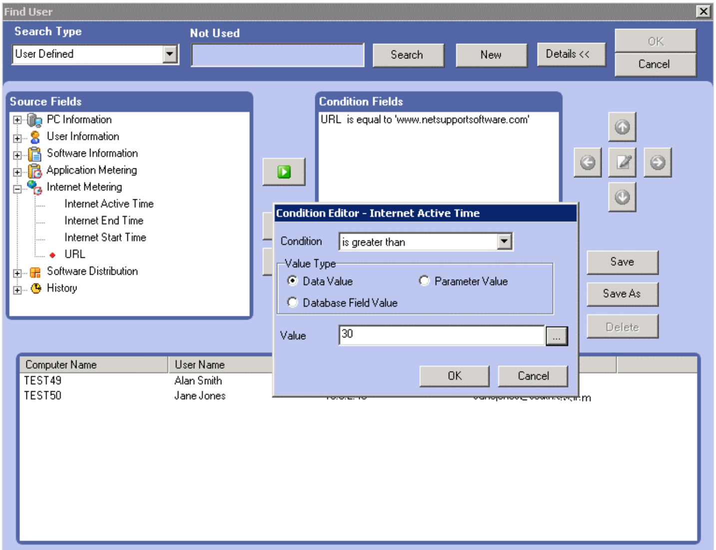
   or

   You can include additional search parameters by clicking Details.
4. Click Search.
5. A list of matching Clients will appear.
6. Select the required Client in the list and click OK. The Client will be located and highlighted in the Tree View.

Create Search Parameters

If the pre-defined search parameters are limiting, you can create new queries which will be added to the list for future use. For example, find users who have visited a particular website.

1. From the Find User dialog click New.
2. Expand the relevant category in the Source Fields Tree View, select the required Field and click .
3. The Condition Editor dialog will appear. Multiple conditions can be selected.



4. Click Save As to store the Query. Enter a Name and Click OK. The new Query will be added to the drop down list.
5. To perform the search, ensure the required Query is selected from the drop down list, enter the associated parameter and click Search. Matching Clients will be listed.
6. Select the required Client in the list and click OK.
7. The selected Client will be located and highlighted in the Tree View.

Chatting to Clients

NetSupport DNA allows you to Chat to any number of connected Clients simultaneously, via a scrolling text window.

Chat to Clients

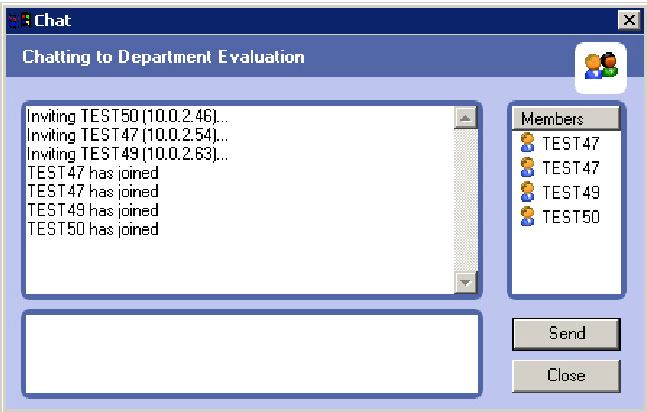
1. Highlight a Client or Group of Clients in the Tree View.
2. Right click and select Chat.

   or

   Click the Chat icon on the toolbar.

   or

   Choose {Tools}{Chat} from the menu bar.
3. The Chat Window will appear at the Console and Client PCs, listing all Clients included in the Chat session.



4. Enter the required text in the box provided and click Send.
5. The message will appear at all Client PCs. The Client also has the option to send messages, or to leave the Chat session by clicking Close.
6. The Console can end the Chat session by clicking Close.

Remote Control

Depending on the Pack you have purchased, NetSupport DNA provides a choice of Remote Control solutions as optional extras.

DNA Remote Control

Based on NetSupport's own Remote Control Solution, NetSupport Manager, 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

Alternatively, a full working copy of NetSupport Manager can be added to your DNA Purchase. Providing best of breed PC Remote Control for the corporate enterprise. With its global install base, NetSupport Manager is a proven solution for helpdesk and remote support needs.

Please visit our website, www.netsupportsoftware.com, or refer to the separate NetSupport Manager documentation for more information.

DNA can also be configured to use any 3rd party remote control application.

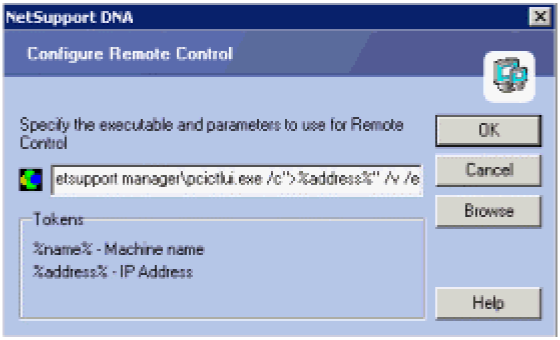
Configure Remote Control

DNA allows an Administrator to View any Client machine individually, using the Remote Control Tool.

1. Select {Tools}{Configure Remote Control} from the Menu Bar.

   or

   Click the Remote Control this PC icon on the toolbar.
2. The Remote Control Settings dialog will appear. This is used to locate the appropriate executable and specify the relevant command parameters for initiating a remote control session with the required Client PC.



Launch a Remote Control session

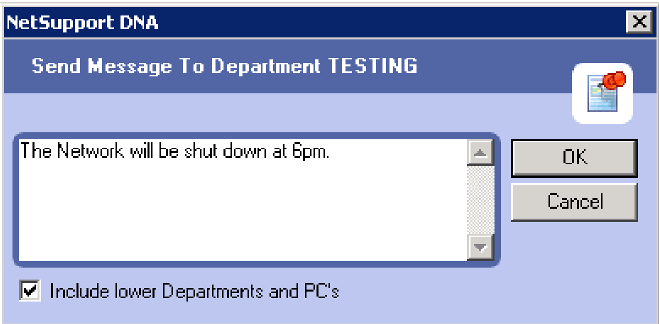
1. Select a Client in the Tree View. Right click and select Remote Control.
2. Assuming the target PC has the appropriate software installed, a View Window to the selected Client will appear at the Console.

Send a Message

The Message Tool allows an Administrator to send a Message to an individual Client, Department or the Company as a whole, by selecting the relevant choice in the Tree View.

To Send a Message

1. Select a Client, Department or the Company in the Tree View.
2. Right click and select Message.
   Or
   From the Menu Bar select {Tools}{Message}.
   Or
   Click the Send Message icon on the toolbar.
3. The Message dialog will appear.



4. Enter the message. If you have selected the Company or a Department, check Include lower Departments and PCs to indicate that sub-departments within that layer of the tree should also receive the message. Click OK to send.
5. A dialog presenting the message will appear at the Client PCs.

Client Status

The Client Status feature enables a Console User to check that Client PCs are powered on. This can be useful when preparing to distribute software. Information can be retrieved on any machine known to the DNA database.

Note: The end-user PC must have a Wake-on-Lan card installed and be appropriately configured. The DNA Console sends a Wake-on-Lan packet to the Client instructing the workstation to Power On.

To Power On Machines

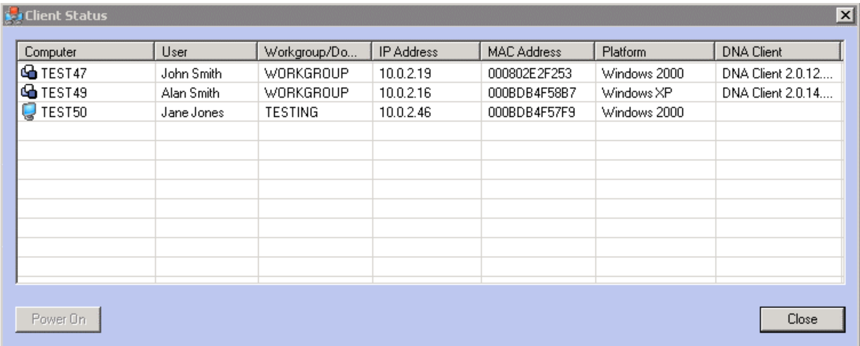
1. Select the required Company or Department in the Tree View.
2. Choose {Tools}{Client Status} from the Menu Bar.

   or

   Right-Click and choose Client Status.

   or

   Click the Display Status of Selected Clients icon on the toolbar.



3. If any of the PCs are not currently powered on only the IP and MAC Addresses will be displayed.
4. Highlight the required PCs, multiple machines can be selected, and click Power On.

Database Maintenance

In order to maintain the DNA database at a manageable size it is recommended that you delete/archive historical or unwanted records on a regular basis. The Database Maintenance utility enables you to purge the DNA database of redundant data, remove Client PCs that are no longer in use and create backups of key data using an Export/Import facility.

Note: You can limit the number of Console Users who have access to this facility by assigning Operator, rather than Administrator rights when creating Console Users.

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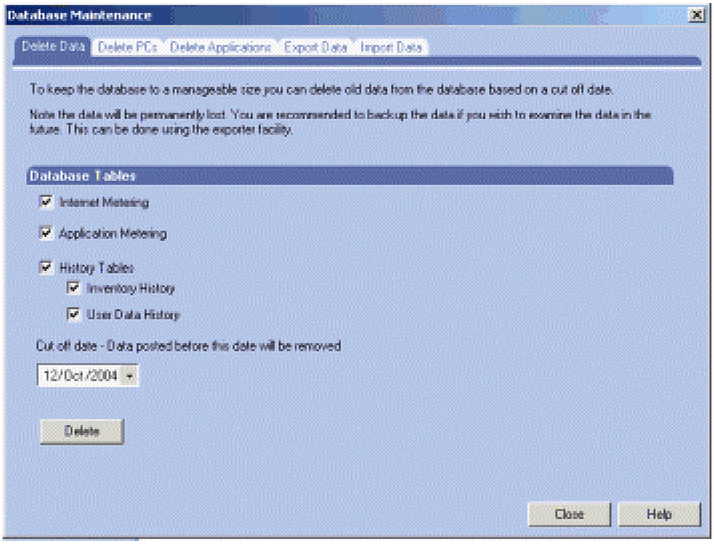
1. Select {Tools}{Database Maintenance} from the menu bar. The Database Maintenance dialog will appear, select the appropriate tab.

Delete Data

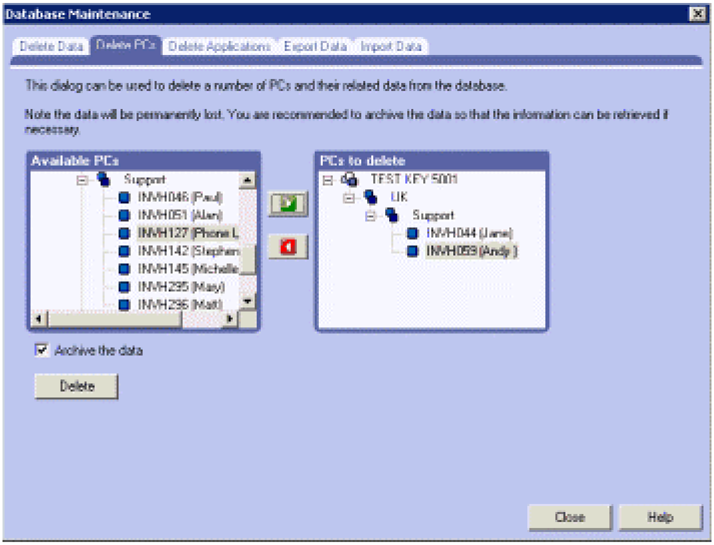
This option enables you to delete records from the DNA Database tables based on a specific cut-off date.



1. Select the Database tables to include in the purge.
2. Choose the required 'cut-off' date. All records logged prior to the specified date will be deleted.
3. Click Delete and confirm that you wish to proceed.
4. A confirmation dialog will appear indicating how many records have been deleted.

Delete PCs

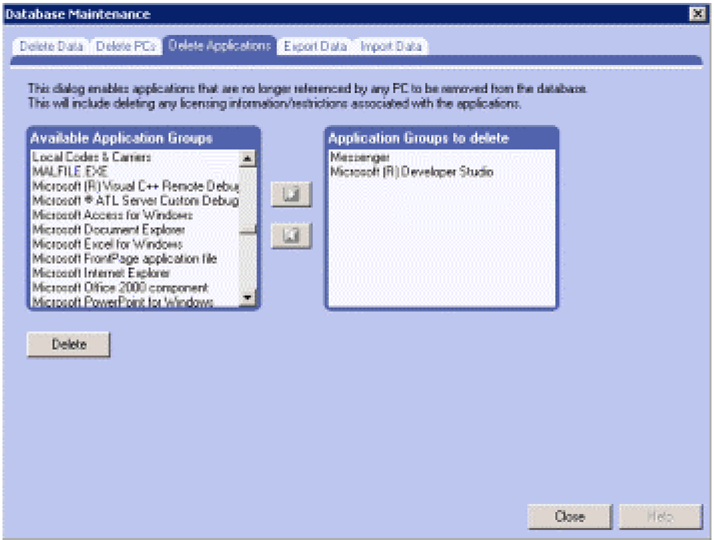
As your installation base changes you may find that managing license levels becomes difficult because the database is holding details of Client PCs that are no longer in use. This option enables you to 'retire' PCs and remove any related data.



1. From the **Available PCs** list select the PCs to remove. This can be done by individual PC or at Department level if multiple PCs are to be removed.
2. Click  to add the selected items to the **PCs to delete** list. Individual PCs can be removed from the list by clicking . Useful if not all machines within a department are to be deleted.
3. If you do not want to permanently lose the data you can store the records in an Archive file. Ensure the **Archive the data** option is checked.
4. Click **Delete**. If archiving, you will be prompted for a filename and location. The data is copied to the Archive but remains in the database. Once Archiving is complete you will be prompted to continue with the deletion.

Delete Applications

Enables you to remove applications from the DNA database that are no longer referenced by any Client PCs. Any application that is not referenced in the Application Metering or Software Inventory components will be listed for possible deletion.



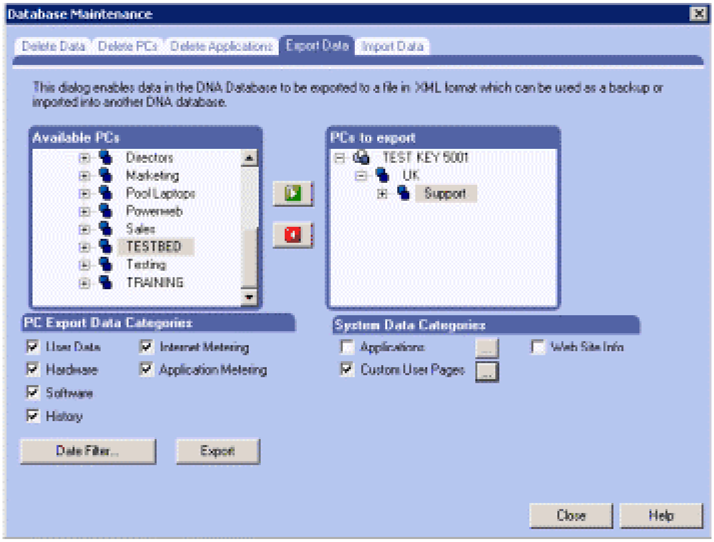
1. In the **Available Application Groups** list select the applications to be deleted. Multiple items can be selected.

2. Click  to transfer the selected items to the **Groups to Delete** window.

3. Click **Delete**.

Export Data

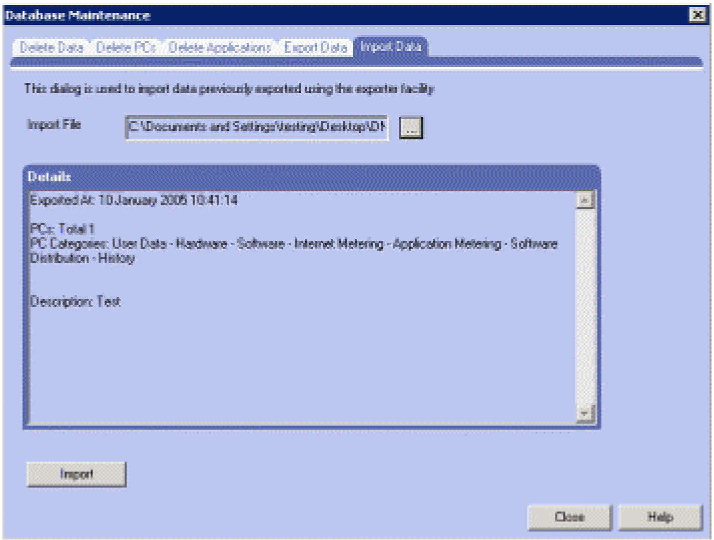
This option enables data in the DNA database to be exported. This can act as a secure backup in the event of a database corruption or can be imported to another database.



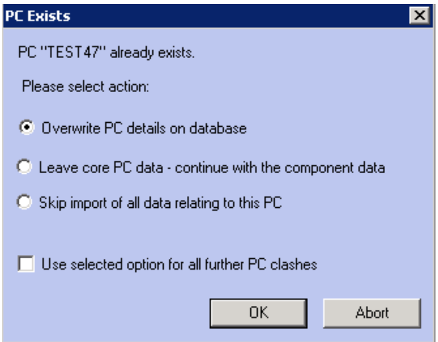
1. In the Available PCs Tree select the Client(s) to export data from.
2. Click  to transfer to the PCs to export window.
3. Deselect any Data Categories that you do not wish to include.
4. You can further limit the amount of exported data by applying a Date Filter.
5. Indicate if any additional system data is to be included. In the case of Applications and Custom User Pages click and select the items to include.
6. Click Export when ready. Enter a name for the XML file that will be created. You will be prompted to enter a suitable description. This will help identify the data if re-importing.
7. Click OK. A confirmation message will appear when the export is complete.

Import Data

Reimport data previously exported.



1. Click  and browse for the required export file.
2. The Details window will provide a summary of the file content.
3. Click Import. If there are potential clashes between the data being imported and information already present you will be prompted to take appropriate action.



Overwrite PC Details on database

Continue importing the data, replacing information currently held in the database.

Leave core PC data - continue with the component data
Only import component related data, internet metering, application metering etc. Existing User/PC details will not be overwritten.

Skip import of all data relating to this PC
Cancel the import.

Use selected option for all further PC clashes
Set the chosen option as the default for future procedures.

4. A confirmation message will appear when the import is complete.

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