NetSupport DNA 4.80.0000 Released on Monday, February 17, 2020

This version of NetSupport DNA is a chargeable update and requires a new version 4.80 license key.

Whats New

- (EN6822) DNA now retains the requested by user for USB devices.
- (EN5287) Can now set a Data Retention Policy with Database Maintenance to remove unwanted data from the database. The policy can be scheduled to run on a specific day/time and of a frequency of your choosing and emails can be sent to notify you when the process is complete.
- (EN6867) Improved AUP assignment, can now assign AUP to users to be shown on each login.
- (EN8544) Added a new Efficiency View to see how technology is being used across your organisation.
- (EN8668) Reduced network traffic by improving Agent thumbnail updates.

Whats Fixed

- (IN61034) Fixed an issue when using Reset in the Title blocking feature did not clear the list of title blocking rules.
- (IN61377) Resolved an issue where Thumbnails were not showing while the server was busy.
- (IN61561) Added an Arabic language pack for keyword monitoring.
- (IN61616) Fixed an issue where duplicate DNA Agent PCs were shown in the Console when Agent machines were re-imaged.
- (IN61647) Added an Italian language pack for keyword monitoring.
- (IN61757) Updated the English language pack for keyword monitoring.
- (IN61005) Resolved an issue where Explorer performance details were not shown correctly when RDP sessions are active on the Agent machine.
- (IN61364) Resolved issue where attached Report a concern documents were not syncing between DNA cloud and DNA Server.
- (IN61499) Resolved a DNA Server crash related to memory corruption in the eSafety component.
- (IN61655) Resolved a crash in the Spotlight feature when using Webgate400 client.
- (IN61774) Updated the Welsh language pack for keyword monitoring.
- (IN61775) Updated the Scottish language pack for keyword monitoring.
- (IN61801) Resolved issue where print monitor data could not expanded.
- (IN62125) Added a GDPR Compliant column to the Application management area in Software Inventory.
- (IN61099) Fixed an issue where turning Title blocking On/Off for a profile were not sent to Agents once saved.
- (IN61706) Added new resources to the Safeguarding Resources lists.
- (IN61707) Resolved an issue where a Console user was able to perform remote login at department level when the access right was not granted to them.
- (IN62075) Resolved access right issue where removing the permission to view thumbnails was allowing users access.

NetSupport DNA 4.75.0001 Released on Monday, September 23, 2019

Fix Release for NetSupport DNA 4.75. Existing DNA 4.70 keys are compatible with this release.

Whats Fixed

- (IN61119) Fixed Console GPF viewing single client thumbnail in explorer
- (IN60964) Fixed Agent GPF when screen resolution changes whilst being viewed in explorer thumbnail mode
- (IN61079) Fixed issue where server refused to accept connections from consoles resulting in “server busy” messages
- (IN61106) Fixed Agent GPF when agent stops in an RDP session
- (IN61040) Fixed database error when selecting some dynamic groups in console
- (IN61134) Fixed an issue when adding email settings caused the Console to lock up

NetSupport DNA 4.75.0000 Released on Thursday, August 29, 2019 – **Nur in Englisch**

Whats New

- (EN3017) Enhanced Applications Restrictions by adding the ability to block Applications by Title.
- (EN7910) Added the ability to reset the DNA Console operator password.
- (EN8338) Added support for MSXML 6.0.
- (EN8353) New Spotlight feature added allowing a Console user to see a list of running applications, websites, services and processes on Agents.
- (EN7604) Remote Control is now available to Agents connected over the DNA Gateway Component.
- (EN8396) Enhanced the Data Size tab within Database Maintenance to display Alerts and eSafety Media.
- (EN8367) The DNA Console now remembers the last selected place within the hierarchy when the Console is reopened.
- (EN8357) Added a user acknowledgment option in remote control settings for when viewing an Agents screen.
- (EN8282) Can now report concerns via the web (DNA Cloud required).
- (EN8138) Enhanced login control to allow a console user to specify how many logins are allowed at once (Max 5 logins).
- (EN7745) Added a percentage indicator of free space on Agents C: drives within explorer view.

Whats Fixed

- (IN54052) Resolved an issue where printing multiple pages of QR codes would print blank labels.
- (IN59640) Resolved an issue where eSafety web cam images were not captured when an Agent is on a different subnet to the server.

- (IN60012) Resolved an issue where an error message would be displayed logging into the DNA Console if Agents collection data was not available from the server.
- (IN60080) Resolved a problem when approving a USB digital voice recording device.
- (IN60166) Fixed an issue where the incorrect profile name was being displayed for a user.
- (IN60248) Enhanced Operators dialog to prevent the deletion of the default Admin user account.
- (IN58613) Fixed an issue where putting a web browser into full screen mode would circumvent internet restrictions.
- (IN59455) Fixed an issue where eSafety concerns count on the Home view differed between PC and User views.
- (IN59978) Resolved an issue when reviewing Alerts where the selected Alert details were not always displayed.
- (IN60404) Updated the Safeguarding Resources list.
- (IN60425) Updated all language phrase lists for keyword matching and phrase monitoring.
- (IN60432) Resolved an issue where email actions for eSafety were not correctly applied to a profile.
- (IN60491) Fixed an issue where iOS/Chrome Agent thumbnails and internet metering data was not stored at the server.
- (IN60721) Resolved an intermittent issue where the Server connection is lost.
- (IN60901) Fixed an issue where the UI did not draw correctly when running a query from the properties window of a dynamic group.

NetSupport DNA 4.70.0001 Released on Wednesday, March 20, 2019

Fix Release for NetSupport DNA 4.70. Existing DNA 4.70 keys are compatible with this release.

Whats New

- (EN8211) Enhanced Database Maintenance Delete PCs tab to show PC Node ID next to PC Name to allow easy identification of duplicate PCs.

- (EN8214) Enhanced the Online update mechanism to prevent Agents and Consoles upgrading when the Server fails to update correctly.

Whats Fixed

- (IN59622) Fixed issue with Alert processing of PC in Safe Mode where it would not always trigger.
- (IN59573) Resolved Top 10 users by printer costs last month not displaying in DNA Console.
- (IN59631) Fixed issue with PC View settings changes not being saved between sessions.
- (IN59612) Resolved DNA Console crash when selecting SNMP Device view in the console.
- (IN59586) Resolved issue with upgrading DNA Web Server component not keeping configuration settings.

NetSupport DNA 4.70.0000 Released on Monday, February 18, 2019

This release of NetSupport DNA 4.70.0000 is a chargeable upgrade, and requires a new DNA 4.70 licence key.

Whats New

Education

- NEW Cloud Console for eSafety providing access to phrase matches and concerns.
- NEW Risk Analysis of phrase matches using contextual intelligence
- (EN7649) NEW operator role configuration to allow user access to the DNA Cloud
- (EN7797) Unique lists of applications to be excluded from eSafety phrase matching can now be applied by Profile assignments.
- (EN7522) Added feature to multi select keywords when marking false positives.
- (EN7988) Enhanced the Review phrase dialog to provide an easier to use experience
- (EN7986) Emails for triggered phrases contain keyword a priority in the title Also include risk analysis details in the body text.Â
- (EN7797) Updated eSafety Application exclusions to be applied to profiles.
- (EN7803) Added Cloud configuration option for Admin users to setup DNA Cloud for eSafety
- (EN7567) Added the Ability to Exclude Specific Websites from eSafety Phrase Matching
- (EN7986) Enhanced the Email sent to safeguarding users when an eSafety keyword is triggered to provide more information as to the severity of the trigger

Education\Corporate

- (EN5144) Updated the chat interface to display the logged on user.
- (EN7839) Added a search box to the Software Distribution dialog to allow easier finding of packages.
- (EN7346) Include hotfix installation date information in the software inventory > hotfixes display
- (EN5254) Added facility to send email to mulitple selected recipients when a scheduled report runs and attach a copy of the report results
- (EN7641) Add Lock as an activity time out option when users are logged in.
- (EN7601) Reduce internet restriction scheduling intervals to 15 minutes from 30 minutes to improve flexibility of settings.
- (EN7744) Software distribution retry window extended to up to 6 months.
- (EN7346) Enhanced Software Inventory to display the date a hotfix update was installed if available.
- (EN7602) Enhanced Hardware Inventory to report Windows 10 version and build number
- (EN7641) Added option to lock a PC when its been inactive when a User is logged in
- (EN7328) Hardware inventory now shows bitlockered drives with a padlock icon next to them
- (EN8000) Internet metering, Application metering, Print metering and USB monitor data can now be updated from the user view in the DNA console.
- (EN8023) Search facility added to database maintenance delete users and delete PCs tabs.
- (EN7873) Add facility to search for search for PCs and users when assigning profiles
- (EN8068) Configuration option in agent profile to cause DNA Agent to unload all monitoring components if the DNA Server or Gateway connection is not available. They are reloaded when the server is next available.
- (EN8002) Facility added to include screen shot in alert notfication emails for PC alerts
- (EN8046) Enhanced Search feature to allow finding Users by their name rather than logon name
- (EN7874) Updated Find PC and Find User functions to automatically select the entity in the PC/User hierarchy.
- (EN8060) New confirmation dialog for logging off, restarting or powering off a PC or department.

Whats Fixed

Education

- (IN57874) Updated Report a concern to only allow uploading of files less than 20mb
- (IN54027) Fixed an issue with enabling and disabling phrase monitoring and report a concern where not correctly added to the Audit log.
- (IN56079) Fixed eSaftey SafeGuarding User creation dialog to wrap text in the notes section and increased character limit to 512.Â
- (IN56485) Resolved issue where phrase triggers would not be recorded when copying large amount of text to the clipboard.
- (IN56605) Updated File Transfer menu item to be disabled when connecting to a Mac Agent.
- (IN58936) Updated the default priority for Self Harm and Suicide from Medium to High

Corporate/Education

- (IN58309) Removed QR code which allowed older mobile agents to configure server details due to retirement of these agents.
- (IN56058) Resolved problem with Internet Restrictions which allowed access to restricted websites when selecting new tab repeatedly.
- (IN56331) Resolved issue with AD containers not being created in DNA if the Organisational Unit name contains #
- (IN58514) Fixed issue with Find PC/User where it would not locate any PC/User in the unassigned container.
- (IN58979) Updated Online DNA Console upgrade to provide user feedback as to the progress of the update.
- (IN58612) Inactivity policies now do not take into account inactivity that occurs prior to the onset of the policy start time.
- (IN56761) ResolvedÃ'Â DNA Console Logon Role AD Authentication Not Working for Users on Different Domain
- (IN57814) Fixed issue with finding PCs giving an error if the PC Tree was collapsed.
- (IN58060) Fixed issue in Explorer component that would see Agent PCs disappearing if they were logged in
- (IN58441) Improved the performance of the USB Manage Device dialog when large number of PCs and users are in database.
- (IN58555) Resolved DNA Database error when using SQL Server 2017 and having the Reporting services component installed.
- (IN58681) Fixed issue where Operators assigned to specific departments can see all users within the active users tab
- (IN58992) Fixed Console crash when using AD Authentication to log on operators.
- (IN56059) Fixed issue with Resetting power management restoring default selections.
- (IN58464) Fixed issue with finding users in the User hierarchy when the department they are in is collapsed.
- (IN59072) Resolved issue with Performance Counters in Explorer view not always displaying in the console.

NetSupport DNA 4.60.0002 Released on Wednesday, July 11, 2018

Fix Update to DNA 4.60.0000

This is a non-chargeable update. Existing DNA 4.50 keys are compatible with this release

Whats New

- (EN7608) Updated DNA Console for subscription key customers to better display the expiry of their licence.
- (EN7123) Updated Safeguarding contacts to only receive phrase triggered emails from students they are contacts for.
- (EN7699) Updated USB Option to only allow DNA Operators to deal with the USB approvals for the sites that they have access to in the DNA Hierarchy

Whats Fixed

- (IN51661) Resolved issue with built-in webcams not getting disabled correctly.

- (IN55929) Fixed Issue with the console running on Remote Desktop not being able to reset users passwords through the Manage User Account option
- (IN56269) Resolved issue with AUPs appearing twice on Agent machines.
- (IN56528) Fixed issue with user roles where it was not possible to grant or deny access to Power Management options.
- (IN56530) Resolved issue saving email account details if using reserved characters in the password field.
- (IN56685) Resolved Console crash when attempting to assign licenses to departments in Program Manager
- (IN56542) Resolved Crash at the DNA Server where corrupted Windows Hotfix data was sent from an Agent
- (IN56741) Resolved issue with PCs incorrectly switching to the lock screen when attempting to access folders and Alert action is being used

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NetSupport DNA 4.60.0001 Released on Friday, April 13, 2018

Fix Update to DNA 4.60.0000

This is a non-chargeable update. Existing DNA 4.50 keys are compatible with this release

Whats Fixed

- (IN56198)

  Resolved issue with Application restrictions being incorrectly applied to a non-restricted application.

- (IN55914)

  Resolved issue with Alert History not displaying records at the PC level.

- (IN56170)

  Resolved issue with Agents not being displayed in the Warehouse assignment dialog.

- (IN55887)

  Fixed issue with Advanced date filters incrementing dates when switching between components in the DNA Console.

NetSupport DNA 4.60.0000 Released on Tuesday, March 27, 2018

This release of NetSupport DNA 4.60.0000 does not require a new license key and will work with an existing NetSupport DNA 4.50 License.

Whats New

- (EN7361) Enhanced Operator roles to allow multiple PC and User departments to be assigned.
- (EN7394) Enhanced Remote Control to support NetSupport Assist for Mac and NSM 12.10 Mac Clients
- (EN7429) Enhanced Agent User Interface to display the currently enforced profile for the Agent.
- (EN7376) Enhanced PC Alerts to perform an action when triggered. Current actions include, Capture screenshot, run an application and take a recording of the PC.
- (EN7342) Enhanced Activity View to display User activity graphically.
- (EN7374) Enhanced File Resource Scan in Software Inventory to allow scanning for GDPR files
- (EN7171) Enhanced Database Maintenance delete data to allow removal of eSafety Screenshots and Video
- (EN6669, EN7375) NEW Desktop Warning PC Alert for system and application errors.
- (EN7036) Enhanced Internet Restriction URL List to allow different Restricted lists depending on Profile used.
- (EN7371) Enhanced Activity View to allow console operator to access a website directly from the Activity view.
- (EN7377) NEW Custom icon facility for Dynamic groups, Departments, PCs and users.
- (EN7010) Enhanced eSafety Phrase cloud window to allow viewing of screenshots directly from triggered phrases.

Whats Fixed

- (IN54859) Resolved issue where sending software distribution packages to warehouses and warehouse agents would get stuck sending.
- (IN55067) Fixed issue with Application Restrictions being bypassed when application was renamed by users
- (IN54855) Resolved performance issue in console when selecting User view and accessing Database Maintenance.
- (IN55648) Resolved issue with re-assigning concerns when using an eSafety contact with a custom role.
- (IN55733) Fixed issue with DNA Server crashing when Mac Agents connected and sent eSafety data
- (IN54609) Updated Phrase match algorithm to better match keyword triggers.
- (IN55542) Added Welsh Language keywords to eSafety.
- (IN55087) Fixed Issue with Microsoft Edge not metering correctly when using latest version of Windows 10
- (IN55296) Fixed False alarm notes to take upto 256 characters
- (IN55614) Updated Print monitor charts to display costs to 2 decimal places.

- (IN55406) Updated Software Inventory and Query tool to display Software that is GDPR compliant.
- (IN53865) Added warning to deleting an eSafety contact that any open concerns should be re-assigned or archived first
- (IN55782) Added a warning message to the DNA console when approaching the limit of SQL Express database.
- (IN55111) Resolved an issue with right clicking on PCs taking a long time to display the context menu
- (IN52258) Resolved Issue with Active Directory Department names not being removed when Active Directory OU name had been changed.
- (IN55013) Resolved an Issue with Active Directory synchronisation where Empty departments were still displaying in the DNA Console
- (IN54873) Fixed issue with eSafety False alarms being incorrectly displayed in Activity View.
- (IN53770) Resolved issue where User details alert was not showing the changes made at the agent.
- (IN55025) Resolve problem with Network drive mapped/unmapped alert not working on Windows 10 Fall update.
- (IN54875) Resolved performance issue with Assigning Active Directory profiles to users when all users are under one Organisational Unit
- (IN55764) Resolved a crash in the DNA Console when marking multiple eSafety Alerts as False Alarms.
- (IN55625) Fixed a problem with Power on schedules where PCs would not power on if the time did not match that of the server.
- (IN54877) Resolved AD profile assignment taking a long time to send to Agents
- (IN54925) Enhanced AD profile assignment to allow for settings to be inherited from parent AD Container
- (IN54799) Updated list of extensions for file resource scan to include modern Office Applications.
- (IN55880) Resolved an issue with AUP which could result in users bypassing the policy and accessing the PC

NetSupport DNA 4.50.0002 Released on Monday, October 23, 2017

This release of NetSupport DNA 4.50.0002 does not require a new license key and will work with an existing NetSupport DNA 4.50 License.

Whats New

- (EN7316) Enhanced Manage User account functionality to allow Users with the appropriate Active Directory rights to reset user password
- **Education Only** - Enhanced Report a concern contacts to allow them to be assigned on a per profile basis

Whats Fixed

- (IN54596) Resolved console locking up when a complex query was being executed.
- (IN54785) Fixed issue with Find user not displaying all search by options when a restricted operator is used.
- (IN54548) Resolved Agent crashing when performing a Hardware scan

- (IN53942) Added fix to allow for the use of two separate remote gateways on the same network connecting to an external gateway
- (IN54833) Fixed issue with the console sometimes crashing when exiting.
- (IN54620) Fixed Server Crash when assigning a large Active Directory group to a profile
- (IN54650) Resolved Primary key violation in when setting a keyword to be a false alarm
- (IN54496) Resolved issue where UAC prompt disabled Clear Type text when using remote control

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NetSupport DNA 4.50.0001 Released on Thursday, September 28, 2017

This release of NetSupport DNA 4.50.0001 does not require a new license key and will work with an existing NetSupport DNA 4.50 License.

Whats Fixed

- (IN54543) Resolved issue with server not sending scheduled power on request
- (IN54416)

  Resolved an error in operator roles where changing a setting did not apply correctly.

- Fixed Stability issues in DNA Server when used with Active Directory Profile Assignment
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- Fixed Slow logon of console.

NetSupport DNA 4.50.0000 Released on Thursday, August 31, 2017

NetSupport DNA 4.50 is a chargeable upgrade from previous versions and requires a new licence key.

Whats New

- (EN6987) NEW Alerts Added for USB mouse and keyboard insertions and removals
- (EN6975) Enhanced Password reset functionality for Console operators to have new password emailed to them
- (EN6983) Enhanced Agent User Interface to show the inactivity policy in affect
- (EN7158) NEW Activity view for PCs and Users to show Application, internet metering, eSafety keyword triggers and login sessions.
- (EN7021) NEW Export Keyword triggers to PDF document added with customisable school logo options.
- (EN7151) Updated Remote Powershell feature to allow users to run scripts as a specific user.

- (EN6985) NEW Bookmark feature to allow common Agents to be bookmarked for easier access
- (EN7051) NEW Support for Webcams to take a snapshot when eSafety phrase triggered.
- (EN7103) NEW Logon control to prevent users logging onto more than one PC.
- (EN7157) NEW eSafety Console users can create concerns from within the console.
- (EN7186) NEW Locate User option added to the DNA Agent
- (EN6832) NEW Logon Control allowing Users to only log on to one PC at a time.

Whats Fixed

- (IN52909) Resolved Exchange Server configuration issue where email was not sending correctly
- (IN52919) Resolved Active Directory issue with departments and PCs appearing in unassigned rather than the correct place in PC and User views.
- (IN53239) Resolved issue with Agents having the same Node ID when using Virtual Box virtual machine images.
- (IN53691) Fixed memory leak in DNA Server due when power monitor is enabled.
- (IN53719) Fixed issue with Gateway installer not correctly setting Windows firewall entries.
- (IN53723) Resolved issue with Gateway Agents not getting configurations correctly applied.
- (IN53082) Resolved issue where deleted or cancelled queries would appear incorrectly in the copy from list of the query editor.
- (IN53052) Resolved issue where clicking on the eSafety media button would not display the keyword review dialog.
- (IN53412) Resolved problem where alert details were not displaying the logged on user.
- (IN53558) Resolved issue with eSafety Alerts when closing alerts would close all alerts.
- (IN52908) Resolve issue with alerts not correctly displaying the user who triggered the alert
- (IN52922) Resolved issue with Active Directory Authentication of DNA Console not Working Due to Different Pre-Windows 2000 Domain Name
- (IN53038) Resolved Crash in AUP assignment dialog for PC based policies.
- (IN52537) Resolved incorrect message displayed when attempting to delete a company from user details.
- (IN53552) Fixed Issue with Advanced date ranges in query tool showing incorrect data

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NetSupport DNA 4.40.0004 Released on Monday, April 10, 2017

This release of NetSupport DNA 4.40.0000 does not require a new license key and will work with an existing NetSupport DNA 4.00 License.

Whats Fixed

Education Only

- (IN52551) Fixed an issue with the Remote Control file transfer time being reported incorrectly.
- (IN52293) Resolved an issue with video from a phase trigger not being delivered in a terminal server session.

- (IN52729) Resolved issue with eSafety Alerts not respecting the alert email notification setting.
- (IN52873) Resolved issue with Database Maintenance not removing replay recordings when performing an eSafety data deletion.
- (IN52832) Resolved Agent Crash when eSafety video recording is triggered after a machine has changed screen resolutions.
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Education and Corporate

- (IN52141) Resolved an issue with internet restrictions and loading new tabs in the Edge Browser.
- (IN52694) Fixed and issue with the 64bit LSP installation/removal when a conflicting LSP is present.
- (IN52571) Fixed an issue with Logged on user being incorrectly displayed in Internet Metering.
- (IN52618) Resolved an Agent error due to abnormal sized cursor in Adobe products.
- (IN52711) Resolved issue that could cause the Auto discovery feature to affect network performance during a discovery request
- (IN52736) Resolved issue with operator logging onto console when it has a customer role assigned to it.
- (IN52790) Fixed a database error reported when attempting to export certain query results.

NetSupport DNA 4.40.0003 Released on Wednesday, March 08, 2017

This release of NetSupport DNA 4.40.0000 does not require a new license key and will work with an existing NetSupport DNA 4.00 License.

Whats Fixed

- (IN52540) Resolved an issue with Internet browsers not loading pages correctly when DNA Agent not connected to DNA Server.
- (IN52478) Resolved issue with console not displaying concern text correctly.
- (IN52507) Resolved an issue with storing web and application data at the server.
- (IN52356) Resolved slow typing issue when using Visual Studio 2010 development environment
- Enhanced Remote control support for Terminal Server Sessions
- Enhanced File Transfer of small files between Console and Agent.

NetSupport DNA 4.40.0002 Released on Thursday, February 23, 2017

Whats New

- (EN7018) Added Support for Remote Control of Mac Manager Clients from within the DNA Console

Whats Fixed

- (IN52337) Fixed issue where logged on user was incorrectly set in Attempt to access a restricted Application and Restricted Website Alerts
- (IN52340) Resolved issue with Sophos and DNA Agents co-existing on XP and Windows 7.
- (IN52306) Fix Crash at agent when changing Screen Resolution.
- (IN52314) Resolved an issue where User Data was not retrieving Users details from Active directory to show in the DNA Console
- (IN52371) Enhanced Remote Control feature to support Terminal Server Agents.
- (IN52428) Resolved an issue where query tool load All results was not correctly displaying the results of the query.

NetSupport DNA 4.40.0001 Released on Wednesday, February 08, 2017

Whats Fixed

- IN52272 Fix for DNA Agent handle leak when thumbnails are being viewed
- IN52288 Fix for DNA Agent Machines Running slowly due to agent crash

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NetSupport DNA 4.40.0000 Released on Monday, January 30, 2017

This release of NetSupport DNA 4.40.0000 does not require a new license key and will work with an existing NetSupport DNA 4.00 License.

Whats New

Education Only

Integrated Remote Control, allowing View, File transfer, remote registry, command prompt, task manager and powershell.

Urgent keyword phrase category added to the priority list which will record the users screen activity if triggered

eSafety recording component used in conjunction with urgent phrase category.

Enhanced phrase viewer with a new recordings tab that will display a recording of the users screen for a period of time before an urgent phrase was triggered and after giving you the context the phrase was typed in.

Corporate/Education

Audit Log component to track changes made to DNA installation and PCs by operators.

Vault component to safely store passwords/licenses in the DNA

Mobile battery and wifi indicators in Explorer view

Enhanced DNA console operator security.

New Database Maintenance tab to provide feedback on size of component tables to allow administrators to check when maintenance is required.

Whats Fixed

- (IN51773) Resolved an issue with exporting data from the query tool where all rows where not saved if using the Load All button.
- (IN50545) Updated Internet and logon sessions to show that a session is still in progress.
- (IN51493) Resolved issue with Keyword priorities where the Second change was not saved correctly.
- (IN50848) Added the ability to print barcodes for manually created PCs
- (IN49574) Resolved an issue where Agents moving out of a domain were not correctly displayed in the console.
- (IN51051) resolved issue where duplicate IP Addresses were causing remote control to connect to the wrong agent.
- (IN51456) Fixed issue with eSafety reports that were reporting the owner of the PC as the currently logged on user
- (IN51948) New Languages added for Latvian, Lithuanian, Polish and Urdu (English build only)

NetSupport DNA 4.30.0002 Released on Thursday, November 17, 2016

Whats Fixed

- (IN50851) Resolved issue with EVOLVE City and Guilds Software not starting correctly when eSafety monitoring is enabled
- (IN51176) Resolved Crash in Microsoft Excel when exporting reports from Capita Sims.
- (IN51299) Fixed intermittent issue with Internet Explorer that would cause typing to appear slow when using search engines.
- (IN51090) Fix for missing graphics in scheduled queries editor.
- (IN51335) Resolved issue experienced with Advertised Packages not appearing at agent.
- (IN51293) Resolved DNA Agent GPF error which was found to occur at logon.
- (IN51302) Fixed an issue where Wake on Lan requests where not reaching the correct machines.

NetSupport DNA 4.30.0001 Released on Wednesday, October 12, 2016

This release of NetSupport DNA 4.30.0001 does not require a new license key and will work with an existing NetSupport DNA 4.00 License.

Whats Fixed

- Resolved intermittent DNA Agent GPF error which was found to occur at log off.
- Fixed issue found with Agent devices moving from their AD Container to the departments area of the PC Hierarcy
- Resolved issue whereby a GPF error could be found within the DNA Console relating to the SNMP component when adding SNMP details
- Resolved issue experienced with adding\removing vulnerable Students when using the right click option.
- Fixed issue found under certain circumstances with the AD Authentication logon for DNA Console not finding the User to authenticate.
- Resolved issue experienced with AUP feature in relation to viewing acknowledgements and the AUP appearing every time for each user.
- Resolved issue with not being able to delete a Company created from the Edit details section
- Fixed issue experienced with the Auto Discovery feature not locating machines
- Resolved issue experienced with not being able to power on certain Departments
- Resolved issue experienced when using the DNADBwizard utility to recreate a DNA Database when a complex SQL Password is used.
- Resolved intermittent issue found with the DNA Server Service GPF relating to ApplicationMonitorS component.
- Resolved intermittent "Incorrect syntax" message that could appear in the DNA Console
- Enhance the database maintenance feature to show Dynamic groups within the Delete PC option.

NetSupport DNA 4.30.0000 Released on Wednesday, July 13, 2016

This release of NetSupport DNA 4.30.0000 does not require a new license key and will work with an existing NetSupport DNA 4.00 License.

Whats New

Corporate and Education

- Explorer mode – Show thumbnails of Agent PCS
- Top 10 Queries for Internet and Applications
- New Query date filter feature
- New option to import and export Dynamic Groups and Queries through the editor tools
- New Copy Roles feature

Education

- New Concern history and calendar view
- New option to allow a desktop shortcut for Safeguarding resources to be added to the Agent
- New option to allow a desktop shortcut for reporting a concern to be added to the Agent
- Support for multiple languages added to Phrase lists
- Enhanced Phrase cloud
- Enhanced viewer for Matched phrases and screenshots
- New vulnerable student dynamic group
- New option to Re-assign concerns to other safeguarding users
- New Customisable options for phrase priorities

Whats Fixed

- Resolved an issue whereby a delay could be found when an Agent requests and advertised package
- Resolved issue with the number of logon sessions reported for new AD users logging onto an PC for the first time
- Enhanced USB Device restriction to support username case mismatching
- Enhanced the Programs installed home tab link to access the Software changes view instead of the complete software inventory view
- Resolved a database error that could appear in the DNA Console when selecting the hot fixes view for a single PC
- Fixed issue with the Agent Status view where some Agent PC may not have been displayed
- Resolved issued with Restricted websites being applied to all Departments instead of just the departments with Restrictions enforced. Note this would only occur when restricting sub urls only.
- Resolved issue with the Application Summary report when only a single PC is selected in the DNA Console

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NetSupport DNA 4.20.0002 Released on Tuesday, April 19, 2016

This release of NetSupport DNA 4.20.0000 does not require a new license key and will work with an existing NetSupport DNA 4.00 License.

Whats Fixed

- Resolved and issue that caused incorrect data to be recorded in internet metering when data typed into search boxes in web sites
- Changed the Console Update Process to a new process that downloads a setup stub that then downloads the console MSI installler

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NetSupport DNA 4.20.0000 Released on Friday, March 18, 2016

This release of NetSupport DNA 4.20.0000 does not require a new license key and will work with an existing NetSupport DNA 4.00 License.

Whats New

Education

e-Safety
• Enhanced UI for e-Safety components
• New Safeguarding resources dialog at Agent providing users with useful links to online resources.
• Exclude specific Applications from being monitored for key phrases
• New queries for phrase matches by priority and category.

Corporate/Education

USB
• New Approve USB access for a user for a specific time period

Power Monitor
• Enhanced Power schedules to allow different power on/off times per day
• New Power Policies to allow machines to suspend/log off if idle

Whats Fixed

- Resolved issue with scheduling software deployments when using AD OU containers.
- Resolved issue with the Copy command option within the software distribution package Actions
- Fixed issue when you use User/Edit Details to change PC owner and selecting single machine
- Resolved issue with saving the “Be Notified of All Reported Concerns” option
- Fixed an issue when attempting to Action a triggered Application alert from the DNA Console
- Enhanced Software distribution issue in an environment where the DNA Server has two network connections
- Enhanced the Application Restriction information when departments include Standalone Agents
- Enhanced performance when typing entries into Word or Excel when the DNA Agent is Installed
- Resolved issue relating to the time displayed on the Scheduled Power Off prompt

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NetSupport DNA 4.10.0003 Released on Thursday, February 18, 2016

This release of NetSupport DNA 4.10.0002 does not require a new license key and will work with an existing NetSupport DNA 4.00 License

Whats Fixed

- Fix for close alerts dialog displaying no information. (IN49089)

Education

- Fix Agent crash when enabling/disabling eSafety component

Corporate

- Fix Agent crash on initial connection to corporate Server when downloading configuration information.

NetSupport DNA 4.10.0002 Released on Wednesday, February 10, 2016

This release of NetSupport DNA 4.10.0002 does not require a new license key and will work with an existing NetSupport DNA 4.00 License

Whats Fixed

- Fix for DNA Console continually prompting to update after upgrading to 4.10.0001
- Fix to Online update process allowing server to correctly apply updates.

Education version only

- Fix for eSafety component that was conflicting with Microsoft Access.
- Fix for Safeguarding admin user deletion, when Restrict Access to Safeguarding Admin users is enabled
- Fix for eSafety component causing server to crash when matching keywords

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NetSupport DNA 4.10.0000 Released on Thursday, January 28, 2016

This release of NetSupport DNA 4.10.0000 does not require a new license key and will work with an existing NetSupport DNA 4.00 License.

Whats New

Education

e-Safety module

Report Concern
Students/Teachers are able to report concerns to the safe guarding team via a dialog that is accessed by right clicking a shield icon in the system tray. Screenshots can also be attached to any concern raised.

Keyword monitoring.
Keyword and phrase monitoring feature provide a school with insight into and alerts from, any activity by a student that might suggest the child is engaged in activity that would place them at risk.

New Dynamic group:- PCs not logged on in last 7 days.
This group will now show any Windows and Linux PCs that have not logged on in the last 7 days. It will exclude any non-scanned PCs, manually added or any mobile agents.

Whats Fixed

Query Tool

Fixed issue with OSType returning numerical values rather than the operating system type. Will now return Windows, Linux, iOS, Android, Mac OS and Windows Mobile (10)

Application Metering

Fixed issue with Application metering not reporting correct active times on Windows 8/10 PCs when applications are displayed in split screen mode.

Fixed issue with incorrect Application metering times when switching between Windows Store applications on Windows 8/8.1/10

Internet Metering

Fixed issue when editing a sub URL it was incorrectly setting the restriction type.

Client Discovery

Fixed issue where Agents were staying in the unassigned category and not in the correct department when they had been deployed through the discovery tool.

Miscellaneous

- Fixed and issue that could cause and Agent not appear under PCs once deployed
- fixed and issue that could cuase some queries not to work correctly after updating from DNA 3 to DNA 4
- Make OSType values in query tool more meaningful.
- Fixed and issue that could make alerts unable to be deleted

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NetSupport DNA 4.00.0001 Released on Monday, January 11, 2016

This release of NetSupport DNA 4.00.0001 does not require a new license key and will work with an existing NetSupport DNA 4.00 License.

Whats Fixed

- Resolved installation issue when attempting to install the NetSupport DNA Agent MSI installer via Active Directory Group Policy.
- Fixed issue found relating to a Data type conversion error reported at the DNA Server.
- Resolved issue with the numbers reported relating to the "Applications Restricted for" column displayed in the Application restrictions dialog.
- Resolved issue with not being able to select a PC from a sub department when using the Application Restrictions dialog in the DNA Console.

NetSupport DNA 4.00.0000 Released on Tuesday, November 10, 2015

Whats New

- New SNMP Component to allow monitoring of network devices.
- USB Device control
- Print monitoring
- Acceptable Usage Polices
- Auto Discovery of devices.
- New mobile agents and consoles (Android, iOS, Windows Mobile)

- Enhanced User Interface

NetSupport DNA 3.10.0005 Released on Wednesday, October 24, 2012

This release of NetSupport DNA 3.10.0005 also does not require a new license key and will work with an existing NetSupport DNA 3.00 License.

Whats New

- Internet Metering now includes improved support for the Chrome Browser.

Whats Fixed

- Resolved issue found whereby under certain circumstances Applications detected by the DNA Client would create a new entry in the Application Manager rather than be included in a existing Merged Application Group.
- Resolved issue found whereby the DNA Server component could fail to respond.
- Resolved issue found whereby the DNA Software Distribution feature would fail to DNA Client PCs with the TMG Firewall Client installed.

NetSupport DNA 3.10.0004 Released on Tuesday, May 15, 2012

This release of NetSupport DNA 3.10.0004 does not require a new license key and will work with an existing NetSupport DNA 3.00 License.

Whats New

- Internet Metering now includes improved support for Chrome and Firefox Browsers
- Support provided for 64bit Operating Systems for Software Inventory, Internet Metering and Internet Restrictions

Whats Fixed

- Resolved issue where it was not possible to access the User Summary reports when the User details tab was selected in the DNA Console.
- Fixed issue whereby the DNA Client could not display Custom tabs that included drop down lists with a large number of items.
- Fixed issue found whereby a Arithmetic Overflow error could appear under certain circumstances when accessing the Energy Monitor feature in the DNA Console.
- Resolved issue found where under certain circumstances a Arithmetic overflow error could appear in the DNA Console when selecting the Internet Metering feature at the Company Level.
- Resolved issue whereby it was not possible to move a PC to a Department that had the same name as another Department under the AD Containers section.
- Resolved issue found where it was not possible to create two sub departments with the same name under different top level departments in the DNA Console.
- Resolved issue found whereby the Software Program License Reports included in the DNA Console could display an incorrect count for Merged Programs.

- Fixed issue found when exporting a query results that contain more than one page produces a blank file.
- Resolved issue found where it was not possible to remove peripherals for a group.
- Fixed issue found where a Database error could appear in the DNA Console when applying a Date range to the Energy Monitor view.
- Fixed issue found in the DNA Console where the Maintenance Contract detail fields were greyed out on the PC User details.

NetSupport DNA 3.10.0001 Released on Thursday, February 04, 2010

Whats New

- Client Gateway MSI installer has been updated to support obtaining the Server Gateway IP address from the DNA.ini allowing this to be silently installed

Whats Fixed

- Problem resolved whereby the DNA Client could not automatically switch between addresses configured in the registry after upgrading to DNA 3.10.0000
- Fixed problem where the DNA Client Gateway could not Connect to the DNA Server Gateway if Internet Restrictions have been applied to its local DNA Client

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NetSupport DNA 3.10 Released on Thursday, January 21, 2010

Whats New

- Added Support for multiline text boxes in the custom user details.
- The License Information dialog now has an additional field in which you can store the cost of the software maintenance
- A registry setting has been added that when set will cause new detected software to be hidden in the DNA Console by default for More infomation please see **TD599**
- The Hotfixes that are displayed on the Applications list for an individual PC can now be optionally turned off by unchecking the "Show Hotfixes" option that is available in the view panel.
- Added a feature to allow the merging of Programs, so for example different minor versions of a program can me merged in to a new Item showing only the major version.
- The state of the display of the graphs in the DNA console is now stored so that if you hide the graphs and close and re-open the console the graphs will remain hidden.

Whats Fixed

- Fixed a problem with duplicate alerts being generated when alerts are configured for accessing a restricted application.
- Fixed a problem that allowed the Chat history to be changed by selecting and dragging text.
- Fixed a problem with the Data Export that allowed an operator to export data that they do not have access to through the console.

- Fixed the sorting by columns in the scheduled package dialog.
- Fixed a problem with attaching user defined queries to a component for the User hierarchy.
- Fixed a problem with trying to test a Software Distribution package to a disconnected or Linux Client
- Added a delete option in the Gateway status dialog to remove old gateways that have been physically removed or uninstalled.
- Fixed a problem with the DNA Gateway Client when sending large software distribution packages.
- Fixed a problem with the column sizing in the Software Packages dialog.
- Resolved the correct Internet Metering report will be printed from the DNA Console instead of a blank page.
- Resolved German translation within the Query Scheduler has now been updated correctly.
- Fixed a problem with detecting the License Id for Microsoft Office 2007.
- Resolved the German Translation for the Unmerge and Unmerge All buttons have been updated.
- Resolved when a previously exported Query that was attached to a DNA Component is now imported this will attach to the correct component.
- FIxed a problem with the files for a software distriibution packages begin left on the server when they are deleted.
- Added a warning message that is displayed if you try and create a duplicate department in the hierarchy.
- Fixed a problem with the active time for web metering being incorrectly recored when the Windows Live toolbar is installed.
- Resolved the PC Owner Names will now Sorted Alphabetically in the DNA Hierarchy.

NetSupport DNA 3.01.0001 Released on Tuesday, July 14, 2009

This is a minor fix release for the DNA 3.0 product.

Whats Fixed

- **Serial Numer not appearing in hardware inventory**

  Fix for Serial Numbers not being displayed in the hardware inventory

- **DNA Server Service using 100% CPU due to Approved and Restricted List Size**

  Fix for DNA Server using high CPU utilization due to the url list

- **Smartupdate process fixes**

  Fix for an issue introduced in DNA 3.00 with the update process

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NetSupport DNA 3.01 Released on Thursday, June 25, 2009

NetSupport DNA 3.00 Released on Tuesday, May 26, 2009

Whats New

- **Communication Gateway**
  NetSupport DNA now includes NetSupport Gateway Technology providing a stable and secure method for locating and connecting to Clients on remote networks securely via the Internet. Multiple remote locations can communicate data back to a central location with the use of the included Client and Server Gateway Components.
- **Energy Monitor**
  Aimed at helping organisations reduce their carbon footprint, meet internal energy saving targets and reduce operational costs, the new Energy Monitor component tracks all powered-on systems across the enterprise, highlighting their energy consumption and associated costs. Working day hours can be defined making it easy to identify out of hours wastage.
- **Active Directory Integration**
  Full Active Directory Integration is provided in v3. The NetSupport DNA tree view can now mirror your Active Directory structure. Support has been provided to enable membership of AD groups to control logon/access rights to the DNA Console.
- **Console Roles**
  Access rights for Console Operators are now controlled by defined profiles or 'Roles'. Once created the Role can be assigned to multiple operators. Roles can be linked to a Windows Group and are relevant when Active Directory is being used.
- **Change PC Owner**
  When DNA connects to a Client PC for the first time it will automatically 'bind' the logged on user as the PC Owner. A new 'Bind Users' dialog allows you to manually change the PC Owner details if this is not the permanent 'owner'.
- **User Interface - Enhanced**
  The NetSupport DNA User Interface has been totally refreshed for version 3. Included among the changes is the introduction of separate PC and User tree views, making it easier to distinguish between the physical asset and items associated with the user (such as Internet and Application usage), as well as a completely new navigation bar and dynamic component "action panels".
- **Software Inventory – Enhanced**
  The newly introduced 'Installed Programs' option mirrors the add/remove programs structure of your Client machines, detailing the license levels for the displayed applications. NetSupport DNA now features three level software inventory : Software Programs (eg MS Office), Software Applications (eg MS Word) and Software Resources (eg Letter.doc)

  It is now possible to remove a Single Application from an Application group rather than having to unmerge the entire group of Applications.

  Check and Uncheck buttons have been added to the Applications list, this means that after selecting multiple Applications from the Software Applications list you can now use the Check or Uncheck buttons to hide or show the selected Applications in the Software Inventory List.
- **License Administration - Enhanced**
  The process for assigning license information to a PC's asset data has been refined. New 'Leasing Administration' and 'Maintenance Administration' dialogs have been added enabling operators to quickly assign licenses to any number of PCs.

  The location field within the License information for Software Applications will also now provide a drop down list of previous entries entered for you to choose from.
- **Internet Metering – Enhanced**
  Support for Sub-Url's added allowing you to restrict both complete and specific pages within a website.

It is now possible to apply all four levels of Internet Access to Departments in half hour Blocks, including Unrestricted Access, Approved Sites only, Block restricted Sites and Block All Sites.

Internet Restrictions applied to a DNA Client will now continue to be applied to the DNA Client machine even if the Client has been restarted and has not reconnected to the DNA Server.

- **Additional Hardware – Enhanced**
  Peripheral Hardware items such as PDAs or Mobile phones can now be assigned to multiple machines simultaneously extending NetSupport DNA's use as a central reporting point for technology assets.
- **Database Wizard – Enhanced**
  New 'Miscellaneous Settings' dialog added to the DNA Database Wizard enabling you to enter the SQL Server address, set a timeout for Database Queries, force Active Directory Authentication and add DNA Gateway settings.
- **Query Tool – Enhanced**
  The NetSupport DNA Query tool is a unique utility that allows an operator to produce custom reports and data views based on all database fields. This has been extended to include the following:
  - Totaling Options are now available
    NetSupport DNA now provides Totaling Options to provide Totals for values such as time and cost.
  - Additional fields for PC Memory added
    The following fields have now been added to the Query tool relating to the Memory installed in PC's:- Memory Slot, Memory Slot Capacity and Memory Type.
  - Application Description field added
    An Application Description field has now been included in the Query Tool to allow you to find individual Applications that are part of a Merged Application group.
  - Last Logged on User field added
    A field to report the Last Logged on User has been added to the Query Tool
  - File Resource Size field added
    The Query Tool now includes a field for the "File Resource Size" to report the file size for software resources.
- **User Details - Enhanced**
  It is now possible to select to hide the General Page from the DNA User Details, allowing you to show only custom User detail tabs created.

Whats Fixed

- **When clicking on a HTTPS link in internet metering it takes you to a HTTP site and displays a page cannot be found message**
  Fixed it is now possible to access HTTPS links recorded in the Internet Metering History from the DNA Console
- **Fixed problem where the previous version of an installed application would still appear in the Software Inventory list as installed until a Force refresh was performed**
  Problem resolved the previous version for a upgraded software installation will no longer appear in the Client Software Inventory, only the version of the application will be reported.
- **Hardware Inventory Displays the correct number of Physical Processors installed**
  Hardware Inventory: Fix applied to display correct number of Physical Processors installed
- **The Active time is now reported correctly when using multiple Tabs in IE7**
  Fixed NetSupport DNA will now report the correct Active Time for each website tab opened within Internet Explorer 7

- **Client Status reports the Incorrect Platform information for Windows XP 64bit**
  Windows XP 64bit Workstations will now report the correct Operating System information in the Platform Column in the Client Status
- **When accessing the next page of query results for a new query attached to a component the results are displayed incorrectly**
  Resolved problem whereby the next page results for a Query attached to a DNA Component would not display the expected results.
- **Warehouse will not receive the requested package if the Warehouse Operating system is not selected as supported for the Software Package**
  The Operating System restrictions for a package will no longer be applied to Warehouses.
- **DNA Software Distribution Actions changing switches to lower case**
  Command line switches included in the Action for a Software Package will no longer change to lower case when the package is executed on the Client
- **Application Restrictions Configured on a top level Department would not be inherited by Sub Departments**
  Department Application restrictions will now also apply to Sub Department.

NetSupport DNA 2.70 Released on Wednesday, February 21, 2007

Functionality based chargeable upgrade. (UK, German, Italian, Spanish, French) Batch Number DNA01EVL

Updated with NetSupport Manager 10.50.0002 - 21 Jan 2009

Whats New

- Hide Dynamic Groups / Queries.
- Turn off unwanted Hardware History Items
- Disable Console Logon/Logoff popup messages.
- Prevent non Admin Console users from moving PC's to different groups in the hierarchy
- Assign Application restrictions when adding Pc's to a Group
- Schedule Queries
- Cache Controller.
- Software Distribution Retry number / Frequency
- Software Distribution UDP Broadcast distribution

Whats Fixed

- Fixes problem in query tool when query on Software Inventory file names containing multiple point separators in file name.
- New Installed applications detected by Application Metering component and added to Software inventory now Inventory for all PC's containing the product.
- Fixes installation issue installing on Hungarian Operating systems.
- Installer now places DNA Console in Windows Firewall exceptions list. No longer prompted to add to firewall exceptions list on first usage.
- Fixes Installation issues when using SQL Express Database
- Fixes a problem in Query Tool. "Database error connection busy with another hstmt"
- Fixes an obscure GPF when opening dynamic groups.
- Fixes a problem where system alerts could continue to display in console for a period of time after they have been closed.
- Database Error: S1000 - When Moving Clients in the Console
- DNA MSI Installer for Console now installs desktop icons to All Users
- Installer updated to install user DSN rather than system DSN in previous versions. Should no longer be necessary to logon Console as administrative user for first logon

NetSupport DNA **2.60** Released on Thursday, July 27, 2006

This is a Performance enhanced release with minor functionality enhancements over 2.50. (German, Italian, Spanish, French released 21/08/06) Batch Number DNA01EVL

Whats New

- **Clients send data direct to the Storage Queue.** In earlier versions of DNA the clients connected to the Server, and notified they had data items to collect. The Server then using five collect queues, collected the data from the clients and added the data items to the Server storage queue which in turn managed adding the data items to the database. In 2.60 the Clients send data direct to the Storage queue, data is processed more efficiently and made available earlier to the Console user.
- **Maximum storage queue size.** With high volumes of data in the storage queue the time to store for each item increases. By restricting the size of the storage queue overall efficiency is increased. Once the maximum storage queue size has been exceeded, data collection is suspended until the storage queue drops below the pre-defined limit.
- **Console Priority access.** Consoles are given priority access when connecting to the database increasing speed of access during periods of heavy activity on the Server. Manual updates requested by the console (for example selecting {Internet Metering}{Update} also receive priority. Previously the data would have been gathered and added to the bottom of the Server data storage queue. In 2.60 the data items are now gathered and escalated to the top of the storage queue.
- **New IIS Server and SQL Type Alerts**
  ASP Current sessions
  ASP Errors during Script Runtime
  ASP Request Timed Out
  Current number of simultaneous CGI requests.
  HTTP GER requests.
  HTTP POST requests
  Processed CGI requests.
  SQL Server Cache Memory
  SQL Server Connection Memory
  SQL Server User Connections
  Total SQL Server Memory
- **Internet Metering settings Dialog enhanced**
  A timeline has been provided to enable users to have far greater control over when Blocking options are applied. There is also a visual indication of the restricted state.
- **Support Provided for SQL 2005**
- **Console Display Performance Enhancements.**
  Data generation is now performed in background and cancelled when the user moves to another tab. If the screen is not ready to be displayed in approximately a second, an intermediate "loading..." screen is generated and displayed until the final display is ready. If the user wants to cancel the selection, move to another tab or select a different level in the hierarchy this can be done quickly where previously they would have had to wait for the data to be displayed.

  The displays within a view are now paged. Additional pages are created in the background so clicking next/back is quicker in 2.60.

  The Console displays the summary screen after the first second the data it has managed to collect. After that it updates the screen for each new section of data as it becomes available.

Whats Fixed

- Installing with a remote SQL server no longer results in client/console IP address incorrectly being set to SQL server instead of DNA Server
- Fixes Java(TM) Plug-in Fatal Error “The Java Runtime Environment cannot be loaded” when using IE7 Beta software
- Bios Installation Date added to Query Tool
- Fixes a Console sort order problem in Application Metering at PC level.
- Fixes a problem in the Console when editing an Alert and changing the Alert contact email address details.
- Fixes a Database Timeout Error:S1T0O Timeout Expired that could occur when using the Console to manage the application restricted list.
- Deploy : Fix for Client Deploy “Failed to get platform information (1326)”
- Fixes problems associated with using Case Sensitive Databases
- Alerting: Fixes problems with multiple Network Connection and CD Alerts notifications
- Applications run from a network drive mapping are now detected by Internet metering
- Custom User Details: scroll bar for drop down combo boxes added
- Potential fix for reported incidence when undocking a laptop from a docking station: System Message "An Application is preventing your Laptop from Undocking."
- Potential fixes for Java related errors loading the Console "Java Runtime Environment can’t be loaded".

NetSupport DNA 2.50 Released on Thursday, December 01, 2005

DNA 2.50 08/03/2006 (CD NetSupport DNA v2.50 Batch Number DNA04EVL)

Language CD’s updated for De, It, Es, UK, US to Include Manager 9.50 on CD/Menu, DNA Remote 9.50 on CD and Manager 9.50 packages within DNA 2.50 Software Distribution

DNA 2.50 14/02/2006 (CD NetSupport DNA v2.50 Batch Number DNA03EVL)

Individual Language CD’s produced De, It, Es, UK, US

Updated Helpdesk 2.10 (Fr, De, It, Es, Catalan) all CD’s

Whats New

Query Tool

- Query Tool and main component views now display matching hardware name descriptions
- Extra functionality added to the Query Tool such as Alerting component
- Further Software Categories have been added to the Query tool

Hardware/Software Inventory

- DNA now reports on SCSI disks in the Hardware Inventory
- The DNA Hardware Inventory will now list all NIC & WLAN cards associated with a PC
- IP addresses are no longer missing from a Inventory import
- MSI Shortcuts are now supported in DNA Software Inventory
- The user defined name or description if different is now displayed in brackets next to the printer name in the Hardware inventory

Installer

- The option has now been added to remove the ability to uninstall DNA in Add/Remove programs
- The DNA Installer now has the ability to extract individual MSI packages – Client and Console
- DNA Installer now contains NetSupport Manager Full Install and NetSupport Client install packages ready for distribution
- The DNA installer will now check for the existence of a remote DNA server rather than just on the local machine
- You now have the option to launch DNA 2.50 and create a Console shortcut on the desktop after install completed
- The Installer now checks for DNA Server when doing a custom installation
- The specify DNA Server dialog now accepts both IP Addresses and DNA Names as a valid entry
- DNA Installer - Advanced option - Extracted Installation - Automated Install options

Console

- You can now restrict the Components a DNA Console user can access when they logon
- Dynamic groups can now be sorted alphabetically if required
- The enter button will no longer send a message in the message dialog if pressed
- Operators are now defined with access defined by Hierachy
- There is now a default date range defined at Console level
- You now have the ability to “Show/Hide" the Welcome Screen
- Ability to check for updates with a Proxy connection
- Application purchase information ability to record additional information relating to its Ownership and Purchase history
- There is a new Detailed hardware report at GROUP level

- Added a MRU (most recently used) list in Add Client (By IP Address) for Deploy in the DNA Console
- DNA now recognizes NSM automatically

- Now possible to remotely uninstall DNA Clients

Software Distribution

- A new option to set the path for the storage of packages on the server

- Additional information recorded when creating a Software package for Distribution

- You can now decide when you wish to distribute a software package - Scheduling

App/Internet Metering

- Application and Internet metering can now be displayed by ‘logged on user’

Alerting

- A new component has been added to DNA 2.50 ‘Alerting’
- You can now define and run PC, System, Console level alerts
- Alert warnings can be sent to either a defined Console user or a relevant Email address

Whats Fixed

Database Maintenance

- Fixes Console error "Connection is busy with results for another hstmt" which could occur while using Database maintenance to export data or delete PC's.

Hardware Inventory

- Hardware Inventory: Fix applied to display correct amount of RAM for machines with > 2GB RAM
- Hardware Inventory excludes display of system enclosure information for PC's with null values
- Physical Disk information is now being returned from Windows 2003 Clients
- Hardware Inventory: Configuration setting un-checking "Run every" setting no longer turns off component updates
- Fixes problem in hardware Inventory displaying serial number and asset tag details for HP machines

Query Tool

- PC Information can now list Invoice Amount and Invoice Number.
- Form format now displays field names with NULL values
- Fixes problem with multiple argument query including the “OR” function
- There is a default timeout for queries of 5 minutes. In some cases it may be necessary to increase the timeout to enable a query to complete. Support has been added to read the timeout value from the following registry location
  HKEY_LOCAL_MACHINE/Software/NetSupport Ltd/NetSupport DNA/Database/Timeout
  The Timeout should be placed under ServerName.
  It's default value is 300 seconds.

Installer

- Installer: fixes uninstall Error:-1603 Fatal error during installation

- Help File now installed with Application Packager component
- Help buttons/ (F1) context links added to installer

Application Metering

- Applications Restriction Dialog: fixes problem with incorrect zero entries being displayed in the "restricted for" column when selecting items in the applications restriction list.
- Reduced time before we kill restricted applications that do respond to close application requests.
- Fixed problem where restricted application Dialog was not displayed for applications that do not respond to standard close requests.
- Fixed problem detecting/restricting applications, which install in system tray and use a non minimised dialog. (Gadu-Gadu instant messenger

Internet Metering

- To allow access to re-directed approved sites, if the IP address fails to reverse resolve the full IP address is now used as the filter string.

Report

- Fixes GPF that could occur when exporting reports when a console data refresh occurs
- Fixes Unhandled exception when exporting HTML format reports on Windows 2000, Installer installs GDIPLUS.DLL merge modul

History

- Fixed Column text alignment inconsistencies in History data display

Software Inventory

- Updated Hotfix data to support common KB numbers where hotfix varies dependant on OS (e.g KB828741)

Client

- Client: System Tray options now display in a consistent order
- Client request package menu option no longer incorrectly displayed when pack1,2,3 (without software distribution) installed

Console

- Console: Configuration settings Locked during edit to avoid lost changes during multiple operator edits. First operator granted edit access second operator advised that read only access provided.
- Custom User Details : Field Display Order
  By default Custom User fields are displayed alphabetically in the Console. A new "FieldOrder" property has been added for editable controls. Uncheck the "display alphabetically in the console view" checkbox to use the values set within the FieldOrder property.
- Fixes Unhandled exception error if connection to SQL Server is lost
- Introduced limit of 20 for back/forward buttons in the console
- Fixes a Console GPF attempting to cut and paste information from another application to add to the additional user information.
- Deleting Custom User Tabs now prompts / sends updates to client machines.
- Custom User Details: Selecting "False" option to the command 'Blank at Client now correctly enables text display in the Edit User Details Dialog at the client
- {Enter} Key in Message function no longer calls the highlighted button (OK, Cancel Help). Now starts a new line in message input field.
- On line updated to only re-start a components (Server/Console /Client) when required to complete the update. This enables for updates containing for example Console updates to style sheets or reports to be completed without interruption.

Software Distribution

- Fixed a problem where advertised packages where not immediately removed from the advertised list at the client
- Manual configuration setting added to change the path for Software Distribution packages

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NetSupport DNA 2.10 Released on Tuesday, January 18, 2005

Batch number DNA01EVL

Whats New

- **Console UI Changes**

  Now possible to return to the Main Console window without closing Deploy or Chat sessions.

  Switching between PC Name and User name {View}{Show User name} re-orders clients in the hierarchy and dynamic groups in alphabetical order.

  Option added to Dynamic Groups to Display PC's that do NOT meet specific selection Criteria. For example list all PC's that do NOT have a specific Hotfix installed.

- **Hardware Inventory**

  Support added to make it easier to Import Multiple Standalone PC .Bin Files

- **Software Inventory / Software Resources**

  New option added "Display unique number of PCs per application" Ticking this option returns in the quantity field a count of the PC's which have one or more of the items within an application group installed. Unticking the option displays the count of the items within the application group.

  The full path of the executable now appears as a tooltip

  Options added to Resource Scan settings to limit results > or < a specified file size KB

- **Internet Metering**

  New Metering Settings option provided to allow specific Web Sites to be excluded from Internet Metering lists.

- **Software Distribution**

  Copy Command added to action in Software Distribution

  The count of Successful and Failed distributions is now reported at the Department Level in the software distribution lists.

- **Application Packager**

  Option added to additional Files Dialog in Application Wizard. Tick Box to remove additional installer files that are not required on completion of the installation.

  New command line option added to slow down the run time operation of the script playback.

Specify /slow x (where x is in milliseconds). This value is added to the time that the script playback waits for a form to load.

Query Tool

Defining a new query you can now “Copy From” an existing query enabling similar queries based on different values to be quickly produced.

Check box added to export dialog “All Pages” which enables all data to be exported in preference to page currently displayed

Check box also added “Remove Images” enabling imbedded images to be removed so that that export files can be forwarded without the need for associated image files

New “Load All” button added to Query Results which loads the full result set for display / printing. (Previously only the current display page would have been printed)

New value for “Last connection” added to Query Tool. It is now possible to perform a selective query for example to list Computers that have\have not connected within a specified date range

New display format called “form format” provided, intended for output consisting of one long row

Can set In the Query properties “Display in form format”

Set Query Tool Advanced options to customise Field Display names and set Form Format Option

Custom User Details

Support added for Radio buttons in the Console Custom Fields Editor

Note: Custom Form Editor contains new “Component Query Button which can be used to automatically generate a “Form Format” View of the data and add as a defined query on the User Details Tab in the Console.

When creating new Tabs you can now copy field definitions from an existing tab

Custom User Details fields are now sorted and displayed alphabetically in the Console.

Client Edit User Details Dialog

You can Display a Custom Bitmap / Logo on the welcome page

The Bitmap to display can be set at the Departmental level in the Console hierarchy under User Details. Note: The bitmap file needs to be distributed to each client machine. The new Copy action in Software Distribution can be used.

User Data History

DNA now keeps a history of changes to the data entered in User Data. Changes to Custom user details and the following fields in General/Asset details are recorded
General / Asset : Employee Number, Location, Asset tag, Owner

Note: Support has also been added to the Query Tool for User Data History Fields
Note: By Default History details are maintained for custom user details. This can be turned off for each tab created in the Custom Fields Editor

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Database Maintenance

New Tab “Delete Applications” added. This enables applications that are no longer referenced by any PCs in the database to be removed.

DNADBWIZARD now requires a DNA Admin user ID and Password to be entered to register new Licence files or create new Admin user accounts.

DNS Support

Console logon Dialog allows input of either IP address or DNS name for the Server. When logged on to Console using DNS name, Client Deploy uses FQDN for Server address at client

Whats Fixed

Console UI

- Correctly displays the ampersand symbol “&” in department names in the hierarchy view
- Corrected a problem in the department Tooltip PC count for new groups
- PCs in Dynamic Groups are now displayed alphabetically
- Fixes sort related problems Sorting by IP address column in Client Discovery / Deploy and Client Status
- Links provided to individual PC data in Query views
- Additional hardware fields only occupy an entire row if the property “double width” has been set. Note affects Additional Hardware and User Query Form format facility
- Default properties for I.E 6 or higher dynamic group changed to condition field changed to filter by Filename iexplore.exe rather than by description.
- User Details : Corrects date range displayed in warning message for Lease and Maintenance details
- Fixed a number of report formatting problems

Hardware Inventory

- Fixed problem where multiple system overview records can be created for a single PC (e.g Laptop with docking station)
- The DNAINV.EXE utility used to gather Inventory Data from standalone PCs now collects network information
- Fixed a problem using DNAINV.EXE detecting domain/workgroup on Windows 9X
- Fixed a memory slot related problem – previously some machines did not report all memory slots
- Improved the clients ability to cope with rogue UDP sources

Software Inventory

- Fixes bug on Merge application Group Dialog where the Merge button is not available until you select/de-select the “New Application Group” Radio Button”
- Fixes problems associated with detecting new applications in application metering and adding to software Inventory. Previously applications may not have been detected or reported without version information

Internet Metering

- Can now delete multiple URL's in Metering Settings Dialog
- Deleting URLS in Internet Restrictions dialog now also deletes from the DomanMonitor table in the database to prevent displaying deleted URL in graph tables

Software Distribution

- Temporary User Account no longer visible whilst enabled on Logon Desktop (Windows XP)

Application Packager

- Improved reliability of tracking of Installer Dialogs
- Support for larger Installation programs added

Query Tool

- Folder and Path Name source fields available under Software Information, Software Resources
- Can now query Application and Internet metering data based on Date and Time related criteria (previously restricted to Date related queries)
- A query that lists "CPU Speed" now correctly labels shows clock speed in MHz.
- Software Resources added to Query Tool. Software Information in the tree subdivided into "Software Inventory" and "Software Resources"
- Minimum report width set of 200 characters

Database Maintenance

- File resources are now included with Software Inventory
- Deleting PC's now also removes the USERID entry in the application Usage table in the database
- Import function now handles multiple IPAddresses
- Delete Data updated to allow Inventory and User Data History to be deleted independently

Client Discovery / Deploy

- Fixes problem sorting by IP address across multiple IP address ranges.
- Closing the Deploy Dialog now results in a re-fresh of the tree in the console
- Fix applied to report the correct DNA version in Add/Remove programs support Information

Server Communications

- Server recovery improved under error conditions were the database machine and/or connection is lost.

Installer

- Fixed Tab order problem on SQL authentication Dialog
- If installer used to install MSDE this is now shown in Add/Remove programs

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NetSupport DNA 2.00 Released on Sunday, September 19, 2004

Batch number DNA01EVL

Whats New

- Software Distribution Warehouse

  Clearly, the ongoing availability of network resources is a critical issue for any organisation that relies on its IT infrastructure to remain competitive and efficient. Packages being pushed out to multiple Clients across remote networks will have an impact on these resources.

  In an effort to ease congestion and improve the efficiency of distributing packages, DNA v2 allows you to nominate clients, ideally local to your target PCs, to act as a “distribution warehouses”.

  Rather than pushing out the package to each available PC in turn direct from the DNA server, the package is instead deployed by the server to each of the “distribution warehouses” where the package is then distributed to all remaining target PCs over the local network segment.

- **Application Packager**
  Many applications do not have their own “silent installation” routines and therefore to complete a successful installation, manual intervention is required.

  However, DNA v2 includes its own Application Packager Utility, enabling 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 thus removing the need for manual user intervention.

  This script is created using DNA’s Script Building Utility and then pushed out to the target PCs by utilizing NetSupport DNA’s powerful Software Distribution functionality.

  The packager can also include additional information in addition to the basic installer files. On occasions, it may be useful to include instructions and documentation for use once the package has been deployed and successfully installed on the target PC.

- **Hardware and Software History**
  Effective Asset Management not only relates to knowing what assets are currently located on the network but also to being able to identify historical changes.

  The History option enables you to track changes to a Clients Hardware and Software.

  Each time DNA gathers Inventory 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.

- **Gathering Inventory for Remote Users**

  Often, the user base comprises remote PCs that cannot be found dynamically when using DNA, such as users in remote offices not connected to the network. Therefore any asset information gathered for the enterprise as a whole may be incomplete without details of these remote PCs.

The DNA v2 “Add User” tool enables the enterprise to maintain a record of those remote users, along with their associated hardware and software. In order to maintain accurate asset information it is vital that such details are reported within DNA.

The file **DNAInv.exe**, installed in the DNA program folder, is sent to the user who runs the utility on their machine. This creates an Inventory for the local machine which is then returned to the operator who imports the information into DNA. The user details are added to the tree view along with the Inventory.

- **Manually Input Hardware Items**

Whilst the DNA server will dynamically retrieve information from any machines that have a Client installed, in case of remote offices outside the network, manual intervention may be required in order to gain complete inventory information.

Similar to the “Add User” utility, NetSupport DNA v2 also provides a “Non Scanned Hardware” utility where peripheral equipment such as routers, web cams or speakers can be manually inputted into DNA’s inventory and associated with existing PCs.

- Extended File Search Facility

NetSupport DNA Software Inventory gathers and reports on all installed applications across your enterprise.

This functionality has been expanded by additionally providing the ability to search target folders and report back on all files that match your pre-defined criteria. For example, searches can now be carried out to list all .mp3, .avi, .doc files or similar.

- **Application Groups**

From within both the Software Inventory and Application Metering views, NetSupport DNA now provides customized Application Groups. In essence applications of a common type “i.e Games, Utilities” can be assigned to application groups, and these can then be used to show focused Inventory or Metering results on screen by category.

- Database Import/Export

Database Maintenance Tool enhanced to include Import/Export facility.

In addition to the existing Delete Data and Delete PCs options, DNA’s Database Maintenance tool now incorporates a flexible Import/Export facility enabling you to create backups of key data.

- **Quick Sortable Inventory View**

DNAs Query Tool now provides the facility to attach a query to the component it relates to enabling operators to produce customised reports, which can be quickly accessed from the relevant information window. Results are presented on screen and the data can be sorted to suit individual requirements.

The New Query view allows a Console user to create custom on screen reports, viewable in a single click, that can be sorted “on the fly”, providing the flexibility to create a truly customised interface.

- **Smart Update**

  NetSupport DNA 2.0 includes a new smart update facility. In future a console user can select the “check for updates” option, this will connect to the NetSupport Group website, check and where appropriate download any new updates available for the product.

  Once downloaded, these updates are automatically applied to the DNA server, all console users and all clients across the enterprise, providing single click update management.

NetSupport DNA 1.01 Released on Wednesday, December 10, 2003

Batch DNA02EVL

Whats New

Database Maintenance

DNA Database Maintenance utility added. This enables users to purge the DNA database tables of unwanted historical data. The selected records are permanently deleted. Users can limit the number of Console Users who have access to this facility by assigning Operator, rather than Administrator, rights when creating Console Users. To Delete Unwanted Records Select {Tools}{Database Maintenance} from the menu bar.

Client

Components that are turned off in the console using {Edit} {Settings} from the menu bar are no longer loaded by the client machines

Console

Client Status feature added. This 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.

For DNA Packs that that have restricted DNA functionality (PACK1 to PACK3) the Console no longer displays function tabs for the restricted functions.

The product Serial number and where appropriate the expiry date for evaluation keys are now displayed in the Console User details tab

Installer

The Installer has been updated to use Installshield V9 in preparation for product translations and minor modifications have been made to make the installer easier to use. There is now a check to validate the database connection before proceeding with the installation and when using SQL based authentication the Master Database ID/Password are requested before the ID/Password to be used for the DNA connection to the database.

Users that have previously installed DNA 1.00 will need to uninstall and re-boot before installing DNA1.01. The installer will warn and advise accordingly if you attempt to install 1.01 over 1.00. Note: Uninstalling the 1.00 Server installation will not remove the database enabling 1.01 to be installed and retain the existing data.

Whats Fixed

- Fixes a problem in 1.00 where not all the client members for a chat session were displayed in the Chat members list.
- Date validation has been added to the User Details Asset Details tab date items
- A user instruction has been added to the dialog displayed at the client when the console user requests the clients to update user details
- The DNA Console print preview option has been removed
- DNA Deploy has been modified so that machines that do not have "Client for Microsoft Network" enabled are offered for client deployment. Note: for these machines the Domain and computer name will not be displayed in the deploy window.
- Fixes a problem filtering web pages containing XML content
- Fixes a problem where Physical disk information was not displayed on the Hardware Inventory tab for Windows 9X clients
- Fixes an intermittent problem whereby it was possible for the client on the Server machine to start before the Server was available for connection. Note: there is a change in behaviour in 1.01 the client icon will not appear in the system tray until the Server connection has been established. (The blue client icon will then display in the system tray). If the Server subsequently becomes unavailable the client Icon will change colour from blue to grey
- Fixes a problem displaying user details when department names contain ampersands (&)
- Fixes a problem associated with changing the name of a dynamic group.
- In Application metering the application blocking dialog now displays long application paths in full
- Fixes a client related GPF when using the client on Dual Processor machines
- Fixes a problem experienced under certain conditions where the first time the console user selects reports the Console reports "login failed for user 'NetSupportDNA'" but then succeeds on the second attempt.
- The default Dynamic Groups are now available when using MSDE 1
- Distribution reports now use and display the package name rather than description (which is an optional field)
- The tab order in the dynamic groups condition editor has been corrected
- Increased the size of the input field for Username in Deploy when requesting user credentials to allow for domain\username information.
- The advertised/distributed package reports now display package size in Mbytes
- Fixes an intermittent error encountered when viewing software inventory details of a dynamic group
- Fixes a memory related problem with the DNA client
- Columns can now be sorted in the Deploy window. IP Address and Networking window
- Fixes a number of verification related problems associated with entering Licence keys during installation
- Fixes an intermittent GPF after restarting the client. Error "Class already exists"

NetSupport DNA 1.00 Released on Thursday, November 13, 2003