NetSupport

NetSupport DNA

Getting Started Guide

Copyright© 2015
NetSupport Ltd
All rights reserved

Contents

Installation 4
System Requirements 4
Planning an Installation 5
Starting the Installation 8
NetSupport Licence Agreement 8
Select Setup Type 9
Custom Setup 10
SQL Server Installation 12
Setting up the Server 13
Web Server Database setup 13
Inter Component Communications 16
Select Enterprise Type 16
Existing Installation 17
Advanced Option - Command Line Installation 18
Upgrading from Existing NetSupport DNA Versions 20
Using the NetSupport DNA Database Wizard 21
Install and set up database for use 22
Set up NetSupport DNA user for accessing the database 23
Set up admin users to access the NetSupport DNA Server 24
Register a Licence 25
SNMP Settings 26
Miscellaneous settings 27
Starting the NetSupport DNA Console 28
Deploying NetSupport DNA Agents 28
What is Deploy? 28
How does NetSupport DNA Deploy work? 30
What are the requirements? 30
Deploy scenarios 31
Domain environment 31

Workgroup environment..... 33
Common Errors..... 35
Contacting NetSupport 40

INSTALLATION

System Requirements

DNA Server

Minimum hardware: Intel Pentium 4 with 2 GB of RAM or higher. *
Free space required: 300 MB+ (dependant on number of Agents supported).
Windows Vista, Windows 7, Windows 8/8.1 and Windows 10.
Windows Server 2003 SP3 or higher.

Databases supported: SQL Express (2012 included), SQL Server 2005 or later. If no version of SQL exists on the target system when installing the DNA Server you will be prompted to either install SQL Express (included in the NetSupport DNA setup file), or to specify the address of an existing SQL Server.

* Refer to our website www.netsupportsoftware.com/support for recommendations based on installed Agent base.

Optional Server modules (SNMP Discovery, Remote Gateways)
Windows XP SP3 or higher.
Windows Server 2003 SP2 or higher.

NetSupport DNA Management Console
Free space required: 200 MB
Windows Vista or higher.
Windows Server 2003 SP2 or higher.

NetSupport DNA Mobile Console apps
Android 4.03 or higher.
iOS 7 or higher.

NetSupport DNA Windows Agent (client)
Free space required: 25 MB
Windows XP SP3 or higher.
Windows Server 2003 or higher.

Additional "Inventory only" Agents
Mac OS X 10.5 or higher. (Mavericks, Leopard, Snow Leopard, Lion, Mountain Lion, Yosemite and El Capitan.)

Linux. (OpenSuSE 13.1 and 13.2, SuSE Enterprise 11 and 12, SuSE Enterprise Server 11 and 12, Ubuntu 12.04, 14.04, 14.10 and 15.04, Edubuntu 12.04 and 14.04, Debian 6, 7* and 8, Red Hat Enterprise Linux 5, 6 and 7, Linux Mint 17, 17.1 and 17.2 and Fedora 20, 21 and 22.)
Android 4.x or higher
iOS 7 or higher
Windows Mobile 8 or later.

*64bit version of Debian 6 and 7 are not supported.

Note: To use the 'Pin to Taskbar' feature in Windows 7 or later you will need to remove certain words from the 'Reserved List'. Please refer to knowledgebase article 582 for further information www.netsupportsoftware.com/support

Planning an Installation

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

1. NetSupport DNA Server
2. NetSupport DNA Console
3. NetSupport DNA SNMP Server
4. NetSupport DNA Web Server
5. NetSupport DNA Agent
6. NetSupport DNA Application Packager
7. NetSupport DNA Server Gateway
8. NetSupport DNA Agent Gateway

NetSupport DNA Server
The machine on which the server software is installed and the database is stored is called the NetSupport DNA Server.

An additional SQL Server needs to be installed to enable the NetSupport DNA Server to operate its database. The SQL Server works with the NetSupport DNA Server by effectively

storing and retrieving the data that the DNA database collects, as required.

NetSupport DNA comes with an SQL Server available, which can be automatically installed. Alternatively, you can use an existing SQL Server, by entering the server's login details. The SQL Server may run either on the same computer as the NetSupport DNA Server or on another networked computer.

Note: For further information, see SQL Server Installation.

NetSupport DNA SNMP Server
The SNMP Server is the component that allows you to monitor and configure SNMP-enabled Devices, such as printers and access points. The SNMP Server will need to have network access direct to the SNMP Devices. You will need to enter the DNS name or IP address of your NetSupport DNA Server.

Note: You can use the Gateway to communicate with the Devices.

NetSupport DNA Web Server
The Web Server is installed on a Windows machine. This allows the NetSupport DNA mobile app to connect to NetSupport DNA. For more information about the mobile app, click here.

NetSupport DNA Console
The Console is the main interface for executing commands and is generally installed on an administrator's machine. An administrator executes a command and the gathered data is extracted from the NetSupport 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.

NetSupport DNA Agent (Client)
The machine on which the Agent software is installed is called the NetSupport DNA Agent. The Agent is the end-user machine where data is collected from.

NetSupport DNA provides two types of Agents: Windows Desktop Agents and Inventory only Agents. Inventory-only Agents are available for Mac, Linux, Android, iOS and Windows mobile and they report back only the system hardware details.

NetSupport DNA Local (Server) Gateway
The NetSupport DNA Gateway provides a means of connecting remote Agents to the NetSupport DNA Server. The Local Gateway communicates with the NetSupport DNA Server. The Local Gateway must be installed separately from other NetSupport DNA components.

NetSupport DNA Remote (Agent) Gateway
The Remote Gateway acts as a proxy server for the remote NetSupport DNA Agents, allowing them to communicate with the NetSupport DNA Server. The Remote Gateway can only be installed with the NetSupport DNA Agent.

NetSupport DNA Application Packager
The NetSupport DNA Application Packager complements the Software Distribution feature and allows users to record and play back "low complexity" product installers.

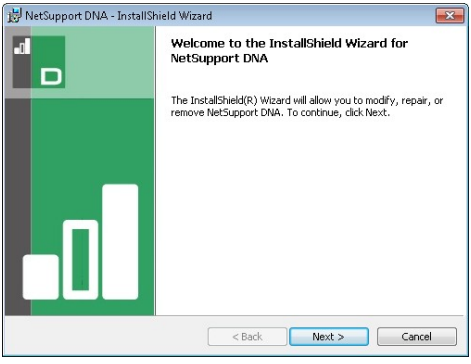
Note: It is recommended that NetSupport DNA Servers, Agent Gateway and Server Gateway components are installed on machines that have a resolvable DNS name and that DNS names are used throughout the configuration of Agents and consoles. If this is not possible, it is highly recommended that fixed IP addresses are assigned to any machine running the NetSupport DNA Server, Gateway Agent or Gateway Server components.

Starting the Installation

Download your copy of NetSupport DNA from www.netsupportdna.com/downloads.asp

Click the appropriate language from the menu and select the option to install NetSupport DNA.

The NetSupport DNA installation will start displaying a Welcome screen.



Click **Next** to continue. The DNA Licence Agreement will appear.

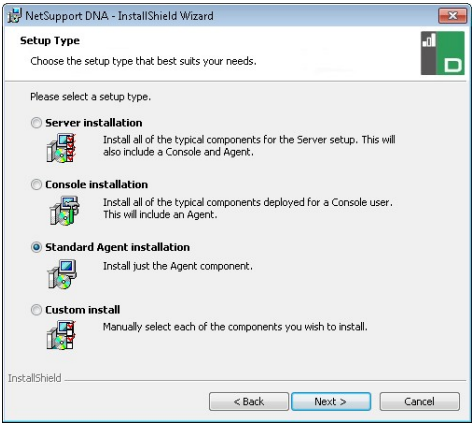
NetSupport Licence Agreement

The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select 'I accept the terms of the Licence Agreement' and click **Next** to continue.

If you reject the Licence Agreement, ('I do not accept the terms of the Licence Agreement') click **Cancel**. NetSupport DNA will not be installed and you will be directed to exit from the install program.

Select Setup Type

Choose the setup type to install on the workstation.



Server installation
Installs the NetSupport DNA Server, Console and Agent components.

Console installation
Installs the DNA Console and Agent components.

Standard Agent (Client) installation
Installs just the Agent component.

Note: Inventory-only Agents are available for Mac, Linux, Android, iOS and Windows mobile. Please see www.netsupportdna.com/downloads.asp for information on how to download and install the Agent for the relevant platform.

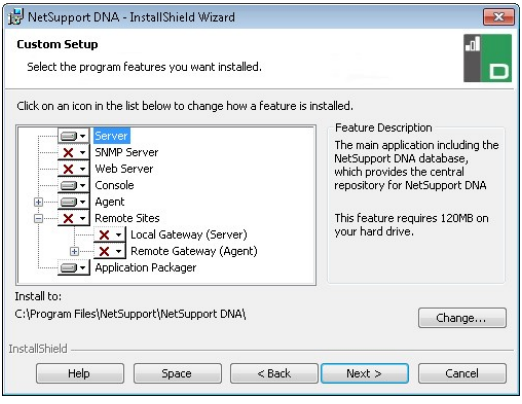
Custom installation
Allows you to pick and choose which components to install on the workstation.

Click **Next** to continue.

Custom Setup

Decide which NetSupport DNA components to install.

Note: This screen will only appear if you selected **Custom Install** in the Select Setup Type dialog.



Server

The machine on which the server software is installed and the database is stored is called the NetSupport DNA Server.

An available SQL-based Server is required on which to install the NetSupport DNA database. This server provides all of the functionality of NetSupport DNA. It contains the repositories where all the collected data resides.

SNMP Server

The SNMP Server allows you to monitor and configure SNMP-enabled devices.

Note: If performing a SNMP Server-only install, you will need to enter the location of the NetSupport DNA Server or Remote Gateway.

Web Server

The Web Server is installed on a Windows machine. This allows the NetSupport DNA mobile app to connect to NetSupport DNA.

An available SQL-based Server containing the NetSupport DNA database is required.

Console

The Console is the main interface for executing commands and is generally installed on an administrator's machine. An administrator executes a command and the gathered data is extracted from the NetSupport DNA database which resides on the server.

If performing a Console-only install, you will need to enter the location of the server that will be used to connect to Agents.

Agent (Client)

The Agent component should be installed on end-user machines across your network. The server polls Agent machines at regular intervals, gathering and holding system information in the NetSupport DNA database.

If performing an Agent-only install, you will need to enter the location of the server that will be used to connect to Agents.

Note: NetSupport DNA provides a Discovery and Deploy tool, which is a convenient facility that remotely deploys NetSupport DNA Agents to Windows PCs.

Internet Restrictions

Enables you to use the internet blocking facility, by default this is included when installing the Agent component.

Remote Sites

Local Gateway (Server)

The NetSupport DNA Gateway provides a means of connecting remote Agents to the NetSupport DNA Server. The Local Gateway communicates with the NetSupport DNA Server. It must be installed separately from other NetSupport DNA components.

Remote Gateway (Agent)

The Remote Gateway acts as a proxy server for the remote NetSupport DNA Agents, allowing them to communicate with the server. The Remote Gateway can only be installed with the NetSupport DNA Agent.

Application Packager

The NetSupport DNA Application Packager complements the Software Distribution feature and is a utility that can be used to record and play back "low complexity" product installers.

By default, NetSupport DNA will be installed in the folder C:\Program Files\NetSupport\NetSupport DNA.

Select **Next** to continue.

SQL Server Installation

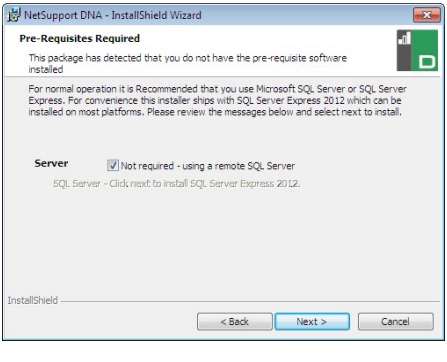
The SQL Server that you plan to use for the NetSupport DNA database can be installed on either the same computer as the NetSupport DNA Server, or a remote computer.

For supported operating systems, the NetSupport DNA installer can, if required, install and configure Microsoft SQL Server 2012 as part of the installation process.

Note: If you are using a remote SQL Server, please click here for further information on how to configure Microsoft SQL Server Express for use with NetSupport DNA.

Select **Next** to configure a Microsoft SQL Server.

Note: If you choose to install the SQL Server Express 2012 within NetSupport DNA, you will be directed to the Console User Setup screen.

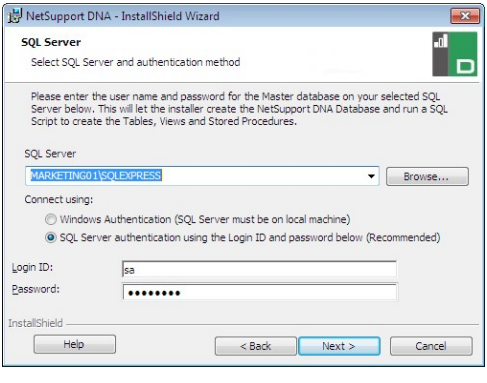


Setting up the Server

Select the SQL Server to install to from the drop-down list or click **Browse** to see a full list of SQL Servers.

Choose the appropriate verification method: SQL or Windows. If SQL, enter the user name and password of your master database.

Note: This dialog will only appear if the server feature is being installed and you are using a remote SQL Server.



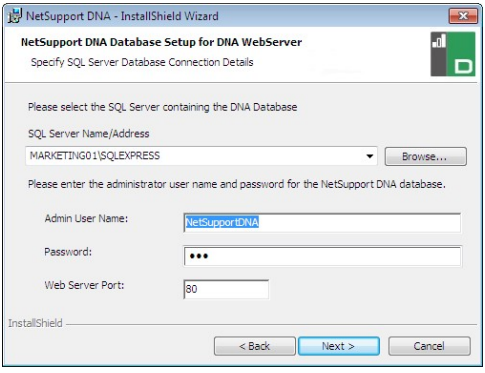
Click **Next**.

Web Server Database setup

The NetSupport DNA Web Server requires the address of the SQL Server that contains the NetSupport DNA Database. You will also need to provide the user name and password that the NetSupport DNA Server uses to connect to the database.

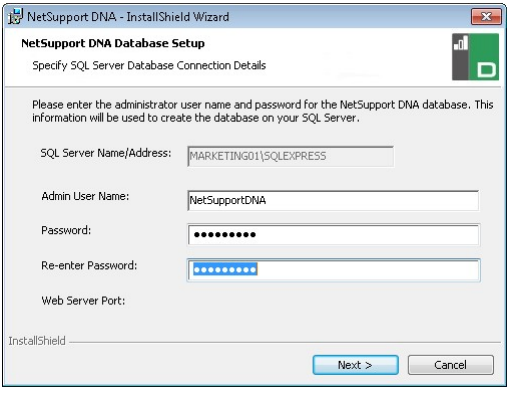
You can also configure the port the Web Server listens for connections on. By default, this is port 80. If you change the port number for the Web Server, you need to ensure that this is added to the end of the Server address used when logging onto the Mobile Console.

Note: This screen will only appear if you are installing the Web Server.

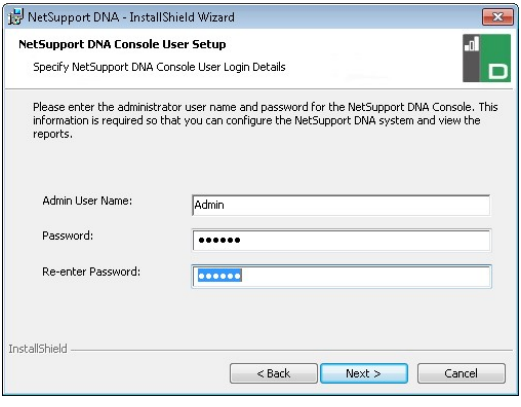


Note: If you do not know the user name or password, run the NetSupport DNA Database wizard on the machine running the NetSupport DNA Server. You can change the user name and password and enter the new details into the installer dialog. You will need to have the user name and password for the administrator of the SQL Server to make this change.

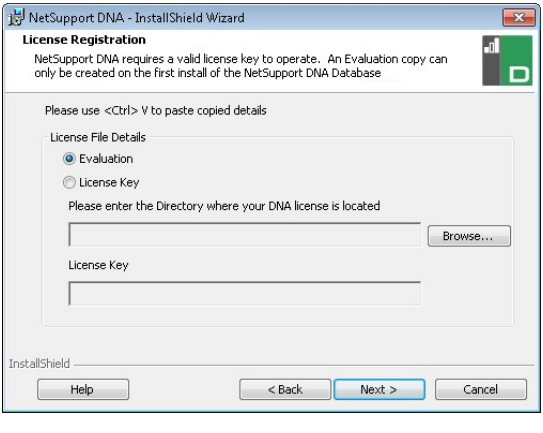
Enter the name and password to be used for the NetSupport DNA database and click **Next**.



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



Select **Evaluation** or enter the licence details you have been provided with. You will need to enter the directory where you have saved the NetSupport DNA licence file and enter the licence key number. The licence number is case sensitive. The NetSupport DNA standard evaluation licence runs for a period of 30 days and allows for a maximum of 50 users.



Note: If you are upgrading an existing installation, you will only have the option to enter the licence key details. If you have previously been using an evaluation licence and wish to continue with the evaluation, you will need to manually uninstall the software before installing the updated version. Before continuing with the upgrade, we recommend that you create a backup of your database. Please refer to our website, www.netsupportsoftware.com/support, for full instructions.

Click **Next**.

Inter Component Communications

If you are installing the Console, Agent, SNMP Server or Local Gateway, you will be required to enter the DNS name or IP address for the NetSupport DNA Server.

Note: If the DNS name or the IP address cannot be found, you will not be able to continue with the installation.

If you are installing the Remote Gateway, you will need to enter the DNS name or IP address for the Local Gateway. You will also have the option to enter this when installing the NetSupport DNA Server.

Click **Next** to continue.

Select Enterprise Type

NetSupport DNA is available in two versions: corporate and education. Each version features a wealth of components tailored to its intended sector. Businesses and educational institutions alike will benefit from the flexibility the product offers – whether they are focusing the management of multiple users across an enterprise (software distribution, alerting and licence management) or ensuring campus-wide cost savings (print monitoring, energy monitoring and power management).

Select your enterprise type and click **Next**.

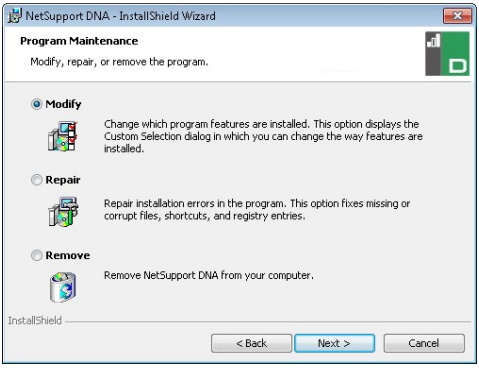
Sufficient information has been provided to commence the installation. If you need to review any of the settings, click **Back**; to start the installation, click **Install**. To quit the installation, click **Cancel**.

The final screen confirms that the installation has been successful. If you have installed the NetSupport DNA Console, you will have the option to launch this.

Note: After installation, a convenient utility can be run should you need to update your database, console or upgrade from an evaluation licence to a full licence. **See: Using the DNA Database Wizard**.

Existing Installation

This screen will appear if a copy of NetSupport DNA has already been installed on a workstation.



Modify

Enables you to change the NetSupport DNA components that are currently installed.

Repair

Reinstalls all the program features installed by the previous setup and repairs any installation errors in the program.

Remove

This option removes all installed features.

Select the required option and click **Next**.

Advanced Option - Command Line Installation

NetSupport DNA allows administrators to install the Console, Agent, Application Packager and the Remote and Local Gateways from the command line using the MSI installers supplied. In addition, the Console, Agent and Application Package can be installed via Active Directory.

To carry out installation from the command line

1. Place the appropriate MSI installation file into the same folder as the configuration file on the target machine, or an accessible share.
2. Edit the INI file to set the appropriate settings for your installation, e.g. ServerAddress=, InstallDir=
3. On the target machine, execute the installation according to the following examples:

To install the NetSupport DNA Agent

msiexec.exe /qb /i "NetSupport DNA 400 client.msi"

To control which local users NetSupport DNA Console is installed for

msiexec.exe /qb /i "NetSupport DNA 400 console.msi" ALLUSERS=2

ALLUSERS=""	Installs the package for the current user only.
ALLUSERS=1	Installs the package for all local users.
ALLUSERS=2	Checks if the current user has administrative privileges. If so, the package will install for all users, otherwise it will only install for the current user. **Not Supported for NetSupport DNA MSI installers.**

There is a sample DNA.INI file that is created in your Console installation directory. This allows you to customise various parameters for the MSI installation.

Agent and Console options

[All]

InstallDir=	Leave blank for default installation directory. This also applies to Application Packager installs.
ServerAddress=	IP address or, preferably, DNS name of the NetSupport DNA Server.

Agent only options

[Client]

EnableLSP=	1 = install the NetSupport LSP, 0 = do not install
RemoveUninstallOption=	1 = does not appear in Add/Remove programs

Installation via Active Directory (AD)

There are no special considerations for installation of NetSupport DNA using Active Directory.

1. Place the NetSupport DNA MSI and INI file in a share on your AD server which is accessible to your computers or users.
2. Create or edit a Group Policy object (GPO) that affects the users or computers you wish to install NetSupport DNA for.
3. Create a new AD Software Installation Package under either Computer Configuration or User Configuration as appropriate.
4. Assign or publish the package.

For further information on Active Directory software installation, please refer to Microsoft Help resources: http://support.microsoft.com/kb/816102

Upgrading from Existing NetSupport DNA Versions

If you are upgrading to the latest NetSupport DNA version from a previous version of NetSupport DNA (NetSupport DNA 2.70 and above), you can install the new version from the NetSupport DNA installer.

Note: If you are upgrading from a NetSupport DNA version before NetSupport DNA 2.70 please refer to our website: www.netsupportsoftware.com/support for instructions.

1. Run the new NetSupport DNA setup.exe on the PC where the NetSupport DNA Server is located.
2. Follow the on-screen instructions. The previous NetSupport DNA version will be removed and the latest version of NetSupport DNA will be installed. All previous NetSupport DNA settings will be kept.
3. Consoles and Agents will be updated to the new version the next time they connect to the Server.

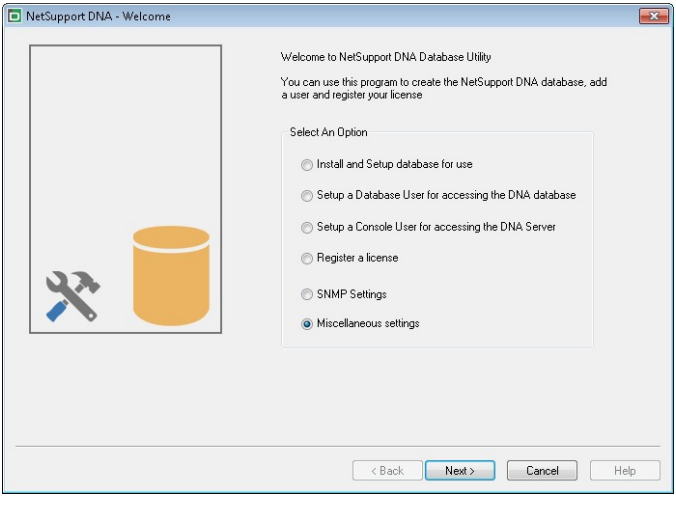
USING THE NETSUPPORT DNA DATABASE WIZARD

The NetSupport DNA Database wizard is a convenient utility that can be run after installation should you need to change any of your NetSupport DNA settings.

The wizard can be used to create the NetSupport DNA database; add console users; update licence details; set SNMP settings; set miscellaneous settings such as SQL Server address, timeout for queries, force AD authentication and add NetSupport DNA Gateway settings.

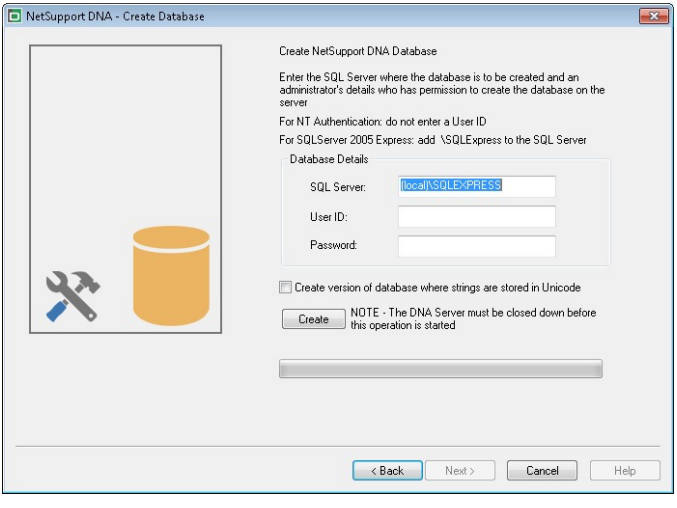
During installation, the NetSupport DNA Database wizard is copied to the Server folder of the NetSupport DNA program directory. The default location is c:\Program Files\NetSupport\NetSupport DNA\Server\DNADBWizard.

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



Install and set up database for use

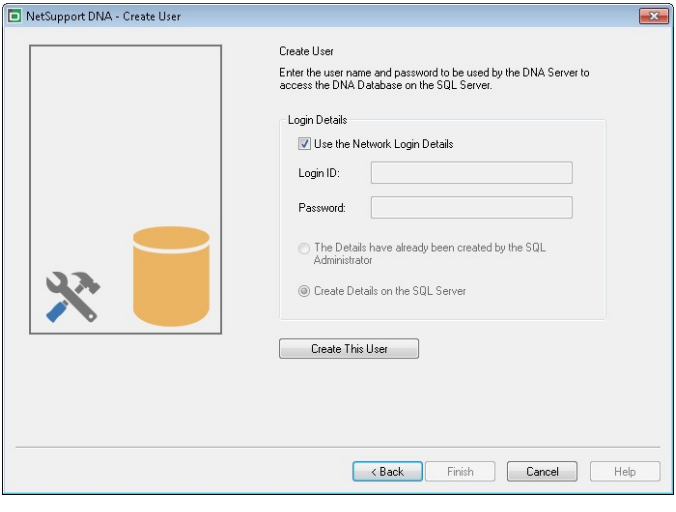
Enter the address/name of the SQL Server where the NetSupport DNA Database is to be created and the administrator logon details.



Set up NetSupport DNA user for accessing the database

This dialog enables you to create/change the user name and password used to access the NetSupport DNA Database on the Server. If using the existing access details, check that the SQL administrator has already created the details.

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

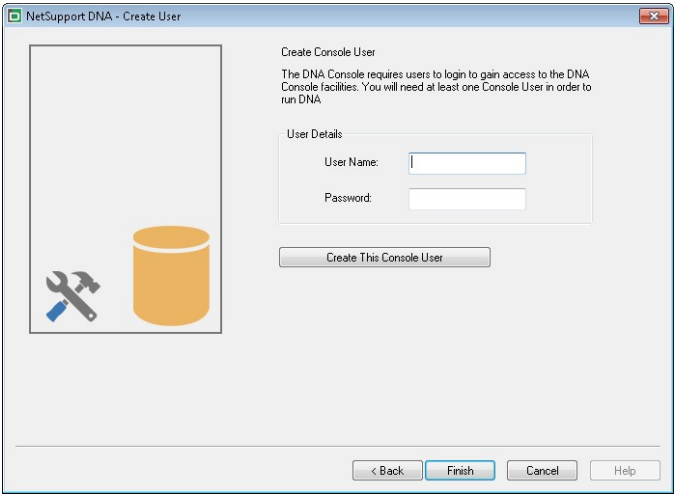


Set up admin users to access the NetSupport DNA Server

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.

Notes:

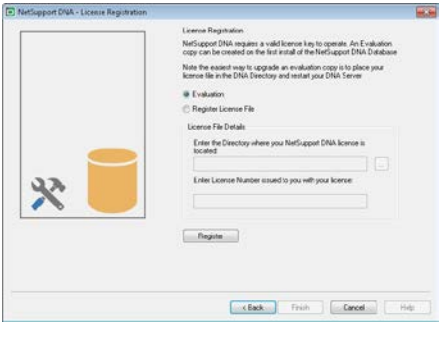
- Admin user rights are required for this operation. You will be prompted to enter the appropriate user name and password when you click **Create User**.
- Additional Console users can also be created via the Console program itself.



Register a Licence

The Database wizard enables you to update your NetSupport DNA licence details, for example, when switching from an evaluation licence 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**.



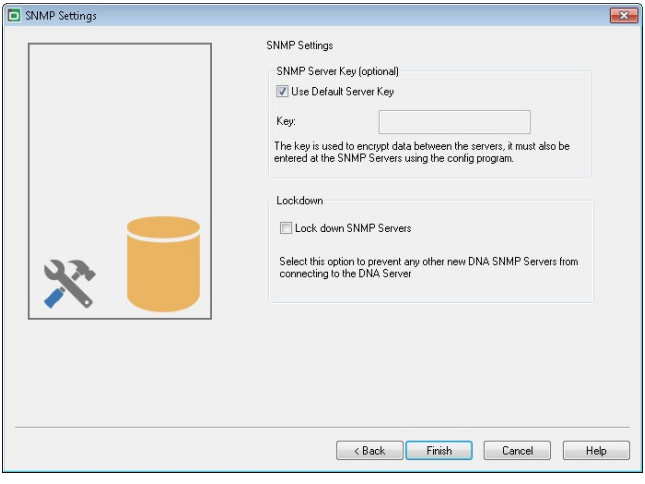
To register a full licence, copy the licence file you have been supplied with to an appropriate folder and enter the location into the Registration dialog.

Enter your licence number - the details are case sensitive. Click **Register** to update the licence.

Note: A key element in the day-to-day operation of NetSupport DNA is the frequency that the Server polls Agent machines to gather data for each of the main components (evaluation default = 10 minutes). However, if you have a large Agent base, the number and frequency of connections can place an unwanted overhead on performance. To counter this, when activating a 'Sale' copy, NetSupport DNA will determine whether a more appropriate connection interval is required, based on the number of user licences being registered. Post-installation, a Console Operator can manually adjust the interval for each component if required.

SNMP Settings

This dialog allows you to set an SNMP server key. This is used to encrypt data between servers and must also be set at the SNMP server. You can also lock down the SNMP servers, preventing any other SNMP servers from connecting to the DNA server.



Miscellaneous settings

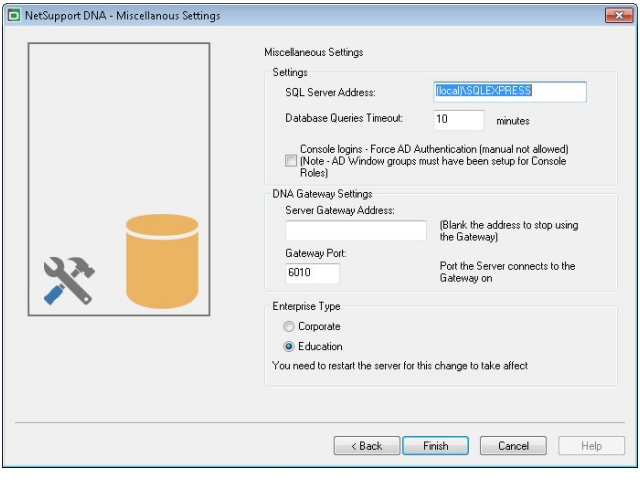
From this dialog, you can change various NetSupport DNA settings such as the IP address of the SQL Server, database queries timeout, force AD authentication, enter NetSupport DNA Gateway settings and select the enterprise type.

By default, the database queries timeout is set to 300 seconds; you can amend this by entering the required value.

If you have assigned an Active Directory Windows group to a Console role, you can force AD authentication. The user will not be able to access the NetSupport DNA Console unless they are authenticated in Active Directory.

To start using the NetSupport DNA Gateway, enter the IP address for the Server Gateway. By default, the Gateway port is 6010. Alternatively, to stop using the NetSupport DNA Gateway, remove the Gateway address.

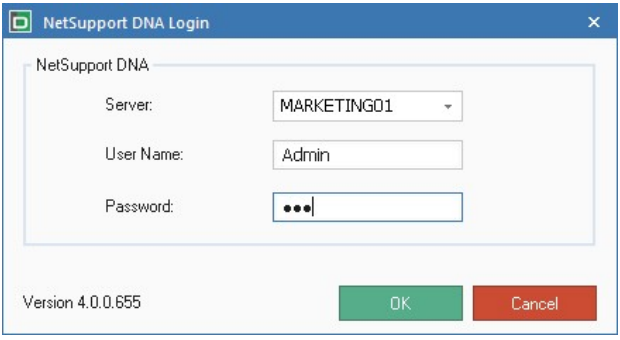
NetSupport DNA is available in two versions: corporate and education. Select the required enterprise type.



STARTING THE NETSUPPORT DNA CONSOLE

At a machine with the NetSupport DNA Console installed select {Start}{Programs}{NetSupport DNA}{NetSupport DNA Console}.

Enter the Console user name and password.



For the latest product news and updates, select **Help** from the Console menu.

DEPLOYING NETSUPPORT DNA AGENTS

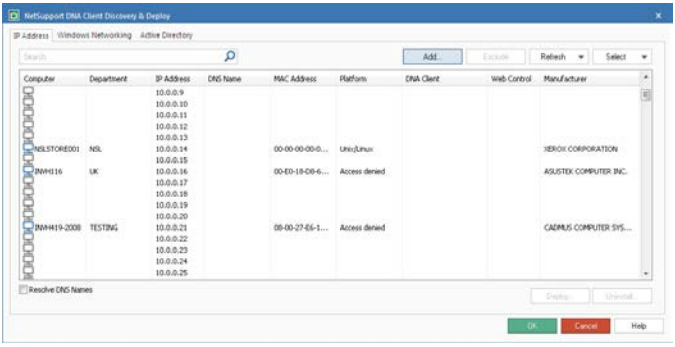
This section aims to cover details on the NetSupport DNA Agent Discovery and Deploy utility available within the NetSupport DNA Console, including how this works and the requirements to use the utility within different environments.

In addition, some useful troubleshooting tips for the NetSupport DNA Agent Discovery and Deploy utility are included.

What is Deploy?

The NetSupport DNA Agent Discovery and Deploy utility provides network administrators with the facility to install the NetSupport DNA Agent on multiple computers without the need to visit the machines individually.

The Discovery and Deploy tool can be accessed from the Tools tab in the NetSupport DNA Console.



Within the NetSupport DNA Agent Discovery and Deploy utility, you have the ability to deploy the NetSupport DNA Agent using an IP address range, the existing Windows network or Active Directory. All of these methods allow you to pick and choose which computers you want to deploy to.

The NetSupport DNA Agent Discovery and Deploy utility can be used to deploy the NetSupport DNA Agent to computers running the following operating systems:

- Windows XP
- Windows 2003
- Windows Vista
- Windows Server 2008\2008r2
- Windows 7
- Windows 8/8.1
- Windows Server 2012
- Windows 10

Note: Due to operating system limitations, the NetSupport DNA Discovery and Deploy utility does not work with Windows XP Home, Windows Vista Home Premium or Windows 7 Starter/Home edition.

How does NetSupport DNA Deploy work?

Once the Deploy options have been configured, the NetSupport DNA Agent Discovery and Deploy utility works by connecting to the target computer using File and Print Sharing.

This method requires access to the target computer's Admin$ share and will need to connect as a user with local administrator access (user details may be requested).

Once authenticated, the NetSupport DNA Agent package files are copied to the following folder on the remote PC using the connection to the Admin$ share:

C:\Windows\pcirdist.tmp\

Finally, once the files have been sent to the target PC, the Agent installer file is executed using the Remote Procedure Calls (RPC) Service.

What are the requirements?

In order to successfully deploy the NetSupport DNA Agent component to your target PCs, the following items are required:

- File and Print Sharing must be enabled on the target PC.
- The Sharing and Security for local accounts policy must be set to {Classic} on the target PC.
- The user account used to connect to the target PC must have local administrator permissions on the target PC.
- Network discovery must be enabled on Windows Vista/7 target PCs.
- UAC Remote Restrictions must be disabled for target PCs running Windows Vista and Windows 7 in workgroup environment.

Deploy scenarios

The NetSupport Agent Discovery and Deploy tool can be used to deploy to machines in both domain and workgroup environments.

See below for information on how to implement NetSupport DNA Discovery and Deploy in each of these environments:

Domain environment

When using the NetSupport DNA Discovery and Deploy utility within a domain environment, Windows Group Policy settings can be used to configure the target PCs with the required settings (detailed above) to permit the deployment of the NetSupport DNA Agent to these PCs.

Network Discovery

In order for domain PCs running Windows 7 and Vista to appear in the Windows Networking view of the NetSupport DNA Agent Discovery and Deploy tool, the Network Discovery setting will need to be enabled on the target PCs.

The Network Discovery setting can be enabled by applying the Windows Group Policy setting to the domain PCs:

1. Open the Group Policy Management Microsoft tool.
2. Either create a new Group Policy Object or select an existing Group Policy Object that will be applied to the required target PCs.
3. Select to edit your chosen Group Policy Object.
4. The Group Policy Management Editor will open.
5. Navigate to the following location:

   Computer Configuration – Policies – Windows Settings – Security Settings – Windows Firewall with Advanced Security – Inbound Rules
6. From the Actions menu choose **New Rule**.
7. For the first Rule type, click the Pre-defined option and select {Network Discovery} from the drop down menu and click **Next**.
8. Select **Next** on the Pre-defined Rules step.

9. The Action step will then appear – select the **Allow the Connection** option.
10. Click **Finish**.

The next time the domain PCs are restarted or the Group Policy refreshes on the PCs, the Network Discovery option will be added to the Windows Firewall. This will allow the PCs to be seen within the Windows Network view of the NetSupport DNA Agent Discovery and Deploy tool.

File and Print Sharing

To allow the NetSupport DNA Agent Discovery and Deploy tool to connect to the target PC's Admin$ share to transfer the NetSupport DNA Agent installer files, file and print sharing access will need to be enabled on the target PCs.

This setting can be enabled centrally by applying the below Windows Group Policy setting to the domain PCs:

1. Open the Group Policy Management Microsoft tool.
2. Either create a new Group Policy Object or select an existing Group Policy Object that will be applied to the required target PCs.
3. Select to edit your chosen Group Policy Object.
4. The Group Policy Management Editor will open.
5. Navigate to the following location:

   Computer Configuration – Policies – Administrative Templates – Network – Network Connections – Windows firewall – Domain Profiles
6. Select the following Policy from the above location:

   Windows Firewall: Allow inbound file and printer sharing exception.
7. Set the above Policy to **Enabled**.

The next time the domain PCs are restarted or the Group Policy refreshes on the PCs, it will be possible to access the Admin$ share for these PCs.

Workgroup environment

When using the NetSupport DNA Discovery and Deploy utility in a workgroup environment, ensure that the target PCs have been correctly configured with the items highlighted in the "What are the requirements?" section above.

Within a workgroup environment these configurations will need to be made locally on the target PC:

Network Discovery

In order for PCs in a workgroup running Windows 7 and Vista to appear in the Windows Networking view of the NetSupport DNA Agent Discovery and Deploy tool, the Network Discovery setting will need to be enabled on each of the target PCs.

Windows 7 and Vista:

1. Log on with local administrator rights to the target PC.
2. Access the Control Panel.
3. Open the network and sharing Center.
4. Choose the **Advanced Sharing** settings.
5. Ensure that under your network profile the Network Discovery option is configured to:

   {Turn on Network discovery}.
6. Save changes.

File and Print Sharing

In order to deploy the NetSupport DNA Agent to your PCs within a workgroup environment, you will need to ensure that file and print sharing is enabled on each of the target PCs.

Windows XP:

1. Right click on {My Network Places}{Properties}.
2. Right click on {Local Area Connection}.
3. Select {Properties}.
4. From the {General tab} select the {File and Print Sharing for Microsoft Network} option.
5. Click **OK**.

Windows 7 and Vista:

1. Click Start, then Control Panel.

2. Select Windows Firewall.
3. Choose the option **Allow a program or feature through Windows Firewall**.
4. Select the option to allow **File and Printer Sharing and the associated exception** (Private and Public). Click **OK** to save the changes.

Sharing and Security Model

In order to use the NetSupport DNA Discovery and Deploy utility to remotely access the PCs within a workgroup using an administrator account, the sharing and security local policy will need to be configured to Classic mode on each of the target PCs.

Windows XP Professional, Windows 7 and Vista:

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

UAC Remote Restrictions

For Windows 7 or Vista machines within a workgroup environment, you may need to disable UAC remote restrictions on these target PCs following the steps below:

1. Click **Start**, click **Run**, type regedit and then press **Enter**.
2. Locate and then click the following registry subkey:
   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System
3. If the LocalAccountTokenFilterPolicy registry entry does not exist, follow these steps:
   a. On the Edit menu, select **New**, and then click **DWORD Value**.
   b. Type LocalAccountTokenFilterPolicy, and then press **Enter**.

c. Right click LocalAccountTokenFilterPolicy, and then click **Modify**.

d. In the Value data box, type 1, and then click **OK**.

4. Exit the Registry Editor.

Common Errors

Symptom

The following error message may be displayed when attempting to deploy the NetSupport DNA Agent to a PC:

FAILED to get platform information (53)

- *If Windows 95/98/ME system verify File Sharing & Remote Administration is enabled.*
- *If Windows NT/2000/XP system verify File Sharing is enabled and Server service is running.*
- *If Windows XP system with SP2 you may need to amend your Windows Firewall configuration, please refer to our help file.*

Deployment FAILED!

Cause

The reason for the above message to appear is due to the Windows Firewall or third-party firewall application being enabled with none of the required exceptions configured.

Solution

Ensure that the firewall is configured with the exception to permit access for file and print sharing as detailed in the Deploy scenarios in the previous section.

Symptom

When attempting to deploy the NetSupport DNA Agent to a target PC, a prompt for a user name and password appears for the connection to the target PC.

Regardless of the user name and password entered, the Connect to Computer prompt appears with incorrect password or unknown user name for [MachineName] message.

Clicking **Cancel** displays {Deployment Cancelled!} message.

Cause
The reason for the above behaviour is due to the configuration of the following local policy being set to Guest Only:

"Network Access: Sharing and Security model for local accounts"

Solution
In order to resolve the behaviour, the setting for the local policy needs to be changed from Guest Only to Classic – Local Users authenticate as themselves. Full details on how to apply this setting can be found in the Deploy scenarios section of this document.

Symptom
When attempting to deploy the NetSupport DNA Agent to a target PC, a prompt for a user name and password appears for the connection to the target PC.

Clicking **OK** after entering the username and password displays:

- Deployment FAILED due to Conflicting Credentials! Message

Cause
The reason for the above message is that the PC running the Agent Discovery and Deploy tool already has a connection to the target PC using a different set of credentials.

Windows is programmed to reject multiple connections from the same source if more than one set of credentials is supplied from that source.

Causes for this could be if you have mapped a drive to the target PC previously under a different set of credentials.

Solution
In order to resolve the issue, you will need to enter the user details already used to connect to the PC (these will require admin rights to the target PC) or, alternatively, you will need to disconnect any other connections to the target PC that are using the conflicting set of credentials.

Symptom
The target PC's machine name is not visible within the NetSupport DNA Agent Discovery and Deploy tool.

Cause
When using the Discovery and Deploy tool, the information collected may depend on the location of where the Discovery and Deploy tool is run in regards to where the target machines are located.

If the target machines are remote to the machine running the Discovery and Deploy tool, it may not be possible to resolve the IP address of the machine to a DNS machine name. However, even though it may not be able to resolve the host name, if the Discovery and Deploy tool can still connect to the target machine, it will be able to deploy the NetSupport DNA Agent to them.

Solution
The Discovery and Deploy tool uses three primary ways of retrieving the information from the target machines:

1. DNS - this uses the standard Windows method from the DNS Server.
2. DNA Agent status - only works if the NetSupport DNA Agent software is already installed on the machine.
3. NetBIOS test - this will only be available if a single segment network is in use.

Symptom
When attempting to deploy the NetSupport DNA Agent to a target PC, the following error message may appear:

Copying files...
FAILED to copy 'ClientDeploy\dna.ini' (2)
Deployment FAILED!

Cause
Due to the UAC restrictions in force on the machine running the Discovery and Deploy tool, the deploy process couldn't create the dna.ini (and runclientsetup.bat) files in the NetSupport\NetSupport DNA\Console\ClientDeploy folder.

Solution
In order to resolve the problem, on the PC running the Discovery and Deploy tool ensure that the logged on user has full access to the NetSupport\NetSupport DNA\Console\ClientDeploy folder.

Symptom
When attempting to deploy the NetSupport DNA Agent to a target PC, the following error message may appear:

Copying files...
- *FAILED to copy 'ClientDeploy\pcirisvr.exe' (1224)*
  Deployment FAILED!

Cause
This message can appear if the Deploy install or uninstall option from the Discovery and Deploy window has previously been sent to the machine. Once the pcirisvr.exe PCI remote install service has been initiated, it is reported as locked/in use.

Solution
Under these circumstances it is not possible to perform another deploy to the machine without it first being re-booted.

Symptom
When attempting to deploy the NetSupport DNA Agent to a target PC, the following error message may appear:

Copying files...
Starting remote installation service...
Deployment FAILED!

Cause
The above error will appear when it is not possible for the target PC to remotely start the installation service used during the deployment. This could appear if the account details specified to connect to the target PCs do not have full admin permissions.

Solution
In order to check this, confirm whether you can access the Services list for the target PC. This test is run on the machine you are deploying from:

1. Right click on My Computer/Computer and select **Manage**.
2. Right click on **Computer Management** and select **Connect to another computer**.
3. Select the 'Another computer' tab and enter the target machine name you are attempting to deploy to and select **OK**.
4. This will open the Computer Management pane on the target machine.
5. Select the Services and Applications section and expand so the full list is displayed.
6. Once the list is open, select **Services** and confirm that it is possible to view the services running on the target machine.

Note: If you are unable to access the Remote Services on the destination machine, it indicates that security permission settings are restricting the remote services from being started.

CONTACTING NETSUPPORT

UK & International
www.netsupportsoftware.com
Technical Support: *support@netsupportsoftware.com*
Sales (UK & Eire): *sales@netsupportsoftware.co.uk*
Sales (International): *sales@netsupportsoftware.com*

North America
www.netsupport-inc.com
Technical Support: *support@netsupport-inc.com*
Sales: *sales@netsupport-inc.com*

Canada
www.netsupport-canada.com
Technical Support: *support@netsupportsoftware.com*
Sales: *sales@netsupport-canada.com*

Germany, Austria and Switzerland
www.pci-software.de
Technical Support: *support@pci-software.de*
Sales: *sales@pci-software.de*

Japan
www.netsupportjapan.com
Technical Support: *support@netsupportsoftware.com*
Sales: *sales@netsupportjapan.com*