NETSUPPORT DNA

A suite of easy-to-use tools for managing and supporting
IT assets across a school network or campus



Optimised for the easy management of a school or campus-wide IT infrastructure.

NetSupport DNA provides a complete toolbox of features to support the effective management of school, staff and student technology. The solution is built with ease of installation and ease of use at the heart of each and every feature.

Save Time

... with proactive warning alerts of issues across the network - from server failure, low disk space, unauthorised software installs, through to licence compliance and student help requests. Generate reports automatically and routinely for the Senior Leadership Team and use the supporting Mobile apps to ensure key data is accessible for IT staff from wherever they are.

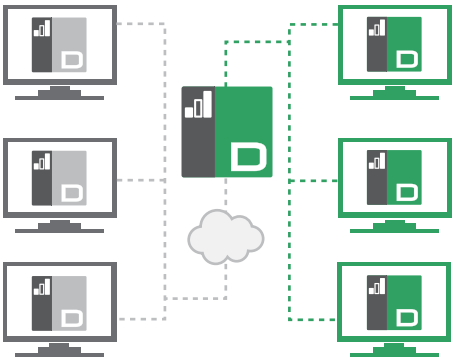
Reduce IT Costs

... by identifying hardware that can either be redeployed or upgraded rather than replaced; tracking software licence deployment and, critically, licence usage - thereby avoiding costly renewals for software no longer needed; monitoring print usage across the school; energy monitoring and deployment of a power management policy in relevant areas of the school.

A safer environment

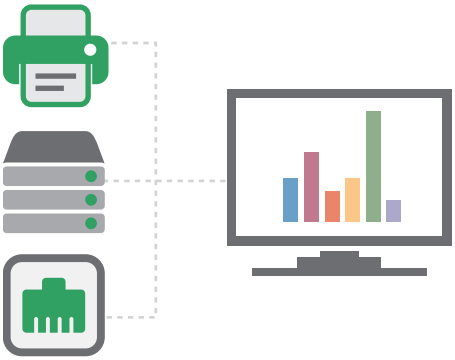
Deliver a safer environment by monitoring and controlling internet use (set by department or user group) with approved and restricted URL lists. Control by time of day; control access to content with granular endpoint security across the school; deliver user acceptance policies; monitor students in the classroom, and much more.

www.netsupportdna.com



Ease of Installation

After installation of the server module (used to manage and add information to the DNA database), the deployment tool provided will automatically discover and install the DNA agent on targeted devices across the school. The DNA console (installed by the IT technician) provides full DNA system control, rich on-screen information and real-time reporting.



Hardware Inventory

NetSupport DNA provides one of the most comprehensive and detailed Hardware Inventory modules available on the market today. A wealth of information is gathered from each device, from CPU and BIOS types to network, video and storage information.

Inventory reports are displayed either for a single PC; a selected department; just teachers or a specific classroom PC; or condition-based "Dynamic Groups".

Hardware Inventory updates are configured to run at different time intervals throughout the day or at start-up and can be refreshed instantly on demand. A standalone inventory component is available to run on non-networked or mobile devices and in addition, high value peripherals can also be associated and recorded against a device, perfect for keeping track of school assets.

SNMP Device Discovery

The SNMP Discovery view allows NetSupport DNA to be configured to scan a range of network addresses and report on any appropriate devices discovered across the school, such as printers and access points. These items can then be stored within DNA and real-time data (such as ink or toner levels) can be monitored from the console.

Software Inventory and Licensing

The Software Module is designed to help schools better manage licence compliance and reduce software overspend by accurately reporting installed software and proactively identifying PCs with software that has no or low usage.

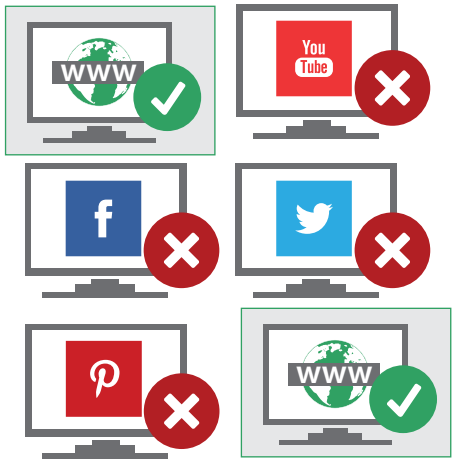
The NetSupport DNA software licence module supports the ongoing management of all software licences for each department, recording suppliers, purchase and invoice details, department or cost centre allocation and the tracking of maintenence contacts as well as storing PDF copies of any supporting documents.

Software Application Metering

The Application Metering module reports on all applications used on each PC or server, detailing the time the application was started and finished, as well as the actual time it was active.

Monitoring application use ensures software licences are assigned to the right staff / students and aren't renewed without evidence of application activity, thus enabling cost savings.

Application usage can also be restricted for students, either fully or just by time of day. Lists of approved and restricted applications, together with times when restrictions apply, can be created and enforced centrally.



Internet Metering

The Internet Metering module provides a detailed summary of all internet activity on each PC by a student, including start and finish times for each URL visited and the active time spent on a page. Results can be reviewed by device or user. Naturally, the key to supporting an effective e-safety policy is providing effective controls. With NetSupport DNA, internet usage can be fully managed; lists of approved and restricted URLs and/or sub-URLs can be applied centrally. Once applied, NetSupport DNA can allow unrestricted access to all websites, restricted access to certain websites that have been marked as approved by the school or by blocking access to specific sites marked as inappropriate.



School Alerting

NetSupport DNA features an extremely powerful Alerting module allowing the system to automatically notify operators when any number of changes occurs across the school network. Building on the DNA philosophy, the system is designed to be simple to initiate and there is no limit to the number of custom alerts that can be added.

Alert notifications can be directed to specified email recipients and/or active console users (on a per alert basis, so the nature of the alert may dictate which operators are notified). In addition, outstanding alerts are identified against matching PCs on the main hierarchy tree view. Once alerts have been identified, notes can be added by an operator. A full history of all alerts is accessible from the History feature.

Software Distribution

NetSupport DNA provides a multi-delivery option for Software Distribution.

A software distribution package is created by either applying parameters to a collection of files or folders or by using the DNA application packager - recording the user prompts, keystrokes and mouse clicks that are used during a test installation, and then automating these on a live deployment to bypass the need for operator intervention.

NetSupport DNA includes a Scheduling feature, allowing packages to be deployed on a specific date and time - usually out of core school hours when network traffic is at its lowest.

Energy Monitoring and Power Management

The Energy Monitoring module provides a simple and concise high-level summary of potential energy wastage across the school by office and classroom computer systems that are left powered on out of school hours.

NetSupport DNA checks to verify the powered-on state of all computers and its local monitoring component keeps an accurate record of each time a computer is powered on, off or hibernates. Once it knows the times of day each computer was operational, an average (and customisable) "power consumption per device" calculation is used, facilitating a baseline energy usage calculation for all computers.

Endpoint Security

NetSupport DNA provides a simple and effective solution for managing the use of USB memory sticks to help maintain the security of the school network. The use of memory sticks can be controlled across the entire school or just for specific departments, staff or students. Usage can be set to allow full access, block all access, allow read-only access or prevent applications being run from an unknown memory stick. Alternatively, individual memory sticks can be "authorised" in NetSupport DNA and the use of sticks in the school can then also be limited to only those authorised.

Desktop utilisation

NetSupport DNA is designed to ensure you have maximum visibility of your school's assets, from the classroom to the ICT suite and the library. System reports highlight PC and application usage to ensure under-utilised PCs can be identified and then re-deployed. In addition, "dynamic groups" enable technicians to designate and track technology due for replacement or upgrade. A great feature to help support both procurement and budget planning.

e-safety

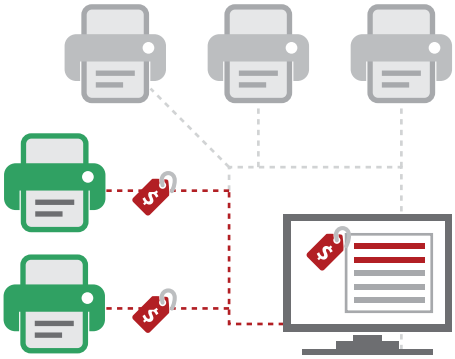
NetSupport DNA, together with its optional classroom management module, provides a range of features to support a school-wide e-saftey policy. Within DNA, this includes both Internet Monitoring and restrictions to prevent access to inappropriate websites; disabling webcams on classroom devices; controlling access to content on memory sticks; triggering Alerts when violations occur – through to the enforcement of acceptable usage policies.

User Management

NetSupport DNA provides a range of features to locate and manage users within a networked environment. In addition to key user data (name, telephone etc) DNA provides the school with the ability to customise the data to be gathered and collated from each device owner, including tracking of user acceptance forms. DNA also keeps a history of changes to the data entered in User Data. Changes to custom user details are recorded, including the following fields: Staff Number, Location, Asset Tag and Owner.

Enforce Acceptable Use Policies

NetSupport DNA includes a high-level Print Monitoring feature. Individual printers across the school are automatically identified and, from the central console view, costs for printing (black and white, colour and so on) can be assigned either globally or against each different printer. Where required, printers can also be excluded from the view. A full overview of printing activities and indicative costs across the enterprise is provided by NetSupport DNA.



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Enterprise Reporting

NetSupport DNA provides both on-screen and print-optimised reporting. The on-screen reports / views are provided with supporting bar and pie charts and "live" drill down capabilities on all key summary data. As well as reporting on individual devices, users and departments, NetSupport DNA also features dynamic groups. These are user-defined and added to the main hierarchy tree. A dynamic group could, for example, be to identify which classroom PCs are upgradeable and such a group would be created automatically from those that match the required criteria – such as "all PCs with more than 'XX' GB RAM, 'XX' GB free disk space and XX processor type" and so on.

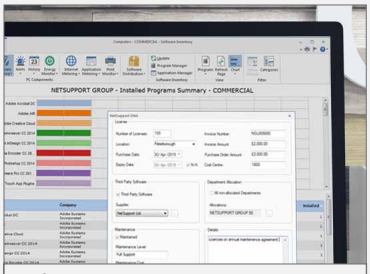


Mobile Inventory

Provided as a supporting tool for NetSupport DNA, the Inventory app can be downloaded free from the Google Play and Apple app stores. The DNA mobile app allows a school technician, when away from their desk, to search for and view a detailed Hardware and Software Inventory for any PC on campus. The mobile app also includes a QR code scanner to help instantly identify any PC, either from an on-screen QR code displayed by DNA, or from a label fixed to the device. NetSupport DNA also provides a QR code label creation facility including displaying custom details. A history of all hardware changes as well as any software installs or removals is also shown on the app.



Hardware Inventory



Software Licensing



Software Application Metering



DNA Mobile App

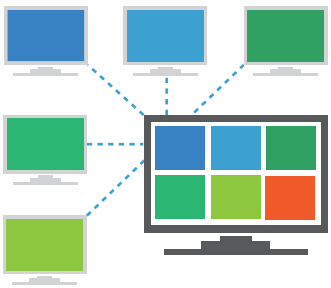


Classroom Management



Remote Control

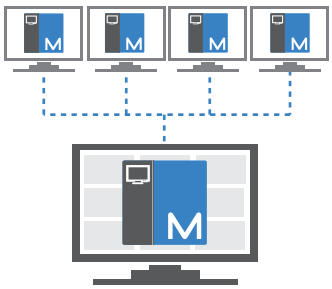
Optional extras:



Classroom Management (optional)

NetSupport is recognised globally as being the leader in classroom management software. NetSupport School is the award winning classroom solution delivering a complete range of monitoring, testing, collaboration and orchestration tools for any classroom environment.

NetSupport School helps teachers and trainers improve the efficiency of ICT teaching by delivering a suite of tailored features developed with teachers, for teachers. Teachers and assistants can instruct students centrally to all their own devices; help maintain student focus by monitoring and controlling the use of apps, web sites, printers and more; support student learning using unique digital journals; utilise the unique student toolbar to highlight lesson objectives and expected outcomes; and deliver targeted student and peer assessment with a unique Question and Answer module, surveys or pre-prepared tests. www.netsupportschool.com



Remote Control (optional)

As a natural partner to IT asset management, NetSupport DNA is fortunate to be able to offer NetSupport Manager remote control. With 25 years of awards and 13 million+ users, NetSupport Manager is recognised as the best in class for secure remote control.

Accessed from the DNA console on your desktop, tablet or smartphone, NetSupport Manager provides seamless and secure access to workstations and servers across your enterprise, both locally when in the school and remotely when off site or mobile.

NetSupport Manager features true multi-platform remote control: monitor and view dozens of devices in a single view; transfer files or updates to one or multiple devices simultaneously; remotely view and edit the Registry; manage services and processes; conduct an audio chat; share screens or even show your screen to others; access interactive training tools; and much more. www.netsupportmanager.com



ServiceDesk (optional)

Designed to integrate with NetSupport DNA or operate as a standalone solution, NetSupport ServiceDesk ticks all the boxes as a fully functioning ITIL-compliant IT Service Management (ITSM) tool, supporting the key areas of ITIL's best practice framework – Incident, Problem, Change and Service Level Management. Used with NetSupport DNA and our remote access solution, NetSupport Manager, support teams have a complete network management toolkit. www.netsupportservicedesk.com

System Requirements:

NetSupport DNA Server component
Minimum hardware:
Intel Pentium 4 with 2GB RAM or higher.* | **Free space required:** 300 MB+ (dependent on size of school or campus). Windows Vista, 7, 8/8.1 and 10. Windows Server 2003 sp2 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 Client base.

Optional Server modules (SNMP Discovery, Remote Gateways etc)
Windows Vista 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.

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

DNA Windows Agent (client)
Free space required: 25 MB
Windows XP sp3 or higher. Windows Server 2003 sp2 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 11.2 and later, SuSE Enterprise 11, SuSE Enterprise Server 11, Ubuntu/Edubuntu 9.04 and later, Debian 5 and 6, Red Hat Enterprise Linux 6, Linux Mint 9 and later and Fedora 12 and later.)
Android 4.x or higher. iOS 7 or higher. Windows Mobile 8 or later.

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NetSupport
www.netsupportsoftware.com
info@netsupportsoftware.com sales@netsupportsoftware.com

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