NetSupport DNA 4.0 - Knowledge Base:

#773: DNA System Requirements

DNA Server
Recommended Hardware: Single Socket Quad Core 2.4Ghz or higher, with 1Gb Ram.
Free Space required: 200 Mb+ (dependant on number of Clients supported)
OS Supported : Windows 7, Vista, 8, 8.1, 10, Server 2008 and Server 2012
Databases supported : SQL Server 2005 or SQL Express 2005 and later
TCP/IP network

DNA Console
Free Space required : 150 Mb
OS Supported : Windows 7, Vista, 8, 8.1, 10, Server 2008 and Server 2012
Pre-Requisites: Internet Explorer 6 or higher.
TCP/IP network

DNA Client/Agent
Free Space required : 25 Mb
OS Supported : Windows XP, Windows 7, Vista, 8, 8.1, 10, Server 2008 and Server 2012
TCP/IP network

DNA Web Server
Free Space required : 1 Mb
OS Supported : Windows 7, Vista, 8, 8.1, 10, Server 2008 and Server 2012
TCP/IP network

DNA Server Gateway
Free Space required : 10 Mb
OS Supported : Windows 7, Vista, 8, 8.1, 10, Server 2008 and Server 2012
TCP/IP network

DNA Client Gateway
Free Space required : 25 Mb
OS Supported : Windows 7, Vista, 8, 8.1, 10, Server 2008 and Server 2012
TCP/IP network

DNA SNMP Server
Free Space required : 20 Mb
OS Supported : Windows 7, Vista, 8, 8.1, 10, Server 2008 and Server 2012
TCP/IP network

DNA Mobile Consoles
OS Supported : Android 4.03 or higher. iOS 7 or higher.

DNA Additional "Inventory only" Agents
OS Supported :

- **Mac OS X :** 10.5 or higher
- **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

#771: How Do I Find the Serial Number of My NetSupport DNA 4.0

Summary

This document explains how to find out the Serial Number, Product Version and more in a DNA Console from version 4.0 and above.

Details

Please follow the Steps below in order to find out more information about your DNA Console:

1. Start the NetSupport DNA Console and logon

2. From the Help drop down menu select About DNA Console

3. The following information will be displayed:

· Server Address

· Local Address

· Components Details

· Serial Number

· Product Version

#774: Which TCP/IP Port Number are Used in NetSupport DNA

Summary

NetSupport DNA uses TCP/IP and UDP protocols to transfer data between the Client/Agent, DNA Server and DNA Console. Details on which ports are used is below.

Details

DNA Server
Listens on port 6000 (TCP) for connections from Client/Agent and DNA Console
Connects to Client/Agent on port 6001 (TCP) when collecting data
Sends UDP packets on port 6003

DNA Client/Agent
Listens on port 6001 (TCP) for connections from the DNA Server and DNA Console
Connects to DNA Server on port 6000 (TCP)
Listens on port 6003 (UDP) for messages from DNA Server and DNA Console

DNA Console
Connects to Server on port 6000 (TCP)
Connects to Client/Agent on port 6001 (TCP)
Sends UDP packets on port 6003

DNA Server connects to Client/Agent to collect inventory/metering data. If the DNA Server can't connect to the DNA Client/Agent the Client/Agent uploads its data next time it connects.

Others
Software Distribution uses port 6002 (TCP) when sending a package from the DNA Console to the DNA Server, or from the DNA Server to the DNA Client/Agent. This is temporary and is only used when the package is being transferred.

DNA Gateway Server
Connects to DNA Server on port 6000
Connects to DNA Gateway Client on port 80

DNA Gateway Client
Connects to DNA Client/Agent on port 6001
Connects to DNA Gateway Server on port 80

DNA Web Sever
Listens on port 80 for connections from DNA Mobile Console App

DNA SNMP Server
Uses UDP port 161 for general SNMP messages
UDP port 162 for SNMP trap messages

#780: Procedure to manually upgrade to DNA 4.00:

Summary

NetSupport DNA 4.0 has now been released. This major release of the NetSupport DNA product includes many new features and improvements over the previous version 3.10 release. For details of the new features included in NetSupport DNA 4.0 please see http://www.netsupportdna.com

The recommended method to update your current NetSupport DNA 3.10 installation to version 4.0 is to update using the full installation package; the procedure to perform this is detailed below:

Note: The manual installation to upgrade DNA must be performed on the DNA Server machine to ensure that the Server and Agent components are updated. Please beware that any additional remote DNA Consoles will need to be updated manually and are not automatically updated when they connect to a newer version DNA Server.

Details

Before updating your version of NetSupport DNA we recommend that you create a backup of your database.

For details on how to do this please visit TD427

Please also ensure that you have acquired your NetSupport DNA version 4.0 license details from NetSupport before starting the installation.

Update using the full Installation.

1. Download the full installation file from http://www.netsupportsoftware.com/downloads
2. At the DNA Server machine run the installation file
3. At the Welcome Screen click Next
4. The installer will then prompt you to enter your NetSupport DNA 4.0 License details. Browse to your DNALicense file and enter License key then click Next to proceed
5. The installation will then proceed to upgrade your software to NetSupport DNA 4.0
6. Any other DNA Consoles or DNA Clients on your network will automatically be updated the next time they connect to the DNA Server

#776: How Do I Find the Version of NetSupport DNA

Summary

When Technical Support ask you to specify the version of NetSupport DNA that you have installed you can use the steps below to find the requested information.

Details

In order to find out the exact version of NetSupport DNA installed please look in the following locations:

For the DNA Client

1. Right Click on the DNA Client in the System Tray
2. Select About DNA
3. You will then see the version information

If the Client is hidden from the System tray you will need to do the following:

1. On the machine that has the DNA Client/Agent installed go into

32bit - C:\Program Files\NetSupport DNA\DNA\Client
64bit - C:\Program Files (x86)\NetSupport DNA\DNA\Client

2. Right Click on the DNAClient.exe file
3. Select Properties
4. Navigate to the Versions tab
5. Here you will see the exact version of the DNA Client/Agent

For the DNA Console

1. Run the DNA Console
2. Before you enter your password to log in you will see the version of the DNA Console

For the DNA Server

1. On the machine that has the DNA Server installed go into

32bit - C:\Program Files\NetSupport DNA\DNA\Server
64bit - C:\Program Files (x86)\NetSupport DNA\DNA\Server

2. Right Click on the DNAServer.exe file
3. Select Properties
4. Navigate to the Versions tab
5. Here you will see the exact version of the DNA Server

#770: How Do I Convert a NetSupport DNA 4.0 EVAL to the Full Product

Summary

This document explains how to convert an Evaluation installation of NetSupport DNA version 4.0 to a licensed installation once you receive your license details. This will consist of a 23 digit license key and a DNALicense.lic license file. This information will usually be provided via email.

Details

Please follow the steps below in order to convert your Evaluation license to a full sale license:

1. Copy the DNALicense.lic file onto your DNA Server

2. Navigate to the installation folder of NetSupport DNA

32bit -C:\Program Files\NetSupport\NetSupport DNA\Server
64bit -C:\Program Files (x86)\NetSupport\NetSupport DNA\Server

3. Run the program DNADBWizard.exe

4. Select Register a License and click Next

5. Select Register License File

6. Browse for the DNALicense.lic file

7. Enter in your 23 digit license key

8. Select Register

9. Enter the Username and Password of the administrative DNA Console user account

10. When you get a message stating that your license file was successfully generated/registered click Finish

11. Restart the NetSupport DNA Server service

Your DNA installation will now be licensed to the registered company.

#772: Installing and Deploying NetSupport DNA 4.0 Agents

Summary

NetSupport DNA 4.0 has now been released. This major release of the NetSupport DNA Product includes many new features and improvements over the previous version 3.10 release. For details of the new features included in NetSupport DNA 4.0 please see http://www.netsupportdna.com

The recommended method to update your current NetSupport DNA 3.10 installation to version 4.0 is to perform an over the top installation.

Once the NetSupport DNA Server has been updated the DNA Agents will automatically update when they first connect to the updated DNA Server.

However there are also 3 alternative methods to install a NetSupport DNA Agent.

- Deploy the Agent to the machine via the NetSupport DNA Console
- Install using a silent/automated installation
- Install via Active Directory Group Policy Software Deployment

It may be necessary or practical for you to install using one of the methods above rather than use Online Update method mentioned above.

Note: The NetSupport DNA Agent cannot be installed onto a machine that already has the NetSupport DNA Server Gateway components installed.

Details

Deploy the DNA Client to a machine via the DNA Console

1. Start the NetSupport DNA Console and logon when prompted
2. Select the {Tools} option from the main Toolbar
3. Click the Discovery and Deploy tool button from the toolbar
4. The Client Discovery and Deploy window will appear
5. Locate the machine(s) you wish to deploy too using the By IP address or Windows Network options

#767: Standalone DNA Console Connection Requirements

Summary

The DNA Console can be installed on a workstation to allow a DNA Console to connect to the DNA Server and view the information stored in the DNA database.

Details

When installing the DNA Console onto a workstation there are a number of pre-requisites that need to be met to allow the DNA Console to connect to the DNA Server and to also connect to the SQL Server the DNA database is hosted on.

These are:

1. If the DNA database is hosted on any version of SQL Server 2005, 2008, 2012 or 2014 the Microsoft SQL Server Native Client will need to be installed on the machine the DNA Console is installed on.

The Microsoft SQL Server Native Client is available as a free download from the Microsoft websites.

2. The **ServerName** entry in the DNA Server registry (location shown below) must be in the **[ServerName]\[SQLInstance]** format to allow the DNA Console to connect to the SQL Server that is hosting the DNA database.

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NetSupport Ltd\NetSupport DNA\Database (64Bit OS) or **HKEY_LOCAL_MACHINE\SOFTWARE\NetSupport Ltd\NetSupport DNA\Database** (32Bit OS)

e.g. if you are using a default SQL Server Express installation the ServerName entry would be [ServerName]\SQLEXPRESS

3. The SQL Server must be configured to allow remote connections from other machines on the network. The required SQL Server Configuration Manager settings are shown in the following document:

http://www.netsupportdna.com/pdf/configuration%20process%20for%20microsoft%20sql%20server%20express.pdf

Providing that the above requirements have been met the user can run the DNA Console on their workstation and log in with their Operator username and password.

#768: Installing and Deploying NetSupport DNA Consoles

Summary

The recommended method to update your current NetSupport DNA 3.10 Console installations to version 4.0 is to update using the installer files available.

Once a NetSupport DNA Server has been updated to version 4 if you have any remote DNA Consoles installed these will need to be updated manually using the installer file for NetSupport DNA. A prompt will appear on a DNA v3 console when this attempts to connect to a version 4 DNA Server to advise that this will need to be updated before this can be used to access the DNA Server.

Note: The NetSupport DNA Console cannot be installed onto a machine that already has the NetSupport DNA Server Gateway component installed.

Details

Update using a DNA Console Software Distribution package

1. Create a new Software Distribution package containing the DNA Console.msi and DNA.INI file
2. Highlight the MSI file and click Actions
3. Edit the Distribution Action to read: msiexec.exe /qb /i "DNA Console.msi" ALLUSERS=1 where

ALLUSERS=”” Installs package for the current user only
ALLUSERS=1 Installs the package for all local users

4. Complete the process to Save the package to the DNA Server
5. Once the package has been saved it will be available to deploy to your DNA Console machines as per the Software Distribution procedures

Command line installation

NetSupport DNA allows administrators to install the DNA Console from the command line using the MSI installer supplied. In addition the DNA Console can be installed via Active Directory.

To carry out the installation from the command line

1. Place the 'DNA Console.msi' installation file into the same folder as the configuration file on the target machine, or an accessible share.
2. Edit the DNA.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 example:

To control which local users the DNA console is installed for

msiexec.exe /qb /i "DNA Console.msi" ALLUSERS=1

ALLUSERS="" Installs package for the current user only
ALLUSERS=1 Installs the package for all local users

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.

Console options

[All]
InstallDir= Leave blank for default installation directory. Also applies to Application Packager installs
ServerAddress= IP address or, preferably the DNS name of the DNA Server

#775: How to Install the DNA Client/Agent onto a PC Image

Summary

When the DNA Client/Agent is installed and it connects to the DNA Server for the first time it provides it's MAC address. This is checked by the DNA Server to see whether there is already a record with the same MAC address in the DNA database.

If a record with this MAC address does already exist the DNA Server will provide the DNA Client/Agent with the unique Node ID for this record. If however the MAC address does not exist in the DNA database the DNA Server will provide a new Node ID to the DNA Client/Agent.

From then on, whenever the DNA Client/Agent connects to the DNA Server it will supply it's unique Node ID to the DNA Server. Any information for this DNA Client/Agent will then be updated in the DNA database for the record with the same Node ID.

If you are using imaging software such as Ghost or Drive Image and have a DNA Client/Agent installed prior to creating the image, each machine you restore the image to will have the same Node ID. This will cause the record in the DNA Database to receive information from different Clients/Agents which is undesirable.

In order to avoid this scenario from happening you must delete the Node ID registry entry from the DNA Client/Agent before taking the image. This will mean that when the DNA Client/Agent connects to the DNA Server it will supply it's MAC address, which will be unique, and will therefore obtain a unique Node ID.

Details

In order to delete the DNA Clients/Agents unique Node ID you should do the following:

On Windows Vista, Windows 7, Windows 10, Windows 8/8.1, XP, Windows 2008 Server and Windows Server 2012

1. Access the services.msc window
2. Stop the NetSupport DNA Client / NetSupport DNA Agent service (in order that the Client/Agent will not be able to connect to the DNA Server and retrieve it's Node ID) - you will need Admin rights to do this
3. Run Regedit
4. Navigate to the following registry key:

32bit - HKLM\Software\NetSupport Ltd\NetSupport DNA\Client
64bit - HKLM\Software\Wow6432Node\NetSupport Ltd\NetSupport DNA\Client

5. Delete the NodeID registry key
6. Image the machine

#779: How to Delete a NetSupport DNA Client/Agent from the DNA Console

Summary

This document outlines the steps to take in order to delete unwanted DNA Client/Agent PC's from the NetSupport DNA Console.

Details

Please follow these guidelines for deleting PC's from the NetSupport DNA Console. It will be necessary to uninstall the DNA Client/Agent from the machine first if it is still an active part of your network.

If you do not delete the DNA Client/Agent first it will continue to report to the DNA Server and will be added to the hierarchy when it next connects to the DNA Server. You can remove the DNA Client/Agent through the Programs and Features option in the Windows Control Panel.

1. Log in to the DNA Console as an Administrator user
2. Click on Tools > Database Maintenance
3. Select the "Delete PC's" tab
4. From the "Available PC's" window, select the PC you wish to delete and click on the arrow to move it to the "PCs to Delete" window
5. You can choose to save the PC's data before you delete it if you wish by leaving the "Archive the Data" box checked. If you choose to do this DNA will save the information in an XML format file, and you will be prompted where to save the XML file
6. If you do not wish to save the data simply uncheck the "Archive the Data" box and click the "Delete" button. You will be prompted to confirm your action
7. Once this process is complete simply close the DNA console and log back in to it. The PC should no longer be listed in the hierarchy

#778: How to configure Remote Control within NetSupport DNA

Summary

NetSupport DNA supports the direct integration of any Remote Control application that supports passing parameters from the command line. For maximum integration we recommend using NetSupport Manager.

Details

To configure Remote Control within the DNA console use the following steps:-

1. Logon to the DNA Console with a user account that has Administrator permissions
2. Select Tools | Configure Remote Control
3. Browse the PC for the associated application that will be used. For NetSupport Manager select the PCICTLUI.exe file that is located in the location below:

32bit - C:\Program Files\NetSupport\NetSupport Manager\PCICTLUI.exe
64bit - C:\Program Files (x86)\NetSupport\NetSupport Manager\PCICTLUI.exe

4. Add the supporting parameters to create a connection (Note: NetSupport DNA provides variables for connection via PC Name "%name%" and by IP address "%address%"
5. The completed command line for NetSupport Manager would be:

32bit - C:\Program Files\NetSupport\NetSupport Manager\PCICTLUI.exe /c">%address%" /v /e
64bit - C:\Program Files (x86)\NetSupport\NetSupport Manager\PCICTLUI.exe /c">%address%" /v /e

6. The icon associated with your chosen application will be displayed within the dialogue and subsequently on the Client menu alongside "Remote Control".

Once configured make sure all target PCs are running a Client (or Host) for your remote control application. Then simply right mouse click on any PC from the PC hierarchy and select "Remote Control" to launch the remote software.

#777: Is it Possible to Adjust the Frequency that Data from the DNA Client/Agents is Sent to the DNA Server?

Summary

NetSupport DNA provides the Administrator with the ability to control the time intervals between data updates from the DNA Client/Agent PCs. Between updates the metering data and any inventory changes detected are stored within the .bin files located on the DNA Client/Agent PC.

It is possible to change the time intervals that the DNA Client/Agent will use to send the .bin files to the DNA Server for the following components:

- Hardware Inventory
- Software Inventory
- User Details
- Energy Monitor
- Internet Metering
- Application Metering
- USB Control
- Alerting

Details

In order to modify the collection interval for each of the DNA Components listed above please follow the below steps:

1. Logon to the DNA Console with a user account that has Administrator permissions
2. Select the top level company name from the DNA Console hierarchy or select an individual department
3. Right click and click Settings
4. Select the required DNA component
5. Within the settings for each component you will find a Scan Method: option
6. Click the Change button
7. This provides the following options:

- Run at Startup
- Don’t run at Startup
- Allow Client to Control first run

8. After select the above option you can then enter the Interval. The default interval is 10 minutes
9. Click Ok to apply the settings

Note: On all DNA components the default setting is 10 minutes; however, once the product has been evaluated we would recommend a more reasonable time interval of 180 minutes as a guideline to balance accuracy of data displayed against an increase in the network traffic from the DNA Client/Agent machines.

#766: Changing the Location that Software Distribution Packages are Stored on a DNA Server

Summary

When you create a Software Distribution package using the NetSupport DNA Console the files that you include in the package are compressed and stored on the DNA Server, so that the files can be distributed to machines running the NetSupport DNA Client/Agent. The compressed files are stored in the Packages folder in the NetSupport DNA Installation folder, typically:

Windows 32bit System
C:\Program Files\NetSupport DNA\DNA\Server\Packages

Windows 64bit System
C:\Program Files (x86)\NetSupport DNA\DNA\Server\Packages

Details

With NetSupport DNA 4.0 it is possible to change the location that these files are stored on the NetSupport DNA Server. This is done by manually setting the path in the registry of the DNA Server machine.

To change the location that these package files are stored please follow the procedure below.

1. On the NetSupport DNA Server run the registry editor and navigate to:
2. Navigate to:

HKEY_LOCAL_MACHINE\Software\NetSupport Ltd\NetSupport DNA\Server (32Bit OS)
HKEY_LOCAL_MACHINE\Software\ Wow6432Node\ NetSupport Ltd\NetSupport DNA\Server (64Bit OS)

3. Create a New String value with a name of PackagePath
4. Set this new value to a folder on the DNA Server where you would like to store the files:

e.g. D:\DNAPackages

5. Copy any files from the current package folder to the new location
6. Restart the NetSupport DNA Server service

787: NetSupport DNA SNMP Support

Summary

From NetSupport DNA version 4 a new SNMP component has been introduced. This component allows you monitor and alert on SNMP devices on your network. This article provides an overview of SNMP terminology; specifically OIDs and MIBs, and how these are used within the DNA SNMP component.

What is an OID

SNMP is a method of querying objects relating to network devices that include SNMP support. An object that can be queried could for example be the status of a network interface on the device.

In order for SNMP to identify the object being monitored an OID (Object Identifier) is used to uniquely identify the managed objects. OIDs are structured and follow a hierarchal pattern, with each object in the tree view having a number. An OID is the sequence of numbers separated by dots.

How DNA uses OIDs

The NetSupport DNA SNMP Server provide a list of available OIDs read from the MIB file stored on the SNMP Server. These OIDs can added to the NetSupport DNA display properties to be made available to monitor and alert on. To view the OIDs monitored by DNA or to add new ones please follow the steps below:

1. Logon to the DNA Console
2. Access the Devices option above the PC hierarchy to change the view
3. From the main toolbar choose the Display Sections button
4. The SNMP Manager window will appear

The SNMP Manager will provide a list of Display Sections, these are groups of related properties (OIDs). For example you will find a Display section named Printer. This display section will contain a list of Properties or OIDs taken from the printer MIB file.

If you select the Printer Display section the Properties window below will then display the list of associated Properties. It is then possible to select one of the list properties and choose the Config option. You can then edit each of the Properties from the list or view how these are currently configured.

If you wish to monitor an object that is not listed, you can select to add a new Display Section and then click the Add option from the Properties section. You will then be shown the OID tree view. You can browse this view to locate the required OIDs you wish to add to DNA to be monitored.

What is an MIB

MIB stands for Management Information Base and is a collection of information which is organized in a hierarchy (tree-view). MIBs define the properties of the object within the device to be managed. Manufacturers may supply custom MIB files for their hardware to support objects that are not included by standard.

The SNMP Server component of NetSupport DNA includes a number of predefined display properties to allow you to alert on certain SNMP devices on your network. However if you wish to monitor objects for an SNMP device that are not already included in DNA by default you can import these custom MIB files.

How to import additional MIBs into DNA

In order to import additional MIBs for use within NetSupport DNA, for example to allow you to monitor additional devices using the SNMP component of DNA, please access the link for the additional TD below:

How to import SNMP MIB files to DNA

#788: How to import SNMP MIB files to DNA

Summary

From NetSupport DNA version 4 a new SNMP component has been introduced, this allows you monitor and alert on SNMP devices on your network. The SNMP server component of NetSupport DNA includes a number of predefined display properties to allow you to already alert on certain SNMP devices on your network.

If there are no display properties (OIDs) for your device available to choose from within DNA then, it is possible to import additional MIBs to the DNA SNMP server to allow you to monitor and capture alerts for your device. Manufacturers of SNMP devices will often provide customer MIB files that will contain OIDs specific to their device.

Details

Please follow the steps below to add additional MIBs for your devices to the SNMP Server component

1. Logon to the machine hosting the DNA SNMP Server component
2. Browse to the following location: C:\Program Files\NetSupport\NetSupport DNA\SNMP\MIBS\
3. Copy the MIB file provided by your manufacturer to this directory
4. Edit the LOADFILES.TXT that is stored within this directory
5. Add the name of the MIB file to the top of the file
6. Save and close the file
7. Access the Services.msc and restart the NetSupport DNA SNMP Service

Once the relevant MIB file for the device has been imported you will then be able to create a new display section within NetSupport DNA and include the OIDs from the newly imported MIB.

#781: How to enable logging on the DNA Gateway components

Summary

If you have installed the DNA Server Gateway and Client Gateway, to allow remote DNA Client machines to connect to the DNA Server, and you wish to view the activity of the Server and Client Gateways to troubleshoot connectivity issues, there is an inbuilt diagnostic logging system that can be applied using a registry entry to the machine.

Details

The DNA Server Gateway and Client Gateways run as a service on the machine on which they are installed. The connections between the DNA Client machines, Client Gateways and Server Gateway are handled in the background by the respective services.

The fact that all of the DNA traffic is processed in the background can make it difficult to confirm if the services are running correctly, and if the connections from the DNA Client machines are working as expected.

To help with the diagnosing of connection issues on the DNA Server Gateway and Client Gateways there are registry settings that can be applied on the machines to display a diagnostic log that will show the current activity across the DNA Gateway.

To implement the diagnostic logging please use the following setup methods:

DNA Server Gateway

1. Run regedit
2. Navigate to the following registry location:-

a. HKEY_LOCAL_MACHINE\SOFTWARE\NetSupport Ltd\NetSupport DNA\logging
or if 64bit
b. HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NetSupport Ltd\NetSupport DNA\Logging

3. Right click in the right hand pane and select New | DWORD Value
4. Enter GatewayS as the name and press Enter
5. Double click the GatewayS entry and set the Value data field to 1 then click OK
6. Run services.msc and restart the "NetSupport DNA Gateway Server" service

The DNA Gateway Server connection and real-time activity will now be logged in the DNA Client Gateway GatewayS.log file located in the folder %ProgramFiles%\NetSupport\NetSupport DNA\Gateway.

DNA Client Gateway

1. Run regedit
2. Navigate to the following registry location:-

a. HKEY_LOCAL_MACHINE\SOFTWARE\NetSupport Ltd\NetSupport DNA\logging
or if 64bit
b. HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\NetSupport Ltd\NetSupport DNA\Logging

3. Right click in the right hand pane and select New | DWORD Value
4. Enter GatewayC as the name and press Enter
5. Double click the GatewayC entry and set the Value data field to 1 then click OK
6. Run services.msc and restart the "NetSupport DNA Gateway Client" service

The DNA Client connection and real-time activity will now be logged in the DNA Client Gateway GatewayC.log file located in the folder %ProgramFiles%\NetSupport\NetSupport DNA\Gateway.