NetSupport

NetSupport DNA

Mobile Console

User Guide

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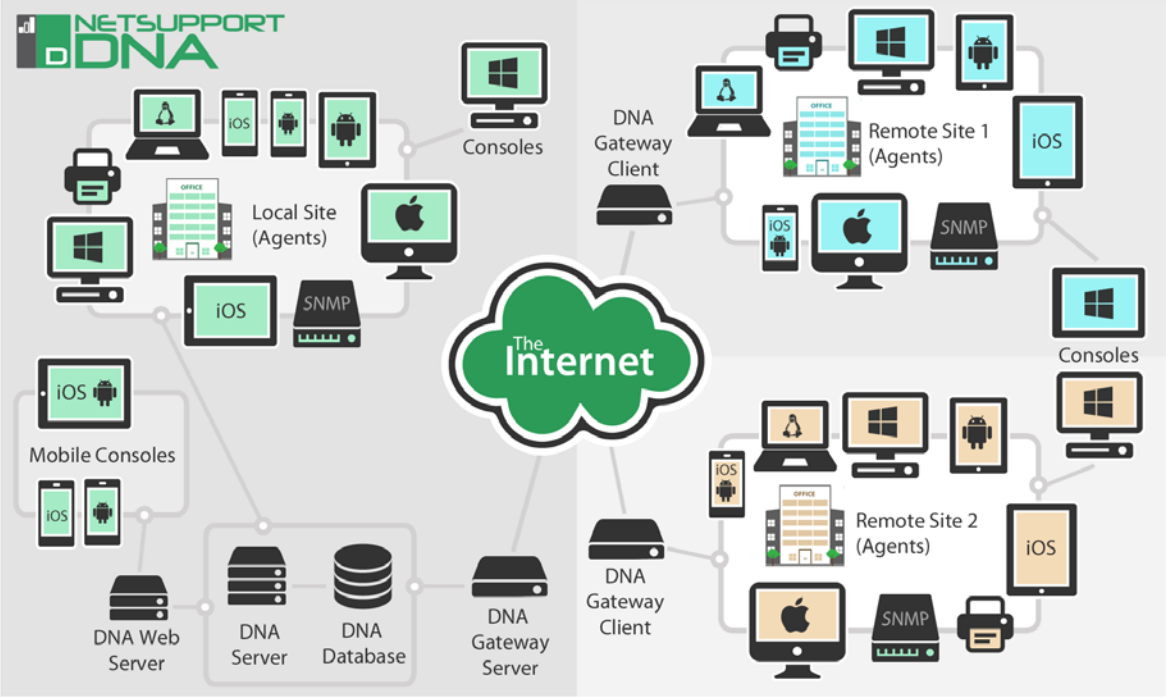
INTRODUCTION

NetSupport DNA Mobile is an app that can be used in conjunction with NetSupport DNA. It consists of a Web Server that is installed on a Windows machine and a Mobile Console that can be installed on Android 4.03 or higher and iOS 7 or higher devices.

INSTALLATION

Web Server Installation

The NetSupport DNA Web Server application can be installed on Windows Vista or higher or Windows Server 2003 SP2 or higher. It can be installed on the same machine as the NetSupport DNA Server, or if you require remote access, on a computer with a publicly accessible IP address.

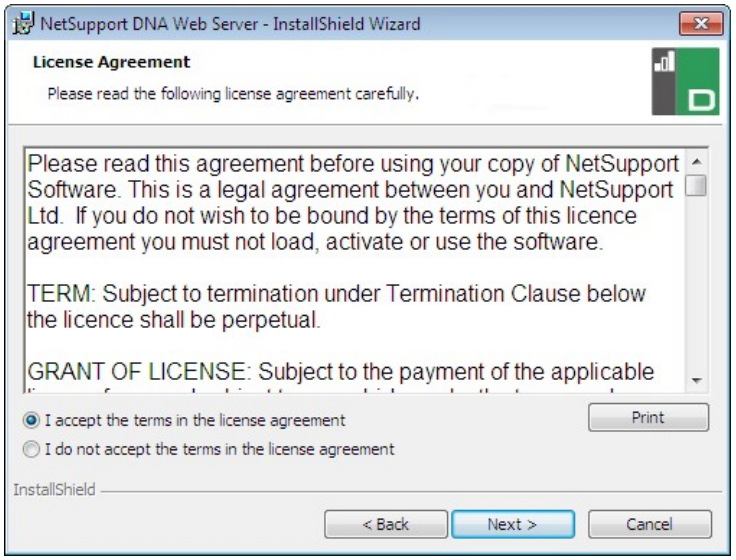


NetSupport DNA Web Server Installation Program

The Installer Welcome screen will appear. Click **Next** to continue.

NetSupport DNA Web Server Licence Agreement

The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select "I accept the terms in the Licence Agreement". Click **Next** to continue.



If you reject the Licence Agreement, "I do not accept the terms in the Licence Agreement", you will be unable to install the NetSupport DNA Web Server.

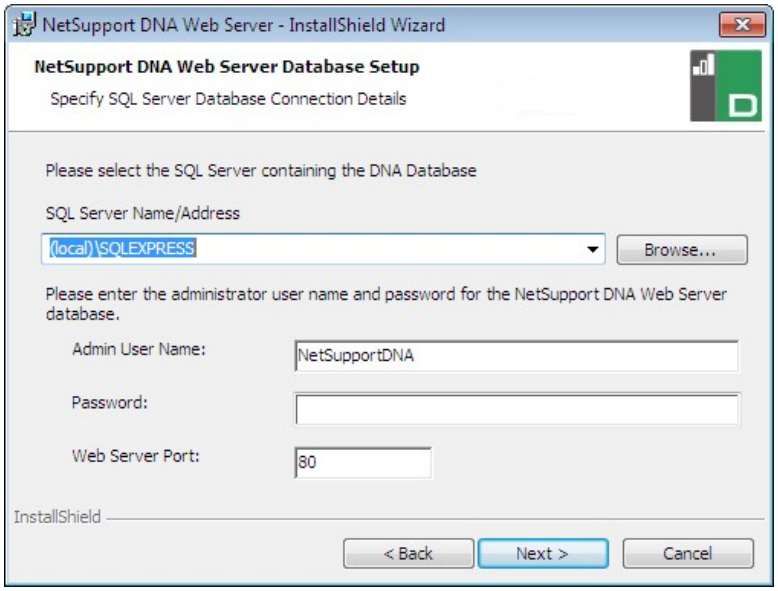
Destination Folder

Browse to the location you wish to install the NetSupport DNA Web Server. This defaults to C:\Program Files\NetSupport\NetSupport DNA\WebServer

NetSupport DNA 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: 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.

Ready to Install the Program

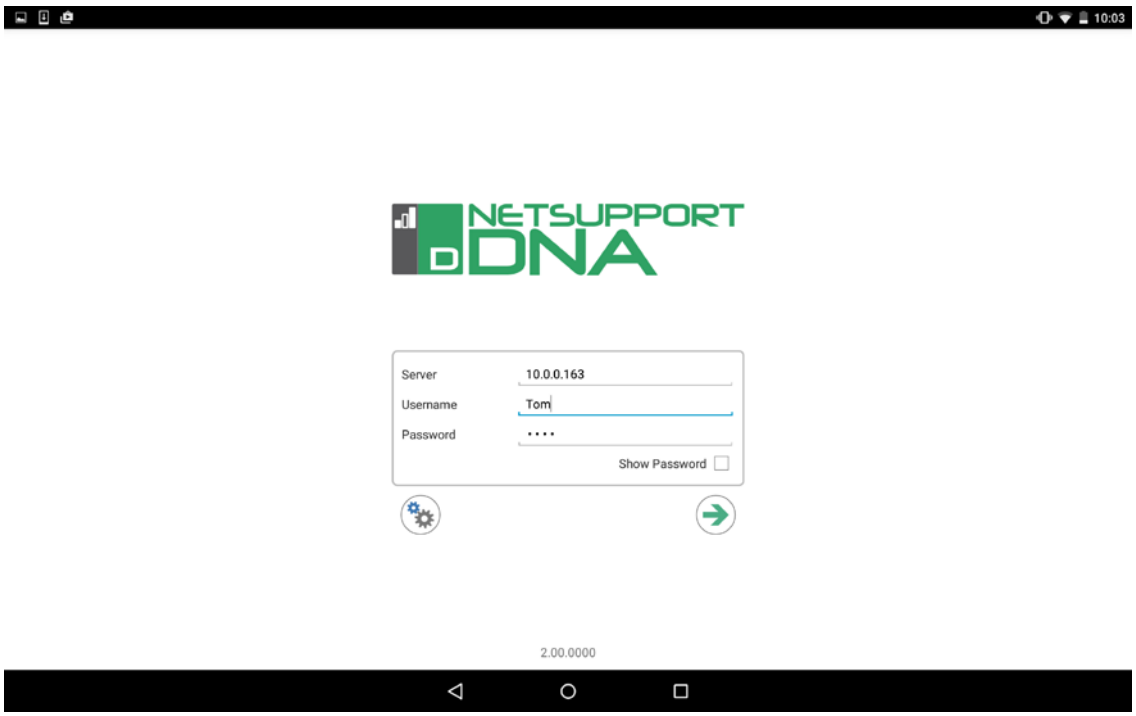
To start the installation, click **Install**. To change any of the previous selections, click **Back**. To quit the installation, click **Cancel**.

Installation Complete

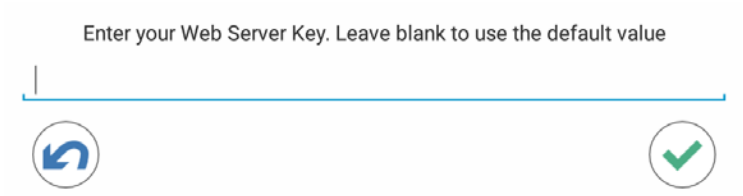
To complete the installation, click **Finish** to exit the Setup program.

CONFIGURING NETSUPPORT DNA MOBILE CONSOLE

The NetSupport DNA Mobile Console app can be downloaded from Google Play or Apple iTunes store. Once installed on your device, you can log onto the Mobile Console program using the same user credentials that you would use for the Windows NetSupport DNA Console. You will need to enter the address of the NetSupport DNA Web Server and your user name and password.



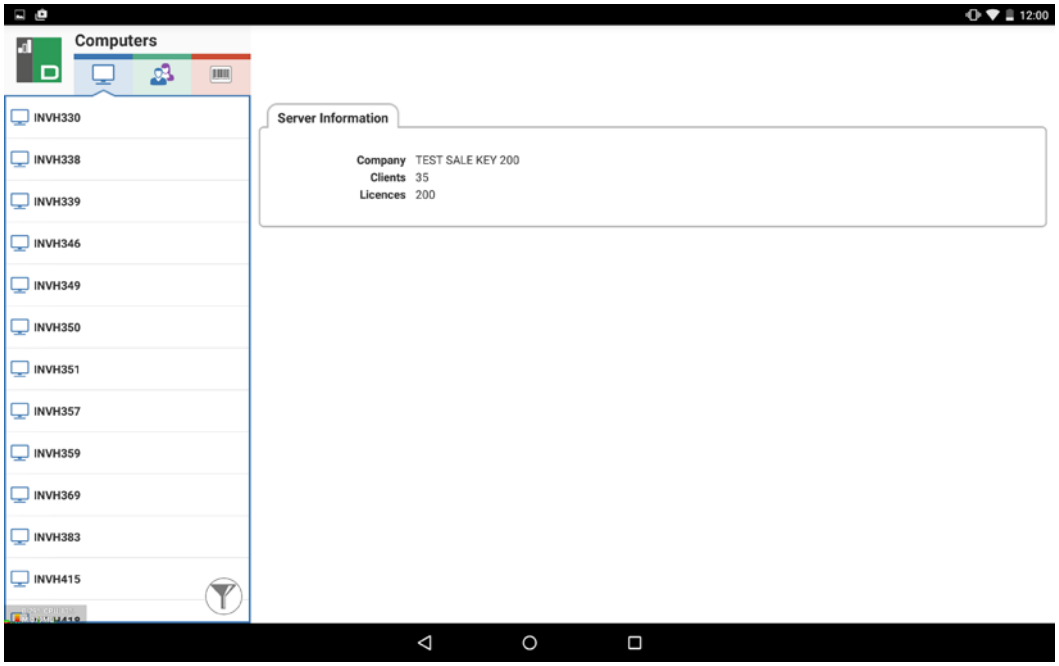
To enhance the security of the connection to the Web Server, you can specify an optional 16-character security key using the DNAWebServerkey utility installed on the machine running the NetSupport DNA Web Server. Once set, you will need to enter this security key on the logon screen of the Mobile Console.



Note: Only one security key can be set per Web Server.

USING NETSUPPORT DNA MOBILE CONSOLE

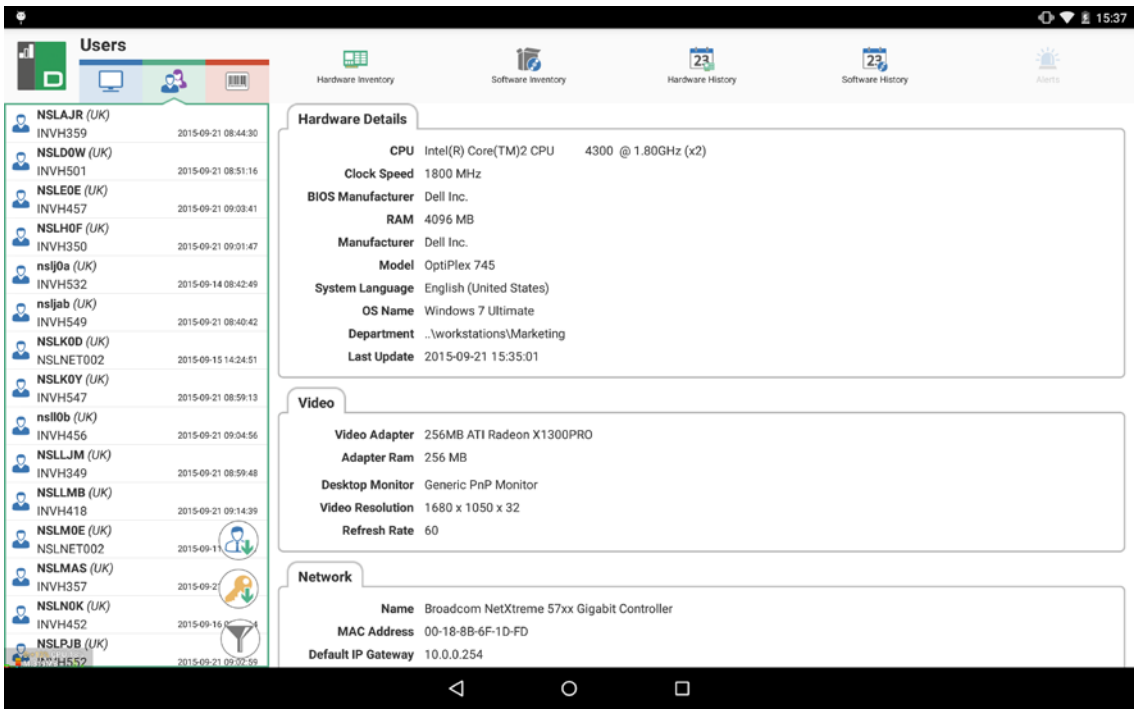
After logging on, the Mobile Console will display a list of all the machines in your company. You can switch between machine names and user/login names by selecting the **Computers** or **Users** icon. To quickly locate individual machines, enter the machine or user (depending on what view you are in) in the filter box.



To add new Agents to the Mobile Console, select the **Barcode** icon and scan the barcode from the Agent window or barcode label attached to the device.

Note: The NetSupport DNA Windows Console has a barcode label creation facility.

Selecting a machine or user allows you to see the current hardware and software inventory, view a detailed list of the last week's historical changes to the hardware and software and assess the cause of any logged PC alerts.



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