NetSupport DNA



Network and IT Management

for business networks

Key Features:

- Hardware inventory and discovery
- Software licence management
- Internet and application metering
- Endpoint security
- System-wide alerting
- Energy monitoring and power management
- User management
- Activity monitoring
- Multi-site support and management
- GDPR toolkit
- Plus much more!

NetSupport DNA v4.8

The complete solution for managing technology

This easy-to-use solution provides businesses with the tools to effectively track, monitor and manage IT assets and endpoints across a business – from one central point. Armed with a complete overview of IT activity, NetSupport DNA helps technicians work smarter whilst maintaining a secure and reliable network.

NetSupport DNA has the flexibility to scale with your business needs - from a single SME through to larger multi-site implementations - without breaking the budget.

What's new?

In V4.8, technicians can see at a glance if their business technology is being used efficiently via the 'Efficiency View' – helping to reduce any wastage. The unique dashboard highlights key areas of efficiency data, such as: which PCs are least effectively used (and therefore can be redeployed) or which apps are the least used (and therefore may not need renewing). Meanwhile, to help businesses reduce the amount of data they store, a Data Retention Policy can now be set to delete data (such as internet/application metering, login sessions, USB device use, software distribution, triggered eSafety keywords and more) that's over 365 days old (default mode). The policy can be scheduled to run automatically, with the data being backed up beforehand – and emails can be sent to notify staff when the process is complete.

Business Awards Mercury

IT Europa European IT & Software Excellence Awards 2019 Finalist

2019 UK IT Industry Awards bcs computing Finalist

Lincolnshire Technology & Innovation Awards 2018

PC Pro Recommended

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 business. 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.

Inventory reports are displayed either for a single PC, a selected department, conditionbased "Dynamic Groups" or for the full enterprise.

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.

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 business, 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.

Efficiency View

The unique dashboard highlights at a glance how business technology is being used and the areas where efficiency can be improved to create cost and time-saving benefits. It such as which PCs are least effectively used (and therefore can be redeployed) or which apps are the least used (and therefore may not need renewing).



Software Inventory/Licensing

The Software Module is designed to help organisations 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.

It 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 maintenance contracts - 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 and aren't renewed without evidence of activity; thus enabling cost savings.

Application usage can also be restricted for staff, 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

From online collaboration and cloud-based solutions to social media and beyond, access to the internet is constant.

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 company or by blocking access to specific sites marked as inappropriate. In addition to restricting websites and applications by their specific name, Apps and Games can now be blocked or restricted by their window's title, helping technicians to add a broader layer of security while maintaining productivity.

Enterprise Alerting

NetSupport DNA features an extremely powerful Alerting module that prompts the system to automatically notify operators when any number of changes occurs across the enterprise.

System Error Alerts also capture screen shots/videos of system errors as they occur, to aid faster problem solving. This extra functionality is available for all PC alerts, allowing you to choose what happens when any alert is triggered.

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 company 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 also includes a Scheduling feature, allowing packages to be deployed on a specific date and time - usually out of core business 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 an organisation by computer systems that are left powered on out of business 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, providing an average (and customisable) "power consumption per device" calculation. With this information to hand, Power Management policies can be set allowing computers to automatically power off and back on at specified times. Plus "inactivity policies" can be set for systems inactive over a period of time.

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 network. The use of memory sticks can be controlled across the entire enterprise or, just for specific departments and usage, can be set to allow full access, block all access, allow read only or prevent applications being run from a memory stick. Alternatively, individual memory sticks can be "authorised" in NetSupport DNA - for the current day, a week or indefinitely - and the use of sticks in the enterprise can also be limited to only those authorised. It can also detect if USB drives are encrypted (Bitlocker).

Real-time monitoring

The Explorer mode provides a real-time overview of all PCs on the network, highlighting which ones have current notifications and active polices, ensuring operators can identify and resolve issues quickly. The data view can be presented as Icons, Details or Thumbnails (where the PC screens are visible). In Details mode, performance data such as real-time network traffic, CPU and memory use for each PC is now displayed to give an instant view of network health. Privacy modes can be set to provide data protection and confidentiality. Using Explorer mode, technicians can now use the Spotlight feature to help them see more details about a selected PC (e.g. any applications, services, websites and processes in use), all in a single glance.

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), companies can customise the data to be gathered and collated from each user, including tracking of user acceptance forms. DNA also keeps a history of changes to User Data and records changes to custom user details.

Profiles can be set for different groups of devices or users, each with its specific component settings i.e. Marketing allowed access to Facebook. DNA can also prevent or allow selected users from logging on to multiple machine, plus allows users to locate another logged on user and then send them a message. A single time-based summary of all activity by a specific user, PC or department (chronological view) is also available.

GDPR

NetSupport DNA contains a range of tools to help businesses meet their GDPR requirements at no extra cost. The Software Inventory helps you keep track of software installed and flag GDPR-compliant solutions. Using the Data Discovery tool, all or selected network PCs can quickly be scanned to identify pre-configured "GDPR relevant" file types that may contain staff or student data. In addition, businesses can archive or remove all data history related to an individual stored within NetSupport DNA. With the remote control tools, technicians can also quickly access a PC or laptop on the network to remove or move any files that should not be there. To help businesses reduce the amount of data they store, a Data Retention Policy can be scheduled to automatically delete data (such as internet/application metering, login sessions, triggered eSafety keywords and more) over 365 days old (default mode). The data can be backed up before the policy runs and emails can be sent to notify staff when the process is about to start.

Vault

NetSupport DNA contains a Vault component to allow secure storage of serial numbers, passwords or any other confidential IT data. Access to the Vault can be restricted to specific console users and activity can be recorded against the central DNA audit trail.



System Audit

NetSupport DNA includes a powerful Audit component to track all selected console activity by staff. The Audit feature records changes to policies or settings; when entries are added/deleted or where rights are changed for any user.

Enforce Acceptable Use Policies

NetSupport DNA provides a flexible module to support the delivery and tracking of AUPs across the business Policies can be applied to specific devices or users for display each time any user logs on or for one-time display and acknowledgement. The AUP feature can support multiple policies, which can then be formatted for clear presentation. Full tracking and exception reporting is also provided.

Print Monitoring

Individual printers across the network are automatically identified and, from the central console view, costs for printing can be assigned either globally or against each printer. Where required, printers can also be excluded from the view. A full overview of printing activities and indicative costs is provided.

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 are added to the main company tree, e.g. a dynamic group could be to identify which 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 Mobile Console can be downloaded free from the Google Play and Apple app stores. The DNA mobile app allows a Technician, when away from their desk, to search for and view a detailed Hardware and Software Inventory for any PC on the company network. 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 support for custom details. Histories of all hardware changes as well as any software installs or removals are also shown on the app.

2019 UK IT INDUSTRY AWARDS computing FINALIST

NETWORK computing AWARDS 2018 FINALIST

AI EXCELLENCE AWARDS 2017

NTA National Technology Awards 2018 SHORTLISTED

BUSINESS AWARDS Mercury

Authorised Partner:

System Requirements

NetSupport DNA Server component
Minimum hardware: Single - Dual Core 2.00 GHz CPU 8Gb RAM or higher. Free space required: 20 Gb. (dependant on number of Agents supported). Windows Server 2008 R2 or above (best practice). Windows 7, Windows 8.1 and Windows 10.
Databases supported: SQL Server 2008 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 (SQL 2012 Express is included in the NetSupport DNA setup file), or to specify the address of an existing SQL Server.

DNA Cloud features: Windows Server 2008 R2 or Windows 10 or above.

Optional Server modules (SNMP Discovery, Remote Gateways etc)
Windows 7 or higher. Windows Servers 2008 sp2 or higher.

NetSupport DNA Management Console
Free space required: 200 MB
Windows 7 or higher. Windows Server 2008 sp2 or higher.

DNA Mobile Console apps
Android 4.1 or higher. iOS 9.3 or higher.

DNA Desktop Agent (client)
Free space required: 25 MB
Windows XP sp3 or higher.
Windows Server 2003 sp2 or higher.
Mac OSX 10.8-10.14.

NetSupport iOS Browser app
iOS 9.3 and above. (Requires V4.7 of DNA console)

NetSupport Android Browser app
Android 5.1 to 9. (Requires V4.7 of DNA console)