NetSupport Manager
Mac Manual – Version 11.20

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Contents

Welcome to NetSupport Manager

The latest evolution in Remote PC support and desktop management.

NetSupport Manager is the latest evolution in Remote PC support and desktop management. Monitor multiple systems in a single action, deliver hands-on remote support or interactive training. Gather real-time inventory and system data. NetSupport Manager offers comprehensive multi-platform support for Windows, MAC and a range of mobile systems.

This User Manual contains instructions for installing and running NetSupport Manager.

Conventions Used

The following logical and easy to understand conventions are used in this manual: -

- Step-by-step instructions, which should be performed in sequence, are shown as numbered paragraphs, beneath a clearly stated, 'How To Do' heading.

- As there is often more than one way of carrying out a task you will find 'Or' options also included.

- Additional tips or explanatory notes regarding these instructions are enclosed in a border under the heading 'Note'.

- Individual items in menu commands are enclosed in braces and should be followed in sequence, for example: {Client}{View}.

Terminology Used

Control   The workstation that is used to take over (remote control) another.

Client   The workstation that is to be taken over.

Available Client   When the NetSupport Client program has been installed on a workstation, it becomes available for connection by a Control. A Client must be available before a Control can connect to it.

Selected Client   A Client or group of connected Clients can be selected by the Control. The Control can then perform a variety of functions such as, View, Show, and Message etc. A Control can switch between multiple Clients, making each of them, in turn, the selected Clients.

Connected Client   All available Clients or Groups of Clients can be chosen for simultaneous connection. A Control can only remote control a Client to which they are connected.

Known Clients   Having connected to Client machines, NetSupport stores a list of Clients in the tree view, All Computers folder. These are Known Clients.

About NetSupport

In this chapter ...

You will be introduced to the main features and benefits of NetSupport Manager.

What is NetSupport Manager?

Every organisation, whether large or small, depends in part on their IT infrastructure to remain competitive & efficient and to ensure static workers and mobile users maximise their productivity for the business.

It therefore follows that the IT Department is one of the most essential resources within a business entity and so supporting this function is critical to any success, whilst ensuring capital expenditure and associated costs are kept to a minimum.

Historically Remote Control software has been presented as the most efficient solution in improving the responsiveness of the helpdesk and support departments. Its largest single contribution being the tool that removes the need for support staff to physically visit a users PC to resolve technical issues.

The dual benefits of this are that users are presented with speedier response times and so the downtime of critical applications is reduced together with support staff being able to operate more efficiently as their resources are 'on hand' and not 'on the road' visiting users.

As with other areas of IT, remote control has evolved, with users looking for multi-tasking solutions and the associated economies of scale, where they can rely on a single box product to perform a whole range of functions, where traditionally this was handled by multiple software packages and vendors.

NetSupport Manager (NSM) is no exception to this evolution. Combining unrivalled remote control with innovative desktop management functionality, NSM offers one of the fastest ROI's on the market.

NetSupport Manager is available fully localised in English, French, Spanish, German, Italian and Japanese.

Features

NetSupport Manager contains a wealth of features to assist you to Train, Support, Monitor and Manage Clients.

Remote Control
Watch, Share or Control the screen, keyboard and mouse of a Client irrespective of colour resolution, network protocol or operating system at either end.

Connectivity
- Dynamically find and list all Clients on the Network.
- Connect by Client name.
- Connect by Network address.
- Connect via a database of known Clients.
- Connect entire groups in one step.
- Client/Control connections via NetSupport's Internet Gateway providing seamless Remote Control between PCs that may both be located behind different firewalls.
- Connect to and remote control Linux and Pocket PC based systems.
- Connect to and remote control a Mac based system.

Monitor Mode
The Monitor Mode feature allows a Control to display a "Thumbnail" view of all connected Client workstations simultaneously. Thumbnail size can be adjusted on the fly, as can the update interval. In addition, the Control users can mouse over a specific thumbnail for an expanded view of the selected PC.

If the client is running multiple monitors, the Control can switch between desktops.

Auto-Grouping of Remote Systems
The Control tree view provides an instant overview of your IT infrastructure by grouping the remote systems based on pre-defined criteria such as Platform and Operating System. For example, you can easily identify machines running a particular Windows OS or Linux Distribution. This is particularly helpful when planning upgrades or the rollout of new technology.

Message

Send a message to one or more chosen Clients, or even broadcast to all Clients on the network.

Chat

Conduct a text chat session in real time between the operator at the Control and one or more users.

File Transfer and Distribution

Transfer and manipulate files between workstations, using advanced 'Drag and Drop' technology. Includes support for Long File names, Remote File Edit, Delta File Transfer and more. Copy from a workstation to many workstations, distribute Software or Synchronise Directories. To ensure security while transferring files use encryption on all data being transferred.

View

View more than one Clients screen at the same time. The ability to record the activity on a Client workstation while it is remotely controlled comes as standard.

Show

Use the powerful Show function to conduct computer-based training without the need for overhead projectors, video splitters or any additional hardware. Show your screen, a selected monitor or just a selected application to any number of connected computers in real time. Utilise a range of on-screen annotation tools to aid in your presentation or training.

Power Management

If your workstation hardware and software supports "Wake on LAN", you can use NetSupport to Power on / off your workstations over the LAN. Ideal if needing to copy data to a machine that is turned off.

Remote Client Hardware/Software Inventory

Powerful hardware/software reporting combined with real-time status information for applications in memory, processes running and installed services provide all the key information needed to assist in speedy problem resolution. Over 50 items of information are collected specifically about the hardware or environment of the Client PC.

Launch Applications

Launch an application on one or all Client workstations at the press of a button.

Help Request

Enable your NetSupport users to send help requests directly to your helpdesk when they need assistance. The help request can either be sent to all available operators, or directed to specific operators based on user-defined accounts.

Comprehensive Security Features

Exceptional range of security options to meet all needs, including:

- Password protection at Client and Control.
- User present acknowledgement required at Client.
- Connection Audit trail.
- Disable file transfer or specific files and directories.
- Limit Functionality depending on which workstation is connecting.
- Allow a Control to Watch only.
- Restrict file transfer to specific drives, directories and files.
- Restrict connections to named Controls.
- Set Unique Security Keys on both Control and Client.
- Integrates with existing NT profiles & Security.
- DES/AES Encryption.

Key Features when connecting to Apple Mac and Linux systems include:

- Browse and Discover systems across your network.
- Full Remote Control of the System.
- Two way Chat between the Control and Client Systems.
- Send Messages to one, selected or all Client Systems.
- An easy to use Client Configurator.
- Remotely Power On or Off a System.
- Remotely Reboot a System.
- View real-time thumbnails of all connected systems.
- 'Show' Control screen to Client systems.
- Dynamically gather a full "real-time" Hardware and Software inventory from any machine to aid in problem resolution.
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.
- Configurable Data encryption from 56 bit DES to 256 bit AES.
- Restrict Connections by IP Address, User Names and Passwords.
- Fully configurable security allowing all features to be enabled or disabled.

- A powerful diagnostics tool providing all system information needed should support be required.
- Perform remote File Transfer to and from systems.
- Request Help - users can create help requests that can be sent to the Control.
- Remotely launch applications on remote computers.

Installation

In this chapter ...

How to install the required NetSupport Manager components on your machines.

System Pre-Requisites

Some areas of NetSupport's functionality rely on the presence of certain files/applications.

PC requirements:
Windows 8, 7, Vista, XP, 2000 and Server 2003/2008/2012. Legacy support is also provided for DOS, 9x, ME and NT.
TCP/IP (under Windows Sockets)

Linux:
The NetSupport Manager Linux client supports at the time of release:

Distribution: Red Hat Enterprise Linux 6, Fedora 12 and later OpenSUSE 11.2 and later, SUSE Enterprise Desktop 11, SUSE Enterprise Server 11, Ubuntu/Edubuntu 9.04 or later, Mint 9 and later and Debian 5 and 6.

Desktop Manager: Gnome, KDE, Unity 2D, Ubuntu Classic (No Effects Only) MATE or Cinnamon.

MAC:
NetSupport Manager client compatible with MAC OSX and carries Mac Universal certification.

The NetSupport Manager Mac Control and Client supports Mac OS X Leopard (10.5.8) and Mac OS X Snow Leopard (10.6), Lion (10.7) and Mountain Lion (10.8).

Mobile:
The NetSupport Manager Mobile Control is available for FREE download from appropriate App Stores. Visit www.netsupportmanager.com/mobile.asp for more information.

Solaris:
The Solaris OS release is available for SUN SPARC systems.

Pocket PC:
Pocket PC 2003 or Windows Mobile 2003 and above
Strong ARM processors
ActiveSync / WiFi wireless LAN capabilities
Device RAM: 32Mb (64Mb Recommended)
Storage: Minimum 2Mb, full Install 10Mb required

Windows CE:
Processor: Strong ARM processors, X86 Compatible
Operating System: Windows CE 4.2 or above
ActiveSync capabilities
Device RAM: 32Mb (64Mb Recommended)
Storage: 5Mb free space required

Starting the Installation

Mac

NetSupport Manager is provided in a standard Mac .DMG Disk Image. If not already mounted, double click the disk image to mount it on the machine. Within this image is the NetSupport Manager installer, double click this file to begin the installation.

Choose the appropriate language from the drop down menu and select OK to install NetSupport Manager.

NetSupport Manager Setup Program

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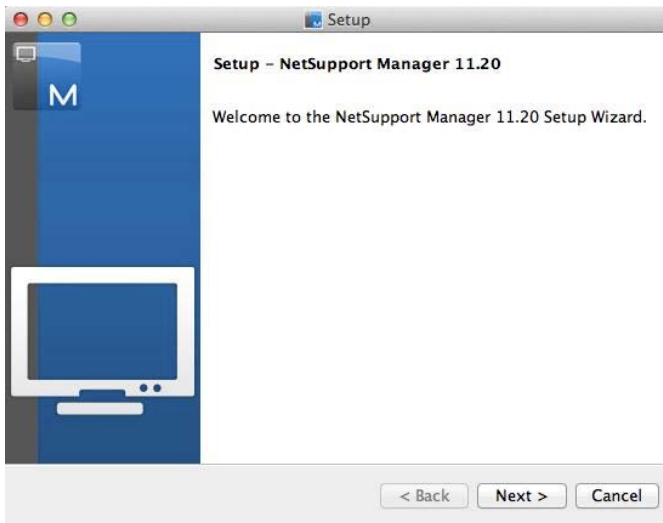
Click Next to continue.

NetSupport Licence Agreement

The NetSupport License Agreement will be displayed. Please read the License Agreement carefully and select I accept the agreement and click Next to continue.

If you reject the License Agreement, (I do not accept the agreement) click Cancel. NetSupport Manager will not be installed and you will be asked if you wish to abort the install program.

Licence Information

Select the Licensing method preferred, if you already have a license for NetSupport Manager, select Register, while if you are evaluating NetSupport Manager select 30 day evaluation option and click Next.

Select Setup Type
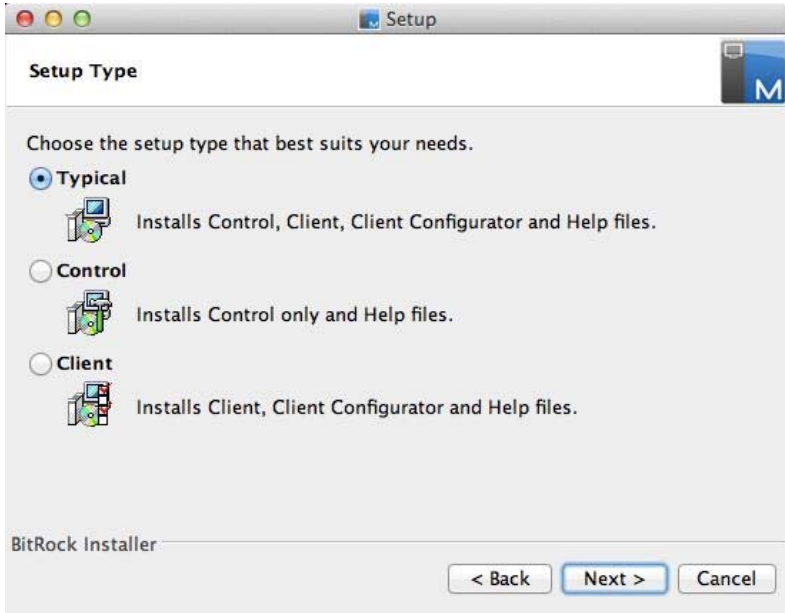
Select which setup type to install on the workstation.

Typical
Installs the Control, Client, Client Configurator and help files.

Control
Installs the Control only and help files.

Client
Installs the Client software, Client Configurator and help files.

Click Next to continue.

Ready to Install

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.

When the installation has finished you will be prompted to restart the machine. You need to do this in order to complete the setup.

NetSupport Manager Mobile Control for iOS and Android

The NetSupport Manager Mobile Control for iOS and Android provides mobile remote control for existing NetSupport Manager remote control users remotely from any iPad, Android Tablet or Kindle Fire.

The new mobile Control allows a user to quickly search and connect to both local computers by either IP address or PC name, or to browse, connect and view remote computers utilizing the free NetSupport Manager Internet Gateway component.

The NetSupport Manager Control provides full remote control, chat and message capabilities of any remote PC running an existing NetSupport Manager Client (version 11.04 or later).

The NetSupport Manager Mobile App can be downloaded from Google Play, the Apple iTunes store or the amazon appstore.
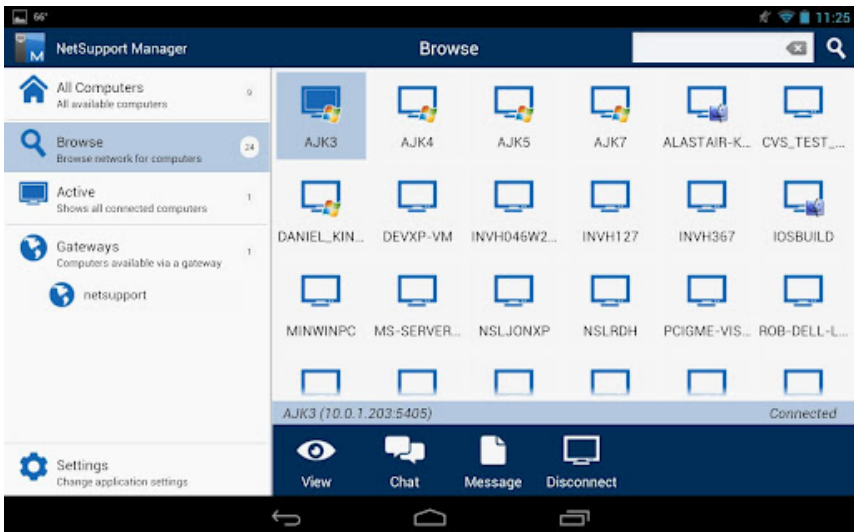
Using the Control

In this chapter ...

You will discover how to use the wealth of features available to a Control User. From how to initiate a remote control session to how you then monitor and manage activity at the end-users desktop.

Starting the NetSupport Control

To start the NetSupport Manager Control program

1. Double click on the NetSupport Control icon in your /Applications/NetSupport/MetSupportManager directory.

As NetSupport Manager initialises, you will see a window in the middle of your screen with the NetSupport logo and version information. This only appears for a few seconds while NetSupport loads, after which, the Control window will be displayed.

Note:	By default, the Control is configured to support the TCP/IP protocol, however, it can support multiple protocols simultaneously. If you receive a protocol error message when starting the Control or want to configure it to support Clients running on different protocols select {Network}{Configure – Connectivity} from the Control Window drop down menu.

The Control Window

The Control window is the primary interface for:

- Configuring the Control.
- Connecting to Clients.
- Maintaining Client information.
- Selecting which Clients to work with.
- Selecting tasks to carry out.
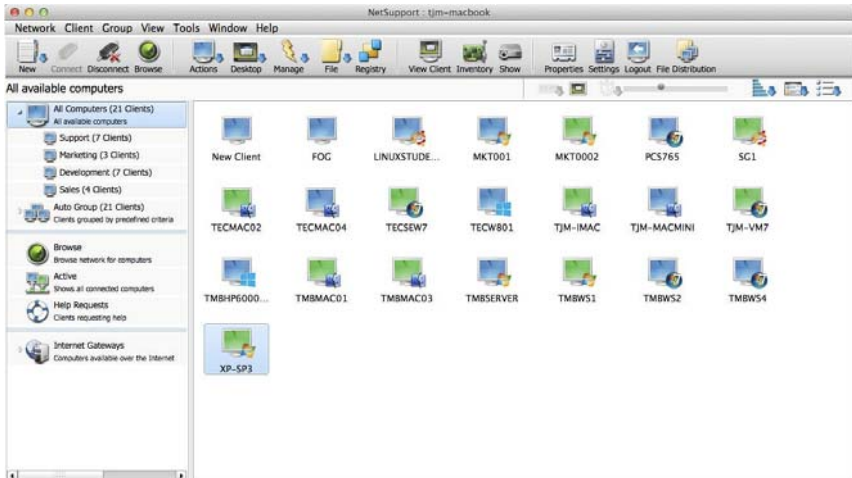
The Title bar

This indicates that you are in the Control window and displays the name of the NetSupport Control workstation.

The Menu bar

The menu bar contains a series of drop down menus that can be used to access the various tools and configuration utilities. These menus can also be used for connecting to and selecting Clients to work with as well as maintaining and organising Clients into work groups.

The Toolbar

The toolbar contains shortcuts to the most frequently used tasks and tools. Options of a similar nature are grouped within the same icon. You can also add or remove icons to suit your personal preferences. See *Customising The Toolbar*.

The Quick Execute bar

The Quick Execute bar enables you to execute a previously saved application to a Client, without having to direct your way through the drop down menu. By clicking on the button containing the required application, you immediately execute it on the selected Client or Group.

The Thumbnail Toolbar

The Thumbnail toolbar provides quick and easy access to a convenient thumbnail view of each connected Client screen and allows you to amend the thumbnail settings.

The Tree View

The tree view provides an explorer like structure for creating, displaying and organising NetSupport objects such as Clients and Groups.

The List View

The List view displays the contents of the currently selected folder in the tree view. You can switch the display mode between large and small icons, detailed view or thumbnail view. The information within the List view can be customised to show specific information relevant to you.
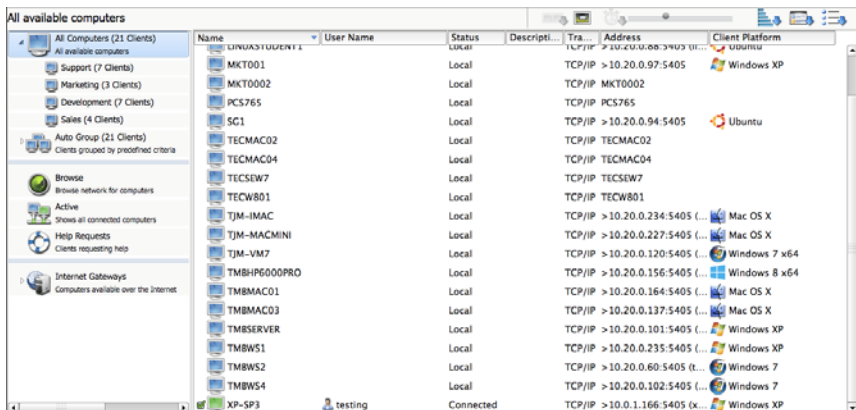
The Status bar
The Control Status bar is displayed at the bottom of the Control window. It shows the current Status of the Control, the number of currently connected Clients and the number of items in the folder.

You can hide or display the Status bar from the View menu options on the Control window drop down menu bar.

Customising the Toolbar

To enable you to customise NetSupport to your exact requirements, a variety of User Interface customisation features are available. One of these is the ability to set which icons you want to display on the Control toolbar.

To customise the Toolbar
1. Choose {View}{Toolbar}{Customise} from the Control window drop down menus.
    Or
    Right-click on the toolbar and select Customise.
2. The Customise Toolbar dialog will appear.
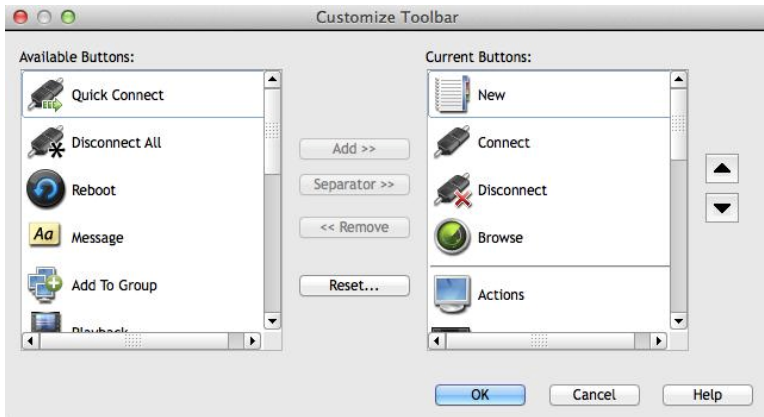
The two lists you can see contain the buttons that can be added to the toolbar and those already on the toolbar. To group the buttons together you can place separators between them.

Available Buttons
Displays a list of all the buttons that can be added to your toolbar. This list shows the icon and the associated text that will be added.

Current Buttons
Displays the current buttons on your toolbar. Separators are shown as a horizontal broken line. You can add a separator by selecting the item in this list to insert after and pressing the Separator **>>** button.

Add >>
Choose an item from the **Available Buttons** and select the position for this item in the **Current Buttons** list. The item is inserted after the selected item when you press the Add button.

Separator >>
Press this button to insert a separator into the **Current buttons** list after the selected item. Separators are used to visually group buttons together.

<< Remove
Choose an item from the **Current button** list to remove and then press this button. The item will be added to your **Available buttons** list unless it is a separator in which case it is just removed.

Reset
Pressing this button restores the **Current button** list to the defaults provided by the User Interface.

Press this button to move the selected toolbar button up one position in the **Current button** list.

Press this button to move the selected toolbar button down one position in the **Current button** list.

NetSupport Manager Control Toolbar Buttons

The appearance of a blue arrow on some of the buttons indicates that a number of related tasks can be accessed via the icon.

The following buttons are set by default:

Button	Name	Function
	New	Create a new Client, Group, Remote Network, Script Object, or Gateway.
	Connect	Connect to the selected Client or Group of Clients.
	Disconnect	Disconnect from the selected Client or Group of Clients.
	Browse	Search the Network for available Clients.
	Actions	Perform a number of remote operations at the selected Clients. Launch the Remote Command Prompt, display a hardware/software Inventory, Chat with the Clients, send a Message and Execute a program at the Clients.
	Desktop	Perform a variety of Remote Control tasks. View Client screens, Show the Control screen to Clients, Playback or Record Replay Files.
	Manage	Manage the selected Client PCs. Reboot, Logout, Send Ctrl-Alt-Del, Power On and Power Off the Client PCs.
	File	Access the various File/Folder Management options. File Transfer, Distribution and Manager.
	Registry	Edit the Registry of a Client workstation.

	View Client	View the selected Clients screen.
	Inventory	Retrieve a hardware / software inventory for the selected Client machine.
	Show	Show your screen to the selected Client(s).
	Properties	Display the Properties for the selected Client or Group.
	Settings	Change the Settings for the current Configuration.
	Logout	Logout the selected Client.
	File Distribution	Display the File Distribution window to the selected Clients.

These buttons can be added to the toolbar as and when required:

Button	**Name**	**Function**
	Add to Group	Add the selected Client to a new or existing Group.
	Chat	Chat with the selected Client.
	Disconnect All	Disconnect from all currently connected Clients.
	Execute	Execute a program at the selected Client(s).

	File Manager	Display the File Manager window for the Control Workstation.
	File Transfer	Display the File Transfer window for the selected Client(s).
	Login	Automatically login the selected Client(s).
	Message	Send a Message to the selected Client(s).
	Playback	Play back a previously recorded Client session.
	Power Off	Power Off the selected Client PCs.
	Power On	Power On the selected Client PCs.
	Quick Connect	Quickly connect to a Client by supplying its name or address.
	Reboot	Reboot the selected Client.
	Remote Command	Load the Remote Command prompt window.

The Control Window – Tree View

The tree view is the access point for information about the various NetSupport Objects. An object may be an individual Client, a Group or even a collection of Help Requests generated by Clients. Each set of objects is stored in its own folder, as displayed in the tree view, in the Control window.
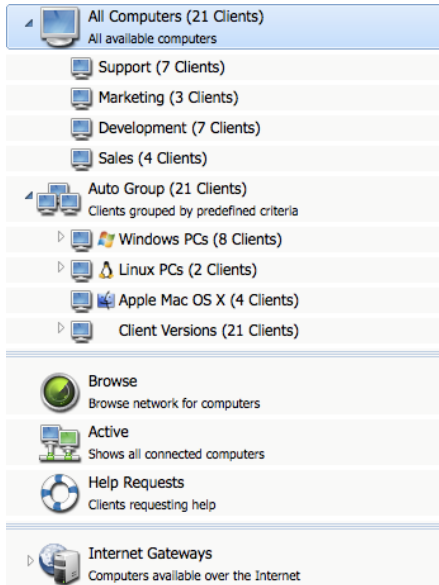
The individual objects in a folder are displayed in the adjacent List view. For example, selecting the Active folder will result in the List view changing to display all currently connected Clients.
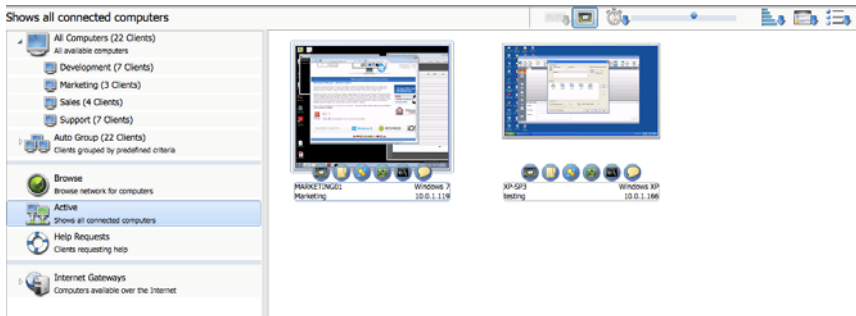
The Tree can be expanded or contracted depending on the detail you require, by clicking your mouse pointer on the relevant icons to the left of a heading.

The available Folders are:

All Computers

A list of all Known Clients that have been connected either during the current or previous sessions. It is very quick and easy to connect to a Client from this folder as it removes the need to first perform a Browse or know the network address of the Client.

Selecting the drop down arrow next to All Computers will show any Groups that have been created.

You can organise individual Clients into Groups. Once a Client is included in a Group, the entire Group can be connected and worked on simultaneously without the need to connect and select them individually.

Auto Group

Clients will be automatically grouped according to the pre-defined criteria, allowing you to quickly and easily see what platform Clients are using and the NetSupport Manager Client version. These groups are fixed and are unable to be amended.

You can hide the Auto Group folder in the Tree view, select {View}{Settings for current configuration - Control Interface - Settings} from the Control window drop down menu.

Browse

This is a list of Clients discovered by running a Browse action in the current session. Connecting to a Client from this folder causes its details to be stored for later use in the All Computers folder.

Active

Any Client that is currently connected will be displayed in this folder.

Help Requests

NetSupport includes a function at the Client that enables the Client User to send a request for help. A Control can be notified that it has received a Help Request from a Client in a variety of ways.

If a Control is configured to receive all Help Request messages, the Control will be immediately notified, as the Help Request folder is highlighted, it may even receive an audible beep. To alter the way in which a Control is notified of a Help Request and when it is available to receive them adjust the Help Request Tab in the Control Configurator.

Internet Gateways

The primary role of a NetSupport Gateway is to facilitate seamless Remote Control between PC's that may both be located behind different firewalls.

The Gateway provides a stable and secure method for locating Clients via http and delivers web-based remote control without the need for modifications to existing Firewall configurations.

The Control Window – List View

The List view displays the objects stored in the corresponding folder in the tree view. For example, if you select the Active folder, then the List view will contain the details of the currently connected Clients. Similarly, if you perform a Browse action the results of that Browse will be displayed.

By choosing {View} from the Control window drop down menu, or right-clicking in the List view, you can change the appearance of the displayed items. The available options are Large Icons, Small Icons, List, Details and Thumbnail.

With Details selected you can tailor the information that is displayed about each Client.

To customise the List View
1. Select {View}{Columns} from the Control window drop down menu.
2. The Columns dialog will appear.
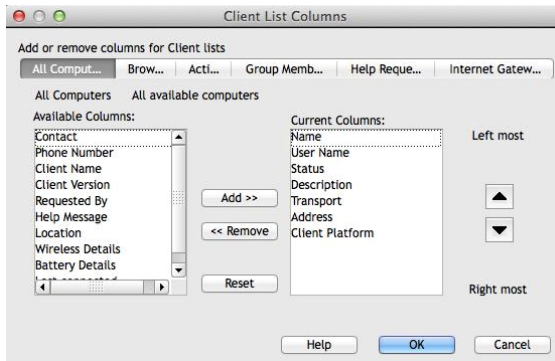
The Tabs shown at the top of the List view relate to each of the Client List windows that are available for the Control.

Select the desired tab, the left-hand window highlights columns that are available for inclusion, the right hand window shows those already included. Simply select the column name you require and then 'Add' or 'Remove'.

The Arrows to the far right of the window are used to adjust the order in which each column is displayed; the higher up the list represents position from the Left.

Finding Clients

Before you can open a View window for remote control or file work with a Client or Clients, you must first connect to them.

Rather than having to know all the Client names and their network addresses in advance, NetSupport Manger provides a Browse facility that enables you to auto-discover them.

When you run a Browse action, the Control sends a message on all protocols for which it has been configured, asking all Clients to "sign-in" with their name, network address and protocol.

The responses are added to the Browse folder in the tree view and their details are displayed in the List view. You can then connect and work with these Clients directly or organise them into groups for later use.

Once you have connected to a Client discovered by the Browse function, its details are automatically stored in the All Computers folder in the tree view. These Clients then become Known Clients and you can subsequently connect to them without the need to run a Browse action first.

Note: You may be using NetSupport's Gateway facility to establish Client connections, in which case you can choose to include Gateway Clients when Browsing. Although these will appear in the Browse folder along with any Network Clients they are not stored in the Known Client list.

To find a Client on a network
1. Choose {Network}{Browse} from the Control window drop down menu.
    Or,
    Click on the Browse icon on the Control window toolbar.
    Or,
    Select the Browse folder in the Control tree view and click on the "Look for Clients" icon in the List view.
2. The Browse dialog will appear.

Enter a partial Client name or leave blank for all Clients

Type in the first part of a Client name here to narrow the search. If you have many Clients on your network, you may only be interested in those that begin with a certain word or letter. If you have Clients that begin with ADMIN, typing this in would return Clients such as ADMIN1, ADMIN_OFFICE and ADMINISTRATOR. To find all available Clients leave this field empty.

Only Clients Requesting Help

Select this check box to browse only for Clients that have requested help.

Include Gateway Clients

Check this box to include Gateway Clients when Browsing.

Click OK to begin the browse. An information box will advise you that the Control is browsing for Clients.

Press Cancel to abort your browse for Clients. This will take a few seconds, after which, a list of Available Clients on the Network meeting the criteria will be displayed in the Browse folder. You can then right click on individual Clients to connect to them, display their properties or carry out tasks.

If the expected Clients are not found it may be because NetSupport has not been configured to browse the required Networks. **See** 'Configuring The NetSupport Control For Subnet Browsing' for more information.

Connecting to Clients

Before you can remote control a Client, you must first connect to it.

To connect to Clients

1. Select the Client you want to connect to in the All Computers or Browse folders and choose {Client}{Connect}.

    Or,

    Right click on the Client icon and choose {Connect}.

    Or,

    Double click on the Client icon to connect and View it immediately.

    If the Client has been configured with security passwords you will be prompted to enter your USERID and the correct Password. This must be equal to the USERID and Password that has been set in the Clients Profiles.
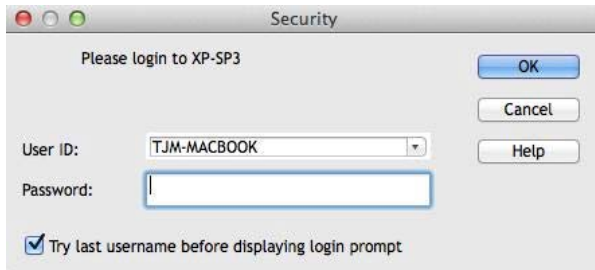
Quick Connect

Quick Connect allows you to directly connect to a Known Client by **Client Name, Logged In User Name**, or by **Network Address** saving you having to perform a network browse and then selecting the desired Client from the List view.

Clients configured for HTTP connections through a NetSupport Gateway can also be selected.

To directly connect to Clients

1.   Choose {Client}{Quick Connect} from the drop down menu.
2.   The Quick Connect dialog will be displayed.

3.   Choose the required connection method, Client name, Logged In User Name, or Network Address.

> **Note:** If the Client is configured for HTTP connections through a Gateway, in addition to the Name or User Name of the Client you will need to choose the appropriate Gateway name from the list provided.

4.   Click Connect.
5.   A dialog box will inform you that NetSupport is trying to connect to the named Client.

If the connection attempt is successful the Active folder will be opened and the Client Details displayed in the Client Status. You can then View it or conduct other one to one or group tasks.

Notes:
- If you are using TCP/IP the address is in the form >192.168.100.20.
- If connecting by User Name and more than one Client machine matches this criteria, a list of Clients will appear for you to select from.

Connecting to Clients on different Protocols

NetSupport supports connecting to Clients on multiple transports. The two supported transports are TCP/IP and HTTP.

Transports can be configured and tested within the Connectivity option Client Configurator.

When the Control performs a Browse it looks over all configured transports. Highlight the desired Client and select Connect from the Client menu.

Connected Clients on different transports happily coexist within the Control. Operations such as File Distribution and Show work over different transports.

If you know that you only have Clients on one particular transport then the Control will initialise slightly quicker if you only configure it for this transport.

Configuring The NetSupport Control For Subnet Browsing

Most corporate networks are made up of a number of small networks that are connected together in order to provide end users with access to network resources. NetSupport Manager incorporates features that allow a NetSupport Manager installation on one network to be used to remotely manage computers on another interconnected network.

Using NetSupport Manager in its default configuration will enable you to remotely manage computers on a remote LAN if connectivity to that remote LAN is provided by a WAN.

However there are some configuration changes that are required to allow a NetSupport Manager Control to browse for Clients on remote LAN's. The configuration changes required are dependant on the network transport that you will be using with NetSupport Manager. The most common transport used over WAN's is TCP/IP.

Configuring the NetSupport Manager Control for IP Subnet Browsing

Before configuring NetSupport Manager to browse on a remote IP subnet it is useful to understand how IP addresses are made up and in particular what an IP Broadcast Address is. See '**Understanding IP Addresses**' in the Technical Reference section of this manual for more information.

To Configure the NetSupport Control to browse IP subnets

1. Select {Network}{Configure} from the Control window drop down menu.
2. Select Connectivity-TCP/IP. In the Browsing area click Settings.
3. The Configure TCP/IP Client Browsing dialog will appear.
4. Click Add and enter the Broadcast Address of the Network you wish to browse if known.
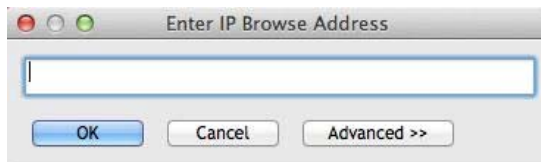
Or,

To enable NetSupport to calculate the Broadcast Address, click Advanced and enter a Target IP Address followed by the Subnet mask or enter the required Address Range.

5.   Click OK.

Notes:
*   When adding the address of a remote subnet, you must ensure that the broadcast address for the local subnet is also present. If not, the Control will not find any local clients when you perform a browse.
*   Some network Routers will suppress broadcast packets from being transmitted across WAN links. If this is the case then even if the Control is correctly configured you will not be able to browse the remote subnet.

Connecting to Clients/Controls via a NetSupport Gateway

The primary role of a NetSupport Gateway is to facilitate seamless remote control between PCs that may both be located behind different Firewalls. The Gateway provides a stable and secure method for locating and connecting Clients/Controls via HTTP delivering web based remote control without the need for modifications to existing Firewall configurations.

Typically, companies protect their internal network by using a Firewall, only allowing connections if specific TCP/IP ports have been opened. On occasions you may find that a direct connection between a NetSupport Control and Client is blocked because the Firewall's they are protected by are configured to prevent outgoing connections on all but the standard TCP/IP ports.

A NetSupport Gateway solves this problem by acting as a third party that sits between the Control and Client, the HTTP protocol, rather than TCP/IP, being used for communications.

Note: Client and Control configurations can have both TCP/IP and HTTP enabled simultaneously thus ensuring that local connections are still valid.

Gateway Installation and Configuration

The Gateway is designed to run on a machine that is accessible from both the Client and Control. It must therefore have a fixed or static IP address.

Notes:
- The Gateway component must be installed on a Windows machine.
- You can also configure NetSupport to communicate via Proxy Servers if used.

To install the Gateway component you must select Custom when choosing the type of NetSupport Installation to perform.

You will also need to configure the properties for the Gateway, primarily the Port to use in communications and the encrypted Key for verifying connections from a Control or Client.

Client Configuration

The Client machine needs to be configured to use the HTTP protocol and be given the appropriate Gateway access details.
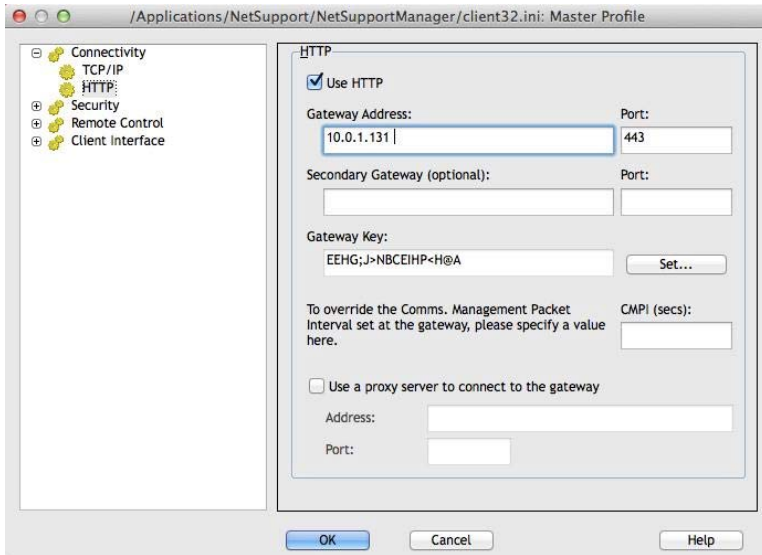
1. From the Client Configurator select {Connectivity}{HTTP}.
2. Check the Use HTTP box, Port 443 will be configured by default.
3. Confirm which Gateway to use by entering the IP address of the Gateway machine, you can specify a secondary Gateway, which will take over if the primary Gateway is unavailable.
4. Enter the appropriate Gateway Key as set at the Gateway machine.
5. NetSupport can be configured to route communications through a Proxy Server if required. Enter the server address and an appropriate Port, 8080 recommended.
6. You can override the Comms. Management Packet Interval that is set at the Gateway by entering a time here.
7. Click OK.

Control Configuration

As with the Client, HTTP also needs to be enabled at the Control.

1. From the Control window drop down menu select {Network}{Configure}{Connectivity-HTTP}.
2. Check the Use HTTP box, Port 443 is configured by default.
3. Click OK.

Add Gateways

The Control can communicate with multiple Gateways and the details of each need to be added at the Control end.

1. From the Control window tree view select the Gateway folder.
   Or,
   Select New from the Control window toolbar.
2. Choose Add Gateway. The Add a Gateway wizard will appear.

3. Enter a name and description for the Gateway. Click Next.
4. Enter the IP Address of the machine where the Gateway is installed and confirm the Port number to use, 443 will be specified by default. If required enter a secondary Gateway to be used if the primary Gateway is unavailable. Click Next.
5. If this Gateway is to communicate through a Proxy Server enter the IP Address and Port to use. Click Next.
6. Enter the Gateway Key. This must match the Key set at the Gateway and Client end.
7. To restrict the use of browsing and controlling remote Clients, enter a username and password. Click Finish.
8. The new Gateway will be added to the list view.

9. Repeat the above process for any other Gateways that the Control needs to use.

Control-Gateway-Client Communications

Now that all the elements are in place, you are ready to attempt connections through the Gateway. The Gateway serves 3 basic purposes:

To receive and store Client registrations

For a Client to be available to a Control it must connect and stay connected to the Gateway. The Client indicates its readiness by periodically polling the Gateway that it has been configured to use. The Gateway stores the Client details in an internal table.

Respond to Browse commands from the Control

Once the Control has added the required Gateways it can Browse them for Clients. The Gateway responds by scanning through its list of available Clients and returning those that match the Browse criteria.

Note: Unlike a standard network Browse, where Known Client details are stored for future use, Gateway Client details are lost when the Control closes. This is because the details are maintained at the Gateway end. Although the Client is permanently connected to the Gateway, the Control is not and therefore needs to Browse the Gateway each time it wants to find Clients.

---

1. From the Internet Gateways folder in the Control window tree view select the required Gateway and double-click Browse Gateway. The Browse Gateway dialog will appear. Enter a partial Client name or leave blank to search for all available Clients.

   Or,

   Right-click on the Gateway name in the tree view and select Open. This will automatically Browse for all available Clients.

2. Found Clients will appear in the List view and you can now connect and remote control them in the usual way.

| Note: | You can ask for a combined Network and Gateway Browse by selecting Browse from the Control window toolbar and checking the **Include Gateway Clients** box. All found Clients will appear in the Browse folder in the tree view, the Gateway Clients will not be added to the Internet Gateway folder. |

Pass all data between connected Controls and Clients

Although data is transferred between the connected Control and Client via the Gateway this will appear seamless and performance will not be affected.

Connecting through Firewalls and Proxy Servers

It is possible to have NetSupport Clients/Controls running on the inside of a Firewall/Proxy Server and still be available for connection to workstations on the outside, without compromising the security of the network. Likewise, you are able to connect to Control and Client workstations running outside Firewalls/Proxy Servers.

Note: While this section provides general guidance, NetSupport's Gateway feature is specifically designed to provide seamless Remote Control between PCs that may both be located behind different Firewalls. The Gateway provides a stable and secure method for connecting Clients and Controls and delivers web based remote control without the need for modifications to existing Firewall configurations. The HTTP protocol on port 443 is used for Gateway communications. You will need to ensure that this port is open within your firewall configuration.

Connecting to Controls and Clients INSIDE Firewalls

For a Control on the external network of a Firewall to connect to Clients on the Firewalls internal network, you must enable some form of address translation. This process translates the address of a workstation on the internal network, which would otherwise be invisible, into an address that is accessible from the external network. You should (depending on the Firewall) be able to specify which IP addresses can access the internal workstation and which Port is open.

TCP/IP Ports Used By NetSupport

Control to Client

The NetSupport Control uses TCP/IP port 5405 to send IP requests to Clients, and the NetSupport Client listens on port 5405 for incoming requests from the Control.

Client to Control

With the introduction of the Client Connect feature in NetSupport Manager 5.00, it was necessary for an additional port to be created to ensure that the two methods of connection (Control calling Client, Client calling Control) could run alongside each other without conflict. Port 5421 is registered for this purpose.

Connecting to Controls and Clients INSIDE Proxy Servers

This will not be possible with Proxy Servers, as they will not provide a means of address translation. A Proxy Server, by design, will not allow connections into a protected network.

Connecting from within a Firewall or Proxy Server to a Client on the outside requires the following:

- Port 5405 enabled for outgoing connections on your Firewall or proxy server.
- A Client on the other side listening on the same port number and visible to the Control on the inside of the Firewall/Proxy Server.

Client calling a Control

1. Enable port 5421 for outgoing connections on your Firewall or proxy server.
2. Choose {Call Control} from the NetSupport Client main window drop down menu.
3. Enter either the hostname or IP address of the Control you wish to connect to.
4. The Control will then receive a message stating that a Client is attempting to make a connection. They can choose to accept or disconnect the attempt.

Note: Port 5421 is not configurable.

Control calling a Client

1. Choose {Client}{Quick Connect} from the Control window drop down menu.
2. Enter either the hostname or IP address of the Client you wish to connect to.
3. Click OK.

Note: NetSupport will not communicate directly with a Proxy Server via SOCKS, and will only work if a TCP/IP direct connection is available.

Disconnecting a Client

When you have finished remote controlling connected Clients you must disconnect from them before closing your NetSupport session.

To disconnect a Client
1. Choose the Active folder from the Control window.
2. Select the Client you want to disconnect in the List view.
3. Choose {Client}{Disconnect} from the Control window drop down menu.
   Or,
   Right click on the Client icon and choose Disconnect.

Disconnecting all Clients

Rather than disconnecting Clients individually, you can disconnect all connected Clients in a single action.

To disconnect all Clients
1. Choose {Client}{Disconnect All} from the Control window drop down menu.

Client Automatic Login

If a generic naming convention is used for your PCs, you can automatically log the Clients in to save time.

Note: This feature only works with Windows Clients, with the exception of Windows 9X Clients.

To automatically login Client machines

1. Select the Client machine(s) you wish to login.
2. Choose {Client}{Login} from the Control window drop down menu.
   Or,
   Click the Login icon on the Control toolbar.
   Or,
   Right click and choose Login.
3. The Auto Login dialog will appear.
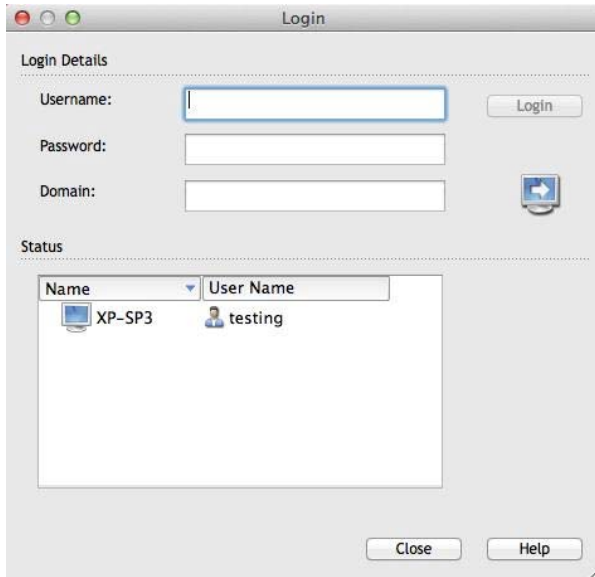
4. Enter the Username, Password and Domain and click Login. The Username will appear once the login has been successful.
5. When you have finished click Done to exit.

Power Management – Power on/Power off

Power consumption equates largely with heat generation and increased energy consumption. With millions of workstations in use, and sometimes hundreds located within the same company, the desire to conserve energy has grown from a minor-issue to a major issue over the last ten years.

Power Management is a technique that enables hardware and software to reduce system power consumption. It works by shutting down portions of the hardware during periods of downtime, meaning that the workstation is ready to work when you are and conserve energy when you are not.

Client Power On

To Power on a NetSupport Client the workstation must have a Wake-on-LAN network adapter and a BIOS that will support it (consult your network adapter documentation for more information), the Client must also be Known to the Control. The Control sends a Wake-on-LAN packet to the Client network adapter which instructs the workstation to Power On.

To Power On a NetSupport Client

1. Select the icon(s) of the Clients you wish to Power On.
2. Choose {Client}{Power On} from the Control window drop down menu.

    Or,

    Right click and choose Power On.

    Or,

    Click the Manage icon on the Control toolbar and choose Power On.
3. The Client workstations will now Power On.

To Power On a Group Of Clients

1. Open the All Computers folder in the tree view and select the required Group.
2. Choose {Group}{Power On} from the Control window drop down menu.

   Or,

   Right click on the Group and choose Power On.

   Or,

   Click the Manage icon on the Control toolbar and choose Power On.
3. The Client workstations will now Power On.

Client Power Off

A Control can remotely Power Off a Client workstation using the NetSupport Power Management function.

To Power Off a NetSupport Client

1. Ensure all open applications at the Client workstations are closed.
2. Select the icon(s) of the Clients you wish to Power Off.
3. Choose {Client}{Power Off} from the Control window drop down menu.

   Or,

   Right click and choose Power Off.

   Or,

   Click the Manage icon on the Control toolbar and choose Power Off.
4. The Client workstations will now Power Off.

To Power Off a Group Of Clients

1. Ensure all open applications at the Client workstations are closed.
2. Open the All Computers folder in the tree view and select the required Group.
3. Choose {Group}{Power Off} from the Control window drop down menu.

   Or,

   Right click on the Group and choose Power Off.

   Or,

   Click the Manage icon on the Control toolbar and choose Power Off.
4. The Client workstations will now Power Off.

Rebooting or Logging out Clients

Enables a Control to remotely reboot or logoff Client workstations either individually or by selected group.

To reboot or logout a Client

1. Select the Client in the Control window List view.
2. Choose {Client}{Reboot or Logout} from the Control window drop down menu.
    Or,
    Right-click on the Client icon and select Reboot or Logout.
    Or,
    Click the Manage icon on the Control toolbar and choose Reboot or Logout.
3. Click Yes, to confirm send Reboot/Logout.
4. You will be immediately disconnected from the Client.

Or,

1. While Viewing the Client, choose {Client}{Reboot or Logout} from the View window drop down menu.
    Or,
    Select the Reboot or Logout icons from the View window toolbar.
2. Click Yes, to confirm send Reboot/Logout.
3. You will be immediately disconnected from the Client.

To reboot or logout a Group of Clients

1. Select the members of the Group in the Control window List view or the entire Group in the Control window tree view.
2. Choose {Group}{Reboot or Logout} from the Control window drop down menu.
    Or,
    Right-click on the group name in the tree view and select Reboot or Logout.
    Or,
    Click the Manage icon on the Control toolbar and choose Reboot or Logout.
3. Click Yes, to confirm send Reboot/Logout to the Group.
4. You will be immediately disconnected from the members of the Group.

Note: Make sure that all workstations within the Group are available and not being used by other staff before you use this function!

Sending Ctrl+Alt+Delete

You can send Ctrl+Alt+Delete to a workstation that you are Viewing or simply connected to.

To send Ctrl+Alt+Delete to a connected Client

1. Press the Ctrl+Alt+Esc keys simultaneously.

Or,

1. Choose {Client}{Send Ctrl+Alt+Delete} from the Control window drop down menu.

    Or,

    Click the Manage icon on the Control toolbar and choose Send Ctrl-Alt-Delete.

    Or,

    Right Click and choose Send Ctrl+Alt+Delete

2. Click Yes, to confirm Send Ctrl+Alt+Delete.

To send Ctrl+Alt+Delete to a Client you are Viewing

1. Press the Ctrl+Alt+Esc keys simultaneously.

Or,

1. Choose {Client}{Send Ctrl+Alt+Delete} from the View window drop down menu.
2. Click Yes, to confirm Send Ctrl+Alt+Delete.

Viewing

The View Window

The View window is the primary interface for interacting with individual Clients. Each Client has its own View window. The Client View Windows are used for displaying the screens of the Clients at the Control. You can have multiple Client View Windows open and displayed simultaneously.
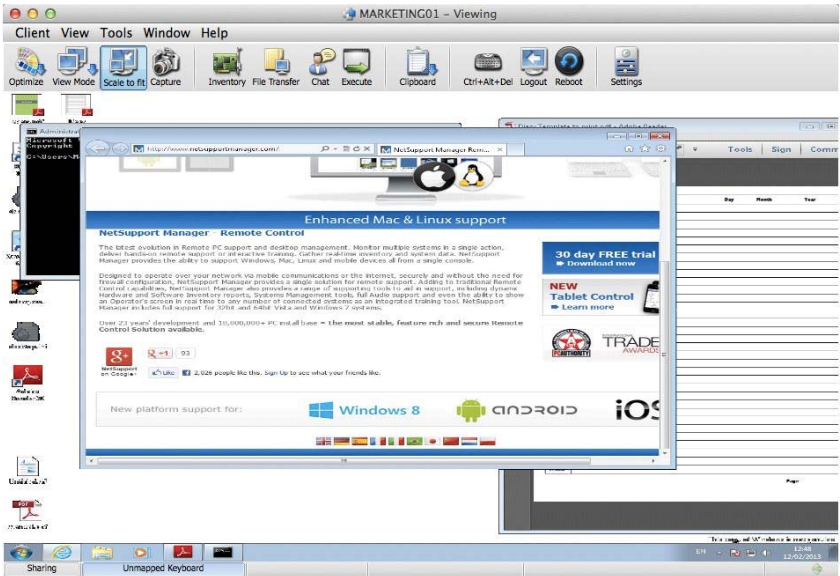
The View Window is divided into the following sections:

The Title bar

This displays the name of the Client that is displayed in the Client Screen Area.

The Menu bar

The menu bar contains a series of drop down menus that can be used to access the various tools and configuration utilities.

The Toolbar

The toolbar contains shortcuts to many of the most frequently used tasks and tools. Double clicking on an individual item takes you straight to that task or function, eliminating the need to work through the drop down menus. Positioning the cursor over an icon will display a brief description of its function.

Items can be added or removed by right-clicking on the toolbar and selecting customise.
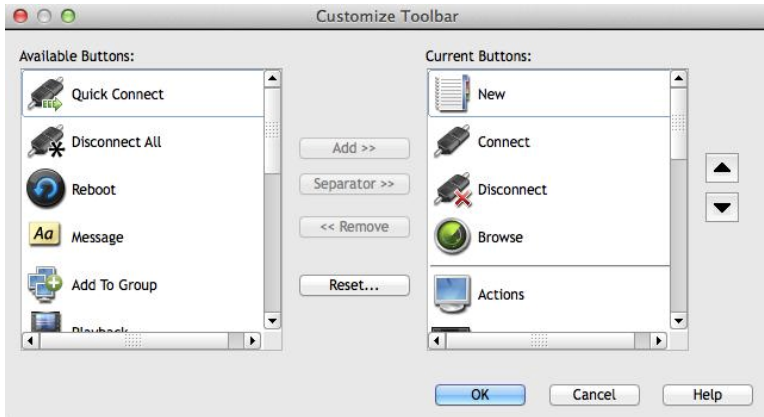
The Client Screen Area

This is used for displaying the screen of the Client.

Viewing Clients

Having connected to a Client, you can now remotely control it. This is called Viewing. The Client's Screen will be displayed in a window on the Control workstation. NetSupport will allow you to View multiple Client screens, each in its own window, simultaneously.

Note: While viewing a Client you can drag and drop files from the Control Windows Explorer directly to the Client's desktop.

To View a Client
1. In the list view, double-click on the required Client's icon.
   Or,
   Right click on the Client's icon and choose {View}.
   Or,
   Click the Desktop icon on the Control toolbar and choose View Client.
2. The View window for that Client will now appear with its screen displayed. If the Client uses multiple monitors you will be able to switch between the desktops by clicking the tabs displayed beneath the View window toolbar.

To return to the Control Window
1. Choose {Client}{Close} from the View window drop down menu.

Viewing Modes

You can View a Client in three modes:

Share
The Client's screen will be displayed at both the Control and the Client. Both the Control and the user at the Client will be able to enter keystrokes and mouse movements.

Watch
The Client's screen will be displayed at both the Control and the Client. Only the user at the Client will be able to enter keystrokes and mouse movements. The user at the Control will be locked out.

Control
The Client's screen will be displayed at both the Control and the Client. Only the user at the Control will be able to enter keystrokes and mouse movements. The user at the Client will be locked out.

Note: Control mode is only available on Windows Clients.

To change the View mode
1. Select the Share, Watch or Control from the View Mode icon in the View toolbar.
   Or,
   Select {Client}{Watch, Share or Control} from the View window drop down menu.

Viewing multiple Client screens simultaneously

NetSupport enables you to View multiple Clients screens simultaneously, each in its own window. You can even scale their individual View Windows to fit on the Control's screen.

To View multiple Client screens
1. View each Client you want to include.
2. From the Control window drop down menu or any Client {View} drop down menu, choose {Window}{Tile} and then select which NetSupport Windows you want to display.

Your chosen Windows will be tiled on the Control's screen. If you want to see the entire Client's screen then choose the Scale to Fit option in the toolbar of each Client's View window.

Note: Scale to Fit is set by default. To View the screen in normal resolution, turn off Scale to Fit.

Blanking the Clients screen while Viewing

For security reasons, you may require the Client screen to be blank while you are remotely controlling it.

1. Choose {Client}{Blank screen} from the View window drop down menu.
2. The Clients screen will be blanked.
3. To restore the screen, choose {Client}{Blank screen} from the View window drop down menu.

Scale to Fit Mode

Scale to Fit allows you to view a remote screen within the available size of the Remote window rather than providing you with a series of scroll bars so that you can pan around the screen.

This allows you View multiple screens simultaneously to maintain an overview of a number of selected workstations.

Note:	Using Scale to Fit does impact on the quality and clarity of the View, and is designed to allow you to monitor a screen as opposed to work on it. Try it for yourself and decide what level of scaling is acceptable for your purposes.

To view a View Window to scale
1. From the Client View window, choose {View}{Scale to Fit}.
   Or,
   Click on the Scale to Fit icon on the View toolbar.

Displaying the View Settings for a Client

During any control session where you may be working with more than one Client, you can tailor how each Client interacts with the Control. For example, on one Client you may want to use compression because it is on a slow link, but on another you may want to turn compression off.

To adjust View Settings while viewing

1. Select the Client to view.
2. Choose {View}{Settings for Client} from the View window drop down menus.
    Or,
    Select the Settings button on the View window toolbar.
3. The Settings dialog will appear.
4. Configure which options will be enabled, when you start a View session. (Refer to the Control Configuration - Remote Control Settings section of this manual for detailed information about the available options)

Note: If you edit the Client Settings, the changes you make only apply to that Client during the current Control session. If you want to change the settings permanently check the Update Configuration box.
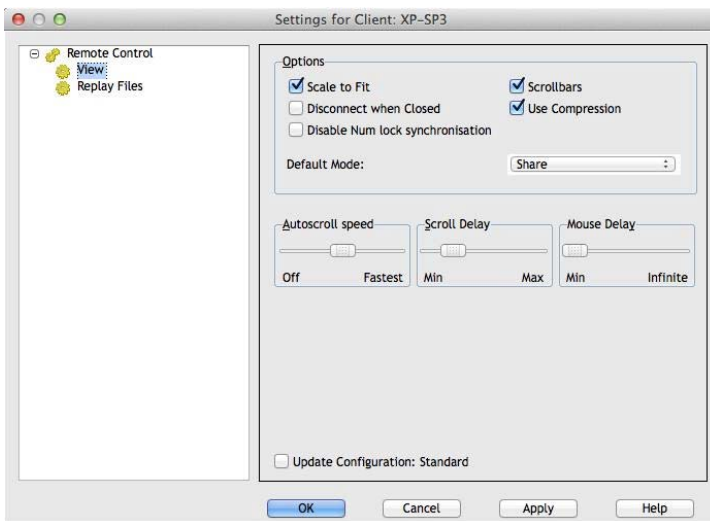
Thumbnail View / Monitor Mode

Thumbnail View or Monitor Mode, enables the Control to view multiple Client screens simultaneously.
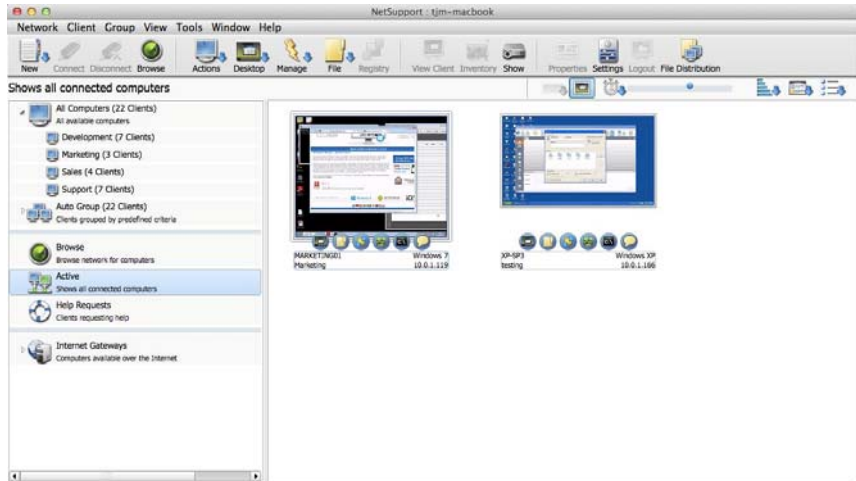
A convenient thumbnail view of each connected Client screen is displayed at the Control providing a quick and easy method for monitoring Client activity. While in Monitor mode the Control still has access to the full range of NetSupport features such as View, Chat and File Transfer.

If the displayed thumbnail is larger than 128 a selection of icons will be displayed, showing a range of remote control features. Clicking the icon will activate that function for the Client, the icon will be highlighted if any of the features are currently in use for a Client.

1. Display the required Client List by selecting the appropriate folder in the Control window tree view. You would generally want to limit the number of displayed Thumbnails to **Connected** Clients only.

2. Choose {View}{Thumbnail} from the Control window drop down menu.
    Or,
    Right-click on a clear area of the List view and select Thumbnail.
    Or,
    Click the Monitor icon at the top of the List view.
    Or,
    Click the Monitor icon in the Thumbnail toolbar.

The List view will display each Client thumbnail. By mousing over a thumbnail you can zoom into that screen. Double-clicking a thumbnail will open a view session to that Client, right-click and you can select from the full range of available Client features. For example, by selecting multiple thumbnails you can invite those Clients into a Chat session.

If the Client uses multiple monitors you can change the thumbnail to show all monitors or just monitor 1, 2 etc. Click the Multi-Monitor icon in the Thumbnail toolbar and select the required option.

Thumbnails can be re-sized to suit using the slide control at the top of the List view. If the displayed thumbnail width is larger than 128 the current logged on user and Operating System will be displayed on each thumbnail, this data is also available when zooming in on a screen. The frequency at which the displayed data is refreshed can be adjusted by clicking the Update Frequency icon in the Thumbnail toolbar.

Organising Clients in the List View

Clients can be conveniently organised into categories using a range of criteria including the operating system, connection type etc.

Organising Clients into Categories
1. Choose {View}{Categories} from the Control window drop down menu.
2. Select the category you wish to organise your Clients by.
3. The Clients will now be grouped by the category in the List view.

**Note**: Category view is only supported on Windows XP and above.

Launching Applications

This feature allows you to launch (execute) an application on an individual Client workstation or a Group of Client workstation's without the need to remote control them.

Note: The application itself must be installed on or available to the Client workstations.

To Execute an application on a Client Workstation:

1. Open the Active or Browse folder in the tree view, select the required Clients.

2. Choose {Client}{Execute at Client} from the Control window drop down menu.

   Or,

   Right click on the desired Client(s) in the List view and choose Execute at Client.

   Or,

   Click the Actions icon on the Control toolbar and choose Execute.

3. The Execute Application dialog will appear.
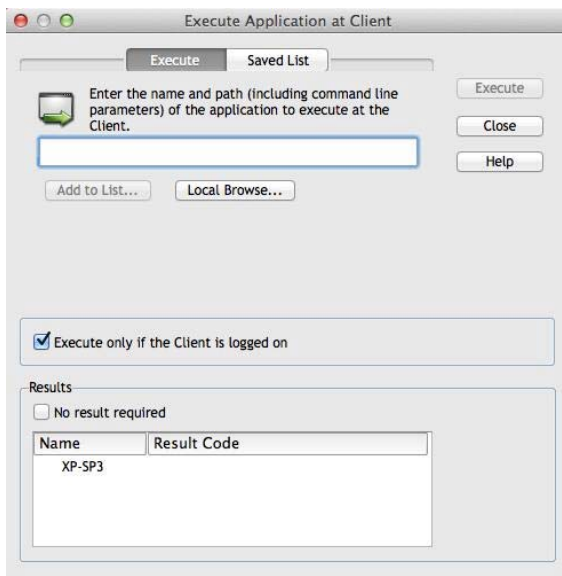
4. Enter the name and path of the application to execute at the Client.

Or,
Click on Local Browse button and select an executable application on the Control workstation.

Note: Check that Client applications are stored in the same location as the Control to ensure successful execution.

5. Check the box Add to List, to save it for future use in the Saved List tab.
6. Confirm the description and path.
7. Click Execute.

Note: If you only want to execute applications to Clients that are logged on select the option "Execute Only if the Client is Logged on".

The application will now be launched at all selected Clients and the result of the operation displayed in the Results box.

Executable Files
The application or file entered in the Control Execute dialog is run on the remote Client machine(s).

For ease of use the Execute at Client feature can run applications and files using both full path locations and locations specified within the user's environment settings.

To run gedit at the remote Mac system you can perform the following:

- TextEdit.app
- /Applications/TextEdit.app

Files Associations
When opening a file using Execute at Client it will automatically use the associated application to display the file contents (e.g. file.doc would be opened in iWork or Word if installed).

To open a file with a non-associated application, you can manually specify an application to open the file with (e.g. TextEdit.app to open file.txt).

Additional Information

The default location applications and files are run from using Execute at client is $HOME (e.g. /Users/{username}/). This means that any files created using relative paths with scripts will be created in this location.

It is also possible to run scripts and open files from the $HOME location without typing the full path:

- ./script.sh
- file.doc

In situations where the application or file name contains a space, please ensure that the Execute at Client command is contained within double quotes (e.g. "/Applications/QuickTime Player" "/Users/{username}/Documents/video.mov").

Notes:
- If documents are given execute file permissions you will not be able to open them with the Execute at Client feature.
- When executing applications it is important to enter the name of the application. This may be different to the display name.

To Execute an application on a Group of Clients

1. Open the All Computers folder in the tree view.
2. Right-click on the required Group and choose Execute at Client.
   Or,
   Choose {Group}{Execute at Client} from the Control window drop down menu.
   Or,
   Click the Actions icon on the Control toolbar and choose Execute.
3. The Execute Application dialog will appear.
4. Enter the full path of the application you want to run.
   Or,
   Click Local Browse and select an executable application on the Control workstation.

   Note: Check that Client applications are stored in the same location as the Control to ensure successful execution.
5. Check the box Add to List, to save it for future use in the Saved List tab.
6. Confirm the description and path.
7. Click Execute.

The application will now be launched at all selected Clients in the Group and the result of the operation displayed in the Results box.

To Save the details of your executed application for future use
1. Open the Execute dialog box.
2. Select the Execute tab.
3. Enter the name and path of the executable application.
4. Click Add to List button.
5. The Add/Edit Program details dialog will appear.
6. Confirm the description and path of the executable application.
7. Click OK.
8. Select the Saved List tab.
9. Check the Show Toolbar box to execute from the Control window toolbar.
10. Click Close.

A short cut button for easy launching of an application will appear on the Quick Execute toolbar.

To edit a saved Executable application
1. Open the Execute Application dialog.
2. Select the Saved List tab.
3. Select the Application to edit.
4. Click Edit.
5. The Add/Edit Program details dialog will appear.
6. When finished, click OK.

To remove a saved Executable application
1. Open the Execute Application dialog.
2. Select the Saved List tab.
3. Select the Application to remove.
4. Click Remove.
5. A confirmation dialog is displayed, click Yes.

# Showing the Control screen to Clients

As well as enabling you to remote control Clients, NetSupport allows you to show your screen to: -

- a selected individual Client.
- a pre-defined group of Clients.
- an ad hoc selection of Clients.
- replay files can also be shown to Clients.

Note: When showing the Control screen to Clients, the screen information is sent to each Client machine in turn. In some network environments where there is limited network bandwidth available or when showing to larger numbers of machines this can affect performance. In these circumstances, NetSupport's Broadcast Show facility can be enabled, see Configuring the Control, Connectivity. This results in the screen information being sent to all machines simultaneously thus improving the speed of transfer. Whilst reducing overall network traffic generated by NetSupport, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your Network administrator before using this feature**.**

To Show a Control screen

1. Select the connected Client you wish to Show to.
2. Choose {Tools}{Show – Show Screen} from the Control window drop down menu.

    Or,

    Click the Desktop icon on the Control toolbar and choose Show.
3. The Show Configuration dialog will appear.
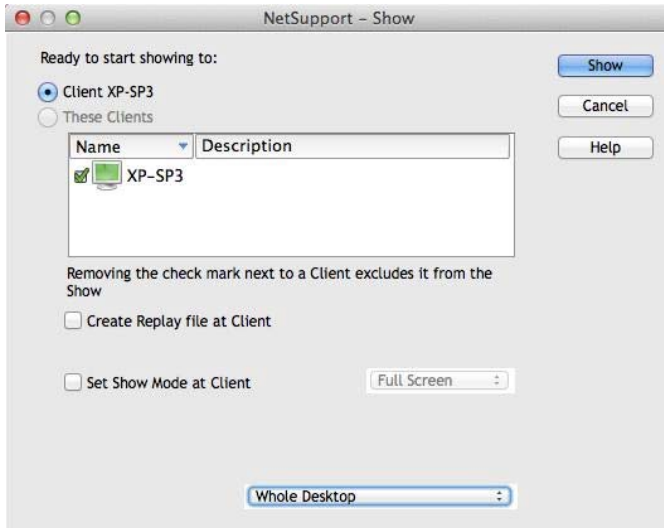
In this dialog, you must select the Client, or Clients, that you will Show your screen or replay file to. If you are connected to only one Client, or have selected a specific Client before choosing Show, they will appear as an individual option. If you only want to Show to this Client, click Show, otherwise make your selection as follows:

These Clients
The list displays all of the connected Clients and their descriptions. If you are only connected to one Client, this list is disabled. Once you have chosen the Clients you want to Show to, click Show.

Create Replay File at Client
The Show session can be recorded and stored in a Replay File giving Clients the opportunity to playback the session at a later date.

Set Show Mode at Client (Windowed, Full Screen or Maximise Window)
This option allows you to Show at the Client either in a small window, full screen or maximised window. When showing in windowed and maximised window size the Clients Mouse and Keyboard are not locked.

Select what you would like to Show

NetSupport will identify if the Control is running multiple monitors, giving you the option to choose which one to Show from the drop down list. If you are unsure which the correct screen is, click Identify. Alternatively, select Whole Desktop to show all.

To End the Show

1. Click on the NetSupport button on the taskbar.
   Or,
   Right click on the NetSupport icon on the taskbar.
2. This will display the Showing dialog.
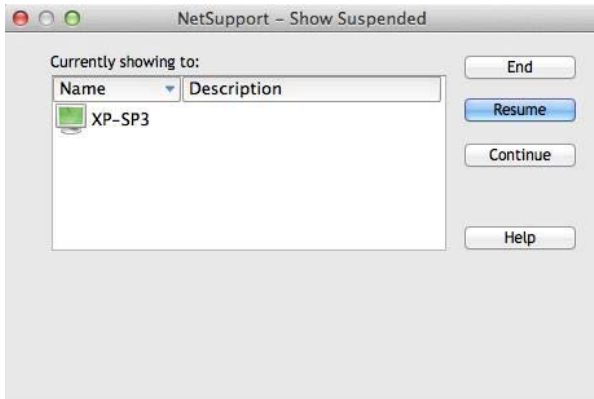
The buttons have the following purposes: -

End

Ends the Show and releases the Client's screens and keyboards.

Resume

Resumes the Show.

Continue

The Client's screens and keyboards will remain locked while you prepare other work at the Control. They will not be able to see what you are doing. Effectively the Show is suspended.

Note: In order to Show to a Client from the Control you must first have installed the Client programs on the Control workstation. However, it does not need to be activated.

Showing a Client's screen on a number of Client screens

With NetSupport, it is possible to Show the Control's screen to a number of connected Clients. It is also possible to Show a Clients screen to a number of other connected Clients. This is known as Exhibiting.

For example, it may be that workstation_1 has an application on it that you need to Show to the Accounts department. Therefore, by Viewing workstation_1 and then Showing to all members of the Accounts department, they will now be able to see workstation_1's screen.

To Show a Clients screen
1. Connect to the Clients you wish to Show to and the Client you wish to View.
2. View the Client whose screen you wish to Show.
3. Choose {Tools}{Show – Show Screen} from the Control window drop down menu.
   Or,
   Select the Show icon on the toolbar.
4. Choose Show to 'These Clients'.
5. Exclude the Client you are currently Viewing from the Show: the green tick should be changed to a red cross. If you don't do this, you will get an error saying that the Control cannot Show to this Client while you are Viewing it.
6. Click Show to start the Show.

The Client's screen that is being Viewed will be shown to the other Clients.

Replay Files

During a Remote Control session the screen, keyboard and mouse activity at a Client or Control PC can be recorded, stored in a file and played back.

A Control can determine how and when recordings take place by enabling the appropriate configuration options:

- Local Recording
- At individual or all Client PCs

Recording Local Activity

Activity at the local machine can be recorded and played back. If required, the Replay File can also be 'shown' to remote Clients.

1. Choose {Tools}{Record} from the Control window drop down menu.

   Or,

   Click the Desktop icon on the Control toolbar and choose Record.

2. The Record Local Activity dialog will appear.

3. **Include Audio**

   In addition to the screen, mouse and keyboard activity, if the workstation is configured for Audio, you can record any narration that takes place. Check this box to enable.

4. **Record Physical Fonts**

   In order to reduce the volume of data being sent when sharing information of this nature, NetSupport passes the font information by reference. The target workstation will refer to it's own internal font mappings to find an appropriate match to the one that has been sent. In most cases the same fonts will be available but if there are instances where this isn't the case you can send the full information. Check this box to enable.

5. **In Folder**

   Specify where you want the Replay Files stored. In order to identify each file, filenames will be prefixed with 'Local' and the date and time of the recording.

6. Click OK to start recording. The Recording icon will appear in the task bar.

7. To stop recording, double click the Recording icon.

Recording Replay Files At Client PCs

Activity at remote PCs is recorded when a Control 'Views' a Client that is configured to Record Replay Files. The option can be enabled at individual Client level or set globally.

Record Replay Files For All Viewed Clients

This procedure enables the Control to create a Replay File each time it 'views' a Client PC.

1. To amend the current configuration choose {View}{Settings for current configuration} from the Control window drop down menu.
   Or,
   Click Settings on the toolbar.

2. The Settings for Configuration dialog will appear.

3. Choose Security - Replay Files and enable the appropriate options. **See** *Configuring The Control - Security Options – Replay Files* for more information.

Record Replay Files for Individual Clients

This procedure enables Replay Files to be created at machines where the Client Configuration has the Record Replay Files option enabled.

1. Run the Client Configurator at the required PCs.

2. Select Security - Replay Files and enable the appropriate options. **See** *Configuring the Client - Security Options – Replay File Settings* for more information.

Watching Recorded Replay Files

Replay Files can be watched by Controls with appropriate access levels to the files, these in turn, can be shown to Clients.

At a local level, the NetSupport Client program also provides a Replay option enabling Clients to launch files.

At the Control
1. Choose {Tools}{Replay} from the Control window drop down menu.
    Or,
    Click the Desktop icon on the Control toolbar and choose Replay.
2. Navigate to the Folder where the Replay Files are stored.
3. Select the file to replay.
4. Click Open. The Replay Window will appear. Use the Replay Controls to Start/Stop the file.

At the Client
1. Right-click on the NetSupport Client icon in the system tray and choose Replay.
    Or,
    Double-click on the Client icon and choose {Commands}{Replay} from the drop down menu.
2. Navigate to the Folder where the Replay Files are stored.
3. Select the file to replay.
4. Click Open. The Replay Window will appear. Use the Replay Controls to Start/Stop the file.

Showing Replay Files to Clients

Replay Files can be watched by individual Controls and Clients. The Control also has the option of 'showing' a specific file to multiple Clients.

1. Choose {Tools}{Show - Show Replay} from the Control window drop down menu.
2. The Show Replay dialog will appear.
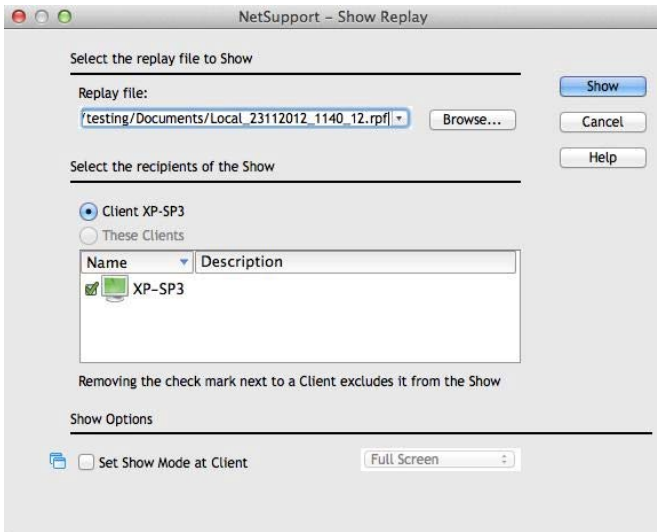
3. Browse for and select the required Replay File.
4. From the Client list, select the Clients to show the Replay File to.
5. Set additional Show Options if required.
6. Click Show.
7. The Replay Window will open at the Control machine and start playing the Replay File to the selected Clients.
8. Click End on the Replay window toolbar to end the show.

File Transfer

The File Transfer Window

When you choose to perform a File Transfer operation on an individual Client, the File Transfer window is displayed. At its simplest, you transfer files by dragging them from one location to another.

The File Transfer Window is divided into five sections

The Title bar

This shows which Client this particular File Transfer window is working with.

The Menu bar

The menu bar contains a series of drop down menus that can be used to access the various tools and configuration utilities.

The Toolbar

The toolbar contains shortcuts to many of the most frequently used tasks and tools. Double clicking on an individual item takes you straight to that task or function, eliminating the need to work through the drop down menus. Positioning the cursor over an icon will display a brief description of its function.

The Local Pane

The Local pane displays a tree view of the Folders of the Control on the Left-hand side, and a List view of the contents of those folders on the Right-hand side. Right-click on any item in one of the columns in the list view and a range of context-sensitive functions become available.

The Remote Pane

The Remote pane displays a tree view of the Folders of the Client on the Left-hand side and a List view of the contents of those folders on the Right-hand side. Right-click on any item in one of the columns in the list view and a range of context-sensitive functions become available.

Copying Files and Folders

NetSupport includes sophisticated File Transfer functionality that enables you to transfer files to and from a Control and Client workstation.

Notes:
- To help improve performance, NetSupport Manager uses Delta File Transfer technology meaning that only the changed parts of a file that may already exist in the destination folder are transferred. This can prove most useful when updating database files between two locations where either bandwidth usage or availability is an issue.
- File Transfer functionality can be configured by choosing {View}{Settings for current configuration - File Transfer} from the Control window drop down menu.
- While viewing a Client you can drag and drop files from the Control Windows Explorer directly to the Client's desktop.

To copy files and Folders from a Control to a Client

1. Select the required Client in the List view.
2. Choose {Client}{File Transfer} from the Control drop down menu.
   Or,
   Click the File icon on the Control toolbar and choose File Transfer.
   Or,
   Right-click on the Client icon in the list view and choose File Transfer.
   Or,
   If you are Viewing the Client, choose File Transfer from the View window toolbar.
3. The File Transfer window to that Client will open.
4. From the Client tree view, select the destination drive or folder into which the items will be copied.
5. From the Control List select the item(s) to be copied to the Client.
6. Click on the toolbar Copy File button.
7. A confirmation dialog will be displayed, click Yes.
8. The Copy Progress dialog will appear showing the progress. From here you can choose to ignore any error messages and overwrite prompts until completion, these will then be displayed in a summary window at the end of the operation.

Notes:
• The selected item(s) can also be 'dragged' from the Control List and 'dropped' into the destination drive or folder in the Client View.
• Files can be 'dragged' from the Control Windows Explorer and 'dropped' directly into the Local or Remote pane.

To copy files and Folders from a Client to a Control

1. Select the required Client in the List view.
2. Choose {Client}{File Transfer} from the Control drop down menu.
   Or,
   Click the File icon on the Control toolbar and choose File Transfer.
   Or,
   Right-click on the Client icon in the list view and choose File Transfer.
   Or,
   If you are Viewing the Client, choose File Transfer from the View window toolbar.
3. The File Transfer window to that Client will open.
4. From the Control tree view, select the destination drive or folder into which the items will be copied.
5. From the Client List view, select the item(s) to be copied to the Control.
6. Click on the toolbar Copy File button.
7. A confirmation dialog will be displayed, click Yes.
8. The Copy Progress dialog will appear showing the progress. From here you can choose to ignore any error messages and overwrite prompts until completion, these will then be displayed in a summary window at the end of the operation.

To transfer files between Clients

With NetSupport's File Transfer it is also possible to copy files and folders between two Clients. To do this, connect to each Client and display the File Transfer window for each.

Arrange the File Transfer Windows so you can see both and simply drag file/folders from one Client to the other.

You can see more of a Clients files and folders by moving the horizontal sizing bar or clicking on the maximise button located above the Clients folder tree.

Deleting Files and Folders

You can delete files and folders from either a Control or Client machine using the File Transfer window.

To delete a file
1. Select the file you wish to delete.
2. Click on the toolbar Delete button.
3. A confirmation dialog will be displayed, click Yes.

To delete a Folder
1. Select the Folder you wish to delete.
2. Click on the toolbar Delete button.
3. The Remove Folder dialog will be displayed.
4. Select the Include Contents check box.
5. Click Yes.

Notes:
*   You cannot remove more than one Folder at a time. If you have several folders selected in the List view when performing the Delete operation, only the last selected Folder will be removed.
*   By default, all files deleted from the Local pane will be sent to the Recycle bin, this can be changed in the File Transfer settings.

Creating Folders

1. Select the Client or Control tree view.
2. Select the drive or folder in which the folder you want to create will appear.
3. Click on the toolbar Create button.
4. The Create Folder dialog will be displayed.

5. Enter a name for the folder, click OK.

Renaming Files

1. Select either the Control or Client pane List view.
2. Select the file to be renamed.
3. Click **Rename**.
4. Enter the new name for the file.
5. Click OK.

Changing File Attributes

There may be times when you want to change the attributes of a file, for example to read only.

To change a files attribute
1. Open a File Transfer session to the desired Client.
2. Select the File whose attributes you want to view or change.
3. Right click and choose Properties.
    Or,
    From the drop down menu bar choose {File}{Properties}.
4. The File Properties dialog will appear.
5. Check or uncheck the attributes you wish to set.

Synchronising Folders

You can synchronise the contents of selected folders on the Control and Client. When you synchronise two folders, any new or updated files in either folder will be automatically copied to the other folder.

To synchronise Folders

1. Select the Control Directory from the Control tree view to be synchronised with the Client.
2. Select the Client Directory from the Client tree view to be synchronised with the Control.
3. Click on the toolbar Synchronise button.
4. The Synchronise Folders dialog will be displayed.
5. Check the displayed paths of the two selected Folders.
6. Choose to include the subfolders by selecting the Include Subfolders check box.
7. Choose OK.
8. A confirmation dialog will be displayed, click Yes.
9. The Folder Synchronisation Progress dialog will be displayed.
10. When completed, the result will be displayed in the Folder Synchronisation Results dialog box.
11. Read, click OK

Applying a filter to files in List View

You can specify a filter to the contents of a Control or Client's List view, so that only file names which met a certain criteria will be displayed. To do this, use the Filter text boxes located above both panes' List views.

Any filter settings applied to the Control Panel will not affect the display of the Client pane and vice versa.

Filter settings will remain applied to a Control or Client pane until you reset them or close the File Transfer window.

To apply a filter to files in the List View

1. Click in the Filter text box above the pane whose List view you wish to filter.
2. Replace the default filter (*.*) with your own, for example, if you wanted to view all file names beginning with the letter MKT, then you would type MKT*.* in the Filter text box.
3. Press the Enter key to apply the filter

To reset the filter to files in the List View

1. Click in the Filter text box above the pane whose List view you wish to reset.
2. Replace the contents of the Filter text box with (*.*), this is the default filter and means no filter will be applied to the files in the current List view.
3. Press the Enter key to apply the filter.

Changing the View format in the File Transfer Window

The contents of the List views of the Control pane and Client pane can be displayed in different formats. You can also sort the contents of the List views in order to make them easier to navigate.

There are two types of view in which you can display the contents of the List view in a File Transfer window:

Icon view   Displays only the file and folder names

Details view   Displays the file and folder names, along with related details which are displayed in adjacent columns.

To change to Icon view

1. Click the Icon view button on the far right of the File Transfer window
    Or
    Right click in the list view and select {View}{List}.

To change to Details View

1. Click the Detail button on the far right of the File Transfer window.
    Or
    Right click in the list view and select {View}{Details}.

Note: You can also change the view type from the File Transfer window drop down menu, choose {View}{Details/List}.

Changing the sort orders in a File Transfer Window

Typically, the contents of List views in a File Transfer window can be sorted into the following orders:

Sort Order	Description
By Name	The contents will be sorted alphanumerically by file name.
By Type	The contents will be sorted alphanumerically by file extension. This is not applicable to drives and folders in the List view.
By File Description	The contents will be sorted according to the file description.
By Modified Date	The contents will be sorted according to the date they were last modified.
By Size	The contents will be sorted according to the size of the file. This is not applicable to drives and folders in the List view.
By Short Name	The contents will be sorted alphanumerically using the shortened versions of their names.

Note: You can also specify whether the contents are to be sorted in ascending or descending order.

To change the sort order

1. Select the appropriate pane (Control or Client).
2. Click the Sort Order button on the right hand side of the File Transfer window.
3. A drop down menu will be displayed.
4. Select a Sort Order command.

Notes:

• When the List view is displayed in Details View, you can click on the Column headings, such as name and description, to sort the order by an appropriate column heading. Clicking on a column heading the second time will toggle the order direction. The current order direction will be indicated by a small arrow on the right of the column heading, by which the List view is sorted, for example, an arrow pointing up indicates the List is sorted in ascending order.

• The order of the columns can be changed by dragging and dropping the column headers.

File Distribution

The File Distribution Window

The File Distribution window is used for distributing files to multiple Clients, simultaneously.
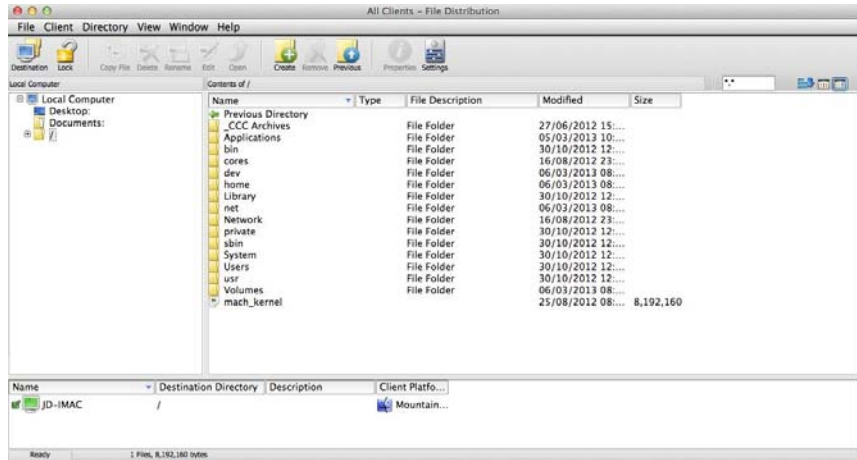
The File Distribution Window is divided into five sections

The Title bar

This shows which group of client this particular File Distribution window is working with.

The Menu bar

The menu bar contains a series of drop down menus that can be used to access the various tools and configuration utilities.

The Toolbar

The toolbar contains shortcuts to many of the most frequently used tasks and tools. Double clicking on an individual item takes you straight to that task or function, eliminating the need to work through the drop down menus. Positioning the cursor over an icon will display a brief description of its function.

The Local Pane

The Local pane displays a tree view of the Folders of the Control on the left-hand side and a List view of the contents of those folders on the left-hand side. Right-click on any item in one of the columns in the list view and a range of context-sensitive functions become available.

The Remote Pane

The Remote pane shows the Clients to whom the Files will be distributed. Right-click on any item in one of the columns in the list view and a range of context-sensitive functions become available.

Distributing Files

You can Distribute Files to

* All connected Clients;
* Selected Clients;
* A pre-defined Group of Clients.

Note: This feature will only function between machines on the same platform i.e. Mac Control to Mac Client.

To Distribute Files to a defined Group of Clients

1. Select the Group of Clients you wish to distribute files to from the All Computers folder in the tree view.
2. Choose {Group}{File Distribution} from the Control window drop down menu.

   Or,

   Click the File icon on the Control toolbar and choose File Distribution.
3. The File Distribution window will appear.
4. From the Local pane tree view, select the item(s) to be copied to the Clients.
5. The location on the Client workstations where the files/folders are copied to, is called the Destination Folder. Unless otherwise specified, the Client Destination Folder will be the same as the item(s) location on the Control workstation. If the Client does not have the same Folder available, the item(s) will be copied to the C Drive by default and the folders automatically created.

   Or,

   To set a specific Destination Folder on the Client workstation, right click on the Client icon in the Remote pane and choose Set Destination. Specify a destination, click OK.
6. Click Copy.

To Distribute Files to a selected number of Clients

1. Open the All Computers, Browse or Active folder in the tree view.

2. Choose {Tools}{File Distribution} from the Control window drop down menu.

   Or,

   Click the File icon on the Control toolbar and choose File Distribution.

3. The File Distribution window will appear.

4. In the Remote pane indicate which Clients you wish to copy files to by checking the tick box beside the Client name.

5. From the Local pane tree view, select the item(s) to be copied to the Clients.

6. The location on the Client workstations where the files/folders are copied to, is called the Destination Folder. Unless otherwise specified, the Client Destination Folder will be the same as the item(s) location on the Control workstation. If the Client does not have the same Folder available, the item(s) will be copied to the C Drive by default and the folders automatically created.

   Or,

   To set a specific Destination Folder on the Client workstation, right click on the Client icon in the Remote pane and choose Set Destination. Specify a destination, click OK.

7. Click Copy.

File Manager

The File Manager Window

The File Manager serves the same purpose as Finder, rather than exiting the NetSupport program, you can manage your files from here.
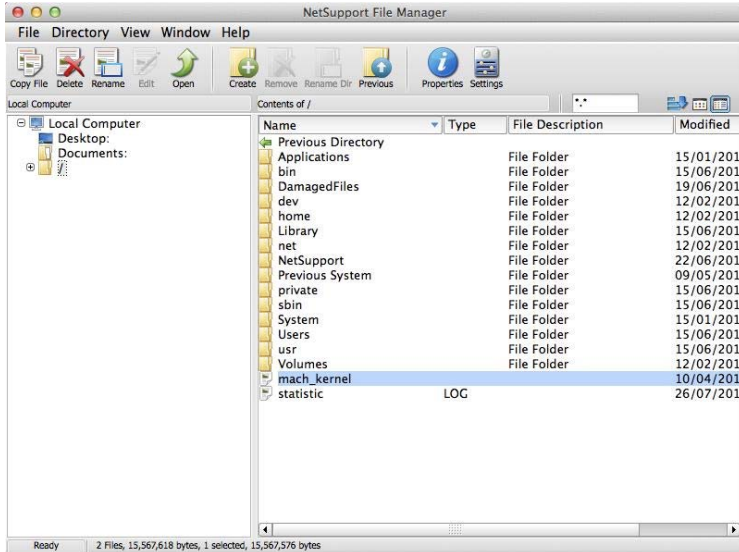
The File Manager Window is divided into four sections

The Title bar

This shows which Client this particular File Transfer window is working with.

The Menu bar

The menu bar contains a series of drop down menus that can be used to access the various tools and configuration utilities.

The Toolbar

The toolbar contains shortcuts to many of the most frequently used tasks and tools. Double clicking on an individual item takes you straight to that task or function, eliminating the need to work through the drop down menus. Positioning the cursor over an icon will display a brief description of its function.

The Local Pane

The Local pane displays a tree view of the Folders of the Control on the Left-hand side and a List view of the contents of those folders on the left-hand side. Right-click on any item in one of the columns in the list view and a range of context-sensitive functions become available.

Managing Files on the Control workstation

You can manage files on a Control workstation using the File Manager window. This is similar to the File Transfer window, but only displays the contents of the Control workstation.

To display the File Manager Window
1. Choose {Tools}{File Manager} from the Control window drop down menu or click the File icon on the Control toolbar and choose File Manager.

The Tree View
- To select a drive or folder in the tree view, simply click on it, the contents of the selected item will then be displayed in the List view (on the right).
- If the selected drive or folder contains subfolders that are not displayed, then a cross symbol will be displayed to the left of the item.
- To expand the contents of a drive or folder so that its subfolders are visible in the tree view, either double click on the drive or on the folder, or click on the cross symbol to the left of the drive or folder you wish to expand.

The List View

- To select an item in the List view, simply click on it.
- To select multiple items in the List view:
    1. If the items are adjacent to one another, select the first item, hold down the Shift Key and then select the last item.
    2. If the items are not adjacent to one another, then select the first item, then hold down the Control Key and select each of the other items.
    3. If all files and/or folders are required choose {View}{Select} from the drop down menu or right-click on one of the items in the list view (not the filename) and choose Select. You can highlight all items in the current list or just the files or folders.
- To display the contents of the drive or folder that is one level up from the current folder, double click on the previous folder item at the top of the List view.

Control/Client Chat Sessions

NetSupport allows you to 'Chat' to any number of connected Clients simultaneously, via a scrolling text window.

To hold a Chat session
1. Select the Clients or Group of Clients you want to Chat to in the List view. If you do not select a Client icon, all connected Clients will be included.
2. Choose {Client}{Chat} from the Control window drop down menu.
   Or,
   Click the Actions icon on the Control toolbar and choose Chat.
   Or,
   Right click on an individual Client and choose Chat.
3. The Create Discussion dialog will appear.

The dialog has the following options:

Topic
If required, enter a title or description for the subject to be discussed in the Chat session. This will appear in the Title bar of the Chat window that is displayed at the Client machines. If left blank, the Control name will appear.

Members

To exclude Clients from the Chat session, remove the check mark next to the Client name.

Options

Members can decline to join

If checked, a message will appear at the Clients machine inviting them to join the Chat session. They can choose to Join or Decline.

Members can't leave the chat

If checked, the option for Clients to Leave the Chat session will be removed.

Chat Window is always visible

If checked, the Chat window remains on the Clients desktop for the duration of the Chat session. Members cannot minimise the window.

Confirm which Clients to include in the Chat session and select any additional properties that should apply. Click OK to start the Chat session.

4. The Chat Window will appear on the Control and Client workstations.
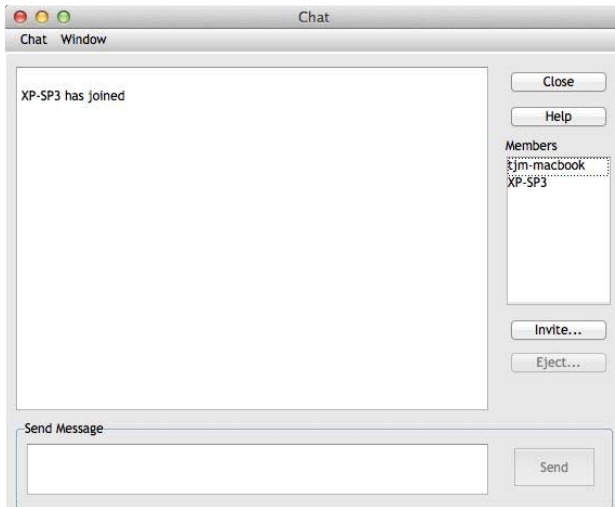
The Chat Window

This window is displayed at each participating member's machine and lists the progress of the Chat session.

Unless the option is disabled in the Create Discussion dialog, Clients can choose to Leave the session.

The following options are available from the Chat Window:-

Chat Menu

The content of a Chat session can be stored for future reference. Choose **Save** to create a file containing the text or choose **Copy** to be able to paste the Chat content into another application or file.

Should the Chat members not respond, you can send an audible beep to each workstation by selecting **Send Beep**. (The Client can also do this from their Chat window) You can configure the Client and Control workstations to play the beep through either the PCs internal speaker, the default, or via the installed sound card to speakers attached to the PC. Select Client Configuration - Client Settings or Control Configuration - Settings.

Window Menu

Only the Control's Chat window will have a window drop down menu. This menu enables you to swap between opened screens or Tile them.

Chat Progress

The main body of the Chat window is used to record the progress of a Chat session. It holds details of members who have joined or left the discussion, as well as the messages that have been sent by each member.

Message

This is where you type your comments. Type the message and hit Enter or click **Send**.

Auto Send

Each message is restricted to 128 characters. Check this box to automatically send the message when the limit is reached.

Close

Ends the Chat session.

Members

Members currently included in the Chat session are listed here. The Control can add or remove Clients from the Chat session as required. Unless disabled, Clients have the option to Leave the session of their own accord.

Invite

The Chat Properties dialog is initially used to select the Clients to include/exclude from the Chat session. To add Clients when the Chat session is in progress, click Invite. The Add Members dialog will appear, select the required Clients and click Add. You can send a copy of the Chat progress to new members by checking the **Send discussion history** box.

Note: Clients that have been removed or have decided to leave the Chat session can be invited back.

Eject

To remove Clients from the Chat session, select the Client in the Members list and click Eject. Ejected Clients can be invited back into the session if required.

Note: Clients can initiate Chat sessions with the Control by opening the Client main window and choosing {Commands}{Chat}.

Disable Chat Sessions

The Chat feature can be disabled in a Client's Configuration, preventing either the Client or Control from initiating a Chat session.

To Prevent the Control from Initiating a Chat Session

1. At the required Client workstation(s), choose **NetSupport Configurator** from the NetSupport Program Group. The NetSupport Client Configurator will appear.
2. From the list of Configuration options select {Security}{Access Privileges}.
3. Check the Disable Chat option.
4. Click OK and restart the Client.

If the Control attempts to open a Chat session they will be advised that they do not have access rights to perform the task at that Client.

Note: To prevent the Control from Chatting to **all** Clients, disable the feature in the Control Configuration. Select {Tools}{Configurations – Settings} from the Control window drop down menu. From the list of Configurator options choose {Control Interface}{Functions} and check the Disable Chat option.

To Prevent the Client from Initiating a Chat Session

1. At the required Client workstation(s), choose **NetSupport Configurator** from the NetSupport Program Group. The NetSupport Client Configurator will appear.
2. From the list of Configuration options select Client Interface-Client Settings.
3. Check the Disable Chat option.
4. Click Ok and restart the Client.

The Chat option will be unavailable at the Client.

Sending Messages to Clients

With NetSupport, you can send a message to an individual Client, a Group of Clients or all Clients on the Network.

To send a message

1. Choose {Client}{Message} from the Control window drop down menu.
   Or,
   Click the Actions icon on the Control toolbar and choose Message.
   Or,
   Right click and choose Message.
2. The Message dialog will appear. Choose whether to send the message to all Available Clients, All Connected Clients or only the Currently Selected Client. Enter the message and decide whether to show the message at Client PCs for a specified time.
3. Click Send.
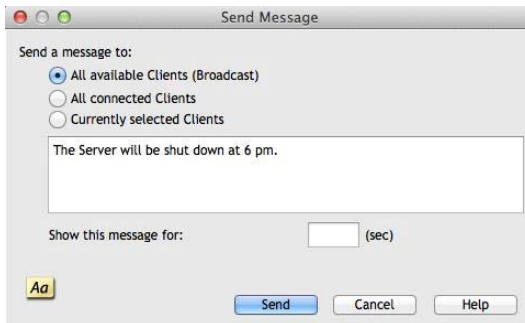
The Message will be displayed in a dialog at the Client screens and will remain until the User closes the dialog or the specified time limit expires. In addition to the message itself, a customised Title can be included. This is set in the Control Configuration – General option. Click **Settings** on the Control window toolbar.
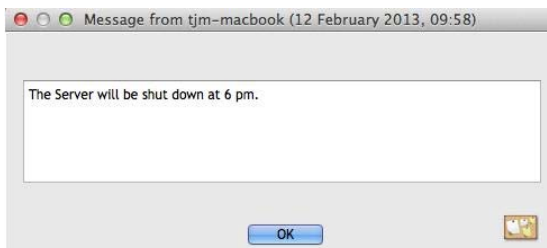
Dealing with Help Requests

NetSupport includes a function at the Client that enables the Client User to send a request for help. If a Control is connected when a Client sends a help request, the Control will be immediately notified, as the Help Request folder is highlighted. If the Control is not connected, its Help Request folder will be highlighted the next time it connects to that Client.

If a Control's List view has been set to display Clients details {View}{Details} and customised to display help messages, the Clients help request message will be immediately displayed in the List view.

When Browsing for Clients, Controls have the option to browse only for Clients who have requested help.

To Clear a Help Request
1. Select the Help Request folder in the tree view.
2. Select the help request that you want to clear.
3. Right-click and select Clear Help.

Remote Clipboard

During a View Session you can copy the content of the clipboard between Control and Client PCs.

The Clipboard icon, available on the View window toolbar, provides the following options:

Send Clipboard
Used when copying from the Control to a Client and using the {edit}{cut/copy} menu option.

Retrieve Clipboard
Used when copying from the Client to the Control and using the {edit}{cut/copy} menu option..

Auto
When enabled, provides the quickest method for copying data. Use the short cut keys (Cmd-C & Cmd-V) to automatically copy to and from the clipboard at both the Control and Client machines.

Sending the content of the clipboard from a Control to a Client workstation
1. View the required Client.
2. Open appropriate applications on the Client and Control workstations.
3. Select and copy the required data from the application at the Control.
   If **Auto** is enabled using Cmd-C copies the data directly to the clipboard.
   Or
   If you have used {Edit}{Cut/Copy}, return to the Clients view window and click the Clipboard icon on the View window toolbar and choose Send Clipboard.
4. To paste the data at the Client application, choose {Edit} from the Client application drop down menu, select Paste.
   Or
   Use the short cut keys (Cmd-V) to paste the data.

Sending the content of the clipboard from a Client to a Control workstation

1. View the required Client.
2. Open appropriate applications on the Client and Control workstations.
3. Copy the required data from the application at the Client as above but if using menu options rather than the shortcut keys, choose Clipboard – Retrieve Clipboard from the toolbar.
4. Return to the Control application and paste the data using the appropriate menu options or the short cut keys (Cmd-V).

Remote Command Prompt

By launching the Command Prompt window a Control can remotely execute command line instructions at a connected Client.

1. Connect to the required Client and choose {Client}{Remote Command Prompt} from the Control window drop down menu.

    Or

    Right-click on the Client icon and select Remote Command Prompt.

    Or

    Click the Actions icon on the Control toolbar and choose Remote Command.

2. The Remote Command Prompt window will appear. The title bar will confirm the name of the connected Client.

The window is split into two frames. The Input Frame at the bottom of the window, which can be resized if required, and the output/results frame at the top.

While the window is open each command is stored by the Control enabling you to recall previous instructions that you may wish to run again. Either scroll through the entries using the up and down arrow keys and press enter when the required command is displayed or press F7 to show all commands in a window. Click on the required command and press enter.

A maximum of 50 commands are stored. To clear the history press F8. Once the Control closes the Remote Command window the history is cleared automatically.

Using the Client

In this chapter ...

How the remote user can interact with a connected Control.

The Client Main Window

When a Client clicks the NetSupport icon on the menu bar the Client menu appears, from here you can open the Client window.

The Client window allows Clients to:
• Chat to a Control
• Request help from a Control;
• Call a specific Control
• Connect or Disconnect from a Control
• Launch a Replay File

Connecting to a Control

The Client Connect function only works for TCP/IP connections and is intended to enable you to establish a connection across a Firewall or Proxy Server.

Note: To enable a Client to call a Control, NetSupport uses TCP/IP port 5421. For the Client to connect through a Firewall, you will need to configure the Firewall to use this port.

To connect to a Control

Note: The Control must be running for a Client to connect.

1. Choose {Commands}{Call Control} from the Client main window drop down menus.
2. The Call Control dialog appears.
3. Enter the hostname or IP address of the Control you wish to connect to.
   Or,
   Select from a list of the 10 most recently connected Controls.

Note: A maximum of 10 Controls can be stored, after which the oldest is discarded.

The Control will receive a connecting message and either allow or disallow the connection. If the connection is disallowed, the Control and Client will be able to behave as normal.
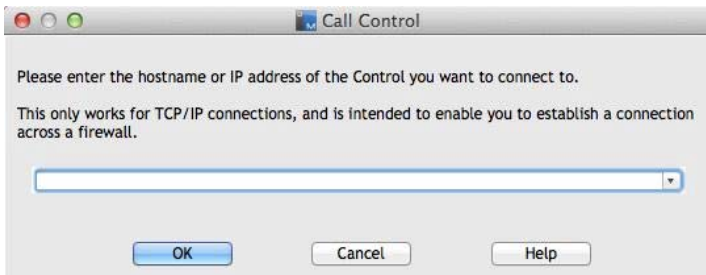
Disconnecting from a Control

To Disconnect from a Control

1. In the Client main window choose {Commands}{Disconnect}. Or, Click the Client icon in the menu bar and choose Disconnect.
2. A dialog box will appear, listing the Controls to which you are currently connected. Select the Control(s) from which you want to disconnect.
3. Choose OK to disconnect from the selected Controls.

Raising a Help Request

NetSupport Manager allows a User, at a Client workstation, to request help from a Control workstation.

To Request Help

1. Choose {Commands}{Request Help} from the Client main window drop down menu.

   Or,

   Click the Client icon in the menu bar and choose Request Help.

2. This opens a dialog box into which Clients type their name and help request message.

3. Clients can choose to Cancel their previous help request by clicking on the Cancel Previous Request button.

4. Clients then click OK.

If a Control is connected when a Client sends a help request, the Help Request folder will be highlighted notifying the Control. If the Control is not connected, its Help Request folder will be highlighted the next time it connects to that Client.

Chatting to a Control workstation

You can Chat to a connected Control using the Chat window.

To initiate a Chat session

1. Choose {Commands}{Chat} from the Client main window drop down menus.

   Or

   Click the Client icon in the menu bar and choose Chat.

2. The Chat window will appear.

3. Type the message and press Enter or click **Send**.

4. If you need to alert the Control User that you have initiated a chat session, choose {Chat}{Send Beep} from the Chat window drop down menu.

Receiving Messages from a Control workstation

Client workstations can receive messages from Control workstations. These messages are automatically displayed on a Client's screen in a message box.
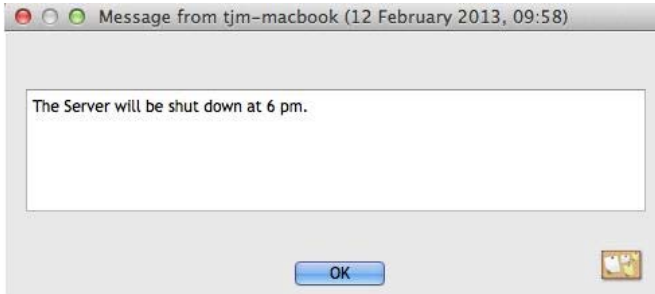
The message box's title bar includes the name of the Control that has sent the message, along with the date and time the message was sent.

Having read the message sent by a Control, choose **OK** to remove the message.

Configuring the Client

In this chapter ...

How to use the Client Configurator.

Whether you want to secure the Client against unwanted connections or prevent Control Users from performing certain tasks at selected Clients, NetSupport Manager provides a vast range of configuration options that can be set at individual Client level.

Configuring the Client

NetSupport Clients are configured using the NetSupport Configurator. This makes all the required changes to and sets up the initialisation commands.

The Configurator is started from the NetSupport Configurator icon in the NetSupport Manager Program Group. This will display the initial Client Configuration dialog.

The Client Configurator enables you to set all the possible options for the Client. It also enables you to test the Network to ensure that the Network stack that you are attaching the Client to is installed and operating correctly.

The Client Configurator has the following options:

Connectivity
TCP/IP
HTTP

Security
User Validation
Access Privileges
User Acknowledgement
Connect
Protect Configuration
File Transfer
Replay Files

Remote Control
View
Show

Client Interface
Client Settings
Customisable Text

Connectivity Options

Set TCP/IP Connection
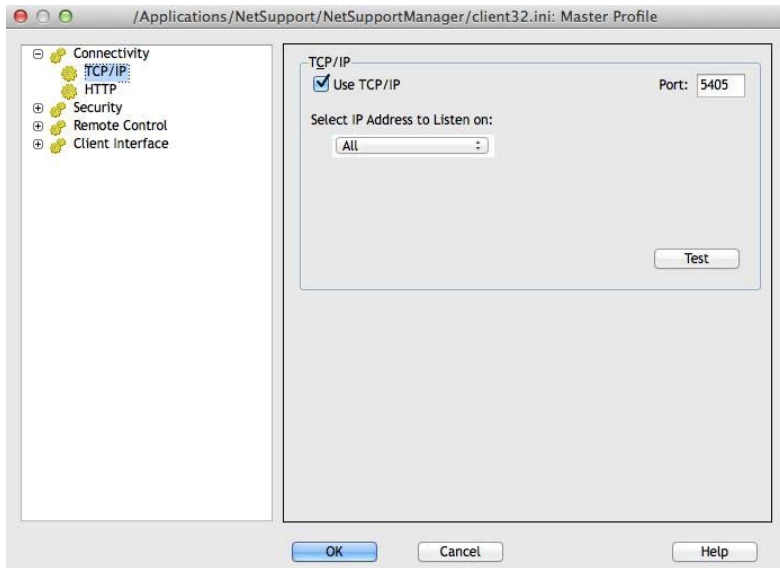
Use TCP/IP
Check this box if you wish the Client to be able to communicate over TCP/IP.

Port
The TCP/IP protocol requires that a port number be allocated for applications to communicate through. To enable the Control to communicate with a Client, and for the Client to receive the incoming request, the default registered port for NetSupport is 5405.

Select IP Address to Listen on:
This option can prove useful for preventing unwanted connections when the Client has multiple network cards installed, for example, when both a public and private network are used. You can force connections on the required network by specifying the IP Address that the Client uses to listen for incoming Control connections.

Press [**TEST**] to check that the protocol is correctly installed on this workstation.

Notes:
- Changing port could interfere with other TCP/IP applications.
- If you are using Routers, you must ensure that they are configured to pass through data using this port.
- To enable Clients to initiate a connection to the Control, the default registered port is 5421.

Set HTTP connection

This property sheet enables you to configure the Client to accept connections via a NetSupport Gateway. (For more information see, Connecting to Clients/Controls via a NetSupport Gateway)
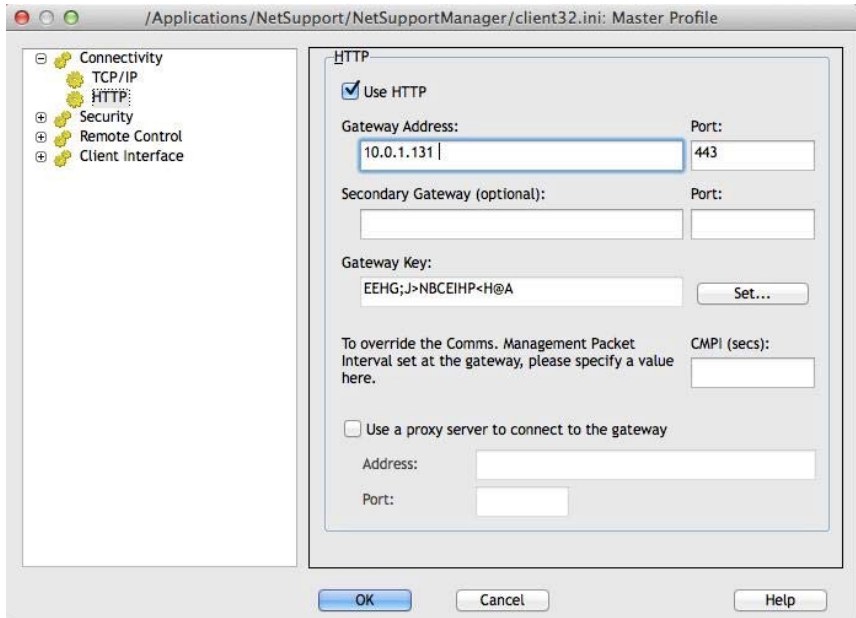
Use HTTP:
Check this box to enable the Client to communicate over HTTP.

Gateway Address:
Enter the IP address of the workstation where the NetSupport Gateway Component is installed.

Secondary Gateway (optional):
If required, enter the IP address of the secondary Gateway.

Port:
NetSupport's default port for HTTP communications is 443.

Gateway Key:
The Key set here **must** also be set at the Control and match the key that has been configured in the Gateway itself. Provides additional security that enables Control Users to connect only if they have specified the same key as at the Client.

CMPI (secs):
You can override the CMPI that is set at a Gateway by entering a value here. By default at the Gateway the CMPI is set to 60 secs.

Proxy Server
NetSupport can be configured to route communications through a Proxy Server if required. Enter the server address and an appropriate Port, 8080 recommended.

Security Options

These property sheets are used to set security at the Client.

User Validation
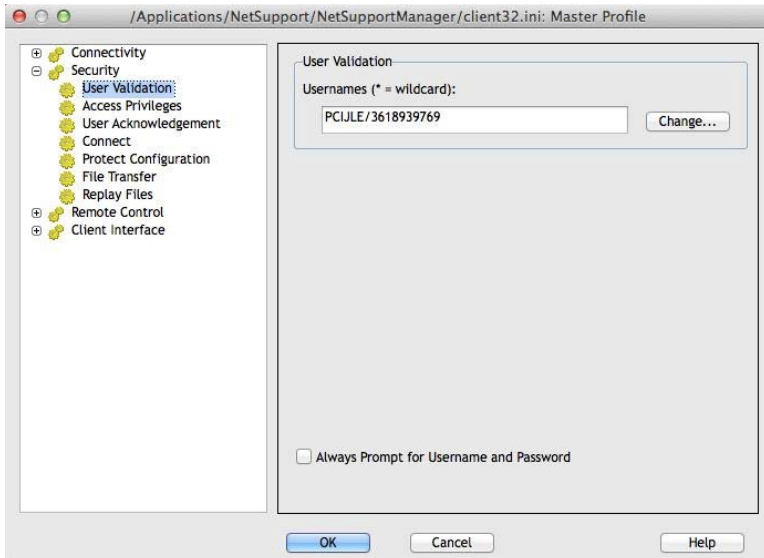
Usernames

Usernames are used for setting the valid USERID and Password for Control Users when they connect to the Client.

You can enter multiple Usernames each with its own password. You do this by clicking Change and adding the individual Usernames and passwords.

By entering specific Usernames and Passwords the Client will restrict access to Controls entering a matching Username and Password when connecting.

Always Prompt for Username and Password

If selected, the Control will be prompted for a username and password each time it attempts to connect to the Client.

Access Privileges

This property sheet can be used to limit the range of Remote Control options that are available to the Control User.
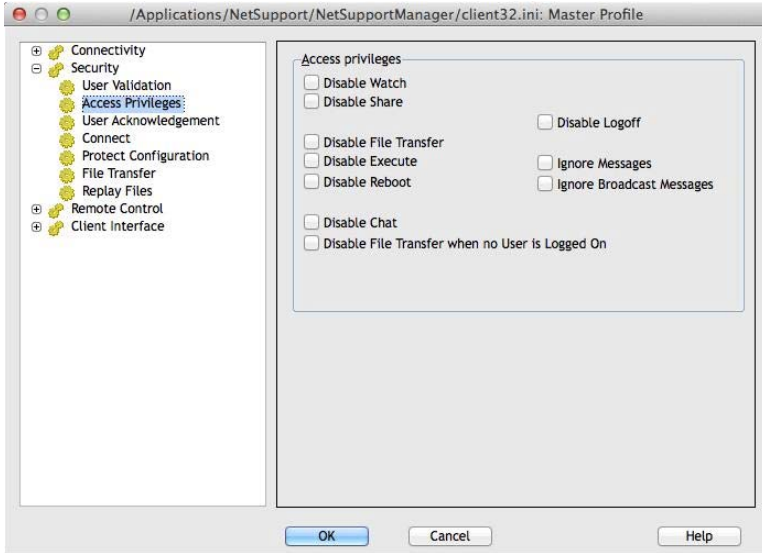
Disable Watch
Prevents a Control from Viewing the Client at all. File transfer and other functions are still available.

Disable Share
Allows a Control to View a Client in Watch only mode.

Disable File Transfer
Disables File transfer to and From the Client in all circumstances.

Disable Execute
This prevents a Control user from remotely executing applications at the Client from within the Control program. They can still start applications using the standard Remote Control functions.

Disable Reboot
Disables the ability of the Control User to Re-Boot the Client workstation via the menu option in the Control Interface. You can still Reboot while remote controlling.

Disable Chat

Prevents the Control from initiating a Chat session with the Client. However, Clients can still open a Chat session with the Control via the Client Menu.

Disable File Transfer when no User is Logged on

Disables File Transfer when no user is logged on. This means that the Control user could log on with their own User ID if they have a valid User ID and password for this workstation.

Disable Logoff

Disables the ability of the Control User to log off from the Client workstation via the menu option in the Control Interface. You can still Log off while remote controlling.

Ignore Messages

Ignores messages sent by Connected Controls.

Ignore Broadcast Messages

Ignores Broadcast messages from a Control whether connected or not.

User Acknowledgement Options

These security options, when enabled, display a prompt at the Client machine advising that a Control User is attempting a remote connection. The Client must acknowledge the message before a remote control session can be instigated.
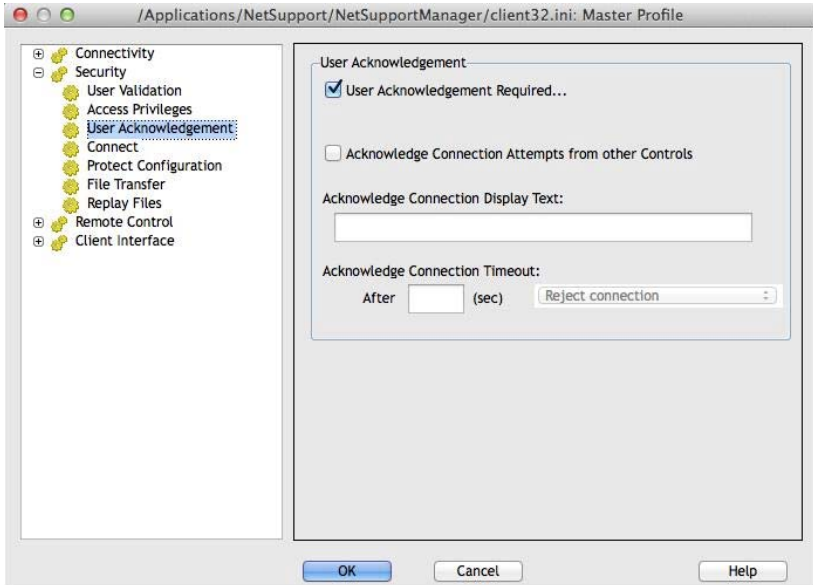
User Acknowledgement

User Acknowledgement Required

When a Control User attempts to connect, a message will be displayed at the Client. Unless the user at the Client explicitly accepts the request, the connection will be refused.

Acknowledge Connection Attempts from other Controls

The Client receives a message that another Control is attempting to connect.

Note: For the message to be displayed at the Client the Allow more than one Control to Connect at a time option needs to be enabled in Client Configuration – Security Connect.

Acknowledge Connection Display:

Specify a customised acknowledgement message to be displayed at the Client workstation. The text can also incorporate a choice of default settings should you wish the Client to know, for example, the name of the Control User. There are four available syntax's:

$loginname$	Returns the logged on user name of the user at the Control.
$fullname$	Returns the full name of the logged on user at the Control.
$computername$	Returns the machine name of the Control.
$userdomain$	Returns the domain of the logged on user at the Control machine.

Acknowledge Connection Timeout:

Specify a time limit, between 0-255 seconds, for the User Acknowledgement prompt to be displayed and decide what action to take if the user has not acknowledged the connection after the specified time. You can choose **Reject Connection**, to cancel the connection attempt, or **Accept Connection**, to allow the Control to connect.

This can be useful if there is an urgent need for the Control to connect but they want to allow the remote user a few seconds to complete a task or close down files.

Connect Options

This property sheet is used to administer which Control Users or Control workstations can connect to this Client. You can also set the level of encryption to be used.
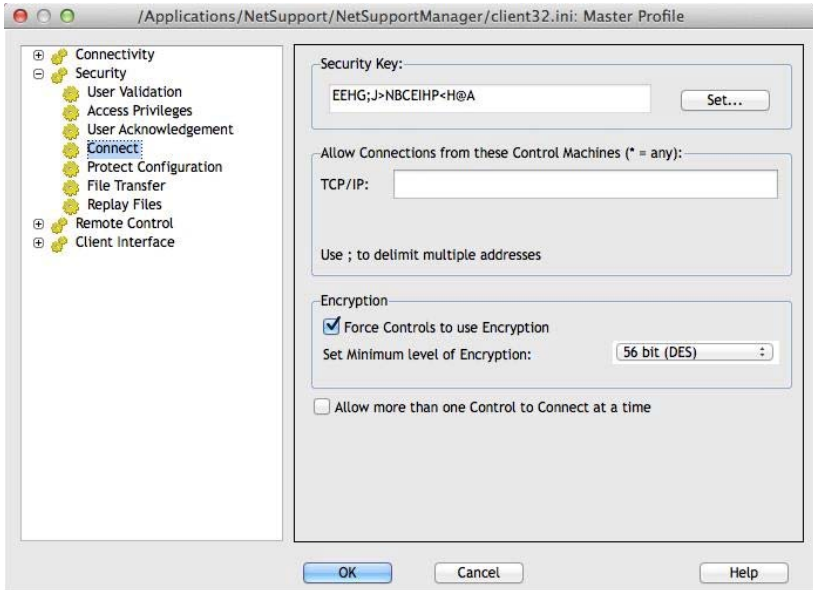
Security Key

Provides additional security that enables Control Users to connect only if the Control has the same security key as the Client. Optionally this can be set as the serial number in your NetSupport Licence File. You must set the Security key at both ends.

Allow Connections from these Control Machines

This enables you to restrict access to Controls running on TCP/IP networks. This feature can also be used to limit access to Control workstations with specific addresses. Wildcards can be used in the address field.

For example:
194.182.*.*   all workstations on TCP/IP subnet 194, 182

Note: Access can also be limited to a specific IP range e.g. 10.0.0.1-24 would allow access from 10.0.0.1 up to 10.0.0.24.

Encryption

With encryption turned on, all the information that is sent between the Control and Client is very difficult for others to read. NetSupport offers a range of encryption options, ranging from 56 Bit DES to 256 Bit AES, enabling you to find the necessary balance between security and performance. The higher the level of encryption, the higher the potential for decreased performance.

Force Controls To Use Encryption

Checking this box forces a connecting Control to use the equivalent level of encryption, even if the option has not been enabled at the Control end. The encryption only applies when the Control is connected to this Client.

Set Minimum level of Encryption

Choose the level of encryption to be used while a Control is connected.

Allow more than one Control to connect at a time

NetSupport allows multiple Controls to connect and view the Client simultaneously. This is useful for Group Working. Checking this option enables the function.

Protect Configuration Settings
This property sheet allows you to protect the Client Configurations.
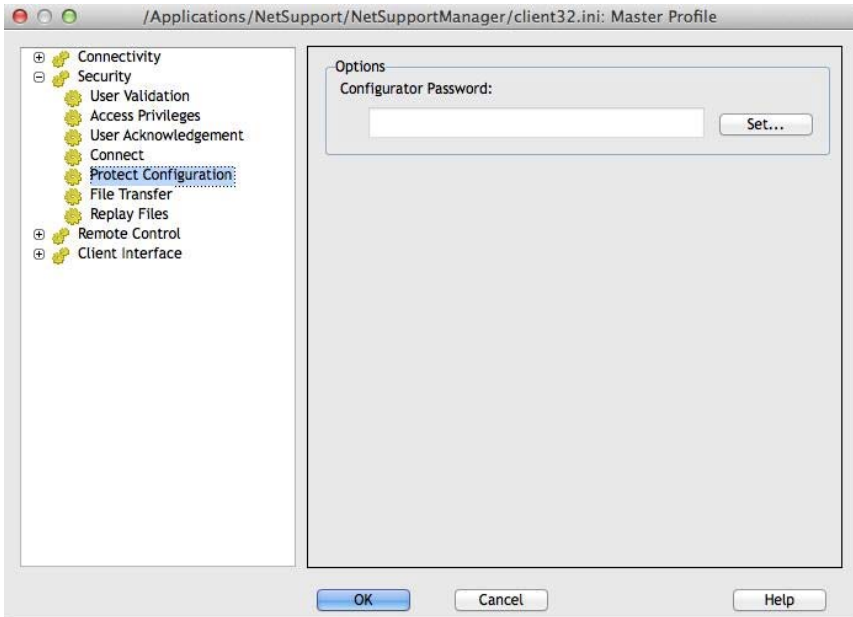
Configurator Password
Nominate a Security Password for the Client profile.

File Transfer Settings
This property sheet is used to control file access.
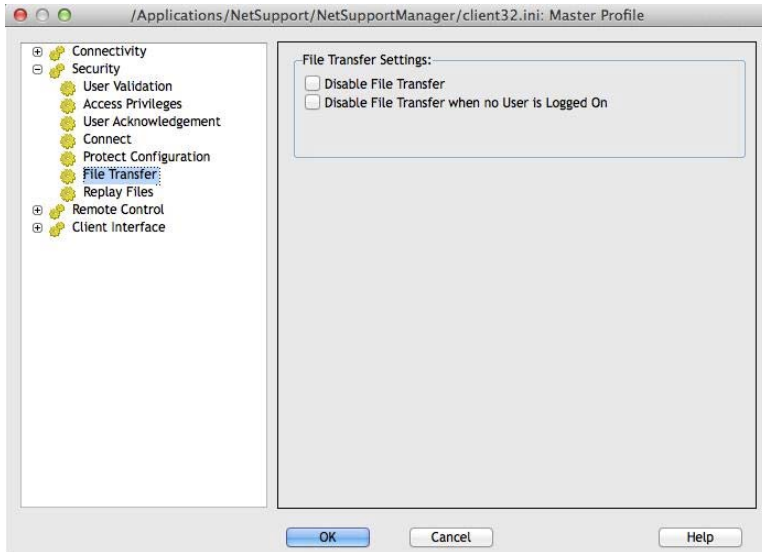
Disable File Transfer

Disables File Transfer to and from the Client in all circumstances.

Disable File Transfer when no user is Logged on

Disables File Transfer when no user is logged on. This means that the Control user could log on as themselves if they have a valid User ID and password for this workstation.

Replay File Settings

The Replay Files feature enables the Control to record and playback the screen activity that takes place at a Client workstation while it is being remote controlled/viewed.
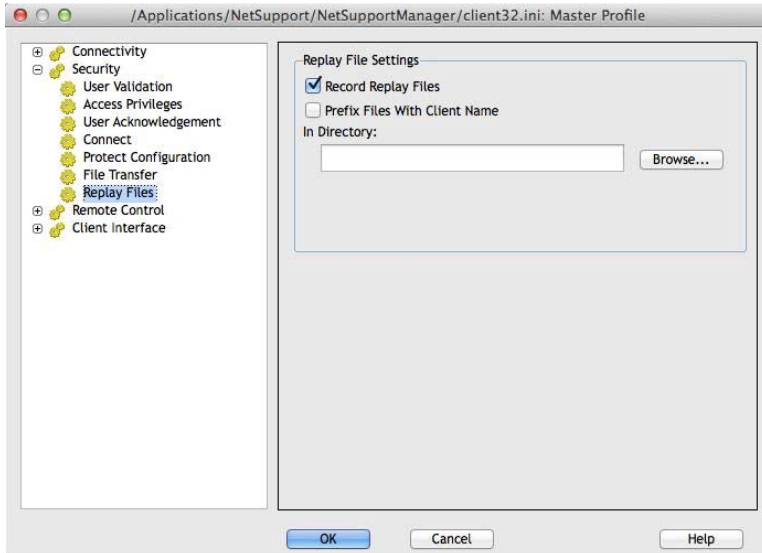
Record Replay Files

Check this option to enable the recording of Replay Files. A Replay File will be created each time the Control views a Client PC with the option enabled.

Prefix Files With Client Name

In order to identify each Replay File, filenames can be prefixed with the Client name and the date/time of the recording. Alternatively, with the option un-checked the files will be named sequentially in the format 00000001.rpf etc.

In Directory

Specify where the Replay Files should be stored. If saving to a Network share this gives you the opportunity to store each Clients files in individual folders.

Remote Control Options

The following Remote Control attributes can be adjusted:

View Settings
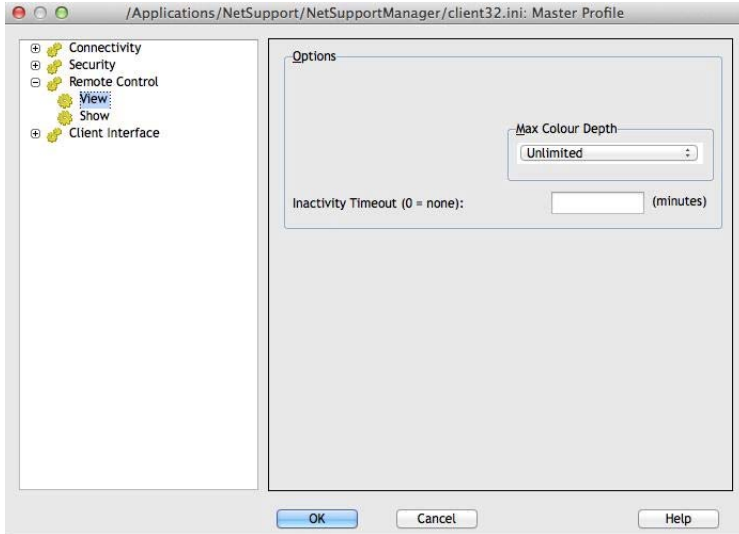
Options

Max Colour Depth

The higher the colour depth at the Client the greater the volume of data that needs to be sent to the Control for each screen update. Restricting the Colour depth will improve performance on slower links.

Note: The settings here will override the colour depth setting in the Control Configuration.

Inactivity Time Out

When a Control connects to a Client, it can prevent other Controls from connecting to that same Client, unless the Allow Multiple Connections option has been set.

If the operator at the Control forgets to terminate the connection then a case might arise where other Control operators who need access are locked out.

Setting this option means that if a connected Control has not carried out any mouse, keyboard or file transfer activity for the specified period, the Client will assume that the connection is no longer required and disconnect automatically. It will then be available to other Controls.

Show Settings
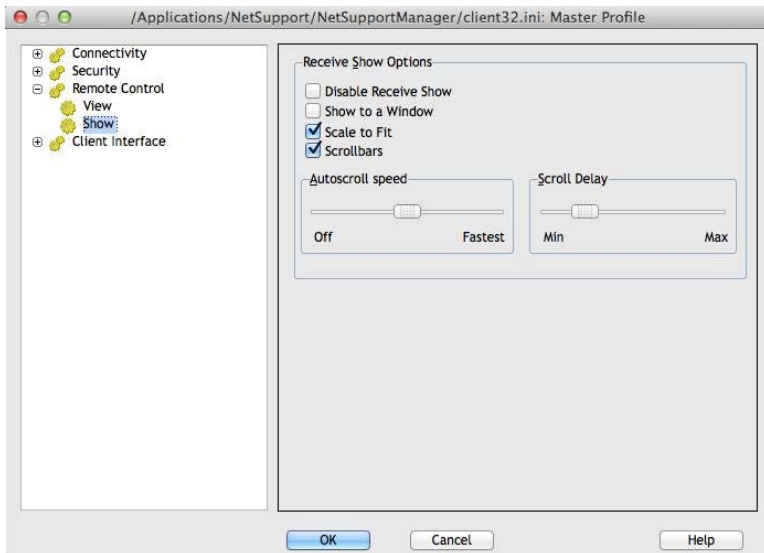
Receive Show Options

Disable Receive Show
Prevents the Control from being able to show to the Client.

Show to a Window
Enables the Client to receive a Show in a window rather than in full screen mode.

Scale to Fit
Automatically scales the Receive Show window to resize the displayed screen in the available area.

Scrollbars
Determines if Scroll Bars will be displayed with the Receive Show window for navigation.

Auto-Scroll Speed

When you are viewing a Show in a window on the Client's screen, the Client can automatically scroll the contents when the mouse moves close to the edges of the window. Adjusting the sliding control sets the speed at which the view scrolls, from not at all to very fast.

Scroll Delay

When Auto Scroll is enabled, you can change the delay before the scroll is activated. If you want the view to scroll as soon as the mouse is at an edge of the screen, move the slider towards **Min**. If you prefer a longer delay before the AutoScroll takes effect, move the slider towards **Max**.

Client Interface Options

These property sheets are used for customising the interface between the Client and the Control.

Client Settings
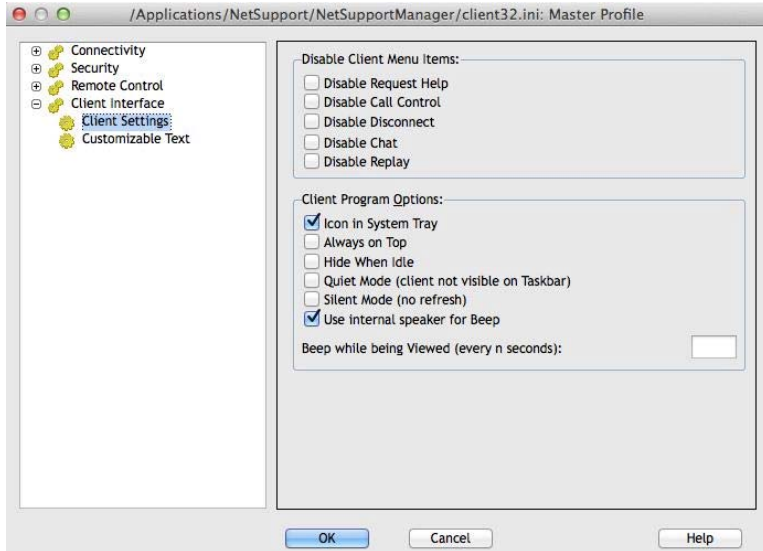
Disable Client Menu items

Disable Request help
Prevents the Client User from being able to use the request Help Function.

Disable Call Control
Disables the Call Control facility on the Client drop down menu.

Disable Disconnect
Prevents the Client user from being able to force the Control User to disconnect.

Disable Chat
Prevents the Client from initiating a Chat session with a Control. However, the Control can still open a Chat session with the Client.

Disable Replay
Prevents the Client from being able to open Replay Files.

Client Program Options

Icon in System Tray

The NetSupport Client icon will be displayed in the System tray rather than as a separate icon on the active application bar.

Always on Top

The NetSupport Client icon can become obscured behind other Windows. Setting this option means that it is always visible and the user at the Client will always know when someone is viewing them.

Hide when Idle

The NetSupport Client icon will not be displayed unless a Control is connected or viewing.

Quiet Mode (Client not visible on Taskbar)

Check this box to hide the Client icon on the Taskbar.

Silent Mode (no refresh)

Allows the Control to connect and View a Client without the Clients knowledge. If Silent Mode is not selected the Clients screen and mouse icon will flicker notifying the Client that a connection has been made and their screen is being Viewed.

Use internal speaker for Beep

By default, the audible warning beep, which can be sent between machines in functions such as Chat and View, comes from the PCs internal speaker. There may be occasions when it is more appropriate to use the workstations sound card to generate the beep through speakers, in which case un-check this box.

Beep while being Viewed (every n seconds)

While a Control is viewing the Client an audible beep will be sounded.

Customisable Text

This property sheet enables you to add customisable messages which are displayed at the Client machine.
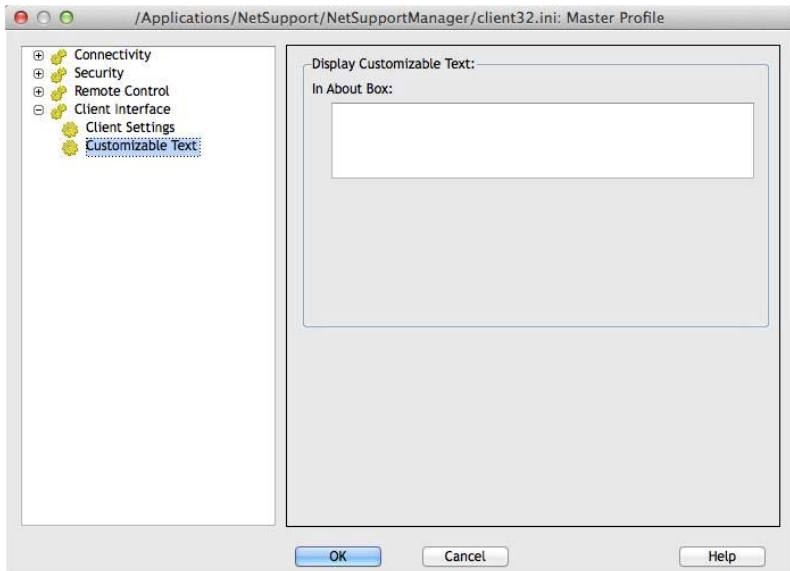
Display Customisable Text

In About Box

Sets the message that will be displayed in the client's About box.

Configuring the Control

In this chapter ...

How to configure the Control.

Create individual profiles ensuring each Control User can only perform certain tasks at Client PCs.

Configuring the Control

NetSupport allows you to fully configure how the Control Program will operate.

To access the Control Configurator
1. Choose {Network}{Configure} from the Control window drop down menu for basic options (General, Connectivity, Security and Startup).
   Or,
   Click the Settings icon.
2. The Setting Configurations dialog will appear.

The Control Configuration options are categorised as follows:

General
This property sheet enables you to set the identification details for the Control.

Connectivity
These property sheets enable you to specify which transport protocols the Control will operate over.

Security
NetSupport Manager offers a wealth of security features that can be applied.

Startup
This property sheet enables you to configure the options that affect NetSupport Manager at startup.

Remote Control
These property sheets enable you to adjust the Remote Control features.

Control Interface
These property sheets enable you to configure the various components available to the Control from the Control window interface.

File Transfer
These options configure the File Transfer Settings in NetSupport Manager. They allow you to alter the way in which information is displayed, and enables you to set safety features such as confirmation before performing a damaging operation.

File Locations

This property sheet allows you to specify where to store the Client and Group files.

Adjusting Client Settings for a Control session

During any control session where you may be working with more than one Client, you can tailor how each Client interacts with the Control. For example, on one Client you may want to use compression because it is on a slow link, but on another you may want to turn compression off.

To adjust View Settings

1. View the required Client.
2. Choose {View}{Settings for Client} from the View window drop down menu.
   Or,
   Select the Settings button on the View window toolbar.
3. The Settings dialog will appear.
4. Configure which options will be enabled, when you start a View Session.

Note: If you edit the Client Settings, the changes you make only apply to that Client during the current Control session. If you want to change the settings permanently check the Update Configuration box.

General Settings

Use this property sheet to give the Control a specific name. If left blank, the machine name is used.
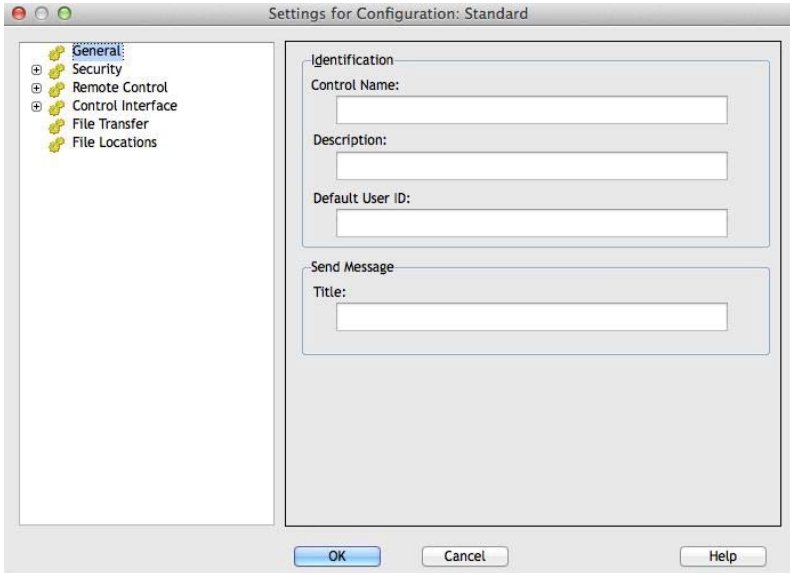
Identification

Control Name

The name which the NetSupport Control program uses when connecting to Clients to identify itself.

Description

Enter a description for this Control configuration.

Default User ID

If User Validation is required before a Client connection can be made, Control users will need to logon with a valid username and password. Rather than continually prompt for the username, a default ID can be set here. The following variables can be used in order to default to the currently connected username; %userdomain%\%username%.

Send Message

Title

Enables you to add a customised title to the Send Message dialog.

Connectivity Options

Before you can connect to Clients on your network you must select and configure the transports to use. The transport protocols must be configured in the operating system before attempting to use them.

Set TCP/IP Connection
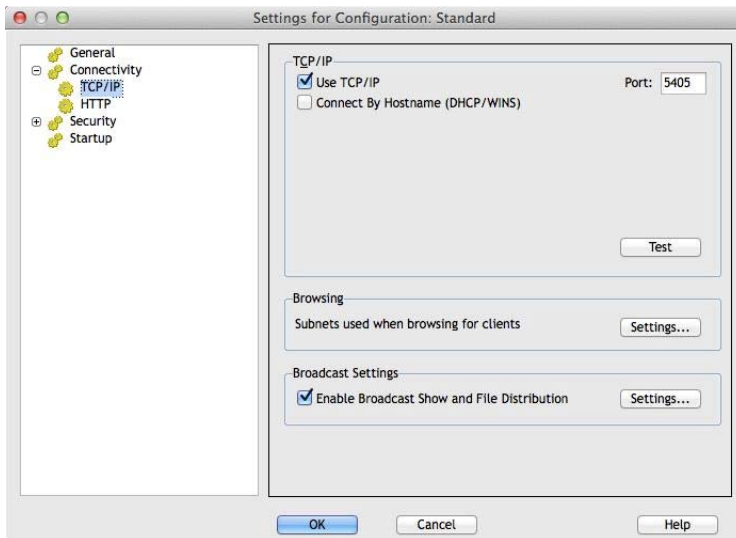
TCP/IP

Use TCP/IP

Check this button to enable the Control to use the TCP/IP protocol. This protocol is used with the Internet, local and wide area networks. In order to connect to TCP/IP Clients you need to specify the port number that the Client is listening on.

Port

This value is used for all interactions with TCP/IP Clients. The default registered port for NetSupport is 5405. You can configure Clients on your network to run on a different port number if required. This is useful to provide additional security, as other NetSupport Control users would need to know on which port your Clients are configured. You can also specify a port number when creating or connecting to a client.

Note: To enable Clients to initiate a connection to the Control, the default registered port is 5421.

Connect By Hostname (DHCP/WINS)

Normally the Control connects to a Client by IP Address, rather than by name. In an environment that uses DHCP (Dynamic Host Configuration Protocol), this may be undesirable as the address may change when the Client workstation is restarted. Checking this option forces the Control to connect by hostname.

Test

Press this button to check the configuration and version of the TCP/IP stack installed. The version of Winsock is returned along with its current state.

Browsing

Subnets used when browsing for clients

When you are running on a network with multiple subnets or addresses, you need to configure the Broadcast Addresses for each effective network. When a Browse is performed, the broadcast messages are sent to these addresses.

Broadcast Settings

Enable Broadcast Show and File Distribution

When performing a show or distributing files to Clients, the screen information/files are sent to each Client machine in turn. Enabling Broadcast Show and File Distribution results in the screen information being sent to all machines simultaneously. In some network environments where there is limited network bandwidth available or when showing to larger numbers of machines this will provide significant performance benefits.

Whilst reducing overall network traffic generated by NetSupport, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your Network administrator before using this feature.

Note: If you encounter problems broadcasting to Clients, you may need to upgrade the version of the NetSupport Client that is installed on the target machines. The broadcast show feature is only supported in version 7.10 or higher.

Settings

If Broadcast Show and File Distribution is enabled, select this option to set the Broadcast Address. The Broadcast Settings dialog will appear.

Set HTTP Connection

This property sheet enables you to configure the Control to communicate via HTTP. For more information see, Connecting Clients/Controls via a NetSupport Gateway.
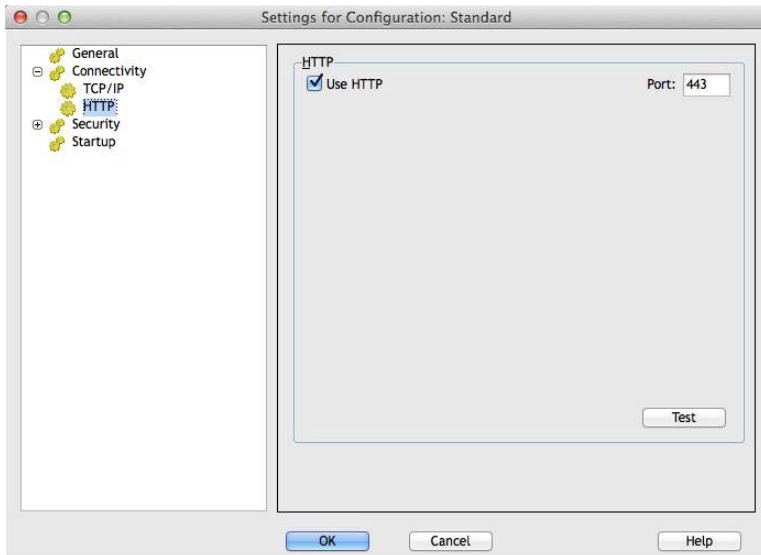
Use HTTP:

Check this box to enable the Client to communicate over HTTP.

Port:

NetSupport's default port for HTTP communications is 443.

Note: In version 9.10, Port 443 was introduced as the default for HTTP communications, 3085 being used previously. Gateway settings will be preserved for existing customers who subsequently upgrade, enabling 3085 to continue to be used, but there may be scenarios when upgraded Controls and Clients will need the HTTP Port manually reconfiguring to ensure compatibility.

Security Options

The Control Configurator provides a wealth of security features categorised as follows:

Settings
Event Logging
Replay Files

Security Settings
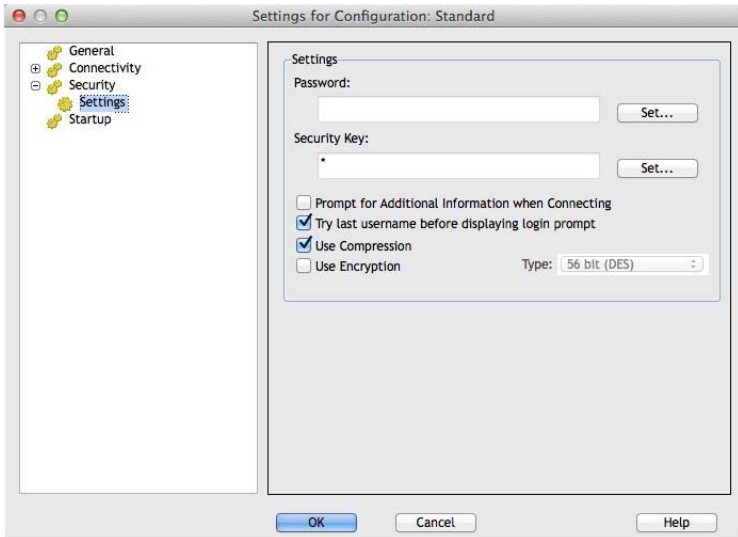
Password
Enter the Security Password, which you will be prompted for when starting the Control using this configuration. You must click on the **Set** button next to this Control to set the password.

Security Key
The Security Key is used whenever you connect to a Client. Unless the key entered here matches the security key on the Client, you will be denied access to the Client workstation. Press the **Set** button to change the key. Optionally this can be set as the serial number in your NetSupport Licence File.

Prompt for Additional Information when connecting
If this box is checked, you will be required to supply a reason for connecting to a Client workstation. This is sent to and displayed at the Client so that the user knows why you are connecting when the Client has User Acknowledgement enabled.

Try Last Username before displaying login Prompt
Remembers the username and password attached to a named configuration and will attempt to login using this information.

Use Compression
Check this box to enable the use of compression. When you are communicating with a Client, whether it is a File Transfer, View or chat session the data being sent and reviewed will be compressed. This also provides a means of security, as the data will also be encrypted.

Use Encryption
With encryption turned on, all the information that is sent between the Control and Client is very difficult for others to read. NetSupport offers a range of encryption options, ranging from 56 Bit DES to 256 Bit AES, enabling you to find the necessary balance between security and performance. The higher the level of encryption, the higher the potential for decreased performance.

Event Logging

This property sheet enables a NetSupport Control to record, in a text file, the actions it has performed while remote controlling a Client. This may be useful for maintaining a history of how often a particular Client was connected to and for what purpose.
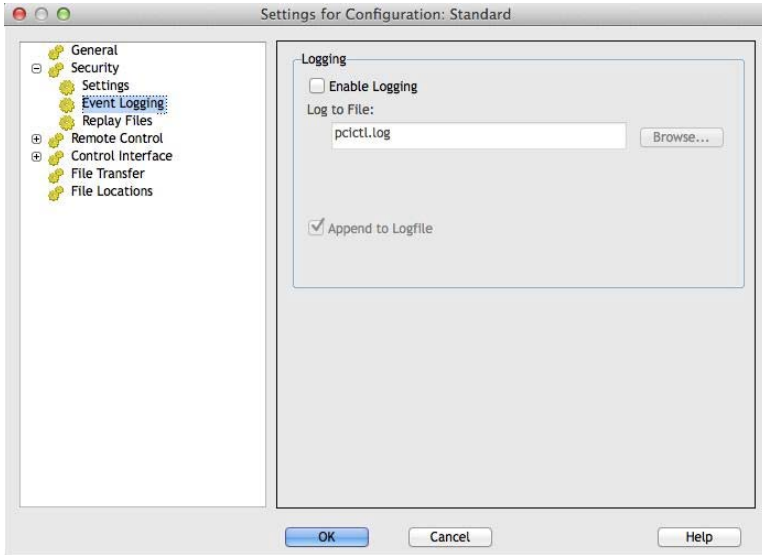
Enable Logging
Check this box to enable the 'Log to File' option. Once enabled, each time the Control subsequently connects to a Client(s), the activity for that session will be recorded.

Log to File
Specify the path and file name for the Log File. The NetSupport default is PCICTL.log. This file can be stored on the Local workstation or on a Server. Multiple Controls can write to the same Log file.

Append to Logfile
By checking this box, NetSupport will continually add to the existing entries in the log file. If unchecked, existing items get overwritten.

Replay Files

The Replay Files feature enables the Control to record and playback the screen activity that takes place at a Client workstation while it is being remote controlled/viewed.
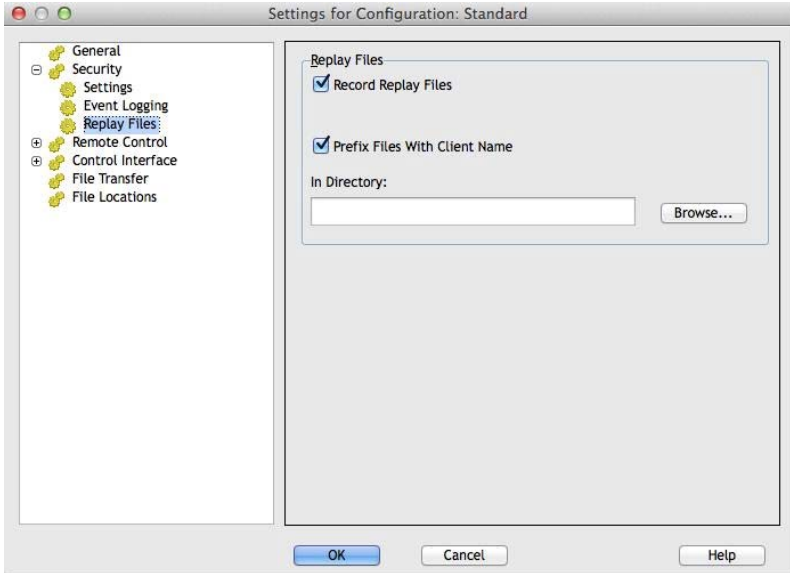
Record Replay Files

Check this option to enable the recording of Replay Files. A Replay File will be created each time the Control views a Client PC.

Prefix Files With Client Name

In order to identify each Replay File, filenames are prefixed with the Client name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.

In Directory

Specify where the Replay Files should be stored.

Startup Settings

This section configures the options that affect NetSupport Manager at startup. You can connect to a Client, Group or even perform a Browse. This enables you to perform a repetitive task that you would normally do every time you start the Control.
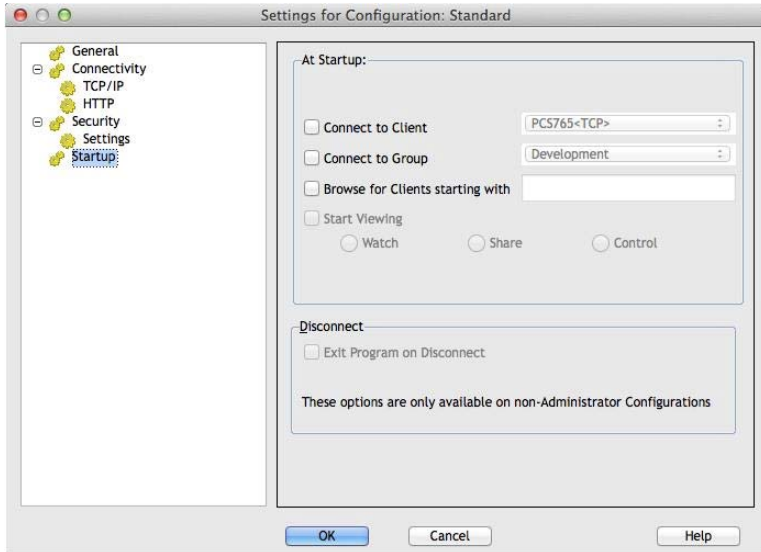
At Startup

Connect to Client

Check this box to connect to a Client when the Control starts. All of the clients in your Known Clients List will be displayed here, with the transport appended to the name. For example, TEST1<TCP>.

Connect to Group

Check this box to connect to a group of Clients when the Control starts. All of the groups created will be displayed in this list.

Browse for Clients starting with ...

When the Control starts it can perform a Browse using the information supplied. Enter a partial Client name or leave this blank to find all available Clients. The Clients found will appear in your Browse folder in the tree view.

Start Viewing
When you have checked one of the Connect boxes above, you have the option to view the Client when the control starts. Check this box to enable the three buttons below. This allows you to choose the way in which the Client is viewed.

Watch
Start Watching the Client or Clients when the Control starts.

Share
Start Sharing the Client or Clients when the Control starts.

Control
Start Controlling the Client or Clients when the Control starts.

Disconnect
The following options are only available on non-Administrative configurations.

Exit Program on Disconnect
Check this box to force the Control to shutdown when you disconnect from a client. This option is very useful when used in conjunction with the option above and connecting to a Client at startup.

Remote Control Settings

The following property sheets enable you to configure the behaviour of the remote control options when viewing Client workstations.

View Settings

This property sheet provides configuration options for Viewing Client workstations. If editing the Client Settings, all changes you make will only apply while you are connected to that Client.
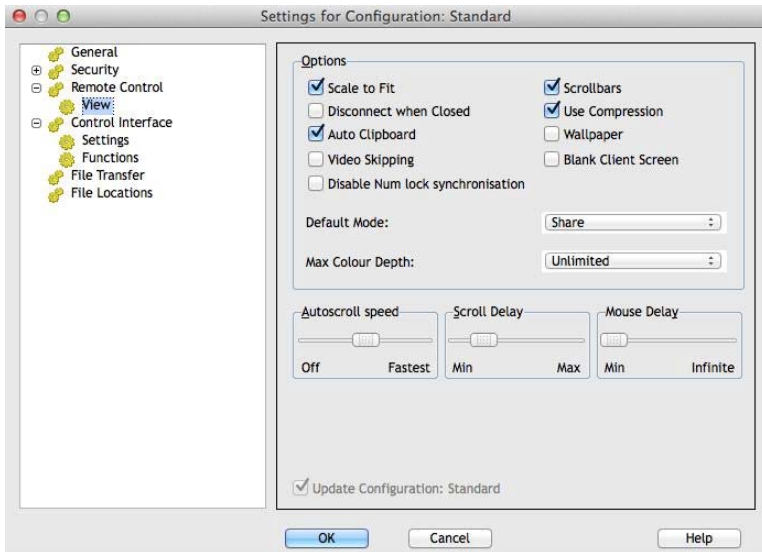
Options

Scale to Fit

Check this option if you want the contents of the View window to be automatically shrunk to fit the sizeable frame.

Disconnect when Closed

Check this option to disconnect from a Client, when a View window is closed.

Auto Clipboard
When enabled, provides the quickest method for copying data. Use the short cut keys (Cmd-C & Cmd-V) to automatically copy to and from the clipboard at both the Control and Client machines.

Video Skipping
NetSupport Controls can now be configured for Viewing performance. The Control program will not display Client screen updates if a subsequent update to the area of the screen is made. Un-ticking the box will result in all Client screen updates being displayed at the Control.

Disable Num Lock Synchronisation
Check this option if using a Laptop as the Control machine to ensure that the keyboards behaviour corresponds with that of a standard desktop machine.

Scrollbars
You can turn off scrollbars on the View Windows by un-checking this option. This is useful when using Auto-Scroll, as you gain a little extra workspace.

Use Compression
Check this box to enable compression when viewing a Client's screen. The state of this checkbox is also reflected in the General Settings.

Wallpaper
Check this box if you want the Client's wallpaper to be visible when viewing. Normally this is turned off to improve performance, so expect the screen update speed to be impacted by selecting this option.

Blank Client Screen
This enables the Control operator to blank the Client screen in any of the View modes.

Note: If another Control, with the Blank Client Screen setting checked, attempts to connect to a Client being controlled in Blank Client Screen mode, the original Control will be disconnected.

Default Mode

When you view a client, by default, you start viewing in Share Mode. If you prefer to start viewing in a different way, change the style from the list provided.

Max Colour Depth

When you connect to a Client, you can restrict the Colour Depth that is sent. This is done to reduce the amount of traffic between Client and Control. Reduce the Colour Depth to **16 colours** if you are using applications that do not rely on anything other than the standard 16-colour palette.

Note: The colour depth set here will be overridden by the settings in the Clients Configuration, preventing you from setting the colour depth at a higher level. To alter these settings at the Client, load the Configurator and select **Remote Control - View** and amend the **Max Colour Depth** to the required level.

AutoScroll Speed

When you are viewing a Client's screen, the Control can automatically scroll the contents when the mouse moves close to the edges of the window. Adjusting the sliding control sets the speed at which the view scrolls, from not at all to very fast.

Scroll Delay

When Auto Scroll is enabled, you can change the delay before the scroll is activated. If you want the view to scroll as soon as the mouse is at an edge of the screen, move the slider towards Min. If you prefer a longer delay before the AutoScroll takes effect, move the slider towards Max.

Mouse Delay

Adjusting the mouse delay allows you to reduce the rate at which mouse updates are sent from the Control to the Client when controlling or sharing. Move the slider control towards Infinite to reduce the rate and conserve bandwidth, or towards Min for the best mouse response. This is useful on dial-up or very slow networks.

Control Interface Settings

These property sheets enable you to configure the different components available.

Interface Settings

This property sheet enables you to configure the different components available in the configuration.
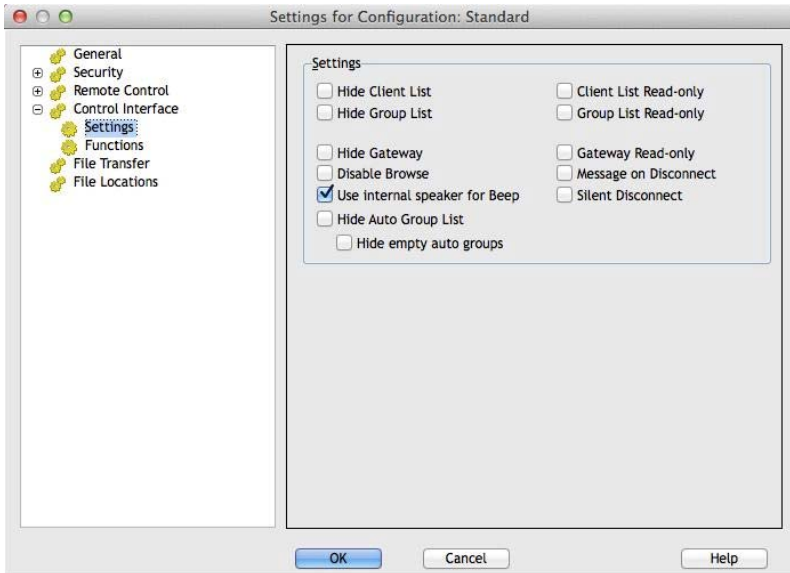
Settings

Hide Client List

Check this option to disable the display of known Clients for security reasons. The Clients branch is removed from the tree view and all of the menu and toolbar items that allow you to manipulate Client records are removed.

Hide Group List

Check this box to disable all the display of Groups for security reasons. The **Groups** branch is removed from the tree view, and all related menu items and toolbar buttons are removed.

Hide Gateway

Check this box to disable the Gateway function. The **Gateway** branch is removed from the tree view.

Disable Browse

Check this box to disable the Browse function. The **Browse** branch is removed from the tree view, the toolbar button is removed and the related menu item is removed.

Use internal speaker for Beep

By default, the audible warning beep, which can be sent between machines in functions such as Chat and View, comes from the PCs internal speaker. There may be occasions when it is more appropriate to use the workstations sound card to generate the beep through speakers, in which case un-check this box.

Hide Auto group List

Allows you to remove the Auto Group function from the Tree view.

Hide empty auto groups

Allows you to hide any Auto Groups that don't have any Clients associated to them.

Client List Read-only

Check this box to remove the ability to alter the Known Client List. The **Clients** item is still available in the tree view, but you cannot modify or create new Clients.

Group List Read-only

Check this box to remove the ability to alter the Groups list. The **Groups** item is still available in the tree view, but you cannot modify or create new groups.

Gateway Read-only

Check this box to remove the ability to alter the Gateway list. The **Gateway** item is still available in the tree view, but you cannot modify or create new items.

Message on Disconnect

When checked, the Control user will be prompted to send a message to the Client when disconnecting. This may be useful to notify the user on the Client workstation that the Control user has finished using the workstation and advise what action has been taken.

Silent Disconnect

Should a Client inadvertently disconnect during a session, a prompt appears at the Control machine. Check this option to disable the warning.

Functions

This property sheet enables you to restrict the functionality that is available to the Control.
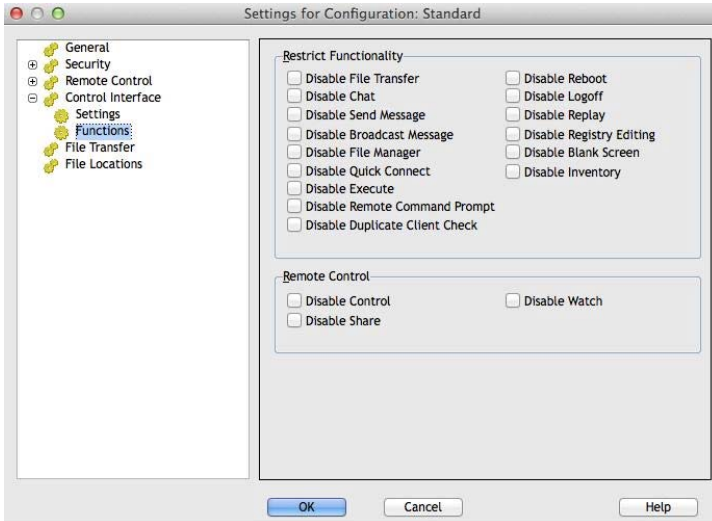
Restrict Functionality

You can prevent the following features from appearing at the Control by checking the appropriate boxes:

- Disable File Transfer
- Disable Chat
- Disable Send Message
- Disable Broadcast Message
- Disable File Manager
- Disable Duplicate Client Check*
- Disable Quick Connect
- Disable Remote Command Prompt
- Disable Reboot
- Disable Logoff
- Disable Replay

- Disable Execute
- Disable Registry Editing (This option is disabled by default)
- Disable Blank Screen
- Disable Inventory

* When browsing for Clients, NetSupport checks for duplicate Client details, only connecting to the first occurrence of a particular address. Depending on the setup of your network infrastructure there may be instances where duplicate IDs are in use, so you can disable the check using this option.

Remote Control

The following items disable the different view functions within the NetSupport Manager Control.

- Disable Control
- Disable Share
- Disable Watch

File Transfer Settings

This property sheet provides configuration options for transferring files. They allow you to alter the way in which information is displayed, and enables you to set safety features such as confirmation before performing a damaging operation.

If you are editing the Client settings, all changes you make will only apply while you are connected to that Client. If you wish to make your changes the Control default, check the Update Configuration box.
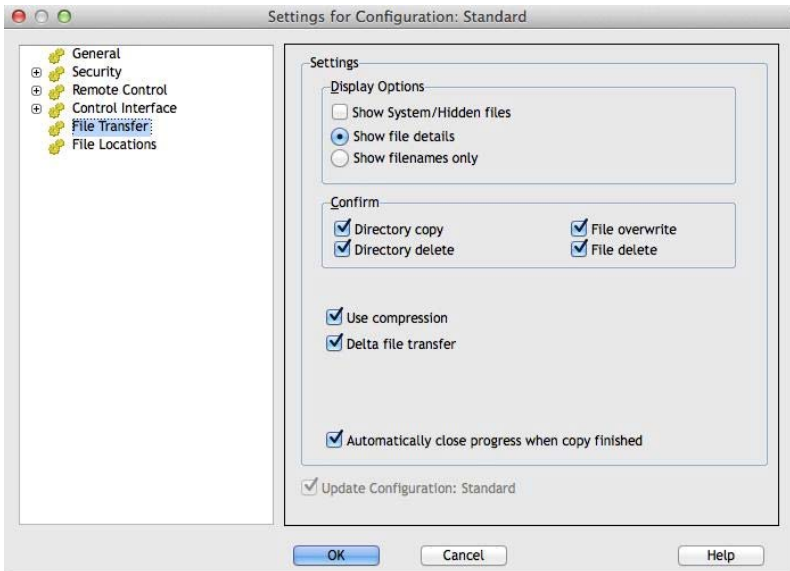
Display Options

Show System/Hidden files
Check this box to display all files with System and Hidden attributes. By default, this option is unchecked.

Show file details
Select this option to display multiple columns of information for each file in the list. These show the file size, modified date, attributes and short filename. You can toggle between this state and the filenames only state, by using the list style buttons in the File Transfer User Interface.

Show file names only

Select this option to only display filenames in the file lists. This allows you to display more files at the same time than with file details. You can toggle between this state and the Details State, by using the list style buttons in the File Transfer User Interface.

Confirm

When you perform potentially dangerous file operations, such as deleting a folder or file you can make the Control display a Confirmation dialog box. This helps prevent accidental loss of data. If you are familiar with the User Interface, you can turn these options off as required. By default, all the confirmation settings are turned on.

Directory copy

Make the user confirm before copying a directory structure.

Directory delete

Make the user confirm before deleting a directory structure.

File overwrite

If checked, displays a confirmation dialog before overwriting an existing file. However, if unchecked the confirmation message will still appear if system/hidden files are about to be overwritten.

File delete

Display a confirmation dialog before deleting one or more files.

Use Compression

Check this box to enable the use of compression. When you are communicating with a Client, whether it is a File transfer, View or Chat session, the data being sent and received will be compressed. This also provides a means of security, as the data will also be encrypted.

Delta File Transfer

Delta File Transfer improves performance by skipping the transfer of information that is unchanged. If the file being transferred already exists in the destination directory only the changed parts of the file will be updated.

Delta File Transfer is enabled by default.

Automatically close progress when copy finished

Closes the File transfer progress dialog automatically on completion. Un-tick this option if you want to see the File transfer results.

Update Configuration Standard

Check this box to update the currently selected Configuration.

File Location Settings

This property sheet provides configuration options for Client and Group locations. This facility allows a Control user to have unique Control files, enabling a Control user to access their Control files from any Control workstation.

If you are editing the Client Settings, all changes you make will only apply while you are connected to that Client.
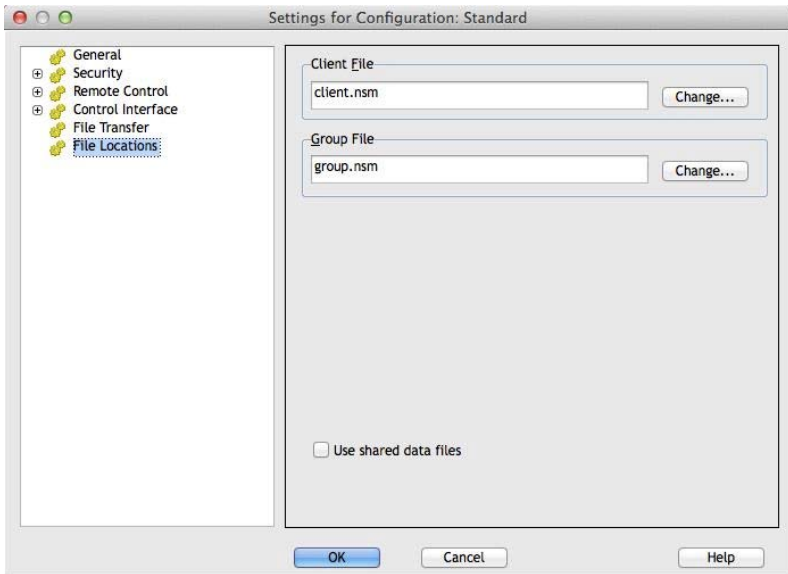
Client File
Use Browse to specify an alternative location for all Control's, Client details. To make files Read Only, check the Client List Read Only check box, in the Control Configuration User Interface settings.

Group File
Use Browse to specify an alternative location for all profiled Control's, Group details. To make files Read Only, check the Group List Read Only check box, in the Control Configuration User Interface settings.

Use shared data files
Checking this option allows you to share data with other users.

Managing and Organising Clients

In this chapter ...

You will find out how to better manage your database of Client PCs. Group Clients by department or geographic location and customise the properties of each Client.

Add a new Client

NetSupport Manager maintains a database of all Known Clients. These are stored in the All Computers folder in the tree view and provide a fast way to connect to those Clients without having to perform a Browse.

You can also see additional information about the Client such as names, contact numbers etc.

To populate the Known Clients database, do one of the following

1. Use the Browse function to lookup available Clients and connect to them. All required information about that Client will then be stored in the All Computers folder.

   Or,

   Choose {Client}{New} from the Control window drop down menu and manually enter the details.

2. You will then be prompted for the following information:
   - The name of the Client;
   - The Network Transport it is running under;
   - The Network address of the Client.

At this point, you can choose to enter some additional information to be stored with that Client's details. The information you can additionally store is:

   - An alternative name to be displayed at the Control for that Client;
   - A text description about that Client;
   - A contact name;
   - A contact telephone number;
   - The Mac/Ethernet address.

The newly created Client will now appear in the All Computers folder and be displayed in the Clients List view.

Delete a Client

As part of maintaining a database of Known Clients, good house keeping requires deleting unused previously saved Clients from the All Computers folder in the Control tree view.

To delete a Known Client from the database

1. Open the All Computers folder in the tree view and select the required Client.
2. Right click on the Client and choose Delete.
   Or,
   Choose {Client}{Delete} from the Control drop down menu bar.
3. The 'Delete a Client' dialog will appear and prompt for confirmation.

Renaming a Client

Instead of displaying the Clients physical name, NetSupport allows you to set a different name that will be displayed at the Control.

For example, a workstation running a Client may have a description allocated by you such as Sales 2. This workstation may move to the Accounts department and as such you wish to rename it as Accounts 3.

To Rename a Client

1. Open the All Computers folder in the tree view and select the required Client.
2. Choose {Client}{Properties}{Details} from the Control window drop down menu bar.
   Or,
   Right click on the Client icon and choose {Properties}{Details}.

Note: This only changes the stored name on the Control. It does not affect the physical name of the Client that will be displayed at another Control or if you do a Browse.

The Details Tab

Details about the person responsible for the Client workstation and descriptions are displayed here. All of these fields are optional.

Display Name

Use the display name to provide a friendlier name for the Client to be displayed at the Control. By default, the physical Client name is used.

Description

Enter a description for the Client, or some notes that may help in the future.

Contact

This is the name of the person responsible for the maintenance of the Client workstation.

Phone Number

This is the contact telephone number for the person responsible for the Client workstation, as supplied above.

Mac/Ethernet address

Store the Mac/Ethernet address of the Client workstation.

Setting Client Properties

You can store additional information about a Client workstation and its User by completing the Properties sheet for the Client. This information can then be viewed in the Detailed List view. You choose which fields are displayed by using the {View}{Columns} function from the Control window drop down menu bar.

To Adjust Client Properties
1. Open the All Computers folder in the tree view and select the required Client.
2. Right click on the Client and choose {Properties}.
   Or,
   Choose {Client}{Properties} from the Control window drop down menu bar.
3. The Clients property sheet will be displayed.

The Client property sheet has three tabs: General, Details and System Information. The System Information tab is only displayed once you have connected to the Client.

The General Tab displays the following information:
- The Physical Client name and location;
- Its Network Address;
- The transport it is using;
- Whether you wish to include the Client in Shows/Scans.

The Details Tab displays the following information:
- The name you want displayed at the Control for this Client;
- The description that you want to associate with this Client;
- The contact name;
- The telephone number;
- The Mac/Ethernet Address.

The System Info Tab displays the following information:
- What version of NetSupport Manager the Client is running;
- What operating System it is running on.

Creating a New Group

NetSupport allows you to organise Clients into Groups for easier access and management. For example, you might group all the Clients in the Accounts department in to a single group called Accounts. You can also create Sub Groups which are attached to a group, this maybe useful if the Accounts department has different offices, you can then have a sub group for the London Office and one for the Cambridge Office.

Note: Clients are also grouped by pre-defined criteria, platform and Client version, in the Auto Group folder in the Tree view. These groups are fixed and are unable to be changed.

To Create a Group
1. Make sure that the required Clients have previously been connected as this will store them in the All Computers folder and make them available for grouping.
2. From the Control window drop down menu choose {Group}{New}.
    Or,
    Click the New icon on the Control toolbar and choose Group.
3. This will display the Create New Group Wizard that will guide you through the process of adding or removing Clients in your new Group.

To Create a Sub Group
1. Make sure that the required Clients have previously been connected as this will store them in the All Computers folder and make them available for grouping.
2. Select the Group that you wish to attach the sub group to.
3. From the Control window menu bar, choose {Group}{New}.
    Or,
    Click the New icon on the Control toolbar and choose Group.
4. This will display the Create New Group Wizard. This will guide you through the process of adding or removing Clients in your new Group.

Note: Clients specified in a sub group will also appear in the Group above it.

Adding/Removing Clients in a Group

NetSupport allows you to Group Clients together to allow easier management.

For example, you may have a number of workstations all associated with the Sales department. By placing each of the individual Clients in a predefined group, you can then perform operations in a single action to all members within that group.

To Add Clients to a Group

1. Select the Client in the List view.
2. Choose {Client}{Add to Group} from the Control window drop down menu.
3. Select the Group you want to add the Client to, click Add.

Or,

1. Open the All Computers folder, highlight the group you want to add the Client to and right click.
2. Choose {Properties- Members Tab}.
3. Select which Client you wish to add to the Group, click Add.

Or,

1. Select the Client in the List view.
2. Right click and choose Add to Group.
3. Select the Group you want to add the Client to, click Add.

Or,

1. Select the Client in the List view.
2. Left Click and drag & drop the Client into the relevant Group.

To Remove Clients from a Group

1. Open the All Computers folder, highlight the Group you want to remove Clients from and right click.

   Or,

   Choose {Group}{Properties- Members Tab} from the Control window drop down menu.
2. Select the Client(s) you wish to remove from the Group and click Remove.
3. When you have finished adjusting the members of your Group, click OK.

Note: To move a Client to a different Group, right click the Client icon and drag & drop to the new group. This will remove the Client from all levels in the previous group.

Setting Group Properties

Having created a Group you may be required to review or change its name, description or members.

To adjust a Groups Properties
1.   Highlight the required Group from the tree view.
2.   Right click on the Group and choose Properties.
     Or,
     Choose {Group}{Properties} from the Control window drop down menu bar.
3.   The Group Property sheet will be displayed.

The Group Property Sheet has two tabs:

General
Shows the name and a description of the group, you can also customise the appearance of the client icons.

Members
Lists the Clients in the Group.

Using NetSupport over the Internet

NetSupport provides a convenient Internet Gateway feature delivering web based remote control without the need for modifications to existing Firewall configurations.

To remote control a Client over the Internet

1. Connect both the Control and the Client to the Internet.
2. Choose {Client}{Quick Connect} from the Control window drop down menus.
3. In the Quick Connect dialog, choose to connect via TCP/IP address and type in the IP address of the Client you wish to connect to. You should then be able to control as normal.
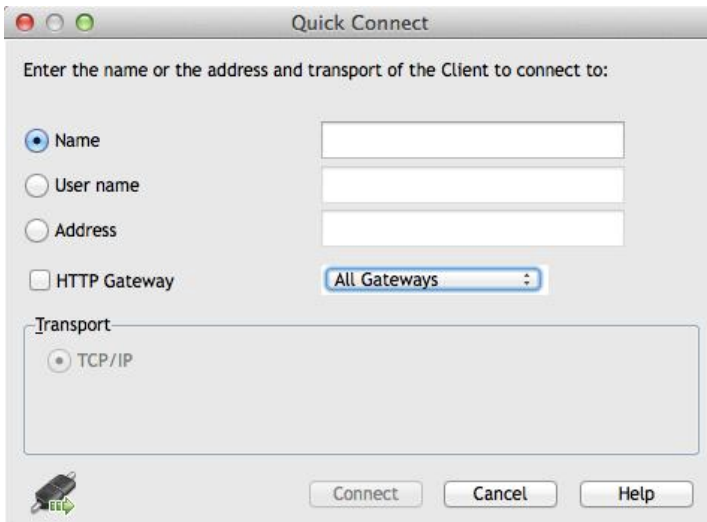
DHCP
Workstations connecting via a modem link to an ISP will normally have a different IP address assigned to them each time they connect. You will therefore need to find out their address each time you wish to connect.

Technical Reference

In this chapter ...

Additional technical information is provided which will further enhance your understanding of NetSupport features.

Using Compression Effectively

Compression can be configured to three different settings, on, off or always. When compression is turned on, screen data and file transfer operations are compressed. However, if a file is transferred that is already stored compressed (such as a zipped file or certain graphic files) NetSupport will stop trying to compress it further after 64KBytes. If Use Compression is turned on the file is compressed no matter what its internal structure is, this can be useful for encrypting the file.

The compressing and decompressing of the information takes time. On a dial up link the overhead of compressing and decompressing is minimal compared to the transfer speed of the modems. However, on a local LAN, if either the Control and/or Client are low specification workstations the time taken to compress, transfer the data and then decompress can be greater than just sending the information directly. In this case, it is probably better to turn compression off.

You can use the Compression Tab in the About box to determine if file and screen information is being compressed efficiently. Time copying files of known sizes to determine if compression is speeding up your connection to the Client.

Remote Client Hardware and Software Inventories

For many support teams an important part of the problem resolution process is knowing not only what platform the workstation is running, but its hardware specifications and the applications installed on the workstation. For this reason, NetSupport Manager provides the tools to supply a full inventory of the remote workstation.

In addition to its sophisticated hardware/software reporting, where over 50 items of information are collected specifically about the hardware or environment of the client PC, you can obtain details of applications in memory, installed hot-fixes, processes running and installed services.

As well as the real-time reporting, NetSupport Manager also provides the tools, security permitting, to allow you to remotely stop and start services, end applications and more.

To Retrieve A Client Inventory
1. Select the required Client icon in the Control window List view.
2. Choose {Client}{Inventory} from the Control window drop down menu.
   Or,
   Right click on the Client icon and choose Inventory.
   Or,
   Click the Actions icon on the Control toolbar and choose Inventory.
   Or,
   While Viewing the Client screen, choose the Inventory icon from the View window toolbar.
3. The Inventory Window for the selected Client will appear.

Notes:
- When performing an inventory on a Mac Client only hardware and software reporting will be retrieved. On a Linux Client only hardware reporting will be retrieved.
- If a Client is not selected, an inventory of the local machine will be retrieved.
- Once collected, the various Client inventories are stored locally in the NetSupport Manager program folder meaning that you do not need to be connected to the target PC to be able to view the information at a later date. Simply select the required Client from the List view and choose the Inventory option. However, if you subsequently want to refresh the inventory you do need to connect to the target PC.

The Inventory Window

The Inventory window is the primary interface for accessing the wealth of information that NetSupport's inventory feature provides.
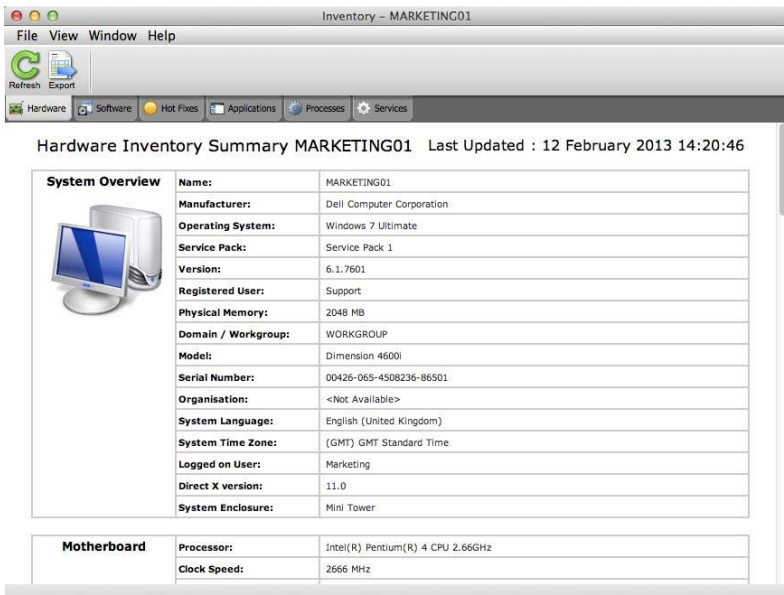
The window is organised as follows:

The Title bar

This displays the name of the remote Client PC, or if a Client was not selected, the Local machine, whose system inventory is being viewed.

The Menu Bar
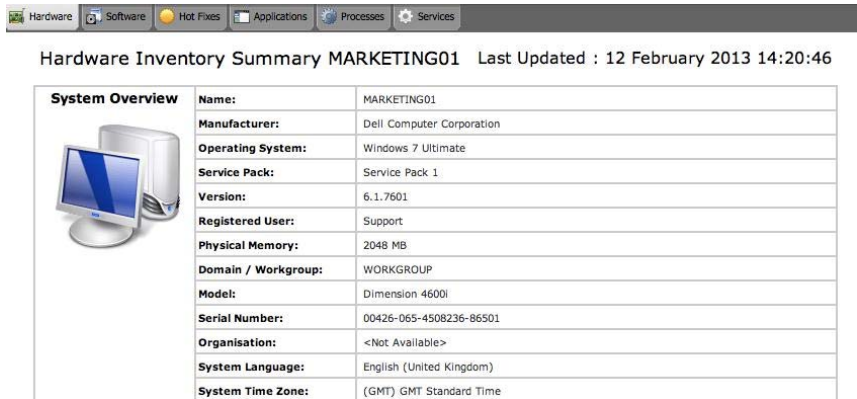
Contains a series of drop down menus that can be used to access the various tools and configuration utilities.

The Toolbar

The Tool bar contains shortcuts to many of the most frequently used tasks and tools. Clicking on an individual item takes you straight to that task or function, eliminating the need to work through the drop down menus. Positioning the cursor over an icon will display a brief description of its function.

Hardware Tab

Over 50 items of information are collected specifically about the hardware or environment of the client PC, providing all the key information needed to assist in speedy problem resolution.

Note: The Inventory functions included with NetSupport Manager are designed to run over TCP/IP. The Network adapter details will not be displayed if TCP/IP is not installed.

Software Tab

Provides a full software inventory report for any selected client PC. Includes the name of each installed product, the manufacturer, product icon, version number and even the associated exe file.

📇 Hardware	🗔 Software	🟡 Hot Fixes	🖥 Applications	⚙ Processes	⚙ Services

Software Inventory Summary MARKETING01 Last Updated : 12 February 2013 14:20:46

Description	Company	Folder Name	Version	File Name
Adobe Reader	Adobe Systems Incorporated	Reader	11.0.0.379	AcroRd32.exe
Iediagcmd		Internet Explorer	0.0.0.0	iediagcmd.exe
Internet Explorer	Microsoft Corporation	Internet Explorer	9.00.8112.16421	iexplore.exe
Managed SQL Server Landing Page	Microsoft Corporation	x86	11.0.2100.60	LandingPage.exe
Managed SQL Server Landing Page	Microsoft Corporation	x86	10.0.2531.0	LandingPage.exe
Math Input Panel Accessory	Microsoft Corporation	ink	6.1.7600.16385	mip.exe
Microsoft (R) Contacts Import Tool	Microsoft Corporation	Windows Mail	6.1.7600.16385	wabmig.exe
Microsoft Security Client User Interface	Microsoft Corporation	Microsoft Security Client	4.0.1526.0	msseces.exe
Microsoft Visual Studio 2010	Microsoft Corporation	IDE	10.0.40219.1	devenv.exe
NetSupport Client Configurator	NetSupport Ltd	NetSupport Manager	V11.30	pcicfgui.exe
Personalize Handwriting Recognition UI	Microsoft Corporation	ink	6.1.7600.16385	ShapeCollector.exe
ScreenHunter 6.0 Free	Wisdom Software Inc.	Wisdom-soft ScreenHunter 6.0 Free	6, 0, 227, 32	ScreenHunter.exe
SQL Server 2008 Integration Services Package Execution Utility	Microsoft Corporation	ManagementStudio	11.0.2100.60	DTExecUI.exe
SQL Server 2008 Reporting Services Configuration Manager	Microsoft Corporation	Binn	11.0.2100.60	RSConfigTool.exe

Hot-Fixes Tab

NetSupport scans for and checks the status of any 'hot fixes' that have been installed on the selected Client workstation. The hot fix ID is listed along with its status. The hot fix ID links to the appropriate Microsoft support page where details of the fix can be found.

📇 Hardware	🗔 Software	🟡 Hot Fixes	🖥 Applications	⚙ Processes	⚙ Services

Hot fixes for MARKETING01 Last Updated : 12 February 2013

Hot Fixes (Click for more information)

- KB2281679
- KB2284742
- KB2296011
- KB2305420
- KB2345886
- KB2347290
- KB2378111
- KB2387149
- KB2387530
- KB2393802

When verifying the status of each fix, NetSupport returns one of three indicators:

✔ Verifies that the fix is present on the target PC and is current.

✖ An expected file may not be present or is not the correct version. It would be advisable to install the fix again.

❓ NetSupport was unable to gather the required information for it to be able to verify the status.

Applications Tab

The detection process uses NetSupport's new "intelliscan" technology to locate currently running applications on the target system rather than relying on the OS Add/Remove Records option. You need to be connected to the target PC in order to retrieve the information. The Control can choose to close a selected application from the list if required.

Processes Tab

Provides a list of processes currently running on the target PC. You need to be connected to the target PC in order to retrieve the information. The Control can choose to close a selected process from the list if required.

Services Tab (NT/2000/XP only)

Provides a list of services currently running on the target PC. If you are not connected to the Client, this tab will not be displayed. The Control can stop and start services as required.

Understanding IP Addresses

An IP address is made up of 4 bytes, each byte being made up of eight bits, which can have a value of 1 or 0. This gives possible IP addresses of 0.0.0.0 to 255.255.255.255.

Each IP address is also split into two portions, a network portion, which identifies the network the device is on, and the local or host portion, which identifies a particular device.

The subnet mask defines the position of this split between the network and host portions of the address, which is associated with the address. The subnet mask is also a four byte number. Each bit in the subnet mask that is set to 1 denotes that the corresponding bit in the IP address is part of the network portion.

For example if we have an IP address of 10.10.2.21 and a subnet mask of 255.255.255.0

IP Address	10	.	10	.	2	. 21
Subnet Mask	255	.	255	.	255	. 0
IP Address In Binary	00001010.00001010.00000010.00010101					
Subnet Mask in Binary	11111111.11111111.11111111.00000000					
Network Portion Of IP Address	00001010.00001010.00000010.00000000					
Host Portion Of IP Address	00000000.00000000.00000000.00010101					
Network Portion Of IP Address	10	.	10	.	2	. 0
Host Portion Of IP Address	0	.	0	.	0	21

Therefore when we send an IP packet to 10.10.2.21 we are actually sending a packet to device 21 on network 10.10.2.0

In the example above, the network 10.10.2.0 can have 256 host addresses, 0 to 255. However, two of the host addresses, the first and last, on each IP network are reserved. The reserved host address with all bits set to 0 is the Network Address, and the one with bits set to 1 is the broadcast address.

In our example network of 10.10.2.0

10.10.2.0 is the network address

10.10.2.255 is the broadcast address.

When an IP packet is sent to a networks broadcast address each device on the IP network will receive this packet.

It is this IP network broadcast address, which is used when configuring NetSupport Manager Control to browse on an IP subnet other than its own.

Using Command Line Instructions

The NetSupport Control program, PCICTLUI.EXE, can be called from the command line. A range of parameters are available, enabling you to create shortcuts to many commonly used tasks.

Using these parameters you can, for example, set-up a connection to specific Clients, and then create a desktop icon to automatically execute the commands when required.

NetSupport Command Line Options
At the command line run 'PCICTLUI.exe', from the NetSupport Program folder, followed by the appropriate parameters:

/C Connect to a specific Client by name or address.

>   **Syntax**
>   If connecting by IP address:
>
>   **PCICTLUI /C">*NN.NN.NN.NN***" (where "NN.NN.NN.NN" = the IP Address)
>
>   If connecting by name:
>   **PCICTLUI /C*NNNNNN*** (Where NNNNNN = client name)

/V Used in conjunction with /C, opens the View window, in share mode, of the connected Client.

>   **Syntax**
>   **PCICTLUI.EXE /C">*NN.NN.NN.NN*" /V**

/VC Opens a View window to the connected Client in Control Mode.

>   **Syntax**
>   **PCICTLUI.EXE /C">*NN.NN.NN.NN*" /VC**

/VW Opens a View window to the connected Client in Watch Mode.

>   **Syntax**
>   **PCICTLUI.EXE /C">*NN.NN.NN.NN*" /VW**

/VS Opens a View window to the connected Client in Share Mode.

>   **Syntax**
>   **PCICTLUI.EXE /C">*NN.NN.NN.NN*" /VS**

/E Used in conjunction with the /V options, opens the View window without loading the Control. When the View window is closed, the remote control session ends.

Syntax
PCICTLUI.EXE /C">*NN.NN.NN.NN*" /V /E
PCICTLUI.EXE /C">*NN.NN.NN.NN*" /VC /E
PCICTLUI.EXE /C">*NN.NN.NN.NN*" /VW /E
PCICTLUI.EXE /C">*NN.NN.NN.NN* "/VS /E

/G   Connect to a defined group of Clients on startup.

Syntax
PCICTLUI.EXE /G*NNNNN*   (where *NNNNN* = the Group name)

/U   Specify the protocol to use. Use TC for TCP/IP.

Syntax
PCICTLUI.EXE /U*nb1* (where *nb1* = netbios stack 1)

/R   Display a NetSupport replay file.

Syntax
PCICTLUI.EXE /R*NNNNN.rpf*   (where *NNNNN.rpf* = the file name)

/A   Open a Chat session with a selected Client.

Syntax
PCICTLUI.EXE /C*NN.NN.NN.NN* /A

/I   Retrieves a Hardware/Software Inventory from the selected Client machine.

Syntax
PCICTLUI.EXE /C*NN.NN.NN.NN* /I

Configuring the NetSupport Linux Client

NetSupport Linux Clients are configured using the NSM Client Configurator. This makes all the required changes to and sets up the initialisation commands and enables you to set all the possible options for the Client.

The NSM Client Configurator is located in the NetSupport install folder usr/nsm/configurator.

TCP/IP
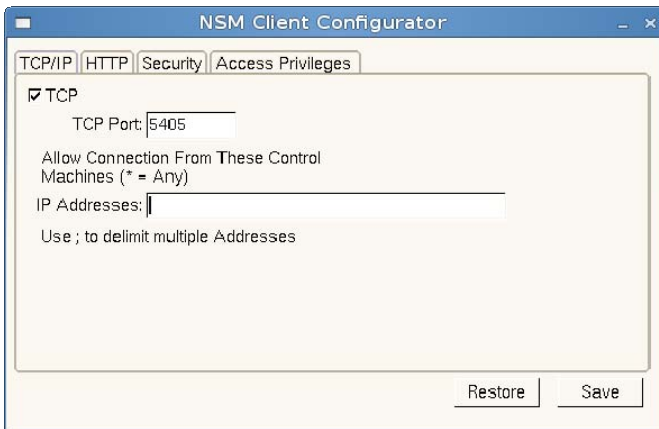
TCP
Check this box if you wish the Client to be able to communicate over TCP/IP.

TCP Port
The TCP/IP protocol requires that a port number be allocated for applications to communicate through. To enable the Control to communicate with a Client, and for the Client to receive the incoming request, the default registered port for NetSupport is 5405.

IP Addresses
This enables you to restrict access to Controls running on TCP/IP networks. This feature can also be used to limit access to Control workstations with specific addresses. Wildcards can be used in the address field.

Note: Access can also be limited to a specific IP range e.g. 10.0.0.1-24 would allow access from 10.0.0.1 up to 10.0.0.24.

HTTP
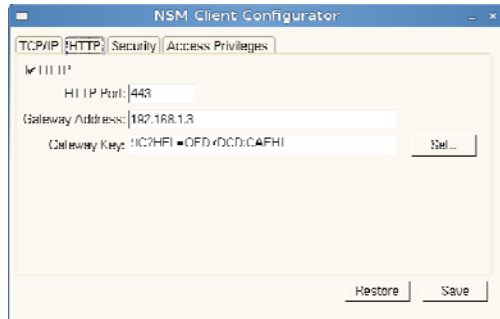
HTTP
Check this box to enable the Client to communicate over HTTP.

HTTP Port
NetSupport's default port for HTTP communications is 443.

Gateway Address
Enter the IP address of the workstation where the NetSupport Gateway Component is installed.

Gateway Key
The Key set here **must** also be set at the Control and match the key that has been configured in the Gateway itself. Provides additional security that enables Control Users to connect only if they have specified the same key as at the Client.

Security
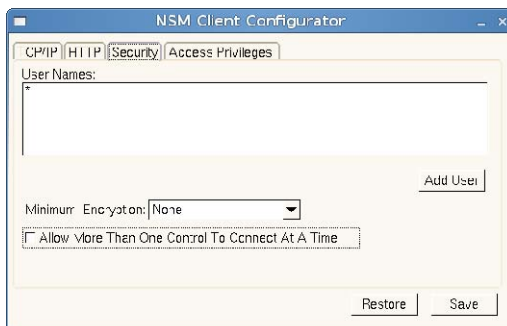
Usernames
Usernames are used for setting the valid USERID and Password for Control Users when they connect to the Client. The USERID is also used to determine which Client Profile will be applied.

You can enter multiple USERNAMES each with its own password. You do this by clicking on Add User and adding the individual UserNames and passwords.

By entering specific Usernames and Passwords the Client will restrict access to Controls entering a matching Username and Password when connecting.

Note: Rather than continually prompt the Control User for a username, a default ID can be set in the Control Configuration - General settings.

Minimum level of Encryption
Choose the level of encryption to be used while a Control is connected.

Allow more than one Control to connect at a time
NetSupport allows multiple Controls to connect and view the Client simultaneously. This is useful for Group Working. Checking this option enables the function.

<u>**Access Privileges**</u>

Disable Watch
Prevents a Control from Viewing the Client at all. File transfer and other functions are still available.

Disable Share
Allows a Control to View a Client in Watch only mode.

Disable Control
Prevents a Control from being able to lock out the Client's keyboard and mouse.

Disable Chat
Prevents the Control from initiating a Chat session with the Client. However, Clients can still open a Chat session with the Control via the Client menu.

Disable Messages
Ignores messages sent by Connected Controls.

Disable Inventory
Prevents the Control from performing a Hardware/Software Inventory of the Client.

Disable Reboot
Disables the ability of the Control User to Re-Boot the Client workstation via the menu option in the Control Interface. You can still reboot while remote controlling.

Disable Shutdown
Prevents the User at the Control from being able to shut down the Client program from a script.

Contacting NetSupport

If you have any comments regarding the design, installation, configuration, or operation of this package please contact us.

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