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Table of Contents

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: {Students}{Show}.

Terminology Used

Control/Tutor   The workstation that is used to take over another.

Client/Student   The workstation that is to be taken over.

Available Client   When a Client has been installed on a workstation; it becomes available for connection to a Control. A Client must be available before a Control can connect to it.

Connected Client   All available Client's can be chosen for simultaneous connection. A Control can only remote control a Client to which they are connected.

Selected Client   When a connected Client is selected, a "one to one" session is established. A Control can then View, Show or Send a Message etc. to that Client only. A Control can also Watch or Share the selected Clients screen, keyboard and mouse. A Control can switch between multiple Clients, making each of them, in turn, the selected Clients.

INSTALLATION

System Pre-Requisites

Mac
Processor: Intel Only
Operating System: Mac OS X Leopard (10.5.8) and Mac OS X Snow Leopard or higher.

You will require an administrator password to complete this installation.

Linux
Processor: Pentium 4 or later
Memory: 512mb or greater
Distribution: Red Hat Enterprise Linux 6, Fedora 12 or later, SuSE Linux Enterprise Desktop 11 or later, OpenSUSE 11.2 or later, Ubuntu/ Edubuntu 9.04 or later, Mint 9 or later and Debian 5 or later.
Desktop Manager – Gnome or KDE

Recommended: Dedicated Graphics with Drivers installed.

To run the Configurator from the menu the user must be within the sudoers file.

Pre-Installation

Student Configuration
If you already have a Student configured with NetSupport Assist you can copy the Client32.ini file and place this next to the installer. This will install a Student with the same configuration settings as applied on the already configured Student.

The Client32.ini is located in:

Linux
/opt/NetSupport/NetSupportAssist/bin

Mac
/Applications/NetSupport/NetSupportAssist

License
If you have a copy of the NSA.LIC file you can place this next to the installer, this will install a licensed copy of NetSupport Assist without the need to input the license details within the installer.

Starting the Installation

Mac
NetSupport Assist 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 Assist installer, double click this file to begin the installation.

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

Linux
NetSupport Assist is provided within a tar.gz format. Extract the installer from the tar.gz using either the user interface file extractor or from the terminal using tar –zxf NetSupportAssist.tar.gz.

Once the NetSupportAssist-1.00.run is extracted you can run the installer using ./NetSupportAssist-1.00.run from the terminal.

Note: You will either have run the installer as a super user or as sudo, if the current user has sudo access. (I.e. sudo ./NetSupportAssist-1.00.run)

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

Existing Installation Detected

This screen will appear if a copy of NetSupport Assist is already installed on the workstation. The installer will prompt you, if you wish to continue click OK to automatically uninstall any NetSupport Assist files already on the system and continue the installation.

Note: Configuration and Licence files will not be removed.
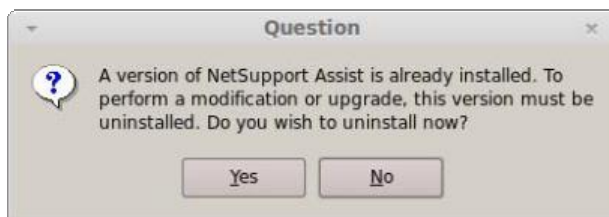
NetSupport Assist Installer Program

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

NetSupport Assist License Agreement

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

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

License Information

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

Select Setup Type

Choose the setup type to install on the workstation.
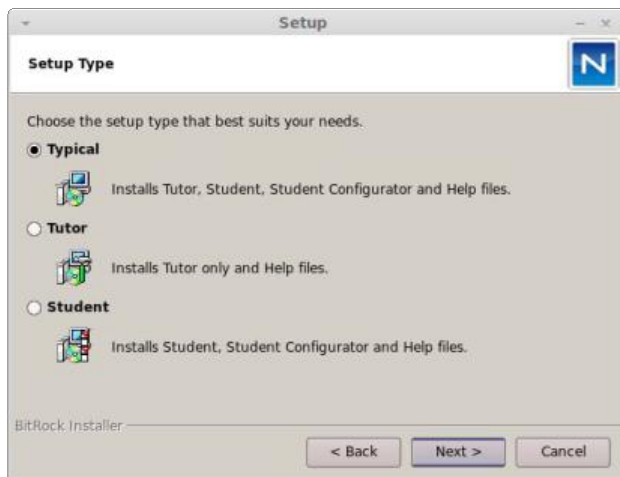
Typical

This option installs the Tutor, Student, Student Configurator and Help files, this option is often referred to as a 'Full Install'.

Student

Installs the Student software and Student Configurator. This feature, sometimes called the Client, should be installed on workstations that will be remote controlled.

Tutor

Installs the Tutor software. This feature, sometimes called the Control, should be installed on workstations which will be used to remote control other computers.

Click **Next** to continue.

Room Identification

Enter the value for the room you wish to locate the Student machines in, by default the room value entered will be Eval. The room value can be updated later in the Tutor or Student Configuration settings.

Note: This will only appear on new installs upgraded systems will retain the existing room name.

Click **Next** to continue.

Ready to Install the Program

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

Add Dock Icons

If installing the Tutor you will have to option to add the Tutor icon to the dock.

Note: This option will only be displayed when installing on a Mac.

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.

STARTING NETSUPPORT ASSIST

This section will guide you through starting NetSupport Assist.

The main point to remember when using NetSupport Assist is that the workstation that is taking control of other workstations is called the Control or Tutor, and the workstations being controlled are called the Clients or Students.

Note: This guide assumes you have already installed NetSupport Assist. If you have not done this, do so now. See the Installation section for details.

Starting NetSupport Assist

After installation the Client program is automatically loaded on the Student workstations as the system starts up.

To start the NetSupport Assist Tutor program, double click on the NetSupport Tutor icon in your NetSupport Applications Group. If you're using a Mac and have chosen to add Dock icons, click the Tutor icon from the Dock.

Note: You can specify the Clients to connect to at start-up in the Tutor Configuration, select {File}{Configuration}{Student Selection} from the Control window drop down menu.

As the Tutor program loads NetSupport will then Browse the Network for the specified Students. While it is searching the Browsing message will be displayed.

The Control Window

The Control window is the primary interface for: -

- Configuring the Control;
- Connecting to Student workstations;
- Selecting which Student workstations to work with;
- Selecting tasks to carry out;
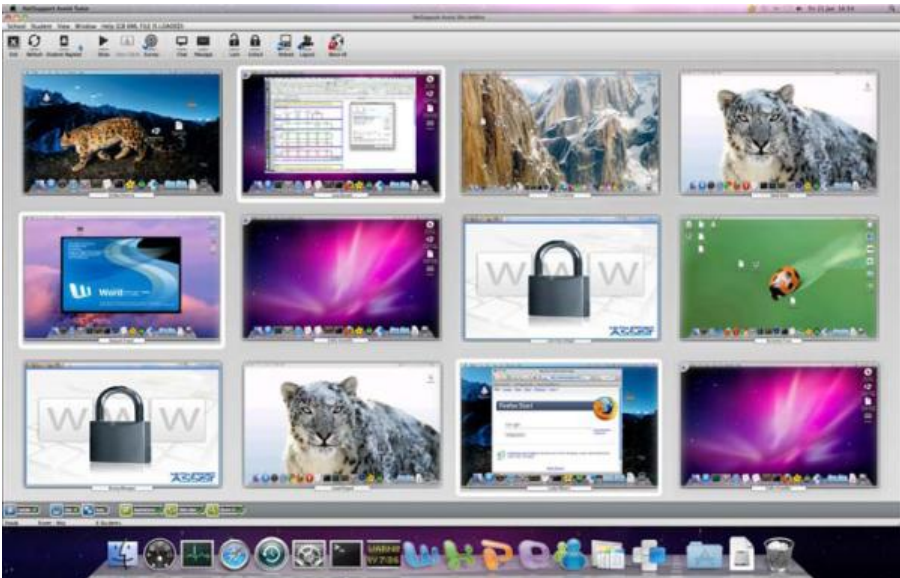
The Title Bar

NetSupport School : MRS JENKINS

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

The Menu Bar

School   Student   View   Window   Help

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 be used to select Student workstations to work with.

The Toolbar
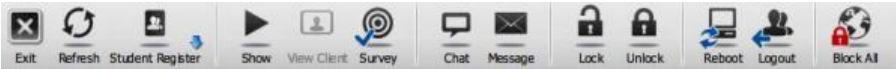
The toolbar contains shortcuts to many of the most frequently used tasks and tools. Clicking on an individual item takes you straight to that task or function, eliminating the need to work through the drop down menus.

The List View

The List view displays the currently connected Students. You can switch the display mode between Thumbnail mode and Detailed mode icons, from the drop down {View} menu.

Note: Student names can also be customised using the Student Register function.

The Status Bar

Ready	Room : Mac	6 Students

The Control Status bar is displayed at the bottom of the Control window. It shows the Status of the Control, the number of currently connected Clients and the number of items in the Folder.

To enable/disable the Status bar choose {View}{Status bar}.

Student Register

By default, NetSupport will display the computer name of the Client workstation in the Control window. However, there may be times when you want the control to display the actual name of the student and request additional information.

The Student Register option enables the Tutor to prompt the Students for their details.

To Prompt Students to Login:
1.   If specific Student details are required select the relevant Client icons in the Control window. Alternatively, to prompt all connected Students leave the icons unselected.
2.   Choose {File}{Register} from the Control window drop down menu.
      Or
      Click the Student Register icon on the toolbar.
3.   Select Sign In from the available options.
4.   The Student Register dialog will appear. The Tutor can then select the information that the Student will be required to complete.

Note: The Student Register will also appear if you check Create a Student Register on the Class Wizard

Student Register Dialog

This dialog enables the Tutor to create a customised Registration form, which will prompt Students for their details.

Class Details

If required, the Teacher Name, Lesson Title and Room Number can be included on the Registration form that is sent to Students.

Note: If connecting to Students via Room mode the room field will display the room specified at start-up and this cannot be changed.
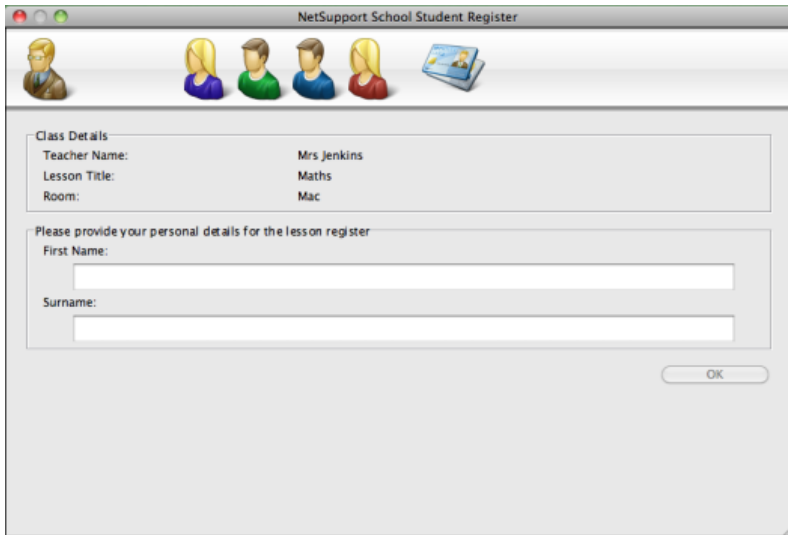
Required Student Details

Decide which details to prompt the Students for. You can also add two custom fields to the form.

Note: If the "Get Logged on User Name" option is selected, the first name and surname will be greyed out and the Student name will automatically default to the Login name.

Auto Save Register

You can save a copy of the registration report by checking this option. You will be prompted for a file name, location and file format (CSV, HTML or XML).

Click **Register** to send the form to Student machines. You can monitor progress as the Students respond. Click Close when all Students have Signed In, the Client icon in the Control window will now display the Registered name.

Sign Out

At the end of a lesson you can reset the Client Names using the Sign Out option.

1.   Choose {File}{Register} from the Control window drop down menu.

      Or

      Click the Student Register icon on the toolbar.

2.   Select Sign Out from the available options. Confirm that you want to unregister the Students.

Registration Report

Student registration details can be stored in a report. To save the report ensure that the Auto Save Register option is enabled on the Student Register dialog when requesting the Student details. The report can be stored in CSV, HTML or XML format.

To display the Login name of Students

When registering Student details, rather than prompt them for their actual name you can default to their Login name.

1. Choose {File}{Configuration – User Interface} from the Control window drop down menu.
2. Check 'Display Student User Names'.
3. Click Ok.

To Save Students Login Name

Enable this option to permanently store the Students Login name.

1. Choose {File}{Configuration – User Interface} from the Control window drop down menu.
2. Check Remember Student User/ Login names.
3. Click OK.

Finding and Connecting to Students

The Control Configuration dialog is used to specify how the Control connects to Clients at Startup. You can:

- Browse the Network and Connect to Clients with a specific name.
- Connect to a Known List of Clients.
- Connect to Clients in a specific room.

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

To Browse and connect to Clients

1. Select {File}{Configuration} from the Control window drop down menu.
2. Select Student Selection.
3. Click in the "Browse and Connect to Students starting with" box.
4. Enter the first few characters of the Client names that you want to connect to. For example, entering Class1 would connect to all workstations whose Client name started with Class1. e.g. Class1_Wk1, Class1_Wk2 etc.
5. Click Ok.
6. Click Yes to re-initialise the Control Configurator.
7. The Control will connect to all Clients found and display their icons in the Control window.

Notes:

- If a workstation was not available at the time the Control initialised, you can subsequently connect to it by double clicking the "Refresh" icon in the toolbar. This will re-search the network and connect any additional Clients meeting the criteria.
- If required, a message can be displayed at the Client workstation when a connection is made. See the Configuring The Client Section of this manual.

To connect to the Known list of Clients

1. Select {File}{Configuration} from the Control window drop down menu.
2. Select Student Selection.
3. Click in the "Connect to known list of Students" box.
4. Click Ok.
5. Click Yes to re-initialise the Control Configurator.
6. The Control will connect to all Clients found and display their icons in the Control window. These Clients have now been added to the Known Client list.

Connect to Students via Room Mode

NetSupport Assist provides a quick and easy method to connect to the machines in a given room. At the start of a lesson the teacher simply indicates which of the pre-defined rooms they want to connect to.

The Room settings can also be configured at the Student in the NetSupport Assist Client Configurator.

Connecting to Students

1. Select {File}{Configuration} from the Control window drop down menu.
2. Select Student Selection.
3. Click the Connect to Students in Room(s) option and enter the required room.
4. Click Prompt at startup if you want the Tutor to be prompted to a enter a room value each time the Tutor starts.
5. Click Ok.
6. Click Yes to re-initialise the Tutor configurator.
7. The Tutor will connect to all Students found and display their icons in the Control window.

The Known List of Clients

The Known List of Clients is a list of available Clients that have been found on the Network. The list can be updated in the Modify Known List dialog.

Note: The Modify Known List dialog is only available when using the Fixed List connection mode. You can switch to this mode in the NetSupport Assist Tutor Configurator.

To add Available Clients to the Known List
1. Choose {File}{Modify Student List} from the Control window drop down menu.
2. The Modify Known List dialog will appear.
3. Enter a prefix for the Clients Computer name in the text box beside the Browse button.
4. Click Browse.
5. The Browsing message will appear.
6. All Clients matching the prefix will appear in the Available Students list.
7. Select the Client icon and click Add.
8. The Client is now part of the Known List.
9. Click Close.
10. The Control will re-connect to the Known Clients and display their icons in the Control window.

To remove Clients from the Known List
1. Choose {File}{Modify Student List} from the Control window drop down menu.
2. The Modify Known List dialog will appear.
3. Select the Client icon from the Known List.
4. Click Remove.
5. The Client is now Available but is not part of the Known list.
6. Click Close.
7. The Client icon will be removed from the Control window.

Note: In order to connect to a removed Client, you must Browse for them and add them to the Known List.

Client Disconnects from an Active Session

During an active session you may find that Students inadvertently disconnect, for example, when they reboot their machine. Each time a Student disconnects a message will appear advising which Student has disconnected, you can dismiss this prompt or leave to timeout as it will allow you to carry on working, this message can be disabled if required.

To Disable the Disconnect Prompt

1. Select {File}{Configuration - User Interface} from the Control window drop down menu.
2. Select the **Silent Disconnect** option and Click Ok. The next time a Student disconnects no message will be displayed.

Note: To automatically reconnect to Students when they become available, ensure that the **Automatically Reconnect to Students** option is selected in the Tutor User Interface Settings.

Configuring NetSupport Assist to run with Security Enhanced Linux

Several Linux distributions include, by default, an additional security policy and are referred to as Security Enhanced Linux (SELinux). This policy is designed to only allow certain applications to run during the startup process, this however prevents the NetSupport Assist Student from running.

The following steps will need to be performed on any Fedora and RedHat Linux distributions, this may also need to be performed on other distributions if SELinux has been installed as an additional option.

In order to allow the NetSupport Assist Client to run during the boot process it is necessary to change the SELinux security level from 'Enforcing' to 'Permissive' by editing a simple configuration file through the command line terminal.

1. Open a terminal session and log in as an administrative user.
2. Using your preferred editor (nano, vi, gedit, kate) open /etc/selinux/config.
3. Within this file find the line that reads SELINUX=enforcing and change it to SELINUX=permissive.
4. Save the changes to the configuration file and reboot the machine to enable the changes.
5. The Client will now start each time the machine does.

If you require any further assistance please contact NetSupport Technical Support.

Configuring NetSupport Assist For Subnet Browsing

If your network is running across multiple TCP/IP Subnets you need to configure NetSupport to use the additional subnets when browsing for Clients.

Before configuring NetSupport 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.

To Configure the NetSupport Control to browse IP subnets

1. Select {File}{Configuration} from the Control window drop down menu.
2. From the Configuration options select General.
3. Click the Settings button under Browsing.
4. The Configure TCP/IP Client Browsing dialog will appear.
5. Click Add and enter the Broadcast Address of the Network you wish to browse if known.

6. 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 LAN links. If this is the case then even if the Control is correctly configured you will not be able to browse the remote subnet.

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 Control to browse on an IP subnet other than its own.

USING NETSUPPORT ASSIST

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.

Lock/Unlock Students Mouse and Keyboard

There may be occasions when you want to lock a Clients keyboard and mouse. You can only Lock/Unlock Clients that are connected.

The keyboard and mouse can be configured to lock separately if required.

To Lock Clients

1. Select the Client(s) you wish to Lock.
2. From the Control window drop down menu, choose {Student}{Lock Keyboard/Mouse}.

   Or,

   From the toolbar, choose Lock.

   Or,

   Right-click on selected Client icons and choose Lock keyboard/Mouse.
3. By default a graphic will appear on the Client workstation, informing them that you have locked their mouse and keyboard.

Note: Alternatively, you have the option to blank the Clients screen.

To Unlock Clients

1. From the Control window drop down menu, choose {Student}{Unlock Keyboard/Mouse}.

   Or,

   From the toolbar, choose Unlock.

   Or,

   Right Click on selected Client icons and select Unlock Keyboard/Mouse.

Note: Lock will not function on Mac Students that are logged out.

To blank a Clients screen when locked

1. Choose {File}{Configuration – User Interface} from the Control window drop down menu.
2. Check Blank screen when Locking mouse and keyboard.
3. Click OK.
4. Select the Client(s) you wish to Lock.

5. From the Control window drop down menu, choose {Student}{Lock Keyboard/Mouse}.

Or,

From the toolbar, press the Lock icon.

Note: Blank screen will not be displayed to Mac Students that are logged out.

To display a graphic when locking a Client workstation

A graphic can be displayed on a Students screen when the Tutor uses the Lock function. When a Client's keyboard and mouse have been locked, a default image **nss_lock_image_jpg** appears on their screen.

1. Choose {File}{Configuration – User Interface} from the Control window drop down menu.
2. Select "Display image when locking mouse and keyboard".
3. Click OK.
4. Select the Client(s) you wish to Lock.
5. From the Control window drop down menu, choose {Student}{Lock Keyboard/Mouse}.

Or,

From the toolbar, press the Lock icon.

Notes:
- If you View a locked Client, the display graphic on a Client screen will no longer apply.
- If an Image file cannot be located on the Client machine, a flashing message "This machine has been locked by the control user" will be displayed on the Client screen.
- The Lock image will not be displayed on Mac Students that are logged out.

The image can be changed if necessary by replacing the file or by using the Client Configurator to select an alternative file.

1. In the Client Configurator choose {Advanced}{Image Option}.
2. The Image file will display the default file.
3. Click Browse to select an alternative file, then Open.
4. The Image file will display the new file.
5. Click OK.

Viewing Student screens

Having connected to a Client, you can now 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.

To View a Client

1. Double click the required Client icon in the List view.

    or,

    With the required Client icon selected, choose {Student}{View} from the Control window drop down menu.

    or,

    Click the View Client icon on the Control toolbar.

    or,

    Right click on the Client icon and choose View.

    or,

    Click the required Client name on the Quick view toolbar.

2. The View window for that Client will appear at the Control.

To stop Viewing the Client and return to the Control window

1.   Choose {Client}{Close} from the View window drop down menu.

There are two modes in which you can View a Client workstation:

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

To change the Viewing mode

1.   While Viewing the Client, click the View Mode icon on the View window toolbar and select Share or Watch.

    or,

    Select {Client}{Share/Watch} from the View window drop down menu.

Other View window options are:

Scaling to Fit

It may be that the Client is running in a higher resolution than the Control. In this case choosing the Scale to Fit option from the View window menu or toolbar, will re-size its screen to fit the window in which it is displayed.

Monitor Mode

Monitor Mode, the default Tutor mode, enables the Tutor to view multiple Student screens simultaneously.

A convenient thumbnail view of each connected Student screen is displayed at the Tutor providing a quick and easy method for monitoring Student activity. While in Monitor mode the Tutor still has access to the full range of NetSupport features such as View and Chat.

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

In the List view, the Students can be viewed in two different ways. Choose {View}{Thumbnail mode/ Details mode} or right click in the List view and select one of these options to change the layout of the Student Icons.

Note: The Zoom facility can be toggled on/off by selecting {View}{Zoomed Mode} from the Control window drop down menu or clicking the 'Zoom In' icon at the bottom of the Control window.

Monitor Mode provides a number of additional tools:

Arrange to Layout

You can rearrange the Student thumbnails in the Control List view to reflect the layout of the classroom.

1. Rearrange the Student thumbnails to your preferred layout.
2. The next time you open the Tutor select {View}{Arrange to layout} from the Control window drop down menu.
3. The Student thumbnails will revert to the last remembered layout.

Note: To switch back to the default layout choose {View}{Auto Arrange} from the Control window drop down menu.

Customise Thumbnail Size

Student thumbnails can be resized to suit personal preferences. This is particularly useful when connected to large numbers of Student machines.

1. Choose {View}{Size} from the Control window drop down menu.
2. Select the required size from the available options.

Or

1. Click the Size icon at the bottom of the Control window.
2. Select the required size by moving the slider across.

Auto-Fit Size of Student Thumbnail

This option will automatically adjust the size of the displayed thumbnails to fit the window.

1. Choose {View}{Auto fit Students} from the Control window drop down menu.

   or

   Click the Auto icon at the bottom of the Control window.

Changing The Thumbnail Refresh Rate

Depending on how closely you want to monitor Student activity you can adjust the frequency at which the thumbnails are refreshed.

1. Choose {View}{Update} from the Control window drop down menu.
    or
    Click the Change Frequency icon at the bottom of the Control window.
2. Select the required time interval from the available options.

Show Active Application

When enabled, an icon will appear in the top left of each thumbnail indicating which application is currently active at the Student machine.

1. Choose {View}{Show Active Application} from the Control window drop down menu.
    Or
    Click the Show Active Application icon at the bottom of the Control window.

Show Active Web Site

Displays an icon in the bottom right of each thumbnail indicating which site the Student is currently visiting.

Note: This feature is only supported on the Mac platform.

1. Choose {View}{Show Active Web Site} from the Control window drop down menu.
    Or
    Click the Show Active Web Site icon at the bottom of the Control window.

Screen Capture

Screen Capture enables the Tutor to take a snapshot of the current Student screen whilst Viewing and allows the Tutor to save the current screen contents to a file. The Machine Name, Student Name, Date, Time and Product Name will also be recorded on the Screen Capture when saved.

Capture a Students screen whilst Viewing

1.   When Viewing a Student choose {Tools}{Capture Screen} to capture the current screen contents.
     Or
     Click on the "Capture" icon on the toolbar.
2.   A "Save As" Dialog will appear.
3.   Type in a File Name.
4.   Choose one of the three different file formats, .BMP, .JPG, and .PNG.
5.   Click Save.

Showing to Students

The Show feature enables the Control user to emphasise key learning points by displaying the information on their screen to a selected 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 Control Configurator, 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. Choose {Student}{Show} from the Control window drop down menu.
   or
   Click the Show icon on the Control toolbar and choose Show.
2. The Show dialog will appear.
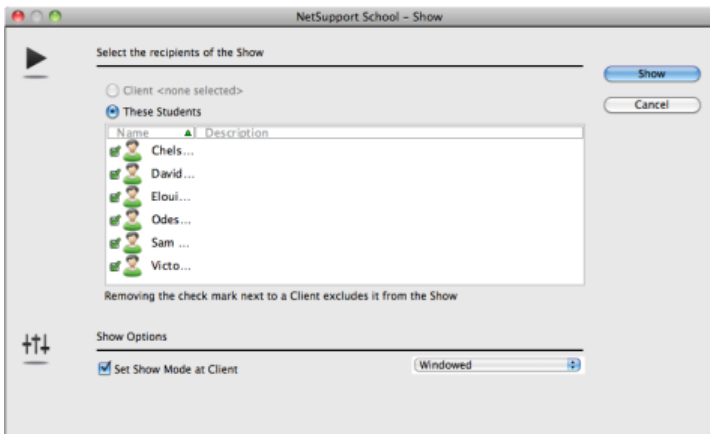
In this dialog you select the Client, or Clients, that you will Show your screen to and set any associated properties.

Select Recipients

Select the Client or Clients that you will Show your screen to.

Note: You will not be able to perform a Show on Mac Students that are logged out.

To end the Show

1. Right click on the Show icon on the taskbar.
2. Click End Show.

Or,

1. Double click the Show Icon on the taskbar.
2. This will display the Showing dialog.
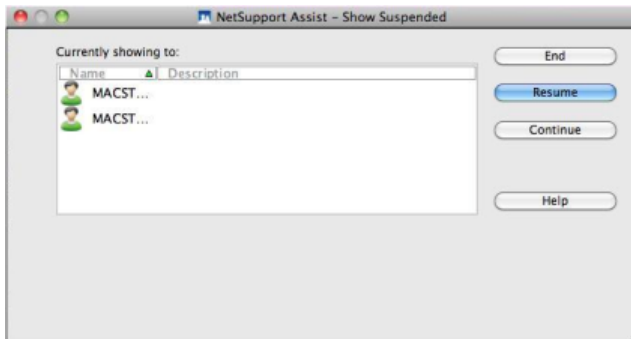
3. Click End.

Note: This method is only supported on Linux platforms.

To enable the Control to Continue working in the background while Showing

1. Click on the NetSupport button on the taskbar.
2. The Showing dialog will be displayed.
3. Click Continue.
4. The Control window will be displayed and the Title bar will indicate that the Show is Suspended. You can now continue to use the Control workstation without the Clients seeing what you are doing. The Client screens will still display the previous Show.

To Resume a Show while Suspended

1. Click Resume on the Control window toolbar.
2. Clients will now see the application currently displayed at the Control.
3. The Showing dialog will be displayed on the Control screen from which you can choose to End, Resume or Continue the Show.

To end a Show while Suspended

1. Choose {Client}{End Show} from the Control window drop down menu.
2. Clients will now see their own display.

Chatting to Students

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

Note: Chat will not function on Mac Students that are logged out.

To Chat to Clients
1. Select the Clients you want to Chat to in the List View. If you do not select a Student icon, all connected Clients will be included.
2. Choose {Student}{Chat} from the Control window drop down menu.
    Or,
    Click the Chat icon on the Control toolbar and choose Chat.
    Or,
    Right click on an individual Client and choose Chat.
3. The Chat Properties Dialog will appear.
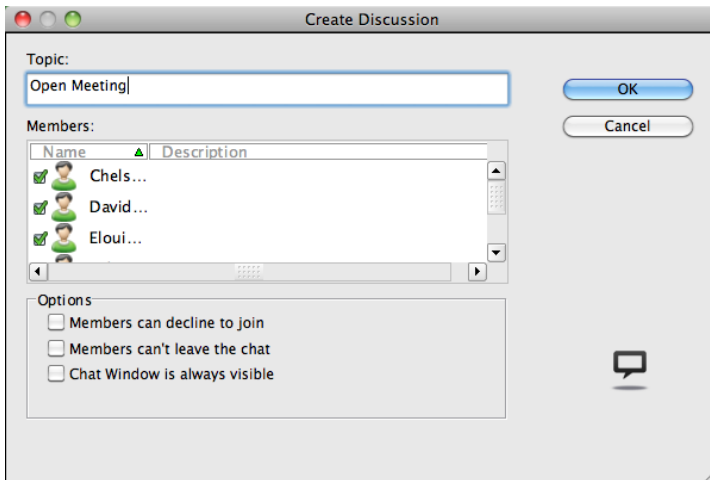
The Chat Properties Dialog has the following options:

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 Student machines. If left blank, the Control Name will appear.

Members

To exclude Clients from the Chat session, remove the check mark next to the Student 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 Students 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 at the Control and Client workstations.
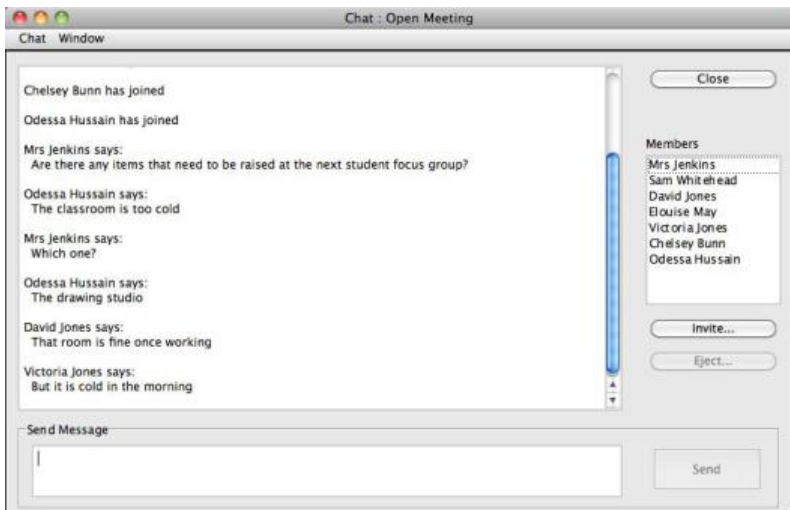
The Chat Window

This window is displayed at each participating members machine and lists the progress of the Chat session. Only the Control can add or remove Clients from the session.

Unless the option is disabled in the Chat Properties 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 As** to create a file containing the text or choose **Copy** to be able to paste the Chat content into another application or file.

Each message is restricted to 128 characters. Check **Auto Send long message** to automatically send the message when the limit is reached.

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.

Send Message

This is where you type your comments. Type the message and hit Enter or click **Send**. Each message is restricted to 128 characters. You can automatically send the message when the limit is reached, select {Chat}{Auto Send long Message} from the Chat window drop down menu.

Close
Ends the Chat session.

Members
Members currently included in the Chat session are listed here. The Tutor can add or remove Students 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: Students can also initiate Chat sessions by opening the Client Main window and choosing {Commands}{Chat}.

Chat to a Client whilst Viewing
1.   Choose {Tools}{Chat} from the View window drop down menu.
2.   The Chat Window will appear on the Control and Client workstation.

To end Chat
1.   Choose {Close} from the Chat window.

Sending a Message to Students

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

To enter and send a new message

1. Select the Students you want to send the message to.
2. Right click and choose {Message}.

    Or,
    Choose {Student}{Message} from the Control window drop down menu.
    Or,
    Click the Message icon on the Control toolbar.
3. The Message dialog box will appear. Choose whether to send the message to all Connected Clients or only the Currently Selected Client. Enter the message and decide whether to show the message at the Clients workstations for a specified time.
4. 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.
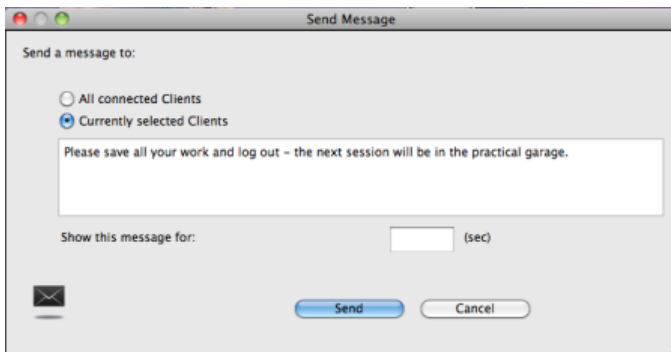
Send a message whilst Viewing

1. Choose {Client}{Message} from the View **window** drop down menu.
2. The Send Message dialog box will appear.
3. Enter your message.
4. Click Send.

The message will be displayed on the Student screen currently being viewed by the Tutor and will remain until the Student clicks OK.

Rebooting or Logging out Students

Having connected to a Client(s) you are able to remotely Logout or Reboot the Client workstations at the end of a session. This is a simple way to prepare multiple workstations for the next group of students.

To Reboot or Logout a Client

1.   Select a Client or Group of Clients.
2.   Choose {Student}{Reboot or Logout} from the Control window drop down menu.

     or

     Click the Reboot or Logout icon on the toolbar.

     or

     Right-click on a selected Client and choose Reboot or Logout.
3.   A message will appear, confirming the Client(s) included in the Reboot/Logout.
4.   Click Yes to continue.

To Reboot or Logout a Client whilst Viewing

1.   Choose {Client}{Reboot or Logout} from the View window drop down menu.
2.   A message will appear, confirming the Client included in the Reboot/Logout.
3.   Click Yes to continue.

Note: Reboot will not function on Mac Students that are logged out.

Web Monitoring

NetSupport Assist allows you to monitor which websites are being viewed by connected Students.

Notes:
* This feature is only supported on the Mac platform.
* Internet access can be blocked for all Students, select the Block All icon on the Control toolbar.
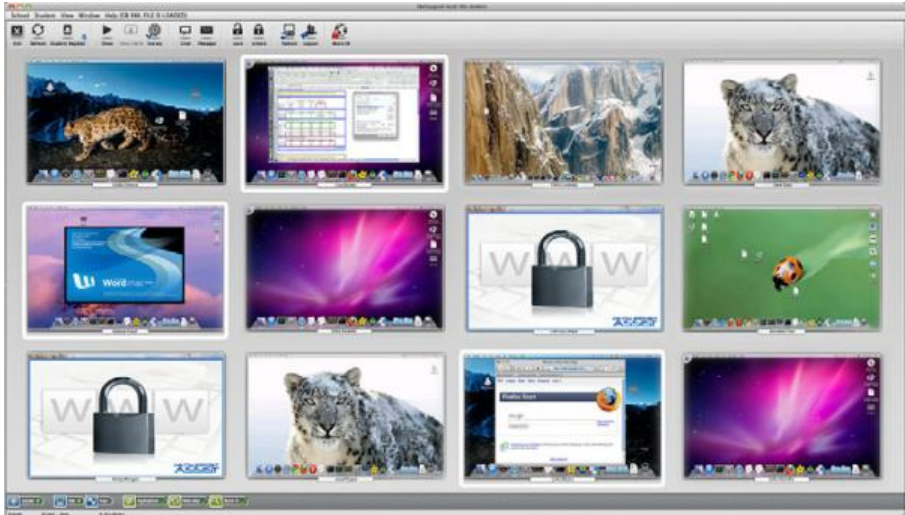
In the List View, the Student icons can be viewed in two different ways. Choose {View}{Thumbnail mode/ Details mode} or right click in the List view and select one of these options to change the layout of the Student Icons.

1. Select {View}{Show Active Website} from the Control window drop down menu.
    Or
    Click the Website icon at the bottom of the Control window.
2. An icon is displayed in the top right corner of the Student thumbnail informing the Tutor of the current Student activity.

If the List view is in "Details" layout then a list of all other websites running on the Student workstation is also displayed.

Blocking Internet Access

NetSupport Assist allows you to restrict Internet access to all connected Students.

Block All Web Access
1. Click the Block All icon in the toolbar.
   or
   Select {Student}{Block Internet} from the Control window drop down menu.
2. Web access will be blocked for all Students.

Note: When in Details mode or Survey mode an indicator will appear next to the Student icons to confirm Internet usage is suspended.

Application Monitoring

NetSupport Assist allows you to monitor the applications that are being used by connected Students.
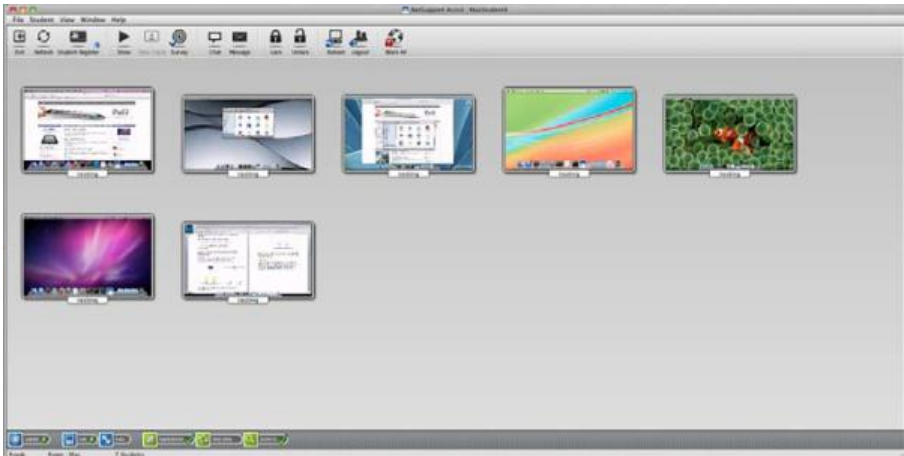
Identify applications currently running on the Student workstation

In the List view, the Student icons can be viewed in two different ways. Choose {View}{Thumbnail mode/ Details mode} or right click in the List view and select one of these options to change the layout of the Student Icons.

1. Select {View}{Show Active Application} from the Control window drop down menu.
   or
   Click the Applications icon at the bottom of the Control window.
2. An icon is displayed in the top left of each thumbnail indicating which application is currently active at the Student machine.

If the List view is in "Details mode" then a list of all other applications running on the Student workstation is also displayed.

Student Surveys

The Student Survey tool enables the Tutor to get instant feedback from Students during or at the end of a session. The Tutor sends connected Students a question together with a selection of pre-defined responses. Student responses are gathered at the Tutor with the results shown as an overall percentage and by individual Student.
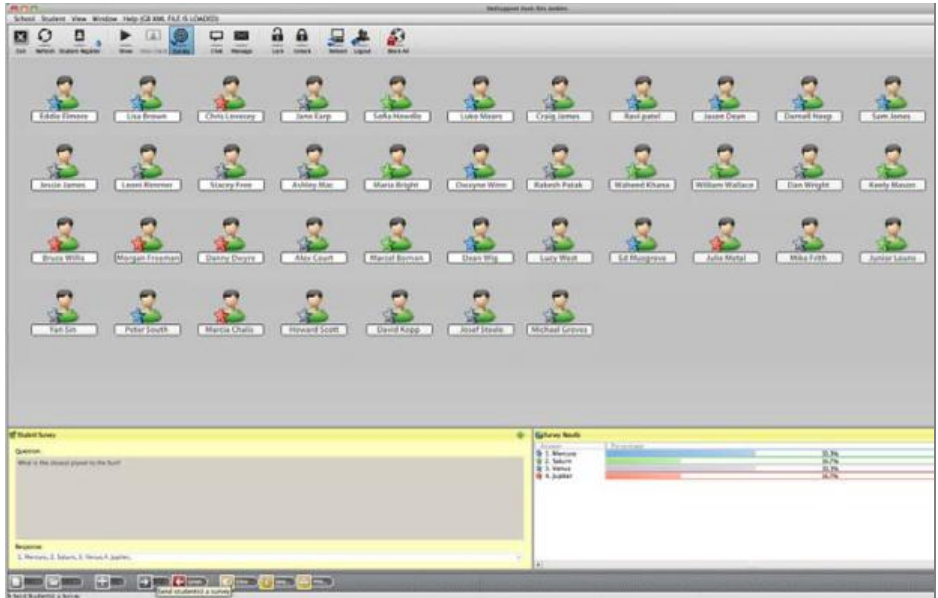
Note: Surveys will not be displayed to Mac Students that are logged out.

The basic procedure for sending a survey to Students is:

1. Choose {Student}{Survey} from the Control window drop down menu.

   or

   Select the Survey icon from the toolbar.
2. Select the Students to include in the survey. This can be all Students in the list view or selected Students.
3. Enter a question in the box provided.

4. Select the responses/answers to the question. These can either be chosen from the drop down list of defaults or you can enter your own options, using a comma to separate each one. Up to 6 choices can be entered.

5. Send the survey to Students by choosing {View}{Send} from the Control window drop down menu.

    or

    Click the **Send** icon displayed at the bottom of the Survey pane.

    A dialog will open at the Student machines displaying the question and responses. Students choose the appropriate response and submit the answer.
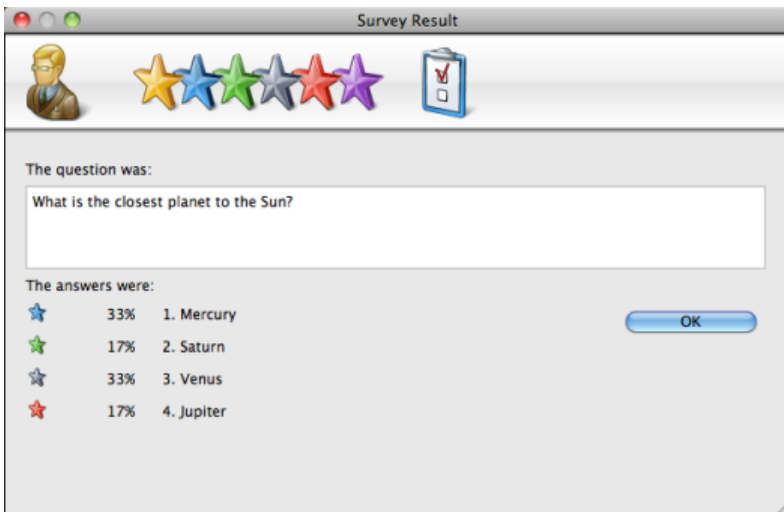
6. As Students submit their answers the Survey Results pane will display the percentage response for each option. The Client icon will also flag how the individual Student answered.

7. When the survey is complete, remove it from the screen by choosing {View}{Cancel Survey} from the Control window drop down menu.

    or

    Click the **Cancel** icon displayed at the bottom of the Survey pane.

> **Note:** The Survey will be cleared from all machines whether the Student has responded or not.

Show Survey Results to Students

1. Choose {View}{Show Results to Students} from the Control window drop down list.
    Or
    Click the Show icon at the bottom of the Control window.

2. The results will be displayed on the Students screen.

Note: Survey results will only be displayed if the Student has submitted their answer.

Save Survey Results

The Survey can be saved to a .CSV file.

1. Choose {View}{Save Results} from the Control window drop down menu.
    Or
    Click the Save icon at the bottom of the survey pane.

Survey Lists

Surveys can be re-used by adding them to a Survey List. NetSupport provides a default list, NetSupport Assist.sul, into which questions and responses are automatically stored, but you can create custom lists if you want to categorise different types of question.

Create a Survey List

1. Switch to Survey View, click the Survey icon on the toolbar.
2. Choose {View}{Create New Survey List} from the Control window drop down menu.
    or
    Click the **New** icon displayed at the bottom of the Survey pane.
3. Enter a name for the file and click Create.
4. Any new Surveys you enter will be added to the list.

Load a Survey List

1. In Survey view, choose {View}{Load Existing Survey List} from the Control window drop down menu.
    or
    Click the **Load** icon displayed at the bottom of the Survey pane.
2. Select the required list and click Open.

Using Survey Lists

With the required Survey List loaded you can enter new questions or use and manage previously stored questions and responses.

To Add a New Question to a Survey List

1. In the Student Survey pane enter the question and choose the required responses from the drop down list or add new options if the defaults aren't appropriate.
2. Send the Survey to Students. The Survey will automatically be stored in the current list.
    or
    Rather than send the Survey immediately, choose {View}{Add Survey to List} from the Control window drop down menu or click the **Add** icon displayed at the bottom of the Survey pane to store the question and responses for future use.

To Use an Existing Survey

1. In the Student Survey pane click the Select/Add Question icon. (Green Cross). The Select Survey dialog will appear.
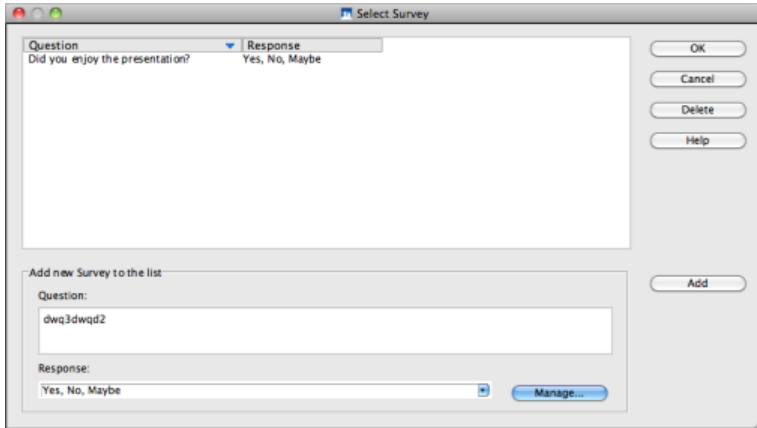
2. Select a question from the list and click OK.
3. The question will be displayed in the Survey pane ready to be sent to Students.

Manage Questions and Responses

As well as enabling you to choose an existing Survey, the Select Survey dialog can be used to add new questions/responses and edit questions/responses if the current examples are not appropriate.

1. If the Survey list does not currently include the required question, enter the new question along with the responses in the boxes provided and click Add.

   or

   To edit an existing question, select it from the list, change the question and/or the responses and click Add.

Note:	If you change the question it will be added to the list in addition to the original. If you only change the responses, the original will be overwritten.

2. To use the question in a Survey, select it from the list and click OK.
3. The question will be displayed in the Survey pane ready to be sent to Students.

Note:	When you use customised responses in a Survey they will be attached to that question only. If you want to make the responses available to other Surveys they need to be added to the default drop down list. Click **Manage**, the Manage Responses dialog will appear, enter the required responses and click Add.

CONFIGURING THE STUDENT WORKSTATION

NetSupport Assist Clients are configured using the NetSupport Assist Configurator from the NetSupport Assist Applications Group.

The Client Configurator has three options: -

General

Specify where to connect the Client when using Room mode.

User Interface

Customise the interface between the Client and Control.

Advanced

Set the Network transport that the Client will use for communicating with the Control program. It must be the same as that set at the Control.

General Settings

Allows you to specify the room settings for Students when connecting via Room mode.
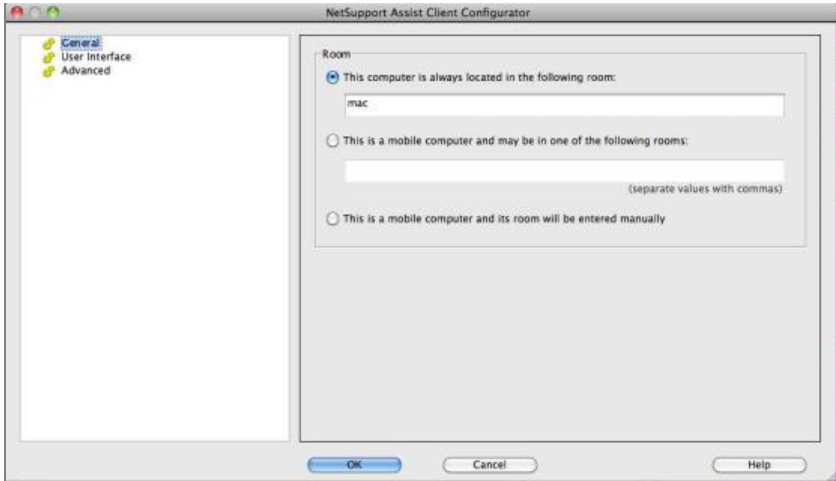
This Computer is always located in the following room:

If the computer is always located in the same room, select this option and enter the required room.

This is a mobile computer and may be in one of the following rooms:

Select this option if the computer could be located in different rooms, enter the required rooms and separate each value with a comma.

This is a mobile computer and its room will be entered manually

Select this option if the computer is a mobile computer, the Student will then have an option from the Student icon in the taskbar to manually enter the room.

User Interface Settings

This property sheet is used for customising the interface between the Client and Control.
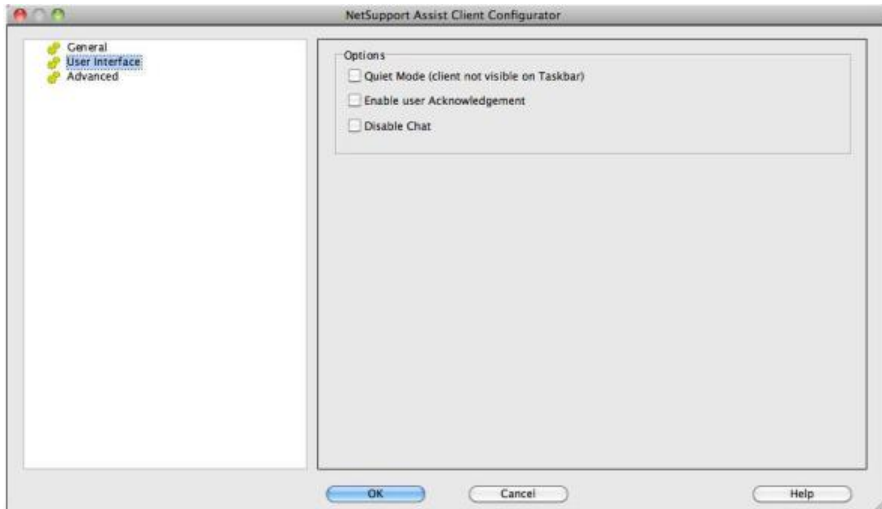
Options

Quiet Mode

If this box is checked there will be no indication at the Client workstation, that the Client program is loaded. This is useful for preventing Students from manually unloading or otherwise misusing the Client program.

Enable User Acknowledgement

If enabled, a Remote Control session cannot take place until the Client has confirmed that they accept the link being made.

Disable Chat

Prevents the Client from being able to use the Chat function.

Advanced Settings

Allows you to set up the Network transport for a Client. It must be the same as that set at the Control.
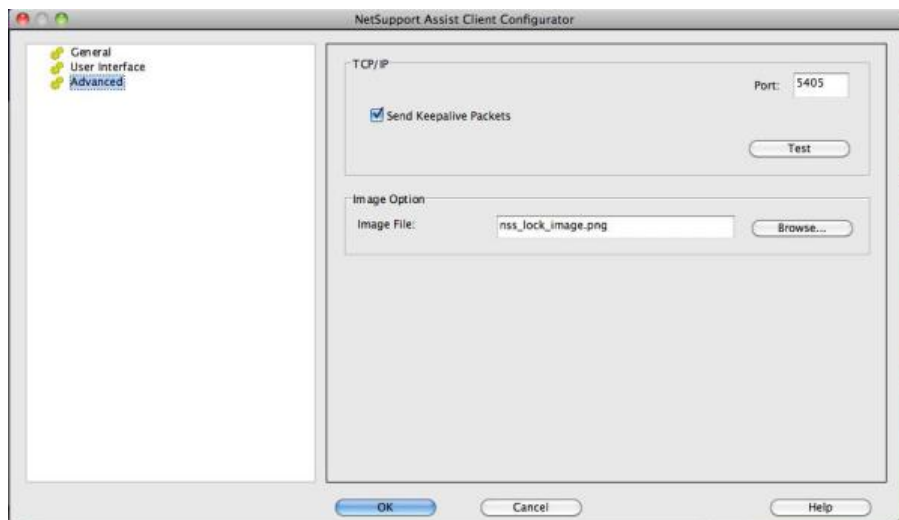
TCP/IP

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default-registered port for NetSupport is 5405.

Send Keep Alive Packets

Some TCP stacks send Keep Alive Packets. In some circumstances, it may be desirable to disable this. For example on an ISDN line where a TCP/IP client is loaded a symptom may occur where the ISDN line is brought up unintentionally.

Notes:
- If you are using Routers, you must ensure that they are configured to pass through data using this port.
- Changing port could interfere with other TCP/IP applications.

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

Image Option

Image File
When a Client's keyboard and mouse have been locked, a default image, **lock_final.jpg**, appears on their screen. Alternatively you may prefer to specify an image personal to your organisation.

Note: If you do not want to display an image, you can disable the option by choosing{File}{Configuration - User Interface} from the Control window drop down menu and selecting **Blank screen when locking mouse and keyboard**.

CONFIGURING THE TUTOR WORKSTATION

To configure the NetSupport Assist Control, choose {File} {Configuration} from the Control window drop down menu.

The Control Configurator has the following options: -

General
This is used for setting the Network transport that the Control will use for communicating with the Client program. It must be the same as that set at the Client. You can also set the name and description for the Tutor.

Student Selection
This is used to specify the mode to connect to Students when the Tutor program starts.

Performance
Allows you to set low bandwidth settings to lower data sent across the networking when performing a View or Show.

User Interface
Allows you to customise options between the Control and Client.

General Settings

This is primarily used for setting the Network transport that the Control will use for communicating with the Clients. It must be the same as that set at the Clients. You can also set the name and description for the Tutor.
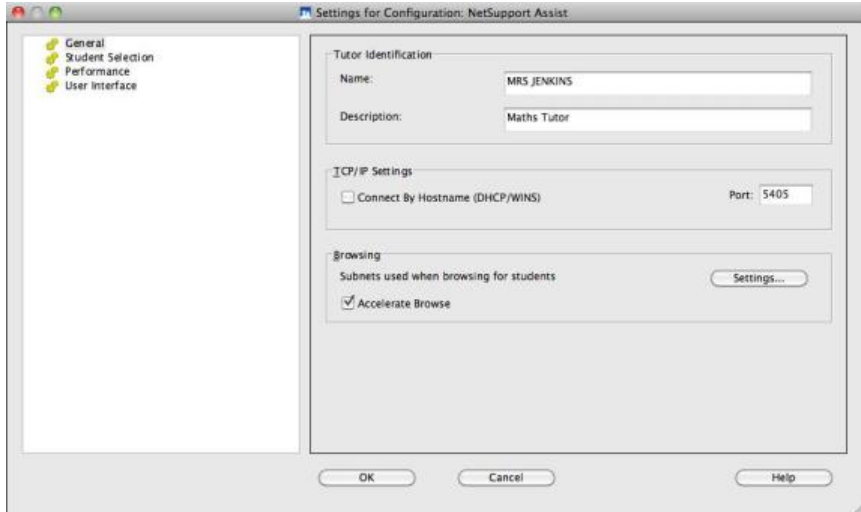
Tutor Identification

Use these options to personalise the Tutor machines configuration.

Name

This is the name by which the Tutor will be known on the network. Setting it to an asterisk defaults to the machine or Computer name.

Description

This is used to provide a description for the Tutor program itself. This is displayed in the Title bar of the Client program.

TCP/IP Settings

Connect by Hostname (DHCP/DNS Hostnames)

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.

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default registered port for NetSupport is 5405.

Note: If you are using Routers, you must ensure that they are configured to pass through data using this port.

Browsing

Subnets used when browsing for students

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.

Accelerate Browse

Increases the browse and connection speed to Clients, this is set by default.

Broadcast Show

When showing the Control screen to clients, the screen information is sent to each client machine in turn. Enabling Broadcast Show 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.

Settings
If Broadcast Show is enabled, select this option to set the Broadcast Address. The Broadcast Settings dialog will appear. If multiple Tutor's are attempting to use UDP/Broadcast Show simultaneously on the same subnet it is recommended that each uses a unique Port to avoid conflict.

Wireless Network
Check this option in order to optimise show performance across a wireless network.

Access Point Speed
Select the data rate applicable to your wireless access point.

Student Selection

Use these options to pre-determine the Students to connect to when the Tutor program starts and in what mode.
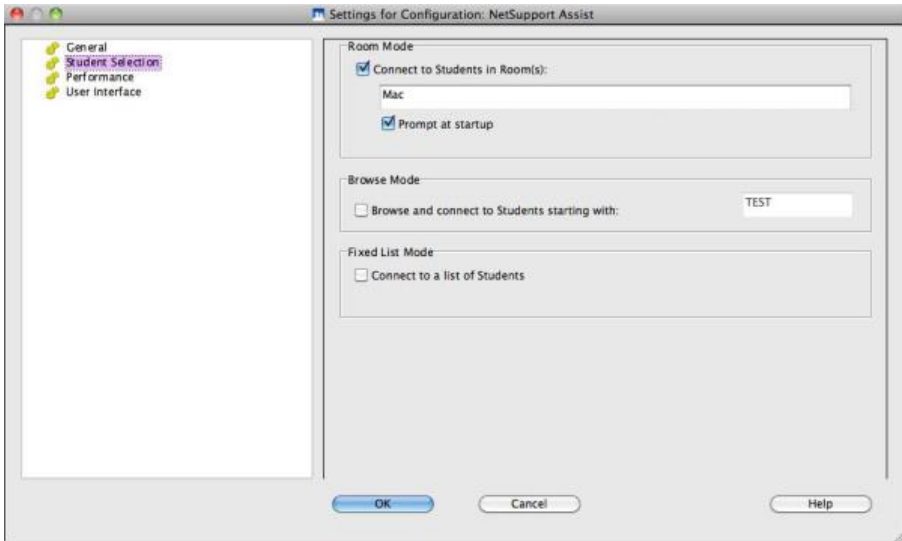
Room Mode

Connect to Students in Room(s)

Allows you to connect to the machines in a given room. Specify the room you wish to connect to.

Prompt at startup

You will be prompted to specify a room when the Tutor program starts.

Note: The Room settings can be configured at the Student in the NetSupport Assist Client Configurator.

Browse Mode

Browse and connect to Students starting with

If this box is checked NetSupport will browse and immediately connect to all Clients starting with the prefix set in the text box.

Fixed List Mode

Connect to a List of Students
If this box is checked NetSupport will only connect to Clients in the Known List.

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

Performance Settings

Allows you to set low bandwidth settings to lower data sent across the network.
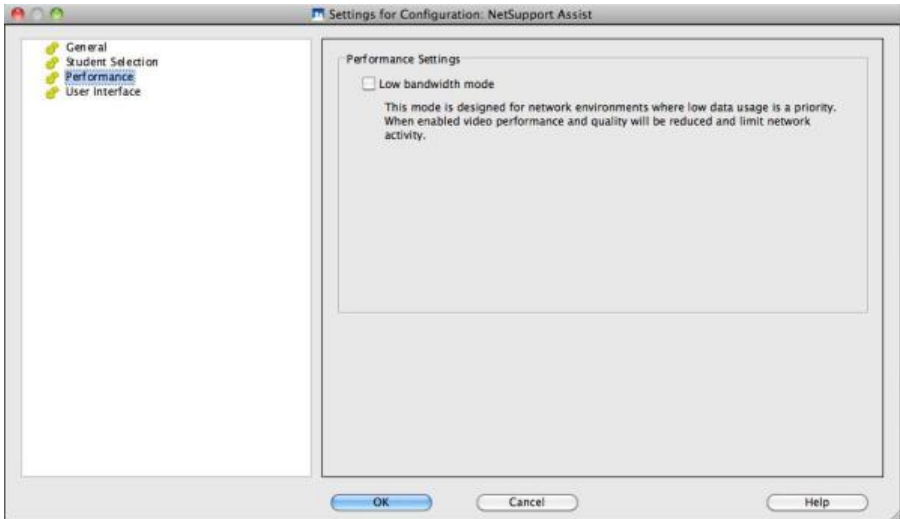
Low bandwidth mode

This mode is designed for network environments where low data usage is a priority. When enabled, video performance and quality will be reduced and limit network activity.

Tutor User Interface Settings
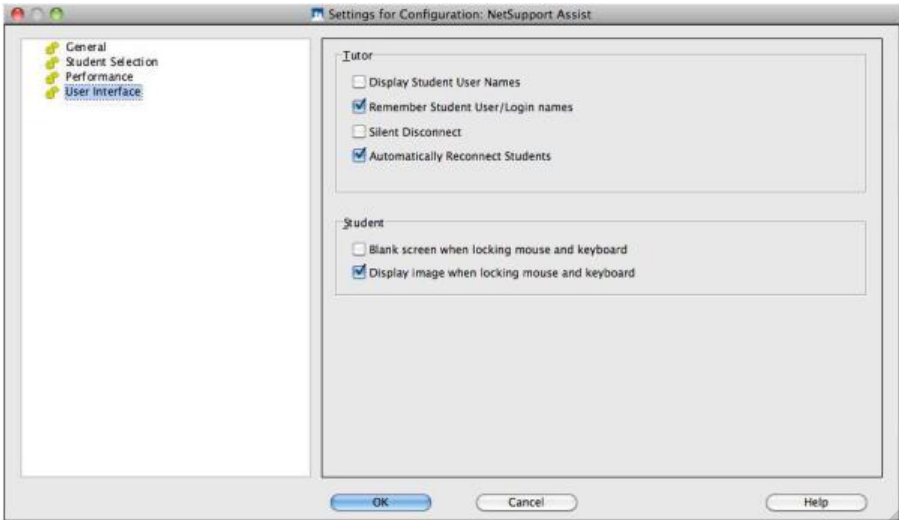
Tutor
Display Student User Names
Check this option to retrieve and display the login name of the Client on the Control window when you perform a Student Register.

Remember Student user/ login names
Check this option to save the Student user/login names in the Known Client list.

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

Automatically Reconnect to Students
Ensures that Student machines automatically rejoin a live remote control session should they inadvertently disconnect.

Student
Blank screen when locking mouse and keyboard
Blanks the Client screen when their keyboard and mouse are locked.

Display image when locking mouse and keyboard

Displays a full-screen image on the Client screen when their keyboard and mouse are locked. The default NetSupport image can be replaced by one of your own choosing by setting the location of the file in the Client Configurator – Student Advanced Settings dialog.

Contact Us

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

We can never test our software on every possible combination of equipment. We may have inadvertently introduced a restriction or incompatibility which affects you. We apologise for any shortcomings that you may discover. Please let us know so that we can fix them.

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