



## A complete ITAM solution for the effective management of the enterprise.

NetSupport DNA delivers a full suite of features to help support the management and maintenance of IT assets.

NetSupport DNA is designed to be easy to install and with ease of use at the heart of each feature. NetSupport DNA has the flexibility to scale with your business needs – from a single SME through to larger multi-site implementations – without breaking the IT budget.



### Save Time

... with proactive warning alerts of issues across the network - from server failure, low disk space, unauthorized software installs, through to license compliance and user help requests; with reports automatically and routinely generated for management; and by using the supporting mobile apps to ensure key data is accessible for IT staff from wherever they are.



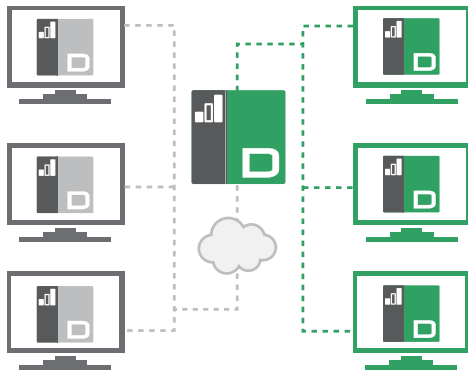
### Reduce IT Costs

... by identifying hardware that can either be redeployed or upgraded rather than replaced; tracking software license deployment and, critically, license usage - thereby avoiding costly renewals for software no longer needed; by monitoring print usage across the enterprise and with energy monitoring and deployment of a power management policy to relevant areas of the company.



### Add Security

... by preventing access to unauthorized websites; limiting use of key applications to only authorized users; by helping protect company data with profiled memory stick access; delivering user acceptance policies; and sending security alerts for any unauthorized activity such as hardware removal, antivirus services being stopped and more.



## Ease of Installation

After installation of the server module (used to manage and add information to the DNA database), the deployment tool provided will automatically discover and install the DNA agent on targeted devices. Finally, the DNA console (installed by the IT technician) provides full DNA system control, rich on-screen information and real-time reporting.



## Hardware Inventory

NetSupport DNA provides one of the most comprehensive and detailed Hardware Inventory modules available.

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

Hardware Inventory updates are configured to run at different time intervals throughout the day or at start-up and can be refreshed instantly on demand. A standalone inventory component is available to run on non-networked or mobile devices and in addition, high value peripherals can also be associated and recorded against a device.

## SNMP Device Discovery

The SNMP Discovery view allows NetSupport DNA to be configured to scan a range of network addresses and report on any appropriate devices discovered, such as printers and access points. These items can then be stored within DNA and real-time data (such as ink or toner levels) can be monitored from the console.

## Software Inventory/Licensing

The Software Module is designed to help organizations manage license compliance and reduce overspend by accurately reporting installed software and proactively identifying PCs with software that has no or low usage.

It supports the ongoing management of all software licenses for each department – recording suppliers, purchase and invoice details, department or cost centre allocation and the tracking of maintenance contracts as well as storing PDF copies of any supporting documents.

## Software Application Metering

The Application Metering module reports on all applications used on each PC or server, detailing the time the application was started and finished, as well as the actual time it was active.

Monitoring application use ensures software licenses are assigned to the right users and aren't renewed for users without matching application activity, thus enabling cost savings.

Application usage can also be restricted for users or departments, either fully or just by time of day. Lists of approved and restricted applications, together with times when restrictions apply, can be created and enforced centrally.

## Internet Metering

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

With NetSupport DNA, internet usage can be fully managed; lists of approved and restricted URLs and/or sub-URLs can be applied centrally. Once applied, NetSupport DNA can allow unrestricted access to all websites, restricted access to certain websites that have been marked as approved by the company or by blocking access to specific sites marked as inappropriate.

## Enterprise Alerting

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

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



Alert notifications can be directed to specified email recipients and/or active console users (on a per alert basis, so the nature of the alert may dictate which operators are notified). In addition, outstanding alerts are identified against matching PCs on the main company hierarchy tree view. Once alerts have been identified, notes can be added by an operator. A full history of all alerts is accessible from the History feature.

## Software Distribution

NetSupport DNA provides a multi-delivery option for Software Distribution.

A software distribution package is created by either applying parameters to a collection of files or folders or by using the DNA application packager, recording the user prompts, keystrokes and mouse clicks that are used during a test installation, and then automating these on a live deployment to bypass the need for operator intervention.

NetSupport DNA includes a Scheduling feature, allowing packages to be deployed on a specific date and time - usually out of core office hours when network traffic is at its lowest.

## Energy Monitoring and Power Management

The Energy Monitoring module provides a simple and concise high-level summary of potential energy wastage across an organization by computer systems that are left powered on out of business hours.

NetSupport DNA checks to verify the powered-on state of all computers and its local monitoring component keeps an accurate record of each time a computer is powered on, off or hibernates, providing an average (and customizable) "power consumption per device" calculation. With this information to hand, Power Management policies can be set allowing computers to automatically power off and back on at specified times. Plus "inactivity policies" can be set for systems inactive over a period of time.



## Real-time monitoring

The Explorer mode provides a real-time overview of all PCs on the network, highlighting which PCs have current notifications and any active policies ensuring operators can identify and resolve issues quickly. The data view can be presented as Icons, Details or Thumbnails (where the PC screens are visible). In the details mode, performance data such as real-time network traffic, CPU and memory use for each PC is now displayed to give an instant view of network health. Privacy modes can be set to provide data protection and confidentiality.

## Endpoint Security

NetSupport DNA provides a simple and effective solution for managing the use of USB memory sticks to help maintain the security of the network. The use of memory sticks can be controlled across the entire enterprise or, just for specific departments and usage, can be set to allow full access, block all access, allow read-only or prevent applications being run from a memory stick. Alternatively, individual memory sticks can be “authorized” in NetSupport DNA - for the current day, a week or indefinitely - and the use of sticks in the enterprise can also be limited to only those authorized.

## User Management

NetSupport DNA provides a range of features to locate and manage users within a networked environment. In addition to key user data (name, telephone etc), companies can customize the data to be gathered and collated from each user, including tracking of user acceptance forms. DNA also keeps a history of changes to User Data and records changes to custom user details. Profiles can be set for different groups of devices or users, each with its specific component settings i.e. Marketing allowed access to Facebook. Additionally NetSupport DNA prevents users from logging on to multiple machine and also allows users to locate another logged-on user and then send them a message. A single time-based summary of all activity by a specific user, PC or department (Presented in a chronological view) is also available.

## Vault

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

## System Audit

NetSupport DNA includes a powerful Audit component to track all selected console activity.

The Audit feature records changes to policies or settings; when entries are added/ deleted or where rights are changed for any user.

## Enforce Acceptable Use Policies

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

## Print Monitoring

NetSupport DNA includes a high-level Print Monitoring feature. Individual printers across the enterprise are automatically identified and, from the central console view, costs for printing (black and white, color and so on) can be assigned either globally or against each different printer. Where required, printers can also be excluded from the view. A full overview of printing activities and indicative costs across the enterprise is provided by NetSupport DNA.

## Enterprise Reporting

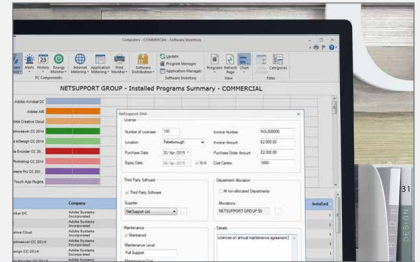
NetSupport DNA provides both on-screen and print optimized reporting. The on-screen reports/views are provided with supporting bar and pie charts and “live” drill down capabilities on all key summary data. As well as reporting on individual devices, users and departments, NetSupport DNA also features dynamic groups. These are user-defined and are added to the main company tree. A dynamic group could, for example, be to identify which PCs are upgradeable and such a group would be created automatically from those that match the required criteria – such as “all PCs with more than ‘XX’ GB RAM, ‘XX’ GB free disk space and XX processor type” and so on.

## Mobile Inventory

Provided as a supporting tool for NetSupport DNA, the Inventory app can be downloaded free from the Google Play and Apple app stores. The DNA mobile app allows a Technician, when away from their desk, to search for and view a detailed Hardware and Software Inventory for any PC on the company network. The mobile app also includes a QR code scanner to help instantly identify any PC, either from an on-screen QR code displayed by DNA, or from a label fixed to the device. NetSupport DNA also provides a QR code label creation facility, including support for custom details. Histories of all hardware changes as well as any software installs or removals are also shown on the app.



Hardware Inventory



Software Licensing



Software Application Metering



DNA Mobile App



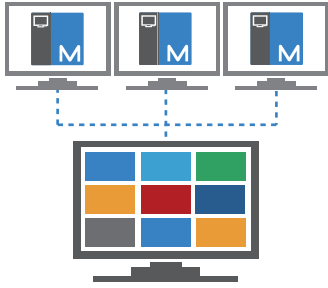
Activity Monitoring



Explorer Mode (real-time monitoring)

## Optional extras:

### NETSUPPORT M MANAGER



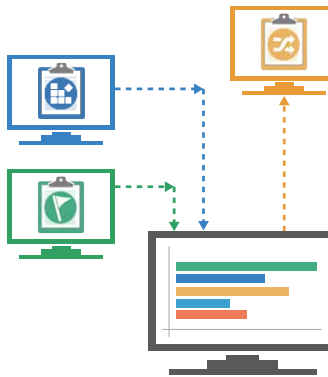
#### Remote Control (optional)

As a natural partner to IT asset management, NetSupport DNA is fortunate to be able to offer NetSupport Manager remote control. With 27 years of awards and 15 million+ users, NetSupport Manager is recognized as the best in class for secure, high performance remote control.

Accessed from the DNA console on your desktop, tablet or smartphone, NetSupport Manager provides seamless and secure access to workstations and servers across your enterprise, both locally when in the office, and remotely when on the move.

NetSupport Manager features true multi-platform remote control: monitor and view dozens of devices in a single view; transfer of files or updates to one or multiple devices in one go; remotely view and edit the Registry; manage services and processes; conduct an audio chat; share screens or even show your screen to others; access interactive training tools; geolocation, and much more.

### NETSUPPORT S SERVICEDESK



#### ServiceDesk (optional)

Designed to integrate with NetSupport DNA or operate as a standalone solution, NetSupport ServiceDesk checks all the boxes as a fully functioning ITIL-compliant IT Service Management (ITSM) tool, supporting the key areas of ITIL's best practice framework – Incident, Problem, Change and Service Level Management. Used with NetSupport DNA and our remote access solution, NetSupport Manager, support teams have a complete network management toolkit.

NetSupport ServiceDesk can be accessed through a web browser by any user from their desktop or mobile device and allows for the customization of many key features within the solution. From operator functionality to the creation of specific data entry fields, it can be tailored to fit seamlessly into your organization.

Powerful and customizable workflow rules help ensure delivery of an efficient and timely service in line with agreed service levels, automated email processing helps deliver further time savings and, with NetSupport ServiceDesk's customer-friendly self-service portal, users are able to search for answers before even logging a support request.

#### System Requirements:

##### NetSupport DNA Server component

###### Minimum hardware:

Intel Pentium 4 with 2GB Ram or higher.\* | **Free space required:** 300 MB+ (dependent on size of enterprise). Windows Vista, 7, 8/8.1 and 10. Windows Server 2003 sp2 or higher.

###### Databases supported:

SQL Express (2012 included), SQL Server 2005 or later. If no version of SQL exists on the target system when installing the DNA Server you will be prompted to either install SQL Express (included in the NetSupport DNA setup file), or to specify the address of an existing SQL Server.

\*See [www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support) for recommendations based on installed Client base.

##### Optional Server modules (SNMP Discovery, Remote Gateways etc)

Windows Vista or higher. Windows Server 2003 sp2 or higher.

##### NetSupport DNA Management Console

**Free space required:** 200 MB

Windows 7 or higher. Windows Server 2008 R2 or higher.

##### DNA Mobile Console apps

Android 4.03 or higher.

iOS 7 or higher.

##### DNA Desktop Agent (client)

**Free space required:** 25 MB

Windows XP sp3 or higher.

Windows Server 2003 sp2 or higher.

Mac OSX 10.8-10.12.

##### Mobile agent

iOS 7-10.

Chrome OS.

Android 4.0.3 or higher.

Windows Mobile 8 or later.



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Authorized Partner: