



Network and IT Management for business networks

Key Features:

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

NetSupport DNA v4.7

The complete solution for managing technology

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

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

What's new?

In v4.7 a whole host of enhancements has been added based on customer feedback and requests. Adding to the wide range of platforms supported, the new Android Browser app now allows businesses to monitor and manage Android device activity. Extra support has also been added for iOS devices, Mac and Windows.



Ease of Installation

After installation of the server module (used to manage and add information to the DNA database), the deployment tool provided will automatically discover and install the DNA agent on targeted devices across the network. 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 entire business.

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

SNMP Device Discovery

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

Software Inventory/Licensing

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

It supports the ongoing management of all software licenses for each department: recording suppliers, purchase and invoice details, department or cost center 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 staff and aren't renewed without evidence of activity; thus enabling cost savings.

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

Internet Metering

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

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

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 network.

System Error Alerts also capture screenshots/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 also includes a Scheduling feature, allowing packages to be deployed on a specific date and time - usually out of core business hours when network traffic is at its lowest.



Energy Monitoring and Power Management

The Energy Monitoring module provides a simple and concise high-level summary of potential energy wastage across an 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.

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 business 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. It can also detect if USB drives are encrypted (BitLocker).

Real-time monitoring

The Explorer mode provides a real-time overview of all PCs on the network, highlighting which ones have current notifications and active 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 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.

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 collected from each user, including tracking of user acceptance forms. DNA also keeps a history of changes to User Data and records changes to custom user details.

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



Vault

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

System Audit

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

Enforce Acceptable Use Policies

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

Print Monitoring

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





Enterprise Reporting

NetSupport DNA provides both on-screen and print 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, e.g. a dynamic group could be to identify which PCs are upgradeable and such a group would be created automatically from those that match the required criteria – such as “all PCs with more than ‘XX’ GB RAM, ‘XX’ GB free disk space and XX processor type” and so on.

Mobile Inventory

Provided as a supporting tool for NetSupport DNA, the Mobile Console 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.



Authorized Partner:

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 2008 and above.

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.
*Refer to our website.

Optional Server modules (SNMP Discovery, Remote Gateways etc)

Windows Vista or higher. Windows Servers 2003 sp2 or higher.

NetSupport DNA Management Console

Free space required: 200 MB

Windows Vista or higher. Windows Server 2008 sp2 or higher.

DNA Mobile Console apps

Android 4.03 or higher. iOS 7 or higher.

DNA Windows Agent (client)

Free space required: 25 MB

Windows XP sp3 or higher. Windows Server 2003 sp2 or higher.

NetSupport iOS Browser app

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

NetSupport Android Browser app

Android 5 and above. (Requires V4.7 of DNA console)

Additional “Inventory only” Agents

Mac OS X 10.7 (Lion) or higher.

Windows Mobile 8 or later.