

**NetSupport School**  
Getting Started Guide

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## WHAT IS NETSUPPORT SCHOOL?

NetSupport School is the class-leading training software solution, providing teachers with the ability to instruct and visually/audibly monitor, as well as interact with their students, individually, as a pre-defined group or to the whole class.

Rising to the challenge and requirements of today's modern classroom, NetSupport School provides the ability to deliver lesson content, simultaneously monitor all student PCs and work collaboratively, ensuring that complete student attention and focus is maintained at all times. There are no hidden extras; all features are included as standard including a customised testing suite, dedicated Technicians' Console, digital student revision aids, lesson planning tools and the option for teachers to reward students for good effort.

NetSupport School can be used on any Windows computer and is designed to work flawlessly over both wired and wireless networks. Increasingly, schools are also embracing new PC technologies and NetSupport School works happily in Terminal Server, shared resource, virtual desktop and thin/zero client computing environments.

### Tutor Assistant

A free component available from both the Apple and Android App stores, the NetSupport Tutor Assistant delivers greater mobility for teachers around the ICT suite and is also the ideal tool to allow teaching assistants to help with monitoring student progress.

iPad, iPod, iPhone, Android tablet and smartphone compatible, once installed on a device the app pairs with the NetSupport desktop Tutor software, allowing teachers the freedom to move around the classroom, helping retain key control and monitoring of all student workstations/devices.

## **Teacher App - Windows 10**

Provided in addition to the desktop Teacher application for Windows, the native Teacher App is designed for installation on Windows tablets and touch-enabled devices. Simplicity and ease of use are at the heart of the Teacher App and many of our core classroom features are provided within the new streamlined interface.

## **Student for Android and iOS**

The NetSupport School Student for Android and iOS meets the challenges presented by the increased use of mobile technology in the modern classroom. Enabling mobile learners to participate in NetSupport-managed lessons, once installed on students' Android tablets and iOS devices, teachers can interact with and support students from the traditional desktop Tutor application.

## **Tutor for Android**

The NetSupport School Tutor for Android extends the product's capabilities into dedicated tablet-based classrooms, giving the teacher the power to connect to each student device and enabling real-time interaction and support.

## **Student for Google Chrome**

Utilise the power of NetSupport School in a Google Chromebook education environment. For use in an existing or new NetSupport-managed classroom, the NetSupport School Student for Google Chrome extension can be installed on each student Chromebook running Google Chrome OS.

## **Tutor for Google Chrome**

For use in dedicated Chrome OS learning environments, The NetSupport School Tutor for Chrome can be installed on the teacher's Chrome OS system enabling you to interact with student Chromebooks.



## DEFINITIONS

The 'Tutor' is the workstation or device that shows to or views/takes over the Student. This is sometimes called the Control.

The 'Student' is the workstation or device that is being shown to, viewed or taken over. This is sometimes called the Client.

## FEATURES

NetSupport School contains a wealth of features to assist you to train, support and monitor students.

### Classroom Management

#### **Class Wizard**

The Class Wizard, which loads on start-up, provides the Tutor with a simple-to-use interface in order to combine the elements required during a lesson. The Tutor can also choose the connection method for the current class.

#### **Power Management**

Power On or Off and manage all classroom computers from the Tutor PC.

#### **Automatic Student Login**

To enable the class to begin straight away, the Tutor can automatically login in all Student machines before the class starts.

#### **Lock Students' Keyboards and Mice**

The Tutor can quickly lock the students' keyboards and mice to ensure that the Student workstations/devices are not used whilst a demonstration/lecture is being given.

#### **Store Classroom Layout**

The Tutor can organise Student icons into multiple layouts on the Control View window. For example, once the teacher has selected the members of a group, they can rearrange the individual Client icons in the Control View window to reflect the layout of the classroom.

## **Lesson Planner**

NetSupport's Lesson Plan feature enables the Tutor to pre-plan the scope of a lesson, building in appropriate timings and prompts as required.

## **Print Management**

The Tutor can maintain full control over students' printer usage by monitoring all printing activity, applying page limits and preventing printing.

## **Device Control**

The Tutor may also prevent data being copied to or from USB devices, CD/DVD drives and the creation of new network drives for the duration of the class.

## **Student Register**

To keep a record of each class, the Tutor can prompt the Students to register their details. This allows their names to be displayed instead of a less meaningful computer name and is ideal for use with the classroom layout feature. Student registration details can be viewed in a Registration report that can be saved for each class.

## **Student Toolbar**

NetSupport School features a Student Information bar, neatly located at the top of each Student screen. This displays information such as lesson objectives and can be set to be always visible, hidden or to auto-hide.

## **Send/Collect work files**

The Tutor can prepare files for students to work on in advance and automatically distribute them as the lesson begins. Even better, once they have worked on the files they can automatically be retrieved for later review and marking.

## **File Transfer**

Using advanced 'Drag and Drop' technology, the Tutor can transfer files between their own workstation and that of an individual Student. Includes support for long file names.





NetSupport School also features live folders. When initiating a file transfer to a remote PC, the path to any open folders (Explorer windows) on its desktop is displayed at the top of the file transfer view to ease quick selection.

### **File Distribution**

The Tutor can also drag and drop files from their own workstation to multiple Student workstations simultaneously. Ideal for classwork preparation.

### **Instruct**

#### **Show**

Display the Tutor's screen on all, some or one of the Student screens. Display in full screen mode or in a Window to enable the students to carry on working.

Whilst the Tutor is showing their screen in full screen mode, the Students' keyboards and mice are locked - ensuring their full attention.

For greater interaction, the Tutor can nominate a Student to take over the Show.

#### **Show Replay Files**

Activity at the Student or Tutor machines can be recorded and the information stored in a file which can be played back at a later date. A Replay conversion utility is provided, allowing Replay files to be trimmed and edited before then being exported as AVI or WMV files.

#### **Show Application**

Applications can be launched simultaneously on individual or multiple Student workstations from the Tutor PC. For example, the Tutor can launch the same application on all Student workstations in preparation for the next activity/exercise.

#### **Show Video**

A quick and easy method for playing a video on Student screens.

## **Exhibit (Student Screen)**

This allows the Tutor to display an individual Student's screen on selected or all Students' screens.

## **Screen Capture**

This feature allows a visual record of Student activity to be saved by taking a 'snapshot' of a Student's screen.

## **Annotate the Screen**

NetSupport School provides as standard a wealth of screen annotation tools to aid in presenting. These include line tools, arrows, shapes, text highlighters and more.

## **Interactive Whiteboard**

NetSupport's full screen interactive whiteboard provides the Tutor with a range of drawing tools enabling them to present learning points in graphic form. The content of the whiteboard can be shown to Students at any point during a lesson.

## **Internet Co-Browse**

This is a simple and straightforward interface that enables the Tutor to navigate Students through various web pages, with the added security of locking/unlocking Students depending on the requirements of the lesson.

## **Group Function**

For group work, NetSupport School enables groups of Student workstations to be defined. For example, the Tutor can execute a program, send a message, and initiate a scan on all Students that are members of the group. A nominated Student can be assigned certain Tutor rights and act as a Group Leader until such privileges are revoked. A visual layout of group members and leaders is displayed on the Tutor PC.

## **Group or 1:1 Chat**

This allows a two-way on-screen chat session between a Tutor and a Student so assistance can be provided without disturbing the rest of the class. The Tutor can also allow a group chat session between Students.



## **Message**

The Tutor can send a message to an individual or groups of Students.

## **Audio**

The Tutor can broadcast Audio to the class or transmit their voice during a presentation. Audio support is included in all Show Screen and Remote Control sessions.

## **Tutor Toolbar**

When the Teacher application is minimised a convenient toolbar is provided for quick access to key features within NetSupport School. This toolbar is optimised for use with interactive whiteboards.

## **Monitor**

### **Audio Monitoring**

The Tutor can simultaneously view all Student screens in a classroom and see in an instant which computers have live audio activity. They may also select one of the displayed Student thumbnails to listen to the audio being played on that PC, listen to a Student's microphone feed and correct pronunciation or conduct a two-way chat with a specific student, avoiding disruption for the rest of the class.

### **Monitor Mode**

The Tutor can display a thumbnail view of all connected Student machines and the Auto Zoom feature allows them to mouse over a specific Student thumbnail for a better view. Student thumbnails can be sized using a flexible slide-bar enabling you to make better use of the space available on the Tutor screen. The Tutor interface can be viewed full screen by pressing 'F11' should more room be needed to view the Student thumbnails.

### **Messenger Monitoring**

The Tutor can monitor and control the use of Messenger applications during a lesson.

## **Keyboard Monitoring**

This allows the Tutor to gain a real-time insight into Student activity by displaying any content typed by the Students while using approved applications.

It also provides 'Target' Keywords for tracking of student understanding and a full history of keyboard usage by Student and application.

## **Application and Internet Monitoring and Control**

The Tutor can use the Application and Web monitoring modules to control the use of applications and websites. They may also restrict the Students' use of certain applications and sites by creating an approved list. Real-time reporting provides the Tutor with details of currently open applications and sites.

## **Remote Control (Viewing)**

The Tutor can Watch, Share or Control a Student's screen. They may also scale the View Windows to fit their screen and view multiple Student screens simultaneously. This is ideal for conducting one-to-one training without affecting the other Students and without the Tutor needing to leave their desk.

## **Scan**

Monitor up to 16 Students' screens on the Tutor workstation, at one time. This enables the Tutor to keep a discreet watch over what the Students are running on their workstations/devices.

## **Help Requests**

Students can raise a request for help on the Tutor's screen without disturbing the rest of the class. The Tutor is instantly alerted to the Student's need for assistance via a pop-up box on their screen and a Help Request icon next to the Student icon.



## Learn and Test

### **Question and Answer Module**

NetSupport's Question and Answer Module is a unique collaborative tool that enables teachers to reinforce key learning points and instantly gauge student understanding during a lesson. The teacher can verbally ask questions to the whole class, gauge student answers and understanding, bounce questions around the classroom and develop peer assessment opportunities, as well as track rewards against both the individual and, where appropriate, teams.

### **Student Journal**

NetSupport School provides a powerful and unique Student Journal. During a typical class, all appropriate items relating to the subject can be captured and automatically included in a PDF file for post-lesson review by each student.

### **Student Surveys**

The teacher can obtain instant feedback by displaying a question on the Students' screens and receive a real-time analysis of the Students' responses. They can then publish survey results to all Students.

### **Testing Module**

NetSupport's Test Designer can be used to create customised tests that can be remotely delivered to Student machines and marked in real time.

## Tech Tools

### **Tech Console**

NetSupport School provides a 'Tech Console' specifically for IT technicians, so that all of the computers in a school can be managed and maintained. It includes functionality such as: the ability to monitor the entire network in a single view; application and internet monitoring; generating a hardware/software inventory of a selected PC; power management, and the ability to apply a school-wide set of internet/application restrictions that are "always on".

## INSTALLATION - WINDOWS

Installing NetSupport School is exceptionally easy and you should be up and running within a very short time.

### **Decide what functions to install**

If you wish to manage the class as the teacher, you will need to install the Tutor (Control) on your machine.

On every student machine you wish to connect to, you need to install the Student (Client).

To allow technicians to manage and maintain the school's network, as well as providing technical support, you can install the Technicians' Console.

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**Note:** The NetSupport School Tutor is configured to use TCP/IP.

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### **Recommended method to connect to Students (Clients)**

Room Mode is a quick and easy method to connect to the Clients in a given room. A start-up wizard will allow you to assign machines to a particular room, and, at the start of a lesson, the teacher simply indicates which of the pre-defined rooms they wish to connect to. 'Roaming' Students also have the option of connecting to a designated room.

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

Other ways to connect the Tutor to the Students are via Browse Mode, PC Mode or User Mode. Please refer to the [NetSupport School Product Manual](#) for further details.

You are now ready to install NetSupport School Tutor and Student programs.



## System Prerequisites

Some areas of NetSupport School's functionality rely on the presence of certain files/applications; please ensure these are available before installing NetSupport School:

### **General**

Internet Explorer 5 service pack 2 or above.

Windows XP (SP2), 2003 (SP2), Vista, 2008, Windows 7, Windows 8/8.1 and Windows 10.

50Mbytes free disk space for a Student-only installation.

140Mbytes free disk space for a Tutor-only installation.

100Mbytes free disk space for an IT Technician-only installation.

160Mbytes free disk space for a full installation.

TCP/IP.

NetSupport School operates in Terminal Server, Thin/Zero Client, Virtual Desktop and shared-resource computing environments and is supported on Google Chromebooks and Android tablets.

Tutor Assistant app supported on iOS devices running version 4.3 and higher, Android 2.3 and higher.

Native Teacher app supported on Windows 10 devices.

Tutor for Android app supported on Android tablets running version 4.0.3 or later.

Student for Android app supported on Android tablets running version 4.0 or later.

Student for iOS app supported on iOS devices running version 6.0 or later.

The NetSupport School Tutor requires a screen resolution of 1024 x 768 or above.

Synchronised Multimedia Player for WAV, MOV, AVI, MPG, etc. files

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**Note:** To use the 'Pin to Taskbar' feature in Windows 7 or later you will need to remove certain words from the 'Reserved Word list'. Please refer to knowledgebase article 582 for further information  
[www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support)

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### **Touch-enabled support**

NetSupport School Tutor running Windows 7 and above.  
NetSupport School Student running Windows 8/8.1 or Windows 10.

### **Testing Module**

The Test Designer requires MDAC 2.1 or higher and COMCTL32.dll version 5.80 or higher. During installation, NetSupport School will check to see if these files are present and advise if not. However, if installing 'silently' using the NetSupport School Deploy utility, you will not be warned if the files are missing.

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**Note:** To enable printer notifications to be sent to the Tutor PC, the installer applies the following changes to the Student PCs:

#### **Windows Firewall**

On installation, Windows Firewall entries are automatically added to allow the product to be used for the active network. If you change to another network, you may need to extend the scope of the Windows Firewall entries to allow connections to continue to be allowed through the Windows Firewall. The File and Print Sharing Exception is enabled on Windows XP SP2 and Windows Vista.

The scope of port TCP 139 is changed from "Subnet" to "ANY" on Windows XP SP2.

#### **Local Security Policy Settings**

On Windows Vista (or higher) workgroup connected PCs, the following local policy settings are set:

Network Access:

Allow anonymous SID/Name translation      ENABLED

Network Access:

Do not allow anonymous enum of SAM accounts      DISABLED





Network Access: Do not allow anonymous enum of SAM accounts & shares	DISABLED
Network Access: Let everyone permissions apply to anonymous users	ENABLED
Network Access: Restrict anonymous access to Named Pipes and Shares	DISABLED

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## Starting the Installation

Download your copy of NetSupport School from [www.netsupportschool.com/downloads.asp](http://www.netsupportschool.com/downloads.asp)

Click the appropriate language from the menu and select the option to install NetSupport School.

Select which installer to use: setup.exe or MSI file. If an Active Directory deployment is required, you will need to install using the MSI file.

The NetSupport School installation will start displaying a Welcome screen. Click **Next** to continue.

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### **Notes:**

- If you are upgrading your Windows operating system, you must ensure that you uninstall NetSupport School prior to upgrading. NetSupport School can then be re-installed once the operating system upgrade has been completed.
- When installing, make sure that you are logged in as an Administrator.
- When installing NetSupport School on Windows 7, Windows 2008 Server R2, Windows 8 and Windows 2012 Server the Filter Driver may not be installed if you do not have the required Service Pack and hotfixes. You can still proceed with the NetSupport School installation without the Filter Driver but some Internet Control features will be unavailable, including Block FTP and SafeSearch. The Messenger Monitoring feature is also not supported.

For further information please contact our Technical Support team [www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support)

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## NetSupport Licence Agreement

The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select "I accept the terms in the Licence Agreement" and click **Next** to continue. If you reject the Licence Agreement, ("I do not accept the terms in the Licence Agreement") click **Cancel**. NetSupport School will not be installed and you will be directed to exit from the install program.

## Licence Information

Select **Register** and enter the NetSupport School licence details you have been provided with. If you are evaluating NetSupport School, select **30 day evaluation**.

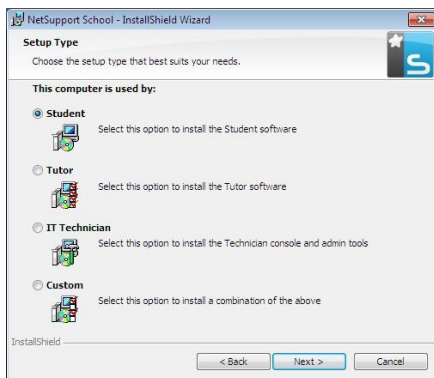
Choose what type of licence you wish to use:

- **All platforms**  
Your Students are all Windows-based or using a mixture of Windows, Chromebooks and tablets.
- **Chrome students only**  
Your Students are all using Google Chromebooks.
- **Tablet students only**  
Your Students are all using Tablets.

Click **Next**.

## Select Setup Type

Choose the setup type to install on the workstation.



## Student

Installs the Student software. This feature (the Client) should be installed on workstations/devices that will be remote controlled.

## Tutor

Installs the Tutor software. This feature (the Control) should be installed on workstations/devices which will be used to remote control other PCs.

## IT Technician

Installs the Tech Console. This feature should be installed on workstations that will be managing and maintaining computers.

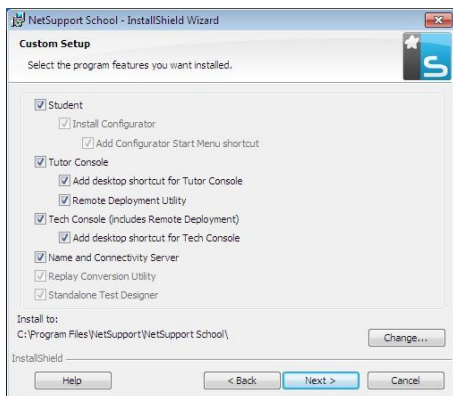
## Custom

Allows you to pick and choose which features to install on the workstation.

Click **Next**. If you have selected **Custom** the Custom Setup screen will be displayed.

## Custom Setup

Select the component(s) to install on the workstation.



## Student

Install this component (the Client) on workstations/devices that will be remote controlled. By installing this component, you are enabling a Tutor machine to establish a link with the Student. The range of features available to students is limited to those that enable them to communicate with the teacher: for example, sending a help request.

## Install Configurator

The NetSupport School Client Configurator is used to customise the Student setup at each workstation. For example, setting the Transport to be used, allocating a Student name and setting security.

When you choose the Student component, you will also be given the option of installing the Client Configurator.

Clear this check box if you do not want to install the component, you can still configure the Student machine by running the Client Configurator at a later stage of this installation.

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**Note:** If you're installing the Tutor component, the Client Configurator will be installed by default.

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### **Add Configurator Start Menu shortcut**

Choose whether to create a Start Menu shortcut to the Client Configurator at the Student workstation. The advantage of installing this at the Student machine is that it is easier to make changes to the settings in the future. The disadvantage is that the Students themselves could access the option and make changes.

### **Tutor Console**

This component (the Control) should be installed on workstations which will be used to remote control other PCs. It gives teachers access to NetSupport School's full range of features: for example, viewing student screens and showing their screen to students.

Selecting this component will also install a Portable Tutor folder. This allows you to run the Tutor from a portable device such as a USB Pen Drive, Memory Stick or Flash Drive.

For further information please visit [www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support) and in the Knowledge Base, refer to Technical Document **Running NetSupport School Tutor from a Portable Device** (document number 496).

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**Note:** If you need the flexibility of allowing other machines to view this one, you can also install the Student component.

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### **Add Desktop Shortcut for Tutor**

Choose whether to create a desktop icon for the Control (Tutor) to enable easy access to the Tutor program.

### **Remote Deployment Utility**

The Remote Deploy Utility enables you to perform multiple NetSupport School installations without the need to visit each individual workstation.

### **Tech Console (includes Remote Deployment Utility)**

This component should be installed on workstations that will be managing and maintaining computers. It provides lab technicians and network managers with the main NetSupport School features.

### **Add Desktop Shortcut for the Tech Console**

Choose whether to create a desktop icon to enable easy access to the Tech Console program.

### **Name and Connectivity Server**

This provides a simple and reliable method of locating and connecting to Student PCs.

### **Replay Conversion Utility**

This utility allows you to convert Replay Files to video files.

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**Note:** This will be installed by default if you are installing the Tutor or Tech Console component.

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### **Standalone Test Designer**

The Test Designer allows you to set customised tests including text, picture, audio and video questions.

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**Note:** If you are installing the Tutor component, the Test Designer will be installed by default.

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### **Install to:**

By default, NetSupport School will be installed in the folder **C:\Program Files\NetSupport\NetSupport School**. If you want to install in a different folder, click **Change**.

Click **Next** when ready to continue.

### **Room Identification**

Enter the value for the room you wish to connect to. The default room value is Eval. The room value can be updated later in the Tutor Configuration settings.

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**.

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**Note:** If you have elected to install a Client (Student), the Setup program will make the required amendments to your System.INI and/or registry, to load the Client as Windows initialises. NetSupport School will not replace any of your existing Drivers.

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## Installation Complete

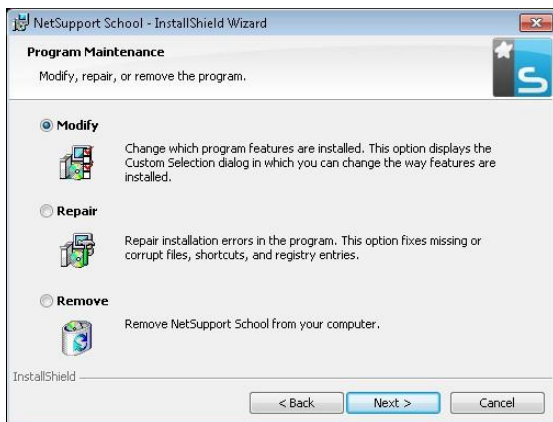
To complete the installation:

- Choose whether to run the Client Configurator. This enables you to set basic Client information and security.
- Choose whether to run the Remote Deploy utility. This provides you with the facility to install and configure NetSupport School on multiple workstations.

Click **Finish** to exit the Setup program.

## Existing Installation Detected

This screen will appear if a copy of NetSupport School is already installed on the workstation.



- **Modify**  
Change the program features that are installed.

- **Repair**

Repair any installation errors in the program.

- **Remove**

Remove NetSupport School from the computer.

Select the required option and click **Next**.



## Creating an administrative (network) installation

An administrative installation (distribution copy) of NetSupport School is designed to assist administrators to install NetSupport on networked PCs where the installation media or licence details may not be readily available and it is anticipated that a number of installs will be performed either at once or over a period of time.

This type of installation can also be pre-configured to set up NetSupport School with certain options, therefore ensuring that all NetSupport School installations are configured in the same way.

Once created, the distribution copy can be used when performing a standard installation, a silent installation or as part of a remote deployment.

### **To set up a distribution copy of NetSupport School on a server**

1. Create a folder on the network that is accessible to all PCs that you may want to install on.
2. Copy, from your original source media (CD or download), the file SETUP.EXE.
3. Create and copy a valid NSM.LIC file to this folder. If a licence file is not present in the folder when running the installation, NetSupport School will be installed using the default Evaluation licence.
4. Create and copy a CLIENT32.INI file to this folder.

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**Note:** You can make the network folder 'read only' to avoid the configuration being altered by unauthorised users.

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### **To install NetSupport School from a server onto individual workstations**

1. At the required workstation, navigate to the network folder containing the NetSupport School setup files.
2. Run Setup.exe.
3. Follow instructions in Starting the Installation.

## Silent Installation

A silent installation is one which requires no input from the user, providing a convenient method for performing a set installation at several machines.

### **To perform a silent install**

1. Create a distribution copy of NetSupport School containing the required NetSupport School Installation files.
2. To determine the properties for the installation, at the command line run `INSTCFG.EXE /S` from the NetSupport School program folder. The Installation Configuration Options dialog will appear. The selected properties are stored in a parameter file: default name `NSS.ini`.
3. Choose {File}{Save} and save the 'NSS.ini' file to the folder containing the distribution copy of NetSupport School.
4. To perform the silent install at the required workstation, from the folder containing the distribution copy, run:  
`msiexec /i "NetSupport School.msi" /qn` (MSI installer)  
`setup /S /v/qn` (setup.exe installer)

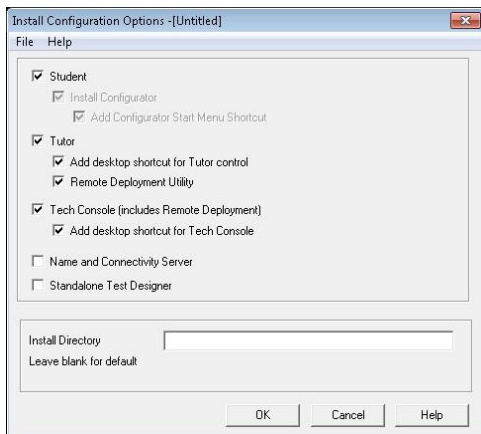
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**Note:** NetSupport School can be installed via Active Directory. The software installation group policy object (GPO) must be applied to organisational units (OUs) containing computer accounts rather than users. Please note that for software installation to take effect immediately, it is necessary to enable the, "Always wait for the network at computer start-up and logon" parameter in the Computer Configuration| Administrative Templates| System| Logon| leaf of the group policy controlling the computers that are subject to software installation. This change will affect login times for Windows XP machines that have this applied. Without this change, an additional log off / log on cycle is required to effect installation.

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## Install Configuration Options dialog

When performing a silent installation or using NetSupport School Deploy, you can customise the installation to suit individual requirements. This dialog, accessed by running INSTCFG.EXE /S from the NetSupport School program folder if performing a silent installation or, if using NetSupport School Deploy, via the Install Properties General tab, enables you to specify the variables for the installation. The information is stored in a parameter file: default name NSS.ini.



### Icons

Select the relevant check boxes to indicate which NetSupport School components will be installed on the Client machines.

### General

#### **Install Directory**

Specify the directory where NetSupport School will be installed. Leave blank to install in the default directory, \Program Files\NetSupport\NetSupport School.

## NETSUPPORT SCHOOL DEPLOY – NETSUPPORT'S REMOTE INSTALL UTILITY

The NetSupport School Deploy Utility provides network administrators with the facility to install and configure NetSupport School on multiple workstations without the need to visit the machines individually.

You are provided with a view of your network, allowing you to pick and choose which workstations you want to deploy to.

### **With NetSupport School Deploy you can:**

- Remotely Install a NetSupport School package on multiple workstations simultaneously.
- Create and download specific Client configurations to multiple workstations.
- Remotely update NetSupport School licence details on multiple workstations.
- Remotely Uninstall a NetSupport School package from multiple workstations simultaneously.

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### **Notes:**

- When deploying to a Windows Vista (or later) PC within a domain, the console user must be either logged onto the domain or enter the user credentials, when prompted, of a domain account that has local Administrator rights to the target PC.
  - The Deploy Prompt user options are not supported on Windows Vista and above.
-



## Installing the Deploy Utility

When installing NetSupport School, you decide which combination of components to include. To install NetSupport School Deploy, select the **Remote Deployment Utility** along with any other components you require.

NetSupport School Deploy is currently supported on the following operating systems:

- Windows XP
- Windows 2003
- Windows Vista
- Windows Server 2008\2008r2
- Windows 7
- Windows 8
- Windows Server 2012

### Planning

NetSupport School Deploy is a powerful utility that makes installing NetSupport School packages on multiple workstations a quick and easy process. However, while we endeavour to ensure that there are no limitations or incompatibility issues in the use of the software, it is recommended that a trial deploy is performed on a small number of workstations to ensure there are no conflicts with other similar products such as remote control or desktop security packages. In addition, for added security and protection you must have appropriate administrator rights for the machines you are deploying to.

## Deploying on Windows XP and above

To enable you to deploy NetSupport School on Windows XP Professional and above, you need access to the Admin\$ share on the remote machine in order to transfer the package to be deployed. By default, there is no access allowed to Admin\$ share.

### To enable network access:

1. In Administrative Tools select **Local Security Policy**.
2. Select {Security Settings}{Local Policies}{Security Options}.
3. Select {Network access : Sharing and security model for local accounts}.
4. Alter the setting for this policy to {Classic – local users authenticate as themselves}.

The Admin\$ share will now be available and you can deploy as normal.



## STARTING NETSUPPORT SCHOOL ON WINDOWS

After installation, the Student program is automatically loaded on the Student workstations as Windows starts up.

To start the NetSupport School Tutor program, double click on the **NetSupport School Tutor** icon in your NetSupport School Program Group, or choose {Start}{Programs}{NetSupport School}{NetSupport School Tutor Console}.

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**Note:** On Windows 8, only the Tutor and Tech Console icons will appear in the Start screen. You can access the other NetSupport School components by right-clicking and selecting **All Apps** along the bottom of the screen. If you want any of the other NetSupport School components to appear in the Start screen, right-click the item and choose **Pin to Start**.

---

When NetSupport School loads, the Welcome Wizard will appear. From here, you can deploy the Student software onto new computers in your current classroom by clicking **Classroom**. If you need to deploy the Student software across your network or need more advanced options, click **Network**. To just start the Tutor program, click **Start** and the Class Wizard will appear.

The Class Wizard enables you to enter the general properties of a new lesson and allows you to choose how to locate and connect to your Students. You can create multiple classes using different connection methods. The required class can then be loaded at the start of the lesson and you can quickly connect to Student machines.


As the Tutor program loads, NetSupport School will then browse the network for the specified Students. While it is searching, the browsing message will be displayed. A warning icon will highlight machines you have been unable to connect to. Mouse over the icon to display the reason why the connection failed.

All connected Students will have their icons displayed in the Control window.

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**Note:** If you have selected the 'Chrome students only' or 'Tablet students only' licence types during installation, the NetSupport School Tutor Console will reflect the features available for these Students.

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You can enter or alter the lesson details for the current class in Normal view. This pane can be minimised by clicking the  button.

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**Note:** To prevent the Tech Console from automatically connecting to the Tutor workstation, ensure the NetSupport School Client is installed and set the **Enable User Acknowledge** option in the Client Configurator. You will have to confirm the connection before it can take place.

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## INSTALLING AND CONFIGURING THE NETSUPPORT SCHOOL TUTOR ASSISTANT

For use in your existing NetSupport School-managed classroom environment, the NetSupport School Tutor Assistant delivers greater mobility for teachers around the ICT suite and is also the ideal tool to allow teaching assistants to help with monitoring student progress.

The NetSupport School Tutor Assistant works on iPad, iPhone, iPod Touch, Kindle Fire, Android phones and Android Tablets and is available for free from the Apple and Amazon app stores, as well as Google Play.

### **Stage 1 - Configuring the NetSupport School Tutor to connect to the NetSupport School Tutor Assistant**

You will be prompted to configure the NetSupport School Tutor Assistant connections when the Tutor starts. From here you can set a passcode to authenticate connections from the Tutor Assistant. To access the full Tutor Assistant configuration settings:

1. Select {View}{Current Settings - Tutor Assistant} from the Control window drop-down menu.
2. The Tutor Assistant configuration settings dialog will appear.
3. Enter a name for the NetSupport School Tutor that will appear at the Tutor Assistant.
4. Enter the connection port and password to authenticate connections.
5. Decide whether to allow Tutor Assistants to be automatically authorised or manually authorised.
6. Click **OK**.

### **Stage 2 - Installing the NetSupport School Tutor Assistant**


1. Download the NetSupport School Tutor Assistant from the [Apple App](#) store, [Google Play](#) store or [Amazon app](#) store.
2. Tap the **Assistant** icon on the home page.

3. Enter the IP address of the NetSupport School Tutor console you wish to connect to.
4. Enter the password. This will have been set at the NetSupport School Tutor console.
5. The default port is 37777. This can be changed but would also need to be amended at the NetSupport School Tutor.

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**Note:** The NetSupport School Tutor will need to authorise the first connection from the NetSupport School Tutor Assistant.

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The Tutor Assistant toolbar icon will change to  when the Tutor Assistant service is started and connections are allowed.

### **Features supported on Tablets:**

- Support for Android and iPad tablets.
- View student thumbnails.
- Send students a preset message.
- Block Restricted websites.
- Set Approved websites.
- Block All internet access.
- Lock/Unlock student computers.
- Log off student computers.
- Blank/Unblank student screens.
- Restrict student printing.
- Set Approved applications.
- Block Restricted applications.
- Select a group of students.
- Details View.
- View student Help Request notifications.
- Zoom on student.
- Sort students by name/tutor order.
- View current application.
- View current websites.
- Set connection password.



- Tutor badge displaying the number of currently connected Tutor Assistants.

### **Features supported on Smartphones:**

- Support for Android and Apple iOS smartphones.
- Send students a preset message.
- Block Restricted websites.
- Set Approved websites.
- Block All internet access.
- Lock/Unlock student computers.
- Log off student computers.
- Blank/Unblank student screens.
- Restrict student printing.
- Set Approved applications.
- Block Restricted applications.
- Set connection password.

## NETSUPPORT SCHOOL WINDOWS 10 TEACHER APP

Provided in addition to the desktop Teacher application for Windows, the native Teacher App is designed for installation on Windows tablets and touch-enabled devices. It is a complementary component and is available for download from the [Windows Store](#).

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**Note:** For further information on installing and using the Teacher App, please refer to our [Windows 10 Teacher App manual](#).

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Simplicity and ease of use are at the heart of the Teacher App and many of our core classroom features are provided within the new streamlined interface:

- Present lesson objectives and expected outcomes
- Gather a student attendance register
- Monitor student help requests
- Lock or blank students screens to gain attention
- Monitor student screen thumbnails
- View individual students
- Chat and send messages to the class
- Monitor and restrict Internet use
- Monitor and control application use (desktop and store)
- Launch applications and websites on student screens
- Conduct quick end of lesson surveys
- Measure progress – including peer and individual assessment, scores and more
- Transfer documents and resources to all or selected students.



## INSTALLING AND CONFIGURING NETSUPPORT SCHOOL ON GOOGLE CHROME

NetSupport School delivers the tools you need to help maximise the effectiveness of computer-led teaching in a Google Chrome environment.

The NetSupport School Student for Google Chrome extension can be installed on each student machine running the Google Chrome OS. From the teacher's machine (Windows or Chrome OS), you can then connect to each Chromebook system enabling you to monitor the screens and interact with each student quickly and efficiently.

### Planning an installation

For a teacher to be able to monitor and interact with their students using Google Chromebooks, the NetSupport School Name & Connectivity Server must be installed on a Windows Server; the NetSupport School Tutor must be installed on either a Windows computer or on a Google Chrome device, and the NetSupport School Student for Google Chrome extension must be installed onto each of the students' Chromebooks.

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**Note:** The NetSupport School Tutor for Chrome can only connect to Google Chrome Students.

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### Installing the NetSupport School Tutor for Chrome

1. Download the NetSupport School Chrome Tutor app from the [Google Play store](#).
  2. Locate the NetSupport School Tutor for Chrome app and launch this.
  3. The NetSupport School Chrome Tutor will start and the Enter Licence dialog will appear.
  4. Enter the licence details you have been provided with and click **Licence** or, click **Evaluate** to use the software for up to five student Chromebooks for 30 days.
  5. The Connect dialog will appear.
  6. Enter the Gateway address, port number and security key. This must be the same as set in the Name Server.
  7. Choose whether to connect to your Google Chrome Students using Room name or Browse mode.
-

8. Click **Connect**.

### **Configure NetSupport School to connect to Google Chrome Students**

1. Select {School}{Configuration} from the Control drop-down window.
2. Select **Network and Wireless Settings** and then select **Include Chromebooks**.
3. Click **Settings**.
4. Enter the Gateway address, port number and security key. This must be the same as set in the Name Server.
5. Click **OK**.
6. You can now browse for Google Chrome Students in Room mode or using the Fixed List.

### **Installing and Configuring the NetSupport School Student for Google Chrome extension**

1. Download the NetSupport School Student for Google Chrome extension from the Google Chrome store:  
<https://chrome.google.com/webstore>
2. Enter the URL <chrome://settings/extensions> to access the 'Extensions' configuration page.
3. Locate the NetSupport School Student for Google Chrome extension and click **Options**.
4. Enter the Gateway address and port number of the Name & Connectivity Server.
5. Decide what room the Student is going to be assigned to.
6. Optionally, enter a name that identifies this Student.
7. Click **Save**.

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**Note:** To ensure you retain full visibility of your students' internet use, it is recommended that you 'disallow' Incognito Mode in the Chrome OS User Settings via Google Apps for Education.

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If you selected the 'Chrome Students Only' licence type during installation of the NetSupport School Windows Tutor, the Tutor will only display the features that are supported for Google Chrome Students.



From the NetSupport Tutor (Windows or Chrome OS), the teacher can perform the following functionality on students' Chromebooks:

- View a crystal clear thumbnail of each student machine in a single view.
- Click on a thumbnail to discreetly view activity on that machine.\*
- Remote Control. As well as discreetly monitoring the Students' screens (Watch Mode), teachers can now interact with the Students' desktops with real-time remote control (Share Mode). Ideal for providing 1:1 help and support to students as needed.\*
- Show the Teacher's screen. Ensure student attention and focus when presenting by 'showing' the teacher's desktop to selected student screens.\*
- Show an application to selected Students.\*
- Lock the students' mice and keyboards when instructing.
- Send an instant survey or request for feedback to each Student and display results in real time.
- Send an attention-grabbing message or instruction to each Student machine.
- Block unauthorised websites.
- Use approved websites only.
- Block all internet access.
- Launch a website on the Student Chromebook.\*
- Close a website on the Student Chromebook.\*
- During a view session, you can copy the content of the clipboard between Teacher and Student machines.
- Block FTP access.
- See details of the website that students are currently viewing.
- Ask students to register at the start of each lesson.
- Three modes available for grouping students by room to allow management of mobile students.
- Chat.

\* These features are not available when using the NetSupport School Tutor for Chrome.

## INSTALLING AND CONFIGURING THE NETSUPPORT SCHOOL STUDENT FOR ANDROID

NetSupport School delivers the tools you need to help maximise the effectiveness of technology-led teaching on Android devices.

The NetSupport School Student for Android can be installed on each Android tablet. From the teacher's desktop you can then connect to each system, enabling you to interact with each student quickly and efficiently.

The NetSupport School Student for Android app works on Android v4.0 or later tablets and is available for free from the [Google Play](#) store.

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**Note:** A NetSupport School Tutor for Android app is available to use on your Android devices. For further information on installing and using this, please refer to our [Android Tutor manual](#).

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### Set up and configure the NetSupport School Student for Android

You can pre-configure each device with the required password-protected classroom connectivity settings from the device or 'push' the settings to each device from within the NetSupport School Tutor program:

1. Select {School}{Tablet}{Apply Student Settings} from the Control drop-down window.
2. The Student Settings dialog will appear.
3. Select the students you wish to send the settings to.
4. To amend the configuration settings click **Modify**.
5. The Modify Student Settings dialog will appear.
6. Set the required options and click **Save**.
7. If a password has already been set at the Android device, enter this.
8. Click **Send**.
9. You can now browse for Android Students in Room mode.



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**Note:** In certain environments the NetSupport School Tutor Console may not locate the Android Students during its browse. For further information on how to locate and connect to Android devices please visit [www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support) and in the Knowledge Base, refer to Technical Document **What to do if the Android Students are not found by a Tutor Console browse at start-up** (document number 738).

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If you selected the 'Tablet students only' licence type during installation, the NetSupport School Tutor will only display the features that are supported for Tablet Students.

Features supported on Android:

- Student Register.
- Lesson objectives.
- Receive Messages from the Tutor.
- Student Request help.
- Group or 1:1 Chat.
- Student Survey.
- Lock/Unlock student computers.
- Real Time Instruction (Show Mode).
- View Student thumbnails\*.
- Watch Student screen\*.
- Student rewards.
- WiFi/battery indicators.
- Launch URL at the Student.
- Blank Student screen.
- Question and Answer mode.
- File Transfer.
- File Distribution.
- Launch at Startup. The NetSupport School Student for Android will launch when the device is powered on and will automatically sign in (where the device is located in a fixed room).

\* These features are only available on Android devices that have been signed by the manufacturer.

## INSTALLING AND CONFIGURING THE NETSUPPORT SCHOOL STUDENT FOR IOS

NetSupport School delivers the tools you need to help maximise the effectiveness of technology-led teaching on iOS devices.

The NetSupport School Student for iOS can be installed on each iOS device. From the teacher's desktop you can then connect to each system, enabling you to interact with each student quickly and efficiently.

The NetSupport School Student for iOS app works on iOS v6.0 or later and is available for free from the iTunes store.

### Set up and configure the NetSupport School Student for iOS

You can pre-configure each device with the required password-protected classroom connectivity settings from the device or 'push' the settings to each device from within the NetSupport School Tutor program:

1. Select {School}{Tablet}{Apply Student Settings} from the Control drop-down window.
2. The Student Settings dialog will appear.
3. Select the students you wish to send the settings to.
4. To amend the configuration settings click **Modify**.
5. The Modify Student Settings dialog will appear.
6. Set the required options and click **Save**.
7. If a password has already been set at the iOS device, enter this.
8. Click **Send**.
9. You can now browse for iOS Students in Room mode.

If you selected the 'Tablet students only' licence type during installation, the NetSupport School Tutor will only display the features that are supported for Tablet Students.

Features supported on iOS:

- Student Register.
- Lesson objectives.
- Receive Messages from the Tutor.



- Student Request help.
- Group or 1:1 Chat.
- Student Survey.
- Real Time Instruction (Show Mode).
- Battery indicators.

## CONTACTING NETSUPPORT

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