NetSupport

NetSupport Assist

Manual

Version 1.30

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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	A Client or group of connected Clients can be selected by the Control. The Control can then perform a variety of functions such as, View, Show, Message etc. A Control can also Watch, Control or Share the selected Clients screen, keyboard and mouse.

INSTALLATION

System Pre-Requisites

Mac

Processor: Intel only
Operating System: Mac OS X 10.9 or higher (Mavericks, Yosemite and El Capitan).

You will require an administrator password to complete this installation.

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

Linux

Processor: Pentium 4 or later
Memory: 512mb or greater
Distribution: Red Hat Enterprise Linux 6, Centos 6, Fedora 12, 13 and 14, OpenSUSE 11.2, 11.3 and 11.4, Ubuntu/ Edubuntu 9.04 or later, Mint 9, 10 and 11 and Debian 5 and 6.
Desktop Manager – Gnome, KDE or Unity.

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 the already-configured Student.

The Client32.ini is located in:

Linux
/opt/NetSupport/NetSupportAssist/bin

Mac
/Applications/NetSupport/NetSupportAssist

Licence

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 licence details within the installer.

Starting the Installation

Mac

Download the NetSupport Assist installer file from www.netsupportassist.com/downloads.asp

Extract the downloaded NetSupport Assist.zip file. Within the extracted folder, you will find the NetSupport Assist.app installer file and NetSupport Assist NSA.lic evaluation licence file.

Run the app file to start the installation. As the installer file is located in the same directory as the NSA.lic licence file, this licence will automatically be applied during the installation.

Note: If you have already purchased a full NetSupport Assist licence, you will need to replace the evaluation NSA.lic file that is provided with a copy of your full NSA.lic licence file.

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-1.10.run is extracted, you can run the installer using ./NetSupportAssist-1.10.run from the terminal.

Note: You will either have to run the installer as a super user or as sudo, if the current user has sudo access (i.e. sudo ./NetSupportAssist-1.10.run).

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

NetSupport Assist Installer Program

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

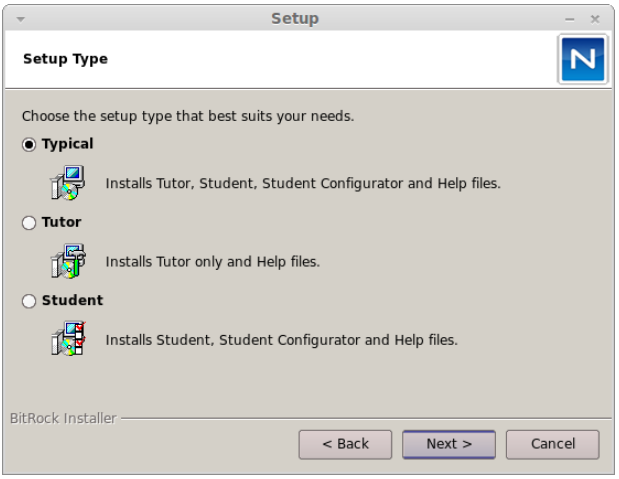
NetSupport Assist Licence Agreement

The NetSupport Assist 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 Assist will not be installed and you will be asked if you wish to abort the install program.

Select Setup Type

Choose the setup type to install on the workstation.



Typical

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

Tutor

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

Student

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

Click **Next** 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 or Student Configuration settings.

Note: This screen will only appear on new installations. 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 **Assist** icon to the dock.

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

Installation Complete

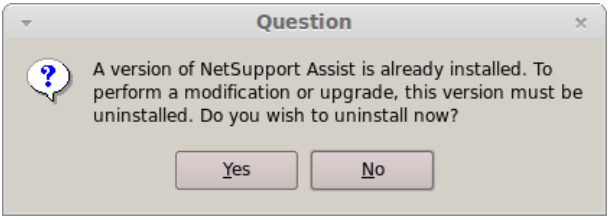
To complete the installation, click **Finish** to exit the Setup program.

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

Existing Installation Detected

This screen will appear if a copy of NetSupport Assist is already installed on the workstation. Click **Yes** to automatically uninstall any NetSupport Assist files already on the system and continue a new installation.

Note: Configuration and licence files will not be removed.



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 Assist** icon in your NetSupport Applications Group. If you're using a Mac and have chosen to add Dock icons, click the **Assist** icon from the Dock.

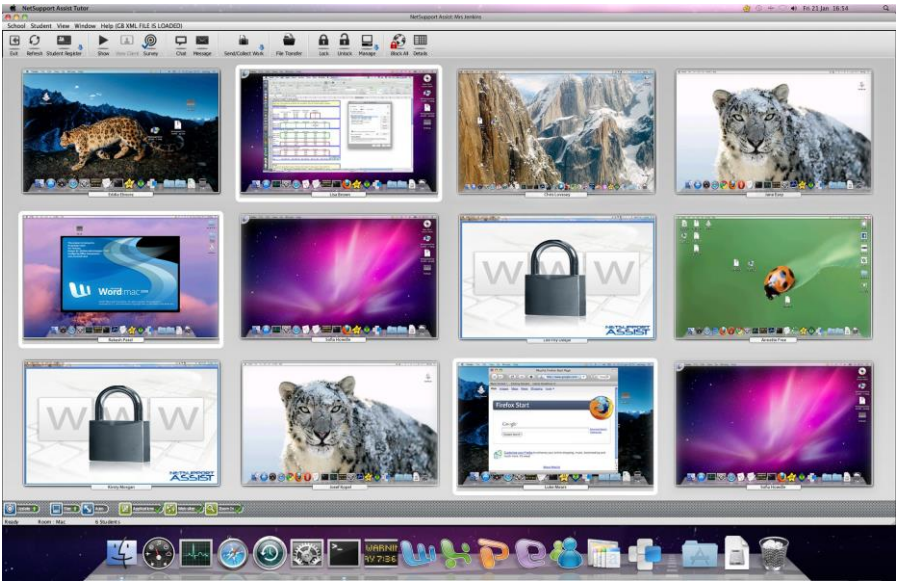
Note: You can specify the Clients to connect to at start-up in the Tutor Configuration, select {File}{Configuration}{Student Selection} from the Control window drop-down menu.

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.

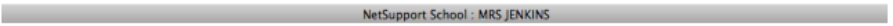
The Control Window

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



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

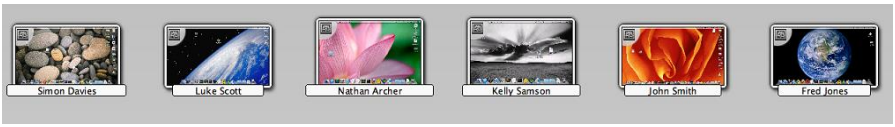
The Menu Bar

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

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

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

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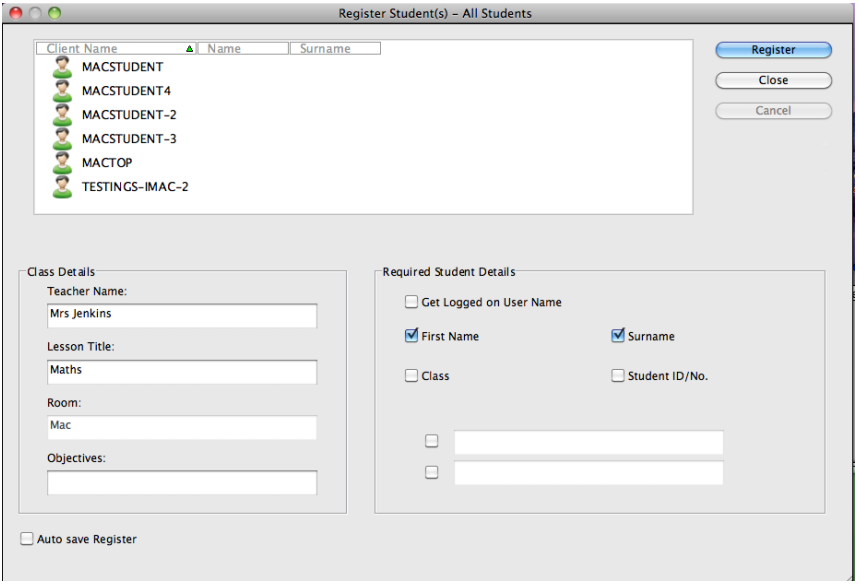
Student Register Dialog

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

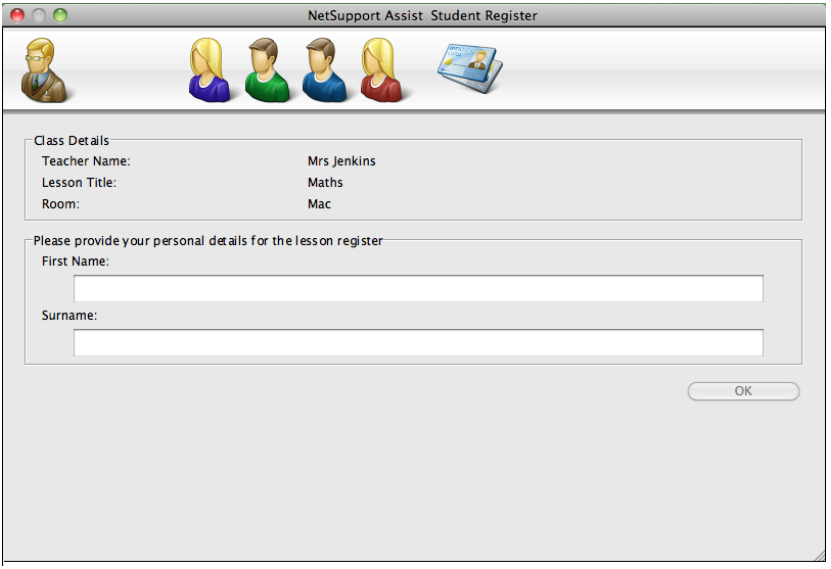
Decide which details to prompt the Students for. You can also add two custom fields to the form.

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 the Students 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 start-up. 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 start-up** 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.

Installing and configuring the Student for iOS

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

The 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 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 Student for iOS

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

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 indicator.
- Student Thumbnails.*
- View Student screens (watch mode).*

*Available in the iOS Enterprise version.

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 start-up 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.

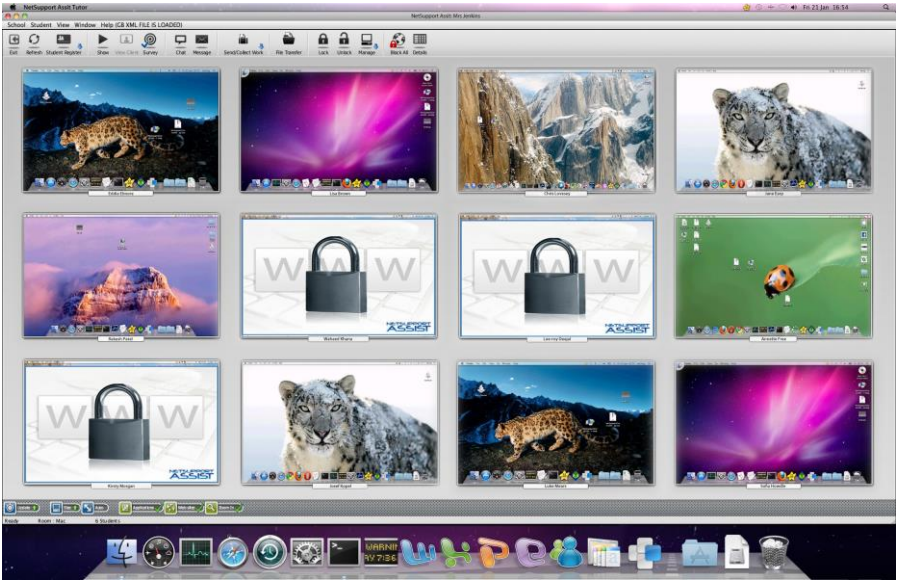
Other View window options are:

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

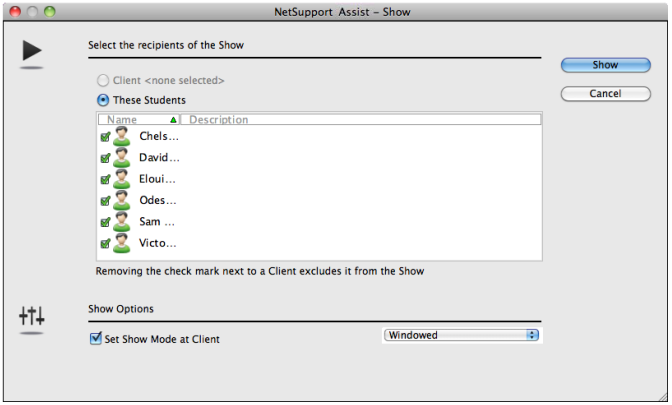
The Show feature enables the Control user to emphasise key learning points by displaying the information on their screen to a selected Clients.

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.

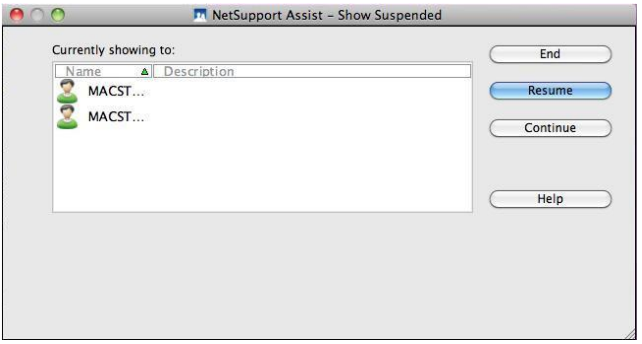
Note: You will not be able to perform a Show on Mac Students that are logged out.

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.

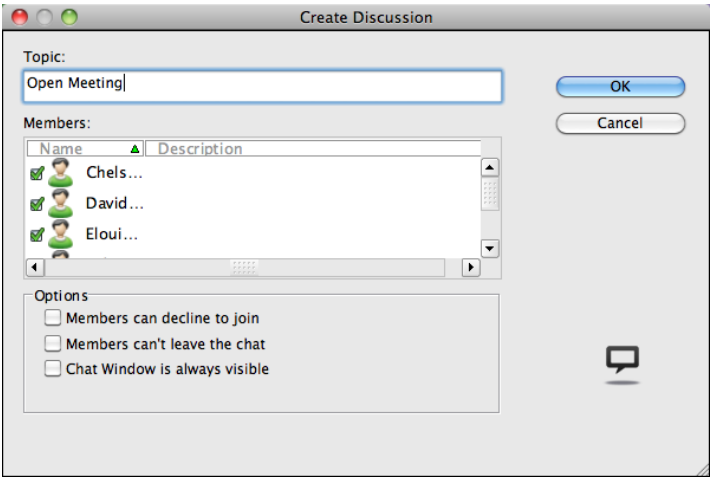
Chatting to Students

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

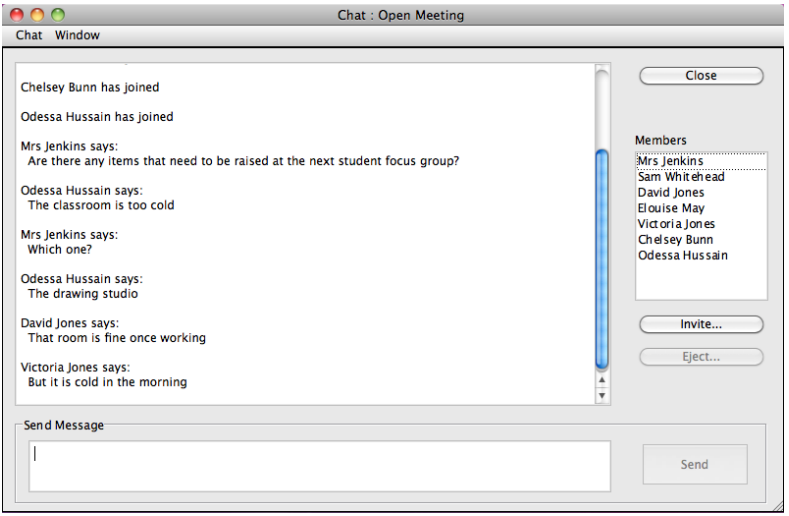
If checked, the option for Clients to Leave the Chat session will be removed.

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 member's 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

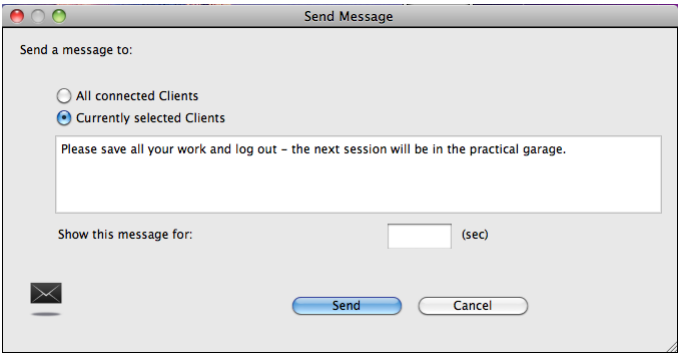
1. Choose {Close} from the Chat window.

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**.

Power Management

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

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

Student Power On

The NetSupport Tutor can Power On Student machines at the start of a session. This feature works by sending a Wake-on-LAN packet to the Student network adapter, which instructs the workstation to Power On. For this to function the Student must be known to the Tutor and comply with the following:

- To Power On a Linux NetSupport Student the workstation must have a Wake-on-LAN network adapter and BIOS that will support it (consult your network adapter documentation for more information).
- To Power On a Mac NetSupport Student, the option "Wake for network access" will need to be enabled in System Preferences > Energy Saver, and Power On will only function when a Mac is in Sleep state as when fully powered off the network adapter is disabled.

Note: Known Students are Students that have been previously connected to.

To Power On a NetSupport Student

1. Select the icon(s) of the Students you wish to Power On.
2. Choose {Student}{Power Management Power On} from the Control window drop down menu.
   Or,
   Click the **Manage** icon on the Control toolbar and choose **Power On**.
3. The Student workstations will now Power On.

For further information on Powering On Mac OS X 10.70 Students please refer to our knowledge base.

Student Power Off

NetSupport allows a Tutor to remotely Power Off a Student workstation securely using the NetSupport Power Management function.

To Power Off a NetSupport Student

1. Ensure all open applications at the Student workstations are closed.
2. Select the icon(s) of the Students you wish to Power Off.
3. Choose {Student}{Power Management Power Off} from the Control window drop down menu.
   Or,
   Click the **Manage** icon drop down arrow on the Tutor toolbar and select **Power Off**.
   Or,
   If displayed, click the **Power Off** icon on the toolbar.
4. The Student workstations will now Power Off.

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 **Manage** icon drop down arrow on the Tutor toolbar and select **Reboot** or **Logout**.

   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

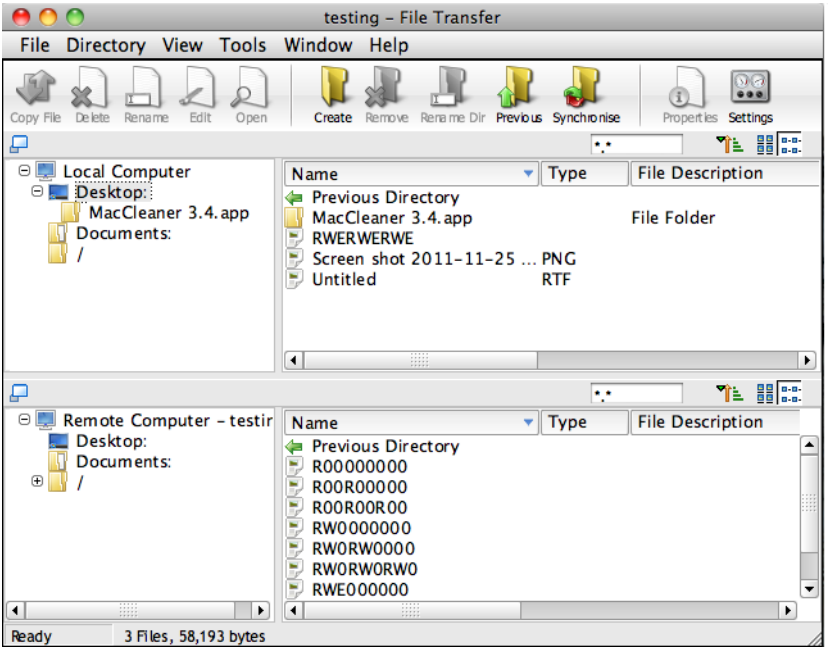
1. Choose {Client}{Reboot or Logout} from the View window drop down menu.
2. A message will appear, confirming the Client included in the Reboot/Logout.
3. Click **Yes** to continue.

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

Transferring Files

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

Note: File Transfer functionality can be configured by choosing {View}{Settings File Transfer} from the File Transfer window drop down menu.



The Control's directory structure and the files in each directory are displayed in the top half of the window. The Client's directory structure and the files in each directory are displayed in the lower half of the window.

To copy files and Directories from a Control to a Client

1. Select the required Client in the List view.
2. Click the **File Transfer** icon on the toolbar.
   Or,
   Choose {Student}{File Transfer} from the Control window drop down menu.
   Or,

Right-click on the selected Client icons and choose File Transfer.
Or,
If you are Viewing the Client, select the **File Transfer** icon on the View window toolbar.

3. The File Transfer window to that Client will open.
4. From the Client Tree View, select the destination drive or directory into which the items will be copied.
5. From the Control List select the item(s) to be copied to the Client
6. Click on the toolbar **Copy File** button
7. A confirmation dialog will be displayed, click **Yes**.

Note: The required item(s) can also be 'dragged' from the Control view and dropped' into the appropriate directory in the Client view.

To copy files and Directories from a Client to a Control

1. Select the required Client in the List view.
2. Click the **File Transfer** icon on the toolbar.
   Or,
   Choose {Student}{File Transfer} from the Control window drop down menu.
   Or,
   Right-click on the selected Client icons and choose **File Transfer**.
   Or,
   If you are viewing the Client, select the **File Transfer** icon on the View window toolbar.
3. The File Transfer window to that Client will open.
4. From the Control Tree view, select the destination drive or directory into which the items will be copied.
5. From the Client List view, select the item(s) to be copied to the Control.
6. Click on the toolbar **Copy File** button.
7. A confirmation dialog will be displayed, click **Yes**.

Note: The required item(s) can also be dragged' from the Client view and dropped' into the appropriate directory in the Control view.

To transfer files between Clients

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

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

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

Deleting files and directories

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

To delete a file

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

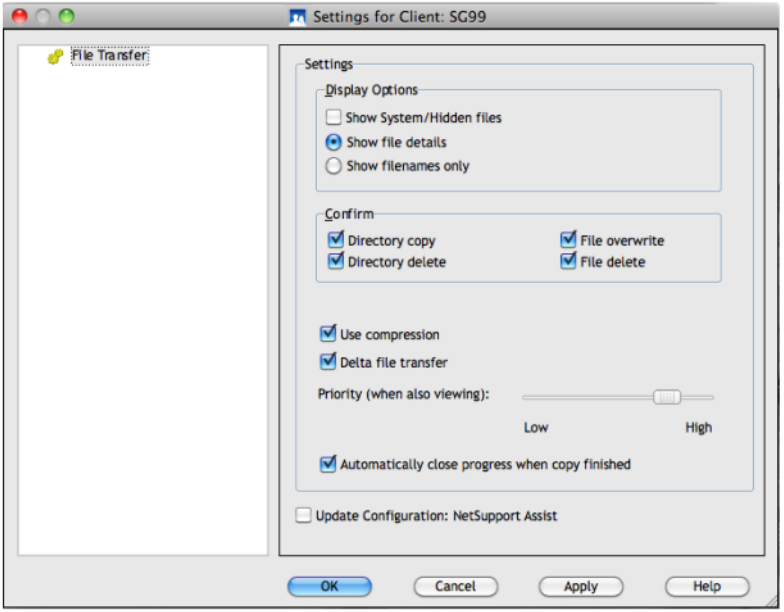
To delete a Directory

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

Note: You cannot remove more than one directory at a time. If you have several directories selected in the List view when performing the **Delete** operation, only the last selected directory will be removed.

Tutor File Transfer Settings

You can configure the File Transfer settings in NetSupport Assist. From the File Transfer window drop down menu choose {View}{Settings - File Transfer} or click the Settings icon on the toolbar. Here you can alter the way in which information is displayed, and set safety features such as confirmation before performing a damaging operation.



Display Options

Show System/Hidden files

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

Show file details

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

Show file names only

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

Confirm

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

Directory copy

Make the user confirm before copying a directory structure.

Directory delete

Make the user confirm before deleting a directory structure.

File overwrite

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

File delete

Display a confirmation dialog before deleting one or more files.

Use Compression

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

Delta File Transfer

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

Delta File Transfer is enabled by default.

Priority (when also viewing)

When you are transferring files and viewing a Clients' screen at the same time, each operation impacts the performance of the other. You can reduce the priority of a File Transfer operation to make the viewing more responsive and vice-versa. Slide the control to the left to give the File Transfer higher priority, or to the right to give Client views higher priority. If you are not viewing a Client, this setting is ignored.

Automatically close progress when copy finished

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

Sending and Collecting Work

The Send/Collect work feature enables you to send a document or a number of documents to all connected Client workstations. You can then collect Students' responses on your workstation.

Send work files

Two methods are available for sending pre-prepared work files to Student workstations:

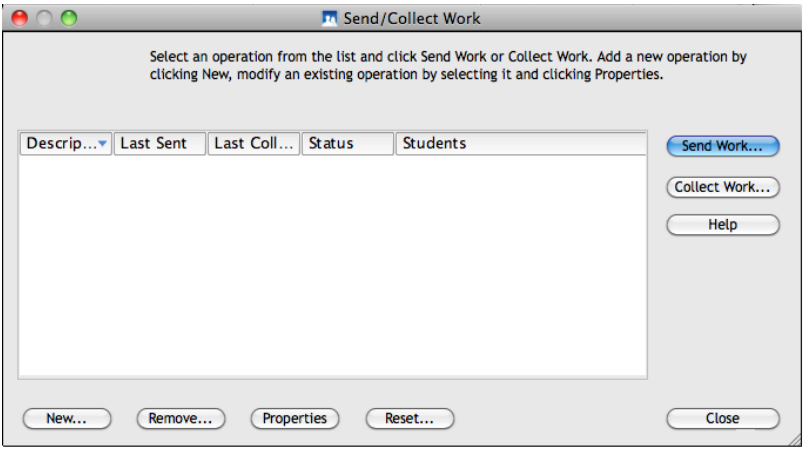
- **Quick Send** is useful for one-off operations where you want to send work to all connected Students or a defined group of Students.
- **Advanced Send** enables you to store the properties of an operation that will be performed regularly.

To Send Work Using Quick Send

1. Choose {File}{Send/Collect Work Quick Send} from the Control window drop down menu.
   Or,
   Click the **Send/Collect** icon on the Control toolbar and choose **Send Work**.
2. The Quick Send dialog will appear.
3. List the file(s) to send to the Students. Files should include a full path and optionally a wildcard specification. You can include multiple specifications by separating them with ;'
   Or,
   Click on the **Browse** button to locate the file(s).
4. Specify the folder at the Student workstation to copy the files to. A new folder will be created if necessary.
5. Click **Send**.
6. The result of the operation will be displayed for you to check that the work has been sent successfully.

To Send Work Using Advanced Send

1. Choose {File}{Send/Collect Work - Advanced} from the Control window drop down menu bar.
   Or,
   Click the **Send/Collect** icon on the Control toolbar and select **Send/Collect**.
2. The Send/Collect Work wizard will open.



3. Select an operation from the list and click **Send Work**. The Select Students dialog will appear.
   Or,
   Add a new operation by clicking **New** and completing the wizard.

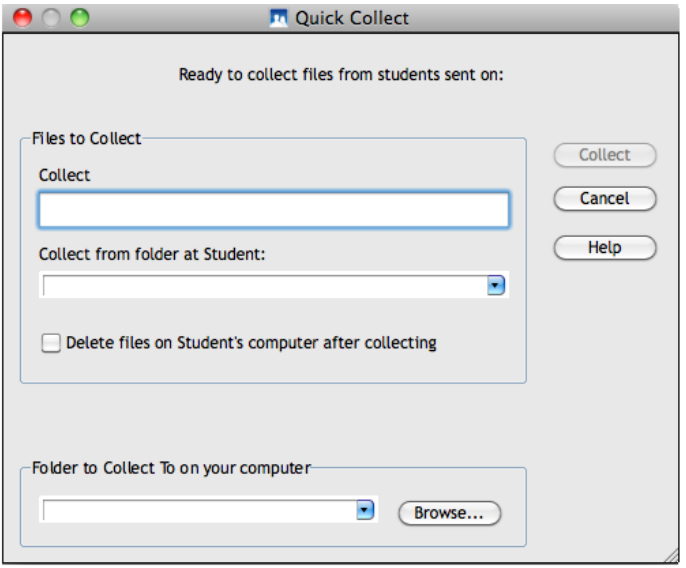
Collect work files

Two methods are available for retrieving completed work files from Student workstations:

- The **Quick Collect** option remembers the last file(s) sent via Quick Send and provides a quick and easy method for retrieving the work back at the end of a session.
- **Advanced Collect** lets you select the file(s) to retrieve from a list of pre-defined Send/Collect operations and provides greater flexibility.

To Collect Work Using Quick Collect

1. Choose {File}{Send/Collect Work Quick Collect} from the Control window drop down menu.
   Or,
   Click the **Send/Collect** icon on the Control toolbar and select **Collect Work**.
2. The Quick Collect dialog will appear.



3. Specify the name of the file(s) to collect. e.g. *.* or Test1.TXT;Test2.TXT
4. Specify the folder that the file(s) are stored in, e.g.: /Temp, and whether you want to remove the file from the Student workstation after it has been collected.
5. Specify the folder on the Control workstation to collect the file(s) in, e.g.: /Temp
6. Click **Collect**.
7. The result of the operation will be displayed for you to check that the work has been collected successfully.

To Collect Work Using Advanced Collect

1. Choose {File}{Send/Collect Work - Advanced} from the Control window drop down menu bar.
   Or,
   Click the **Send/Collect** icon drop down arrow on the Control toolbar and select **Send/Collect**.
2. The Send/Collect Work wizard will open.
3. Select the required operation from the list and click **Collect Work**.
4. The Select Students dialog will appear. Select the Students that you want to retrieve the file(s) from.
5. Click **OK**.

6. The result of the operation will be displayed for you to check that the work has been collected successfully.

To change the Properties of an Operation

Manage the properties (the description, file location etc.) of a send/collect work operation in one dialog.

To change the Properties of an Operation

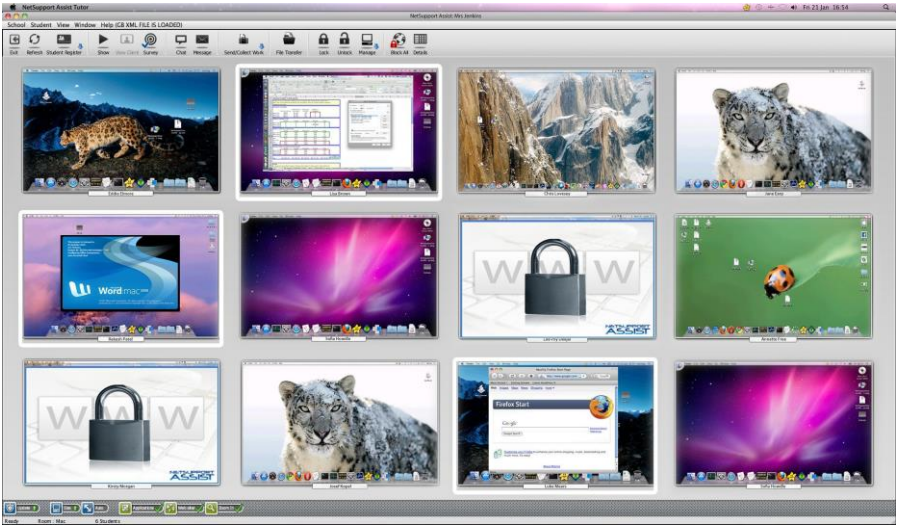
1. Choose {File}{Send/Collect Work - Advanced} from the Control window drop down menu bar.
   Or,
   Click the **Send/Collect** icon on the Control toolbar and choose **Send/Collect**.
2. The Send/Collect Work wizard will open.
3. Select an operation from the list and click **Properties**.
4. The Properties dialog will appear.
5. Adjust as necessary.

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.

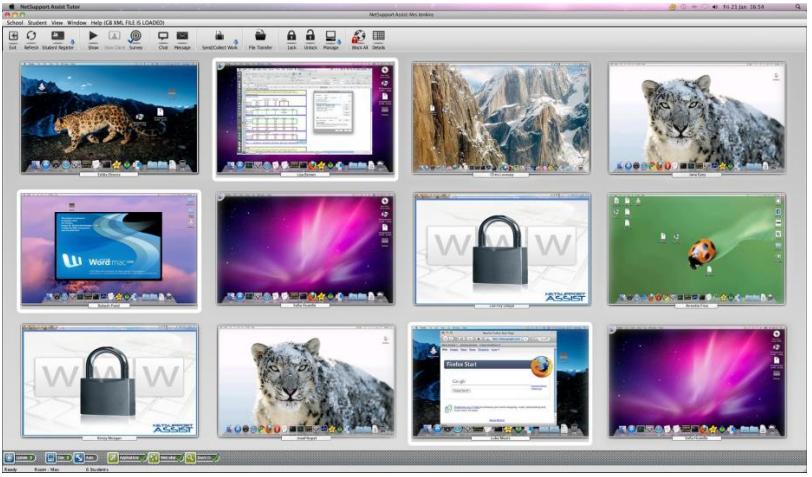
Block All Web Access

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.

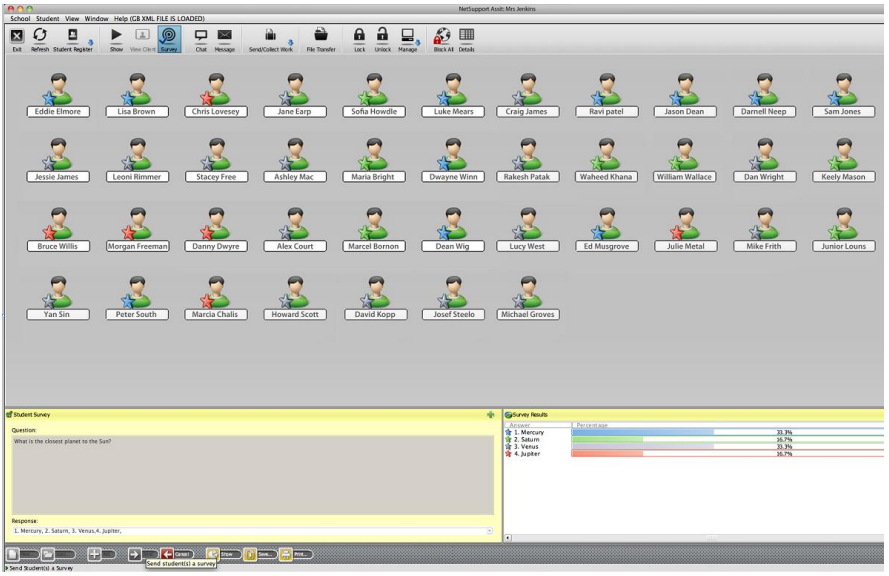
1. Select {View}{Show Active Application} from the Control window drop down menu.
   or
   Click the **Applications** icon at the bottom of the Control window.
2. An icon is displayed in the top left of each thumbnail indicating which application is currently active at the Student machine.

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

Name	Address	User Name	Room	Current Application	Running Applications
JD5	>10.20.0.221:5405 (jd5)	testing	mac		
MACSTUDENT	>10.20.0.232:5405 (macstudent)	testing	Mac		
MACSTUDENT1	>10.20.0.233:5405 (macstudent1)	testing	mac	NetSupportAssist	
MACSTUDENT2	>10.20.0.234:5405 (macstudent2)	testing	Mac		
MACSTUDENT3	>10.20.0.235:5405 (macstudent3)	testing	Mac	Apple - Start	
MACSTUDENT4	>10.20.0.236:5405 (macstudent4)	testing	Mac		
MACSTUDENT5	>10.20.0.237:5405 (macstudent5)	testing	Mac		
MACTOP2	>10.20.0.222:5405 (mactop2)	testing	mac	The Official Website of Arsen	

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

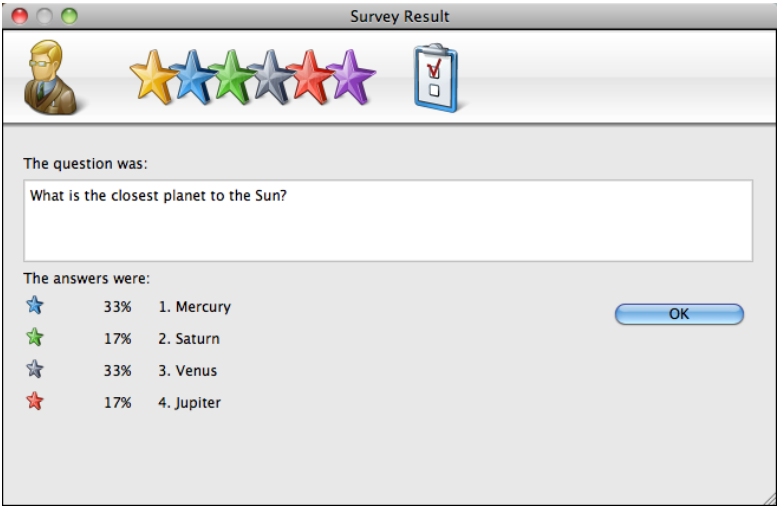
   Select the **Survey** icon from the toolbar.
2. Select the Students to include in the survey. This can be all Students in the list view or selected Students.
3. Enter a question in the box provided.

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

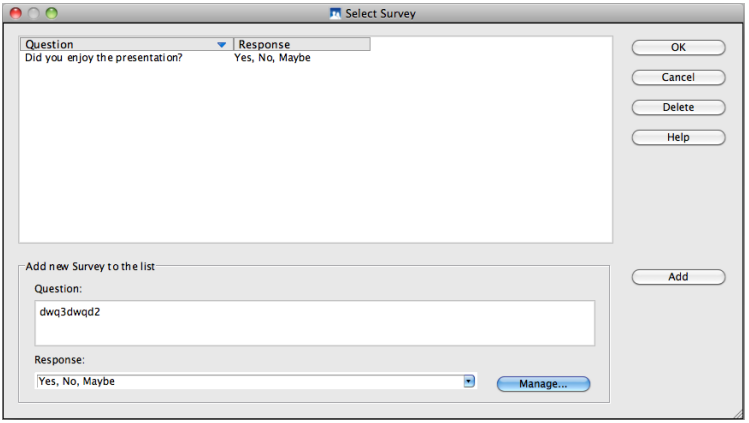
1. In the Student Survey pane enter the question and choose the required responses from the drop down list or add new options if the defaults aren't appropriate.
2. Send the Survey to Students. The Survey will automatically be stored in the current list.

   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

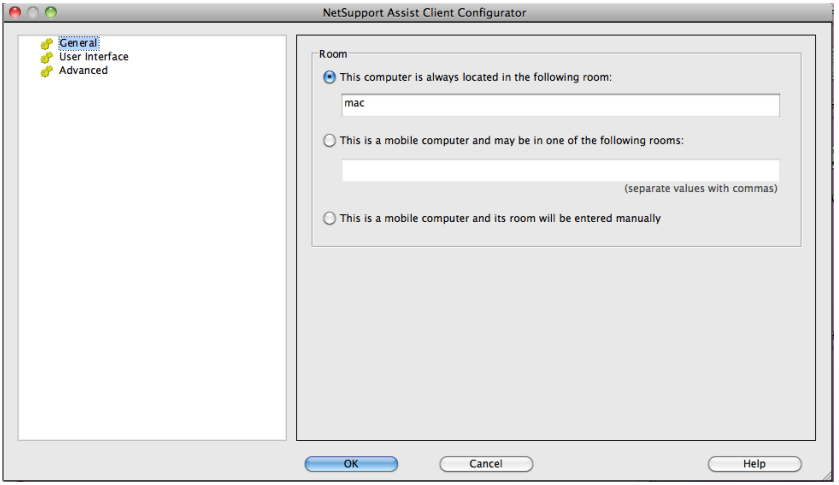
Customise the interface between the Client and Control.

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:

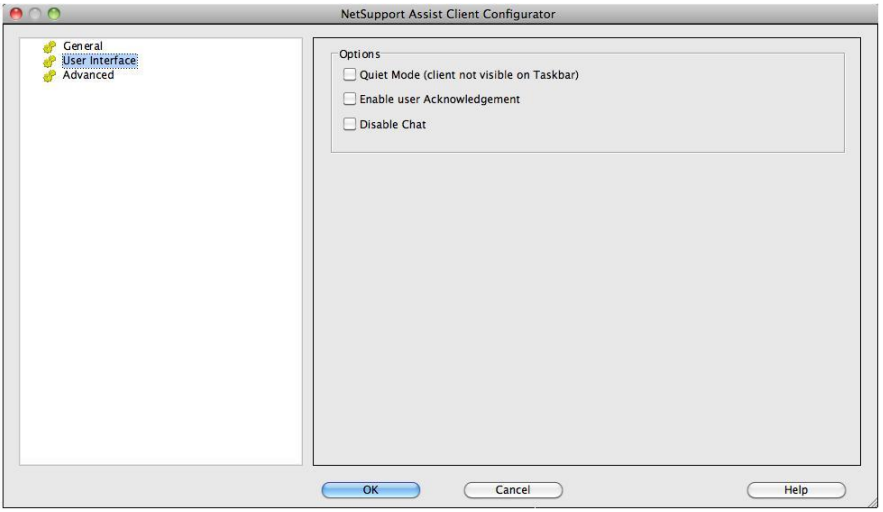
Select this option if the computer could be located in different rooms, enter the required rooms and separate each value with a comma.

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

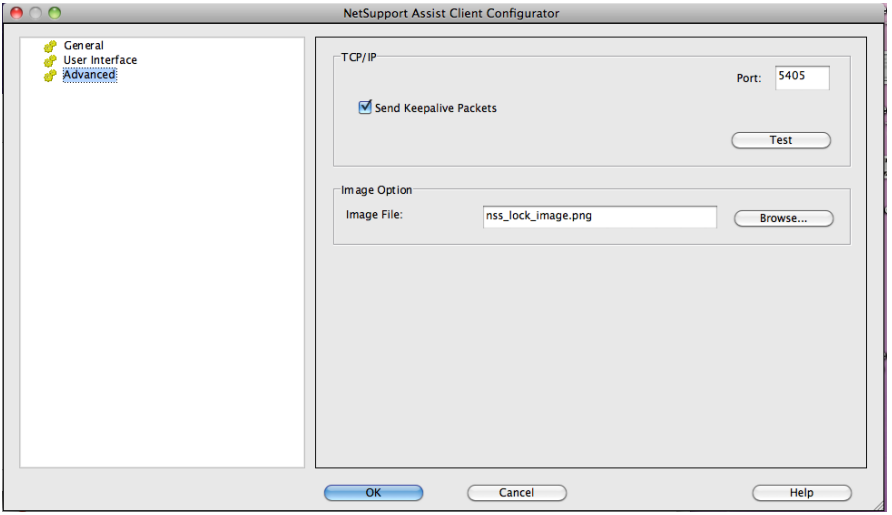
If enabled, a Remote Control session cannot take place until the Client has confirmed that they accept the link being made.

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

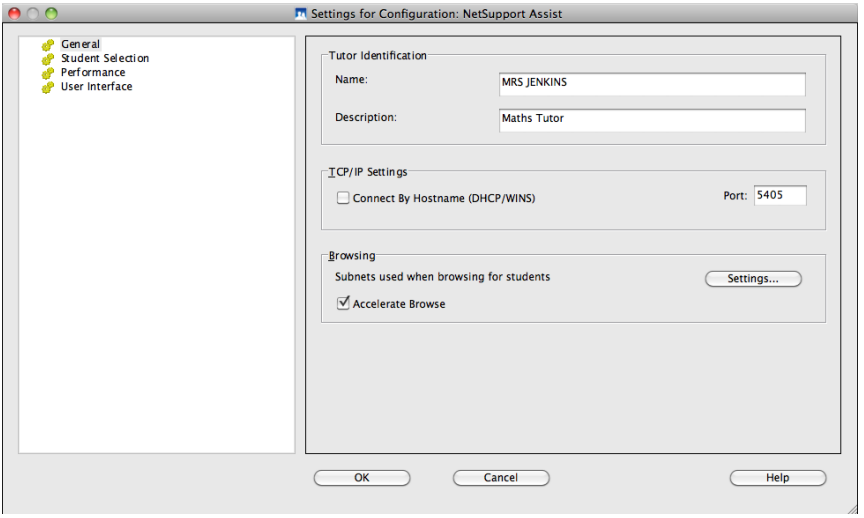
Allows you to set low bandwidth settings to lower data sent across the networking when performing a View or Show.

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

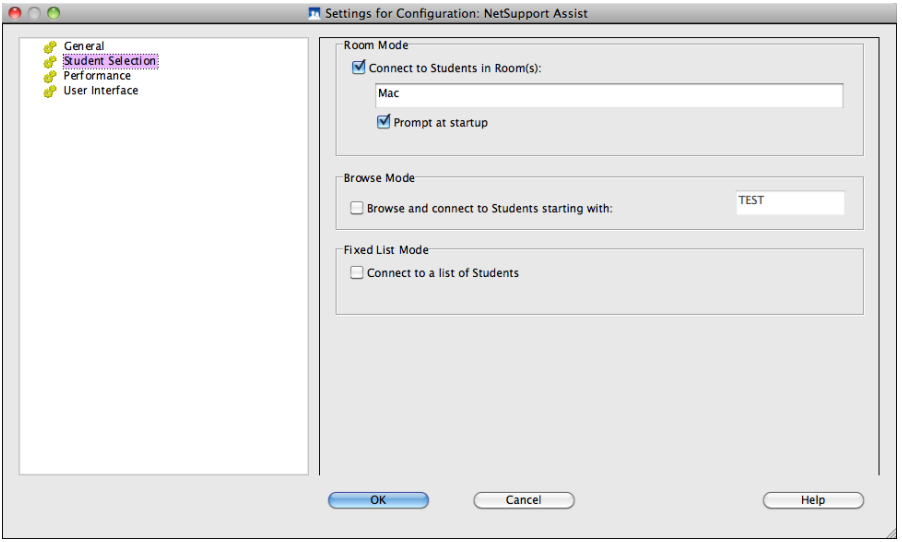
Check this option in order to optimise show performance across a wireless network.

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 start-up

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.

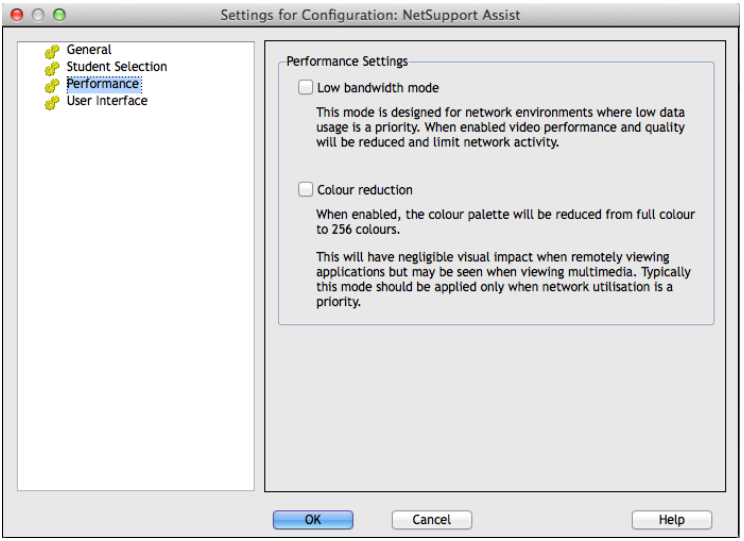
Fixed List Mode

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 and colour reduction settings to lower the amount of data sent across the network.



Low bandwidth mode

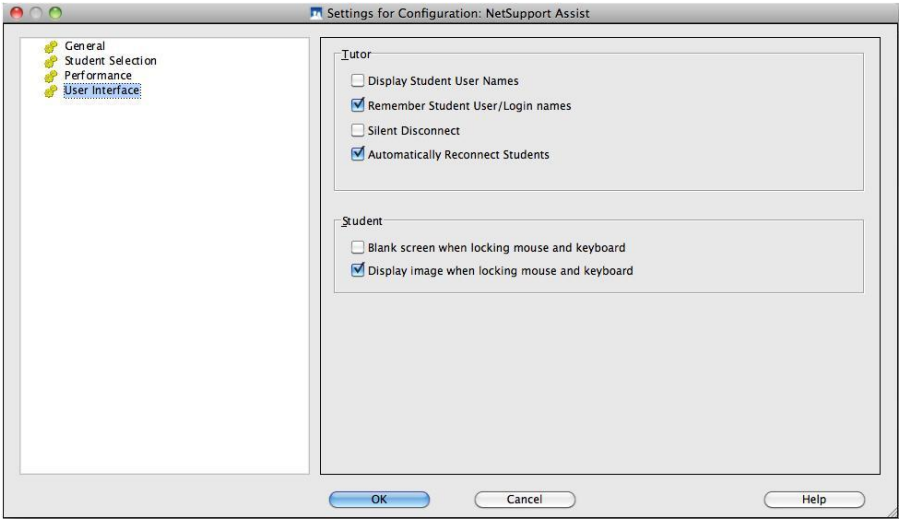
This mode is designed for network environments where low data usage is a priority. When enabled, video performance and quality will be reduced and limit network activity.

Colour reduction

When enabled, the colour palette will be reduced from full colour to 256 colours.

This will have negligible visual impact when remotely viewing applications but may be seen when viewing multimedia. Typically this mode should be applied only when network utilisation is a priority.

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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