



Whitepaper

Using Centrally Stored Configurations

NetSupport Manager stores its Client configuration settings in a text file that by default is stored in the NetSupport installed directory of each Client machine.

The default location is {Drive}:\Program files\NetSupport Manager

The default name for the file is "Client32.ini"

You can however change the name and location that NetSupport uses for the Client configuration files. To make this article easier to read from here on we refer to the Client32.ini file but you can change the file name if required.

Setting the Client to use a Configuration file stored a Network

You can specify the Client32.ini file to use and its location in the NetSupport Client Configurator. In the Advanced Configurator main window select the drop down {Profiles}{Client Parameters...} this will take you to the "Client parameters for this machine" panel.

Select the {Add} button and specify the configuration file to use and its location.

If you specify a central location for the Client32.ini file e.g. on a Network server you can reduce the administration requirements for the product. The Client configuration settings used by all the Client machines can be stored, retrieved and updated in a single central location. We will refer to this as a global Client32.ini file. A change to the global Client32.ini file can be applied and the change will take effect across all machines the next time that the Client program is loaded. (Usually at start-up)

If you specify a global Client32.ini file you will need to specify the fully qualified location of the file e.g.

`\\servername\drive\path\Client32.ini`

Do not use a share name in the path that will not be available until you have logged onto the Client machine as the NetSupport Client loads before you logon to enable the machine to be remote controlled whilst at the logon prompt. So ensure that you use the fully qualified path as in the example above.

If the global Client32.ini file is stored on an NT system you will also need to specify the user credentials (name and password to use) to access the area on the server or workstation containing the Client32.ini file.

Again, in the Advanced Configurator main window select the drop down {Profiles}{Client Parameters...} this will take you to the “Client parameters for this machine” panel.

Select {Add} and specify the Username and password to be used

Note – You cannot enter both the Configuration file and the User credentials in one Add operation – This is a little confusing. You must select {Add} – specify the user credentials to use, {Ok} the entry then select {Add} again and specify the Configuration file to use and {Ok} the entry

When specifying User credentials this must appear before the configuration file in the list of Client parameters (see below). Use the Move up and Move down buttons to adjust as necessary the order of the parameters.

```
/U USERNAME /encrypted password  
/C \\servername\drive\path\client32.ini
```

The Client32 service still runs using the local system account but accesses the configuration file as the user set specified with the /U option.

You can specify multiple configuration files so that if the first file/location is not available a secondary file/location can be used e.g.

```
/U USERNAME /encrypted password  
/C \\servername\drive\path\Client32.ini  
/C c:\nsm\Client32.ini
```

In this example if the server is unavailable NetSupport will still load using the fallback Client configuration that is specified in the local Client32.ini file.

Again make sure that if you need to specify user credentials (/U line) that this appears before the file location (/C line).

Note: In this example no user credentials line is required for the locally stored c:\nsm\Client32.ini file, as NetSupport will have sufficient rights.

Once a valid Client32.ini configuration file is found this is used and any other Client32.ini file specifications are ignored. To include values from a secondary Client32.ini file see the section below “Client32.ini include files”.

NetSupport only needs read access to the Client32.ini file to enable the Client program to load.

You can only specify user credentials for an NT Client and it is not necessary to specify user credentials to access a Windows 9X Client shared directory.

Requirements for specifying global configuration files

	Requirements for Windows 9X/Me Client	Requirements for NT/2000/XP Client
Store Client32.ini on Windows X system	Specify File location only (/C parameter)	Specify File location only (/C parameter)
Store Client32.ini on Windows NT system	Specify File Location only (/C parameter)	Specify File location and User Credentials (/U and /C parameters)

It is not possible for a Windows 9X system to specify user credentials to use to access a configuration file on an NT system. This is an operating system restriction NOT a NetSupport restriction. The only known way of allowing the NetSupport Client on a Windows 9X system to access a Client32.ini configuration file on an NT system (before the user has logged on to the operating system at the Client machine) is to setup a null session share.

You have to set the NT server up to permit access to the share name in which the Client32.ini file resides from what's called a Null session.

To do this, open the following registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanManServer\Parameters

Edit the value called:

NullSessionShares

This is a list of share names separated by zero bytes, with *two* zero bytes at the end. Add the share name containing the Client32.ini file to this list. This permits a Windows 9X machine that is not logged in to access the file. Unfortunately, it does not seem to be possible to grant Read-only access.

To access the share name from a Windows 9X machine that is logged in, you also need to enable the Guest account on the NT server. You don't need to explicitly grant Guest access to the share name.

Client32.ini Include files

You can use multiple /C's and /U's parameters. The Client will work through them until it manages to open a file (at which point it processes the file and then does **not** process any others) e.g.

```
/Uname1  
/Cfile1  
/Uname2  
/Cfile2
```

In this example NetSupport tries to open *file1* as user *name1*. If this fails, NetSupport tries to open *file2* as *name2*.

/U must precede /C.

In the Advanced Configurator main window select the drop down {Profiles}{Add...} then instead of adding a profile, add an include file. What happens then is that the Client creates a Client32.ini file in memory made up of the two files. The include file will be first then the local one. The include file can be on a network share.

When you are using an include file in your Client32.ini the user credentials that are used to access the include file are the same as those used to access the main/first ini file e.g.

```
/Umyname/mypass  
/Cmyfile and myfile has an include file to network file you will attempt to  
access network file as myname.
```

Using Variables in Client32.ini files

It might be desirable to customise Client32.ini files to include variables to for example uniquely identify paths to store Replay or log files based on Client variables. It is currently not possible to use Operating System variables in the actual Client32.ini file. The following may however offer a workable solution: -

Using the include option described above you could for example have all the standard Client configuration options set in the network global Client32.ini and just have replay file and log file locations specified in the local Client32.ini.

In order to avoid having to build multiple local Client32.ini files you could do something like the following batch file:

```
set f=Client32.ini  
echo 0x00000000 >%f%  
echo >%f%  
echo [@\\central\\files\\Client32.ini] >%f%  
echo >%f%
```

```
echo [Client] >%f%  
echo Logfile=\\logserver\logfiles\%computername%.log >%f%  
echo ReplayPath=\\replayserver\replayfiles\%computername%\ > %f%  
echo ReplayUser=USER/Pass  
cksini
```

This file would need to be run on each machine but you could incorporate this into a NetSupport script.

The cksini program can be downloaded from the Support area of the NetSupport website (See TD150 Manually editing the Client32.ini file)

Further Information

If you have any questions or unresolved queries regarding NetSupport Manager, you can contact NetSupport Technical Support Department using the following details:

UK Office

NetSupport Limited

Technical Support Department
NetSupport House
Towngate East
Market Deeping
Peterborough
PE6 8NE
United Kingdom

Telephone: +44 (0)1778 382 272

Email: <mailto:support@netsupportsoftware.com>

Visit us on the Web

Our web site: <http://www.netsupportsoftware.com/>