

Configuring NetSupport School &

Manager using Active Directory

Overview

This document explains how NetSupport School and Manager both integrate with Microsoft's Active Directory structure enabling you to centrally manage Student\Client configurations and Tutor\Control Configurations.

Benefits of applying a NetSupport Configuration via Group Policy

- Group policy ensures your Client, Student and Tutor has the correct settings enforced
- Centralised management
- Group Policy Configuration will take priority over the local NetSupport Configuration
- NetSupport Group Policy Configurations can be applied to Groups, Users and Computers

Differences between Computer and User Templates

Machine templates are applied each time the machine is started. Policies applied to the machine will be applied to all users that logon to the machine.

User templates are applied each time a user logs onto the machine. This allows you to apply specific settings to different users.

NetSupport Manager ADM Templates

Client Configuration template

Template Type: Machine

File Name: NSMMASTER.ADM

Control Configuration template – NEW!

Template Type: Machine and User

File Name: NSMCONTROL_M.ADM and NSMControl_U.ADM

NetSupport School ADM Templates

Student Configuration template

Template Type: Machine

File Name: NSS_Student.ADM

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Tutor Configuration template

Template Type: Machine and User

File Name: NSSTutor(Machine).ADM and NSSTutor(User).ADM

Importing a NetSupport ADM Template into Group Policy

Below you will find the steps outlining how to apply the NetSupport Template to Active Directory

To Apply Client Configuration Changes via Active Directory

1. At the Domain Controller, select the Active Directory Users and Computers tool.
2. Decide at which level to apply the policies, domain or organisational. Right-click and select the Group Policy tab.
3. Select the desired policy to add the NetSupport template to and click Edit,

Or

1. Select Add to create a new Policy
2. In the Group Policy Editor under Computer Configuration, select Administrative Templates.
3. Right-click and select Add/Remove Templates.
4. Click Add and specify the location of NetSupport's ADM file and click Open. The new NetSupport policy will be added.
5. Click Close.

Note: By default, each NetSupport policy option is disabled.

Configuring NetSupport ADM Template Policies

When a NetSupport ADM Template is imported into the Group Policy Editor all of the Policies included in the Template default to the state of Not Configured. Each Policy includes three different states:

- Not Configured
- Enabled
- Disabled

To start enforcing NetSupport Policies to the users or machine you will need to decide on the policies required and then enable or disable these using the Group Policy Editor.

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Below is an example showing how to enable the User Acknowledgement Policy for the NetSupport Manager Client ADM template.

1. In the Group Policy Editor under Computer Configuration, expand Administrative Templates and select the Master Profile.
2. Next expand the Master Profile, then Security and then choose the User Acknowledgement option.
3. Double click on the User Acknowledge Policy.
4. On the User Acknowledge Properties choose the "Enabled" radio button then click the OK button.

When this Group Policy is next updated on the machines this has been applied to the User Acknowledgment settings for the NetSupport Client will be enforced.

How to add encrypted values to ADM Template

To enable certain configurations at the Student or Tutor using the NetSupport ADM Template files you are required to enter an encrypted value, for example the Security Key policy requires an encrypted security key to be entered.

When configuring this through the ADM Template files you cannot enter the security key in plain text as the Client would not recognize this and so you have to enter the encrypted security key value into the policy.

In order to generate the encrypted values the NetSupport Encryption tool is required

Using the NetSupport Encryption Tool

The NetSupport Encryption Utility can be found in the Utilities folder on the NetSupport Manager and School CD.

To create the encrypted values to enter into the NetSupport Policies please follow the instructions below:

1. Run the EncryptUtility.exe
2. From the Encryption Utility choose the required Policy Item
3. Enter Value to be encrypted
4. Click Encrypt Button
5. The Encrypted value can now be copied to the NetSupport Policy

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When will the Policy be applied Tutor/Control

There are two types of NetSupport ADM Templates available for the Tutor and Control these include a Machine and User Policy.

Each time you enable or make a change to one of the Policies for the Tutor and Control, the Group Policy refresh interval will determine when it is applied to Client machines.

By default a Machine Group policy will only be applied to a machine at startup and the User group policy will only be applied when a user logs onto the machine. However the Group Policy Refresh Interval can be configured to apply to a machine or User in the background on a scheduled basis when the machine is running.

If the Control or Tutor is running and the Group Policy refreshes in the background on the machine to add a new policy then the Control or Tutor will not detect this until the Control or Tutor Program is restarted.

When will the Policy be applied Student/Client

Each time you enable or make a change to one of the Policies for the Client\Student Machine, the Group Policy refresh interval will determine when it is applied to Client machines.

By default a Machine Group policy will only be applied to a machine at startup, however the Group Policy Refresh Interval can be configured to apply in the background on a scheduled basis when the machine is running.

This means that new Machine policies can be applied to the Client\Student whilst the machine is running.

If a remote control session is not currently active, the Client will detect any changes to its own Administrative template and restart, applying the new settings. If a remote control session is open, the Client will restart at the next available opportunity.

Removing a NetSupport ADM Template

Before removing a NetSupport ADM Templates from Group Policy you first need to ensure that you remove the policies that have been applied to the Machines and Users.

If the NetSupport ADM Template is just removed from Group Policy then this will not remove the policies from the machines and so existing policies will still be applied even though the template has been removed.

In order to remove these safely the Policies that have been enabled for the NetSupport ADM Template via Group policy will first need to set to the "Not Configured" State.

Once the Status for the policies has been changed to this it will remove the existing policies from the machines when they next refresh their Group policy.

After performing the above steps it will then be safe to remove the NetSupport ADM Template and this will ensure that no existing settings remain on the machines that had the policies applied.

Troubleshooting

How to confirm which policies have been applied?

By running the Supporttool.exe on the machine and generating the support.zip file, you can review the registry.txt file included in the generated Support tool information to confirm which NetSupport Policies have been applied to the machine.

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