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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: {Clients}{Broadcast}.

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.

Known Client

Having browsed for available Clients, NetSupport stores a list of Clients in the Client.NSS file. These are Known Clients.

Connected Client

All available Client's or Groups of Clients can be chosen for simultaneous connection. A Control can only remote control a Client to which they are connected.

Selected Client

When a connected Client is selected, a "one to one" session is established. A Control can then View, Show or Send a Message etc. to that Client only. A Control can also Watch, Control or Share the selected Clients screen, keyboard and mouse. A Control can switch between multiple Clients, making each of them, in turn, the selected Clients.

Text Box

The area in which information is presented, prior to continuing with a procedure.

Dialog Box

Contains information regarding specific NetSupport settings and information.

Menus and Tabs

Provides a quick and easy method to choose commands from.

Right click

Refers to using the right mouse button. Many of the tasks that ask you to 'right click refer to drop down menus.

Planning An Installation

Installing NetSupport School is exceptionally easy and provided you follow a few simple rules you should be up and running within a very short time.

The first step is to decide what functions you want to install on each workstation.

Do you want it to be a Tutor or a Student?

To be able to Show to and Control this workstation from another you install a Student, sometimes called a Client.

If you want to be able to Show to or take over another workstation from this one, you install both a Tutor, also called a Control, and a Student.

What network protocol do you use?

The next step is to decide what networking protocol you have available on the workstation. NetSupport School supports IPX/SPX, NetBIOS/NetBEUI and TCP/IP.

Note: By default the Tutor will be configured to use TCP/IP. If you are using a different protocol, you must configure this the first time you start a Tutor.

What naming convention are you going to use for the Student workstations?

NetSupport School requires that each Student workstation be allocated a unique name. To take advantage of the full range of Connection and Administrative functionality of NetSupport School you need to have a sensible naming convention for the Student Workstations.

For example, you might decide that all workstations in one classroom would start with the name CLASS1_WK. You can then configure the Tutor program to automatically connect to the workstations in that room only.

Alternatively you might decide to use the Machine Name or Computer Name that is already set up as part of your networking environment. Whichever method you use it is important that it easily identifies the individual workstations in a way that is recognisable to the user, at the Tutor workstation.

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

Hardware and Software Requirements

NetSupport Tutor or Student

IBM PC or 100% compatible.

486sx 25-MHz processor or higher. Pentium processor recommended.

Windows(R) 95, 98, Windows(R) NT 4.0, Windows(R) 2000, Me, or later operating system.

16 MB minimum of RAM, 32 MB recommended..

5 MB of free hard disk space.

VGA or higher resolution display adapter.

LAN Adapter.

Windows Me/2000/98/95 or NT Installation

NetSupport School 5.00 runs successfully over Windows Millennium/2000/98/95 and NT, optimising the full functionality of this release.

Notes:

- If you are upgrading Windows NT to Windows 2000 you must ensure that you de-install NetSupport prior to upgrading the operating system. NetSupport can then be re-installed once the operating system upgrade has been completed.
 - If you are installing to an NT/2000 workstation or server, make sure that you are logged in as an Administrator.
-

Starting the Installation

Insert the NetSupport CD.

The NetSupport Welcome menu will automatically appear when you insert the CD.

Note: If it does not, access the CD-ROM drive from your workstation and run SETUP.EXE.

Selecting a Set-up Type

Choose NetSupport School for the required language variant. This will start the install program.

NetSupport School Setup Program

The Setup program Welcome screen will appear.

Please read the information on the screen carefully, before proceeding with the installation.

Click Next to continue.

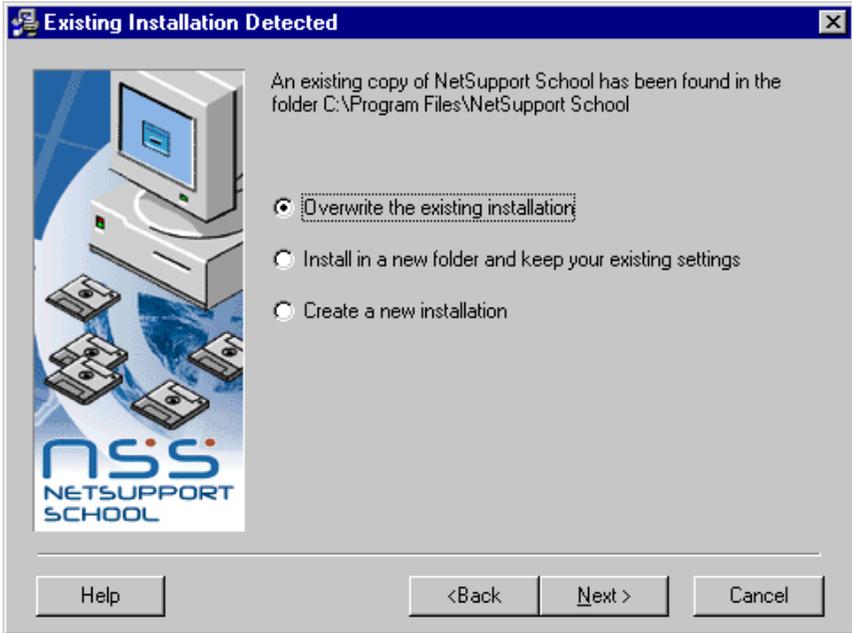
NetSupport Licence Agreement

The NetSupport License Agreement will be displayed. Please read the License Agreement carefully and select I Agree and click Next to continue.

If you reject the License Agreement, (I Disagree) click Cancel. NetSupport School will not be installed and you will be directed to Exit from the install program.

Existing Installation Detected

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



- **Overwrite the existing installation.**

Select this option if you want to install the new version of NetSupport in the same folder as the existing installation. Although this overwrites the existing program, configuration files (.ini, .nss, .nsm, .lyt) containing details of known Clients, groups, classroom layouts etc will be retained.

- **Install in a new folder and keep your existing settings.**

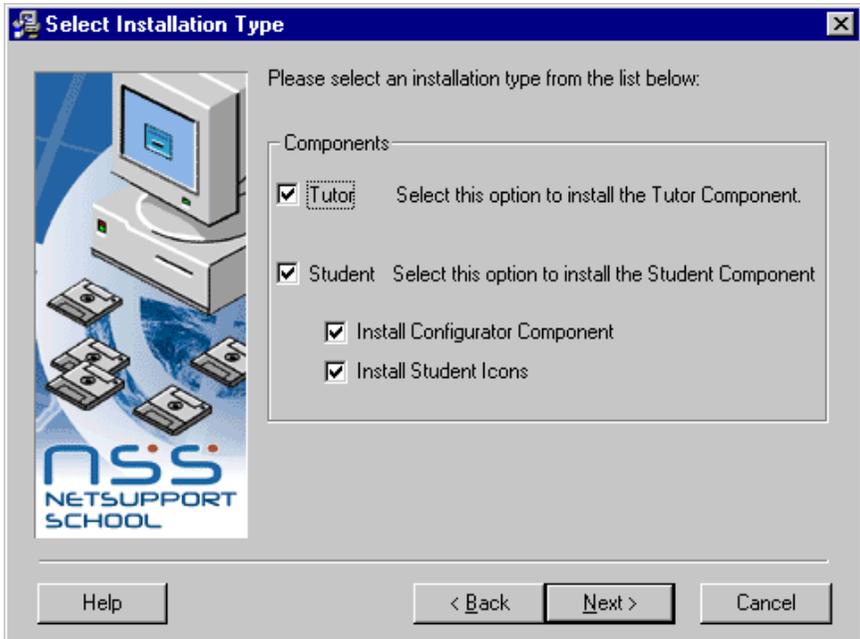
Select this option, to retain the existing installation in its current folder. When prompted, you will need to choose a different folder for the new installation. The existing configuration files will be copied to the new location.

- **Create a new installation.**

Installs the new version of NetSupport in the required folder but does not retain existing configuration files. If installing in a different folder, the existing version will remain on the workstation, you may want to manually delete these files after the workstation has restarted.

Select the required option and click Next.

Select Installation Type



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

Tutor

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

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

Student

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

Install Configurator Component

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

When you choose the Student component you will also be given the option of installing the Client Configurator. The advantage of installing this at the Student machine is that it makes it easier to make changes to the settings in the future. The disadvantage is that the Students themselves could unwittingly access the option and make changes.

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

Install Student Icons

For a Student installation, shortcut icons are created for the Client Configurator, if installed, and Reset Video Driver, a troubleshooting tool.

These can be accessed from the Start Menu at the Student machine. Uncheck this box if you do not want to install icons.

Click Next when ready to continue.

Select Destination Folder

By default, NetSupport will be installed in the folder **C:\Program Files\NetSupport School**.

Note: If an existing installation was detected, you may have chosen to install in a different folder. Click Browse to choose the required location.

Click Next to continue.

Select Program Manager Group

If component icons are being created, the default Program Manager Group is **NetSupport School**. To access from another group, select from the list provided or enter a new name.

Start Installation

To start the installation, click **Next**. To change any of the previous selections, click **Back**. To quit the installation, click **Cancel**.

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

Specify Your License Details

Before the installation completes, you will be prompted for your license details.

If you are evaluating NetSupport, simply enter EVAL in the Licensee field and leave all other fields unchanged.

Run Configurator

At the end of the installation, you will have the opportunity to run the Client Configurator. This enables you to set Client information and security.

Click **Yes** to run the Client Configurator.

Installation Complete

This final screen confirms that the installation has been successful. You can choose to create a desktop icon for the Tutor.

Click **Finish** to exit the Setup program. Remove the CD and restart the workstation.

Creating an administrative (network) installation

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

This type of installation can also be preconfigured to setup NetSupport School with certain options, therefore ensuring that all NetSupport installations are configured the same.

Once created, the distribution copy can be used for a standard install or when performing a Silent Installation.

To Setup a distribution copy of NetSupport on a Server

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

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

To Install NetSupport from a Server onto individual workstations

1. At the required workstation, navigate to the network folder containing the NetSupport School setup files.
2. Run Setup.exe.
3. Follow instructions on how to install NetSupport onto Windows ME/2000/98/95 or NT.

Silent Installation

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

To perform a silent install

1. Create a distribution copy of NetSupport containing the required NetSupport Installation files.
2. Create a parameter file and save this in the folder containing the distribution copy.
3. To perform the Silent Install at the required workstation, from the folder containing the distribution copy, run:
Setup.exe /s /m=nnnnn.txt. (where nnnnn.txt = the filename created in 2)

Create Parameter File For Silent Installation

In order to perform a silent install of NetSupport School you must first create a parameters file that contains the settings to be used during the installation process.

The parameters file is a text file that can be created or edited by any text editor (example Windows Notepad).

To create a parameters file start your text editor and create a new file or open an existing parameters file.

There are five Settings that are used by the NetSupport School installer, if a setting is not present in the parameters file the default value is used.

SILENT=

This parameter **MUST** be set to **A**, it tells the installer that it is running in silent mode and not to show any dialogs.

Example

```
SILENT=A
```

COMPONENTS=

This parameter **MUST** be specified and selects which components are to be installed. There are two components in the Installer.

A = Tutor

B = Student.

Example

```
COMPONENTS=AB
```

This will install both the tutor and the student components.

CONFIGBIT=

This parameter is only read if the Student component has been selected for install and if set to **A** then the Configurator program is installed.

Example

CONFIGBIT=A

ICONS=

If this parameter is set to **A** then icons are created on the start menu, if it is not set then no icons will be created.

Example

ICONS=A

ICON_SUB=

This parameter controls which icons are created when the Student component is being installed.

A = Configurator Icon

B = Reset Video Icon

Example

ICON_SUB=B

This will only create the Reset Video Icon.

RESTART=

By default, the workstation will restart upon completion of the installation. Include this parameter if you do not want the workstation restarted.

Example

RESTART=

This will not restart the machine after install has completed

MAINDIR=

This parameter sets the installation folder for NetSupport School. If it is not specified the install will default to Program Files\NetSupport School.

The NetSupport School Program Help File contains some example parameter files.

STARTING NETSUPPORT SCHOOL

This section will guide you through starting NetSupport School.

The main point to remember when using NetSupport School 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 School. If you have not done this, do so now. See the Installation section for details.

The following functions require the NetSupport School Pro version:-

Annotate Screen

Annotate Screens while in Show Mode

Change and Save multiple layouts of Students or Groups

Organise the way Student icons are displayed at the Control to mirror the layout of the classroom.

Multimedia Support

NetSupport provides full Audio and Video support.

Send/Collect Work

Distribute and retrieve multiple pieces of work from a Student or Groups of Students.

Multi Scan

Scan up to 16 Client screens simultaneously in one Scan Window.

Group Leaders

The Tutor can nominate a Student to be Group Leader, providing a range of instructional tools for them to use.

Show Leaders

The Tutor can nominate a Student to take over a Show session.

Starting NetSupport School

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

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

As the program initialises, you will see a window in the middle of your display with the NetSupport logo and version information. This will disappear after a few seconds.

When NetSupport School loads for the first time, the Control Configuration dialog will appear. This enables the Control to specify the Clients to connect to at Startup. The dialog will not appear in future sessions.

When starting NetSupport School for the first time, it is advisable to Browse the Network for available Clients. To do this, click on 'Browse and Connect to Students starting with' and enter a prefix for the Computer Names. Click Ok.

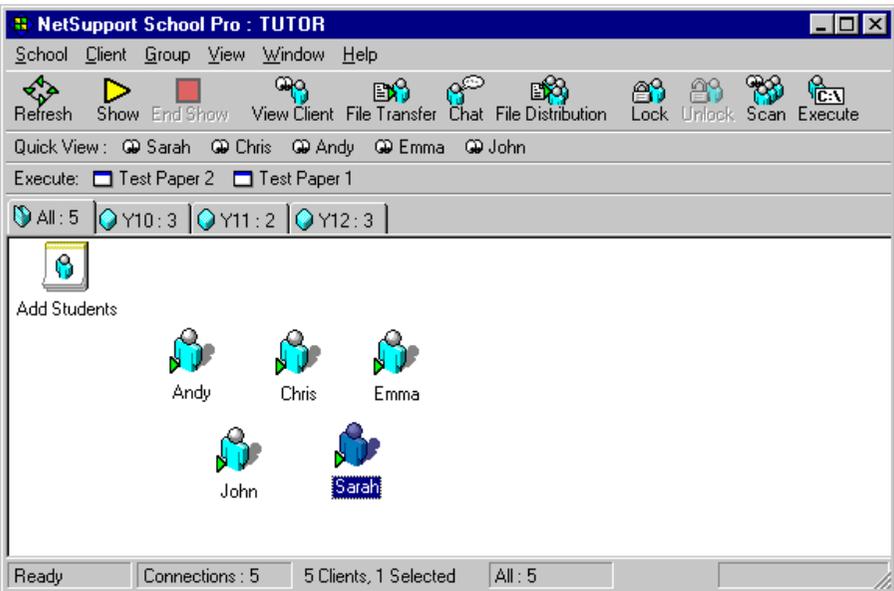
NetSupport will then Browse the Network. While it is searching the Browsing message will be displayed.

All connected Clients will have their icons displayed in the Control Window.

The Control Window

The Control Window is the primary interface for: -

- Configuring the Control;
- Connecting to Student workstations;
- Maintaining Client information;
- Selecting which Student workstations to work with;
- Selecting tasks to carry out;

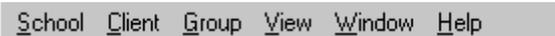


The Title Bar



This indicates that you are in the Control Window and displays the name of the NetSupport School 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, as well as maintaining and organising Student workstations into work groups.

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. Positioning the cursor over an icon will display a brief description of its function.

To customise the Toolbar choose {View}{Toolbar - Customise} or right click on the Toolbar and choose Customise.

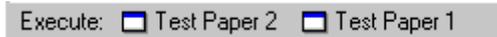
The Quick View Bar



The Quick View Bar is used to switch between currently connected Clients. Clicking on the button containing the required Client's name enables you to immediately View that Client's Window.

To enable/disable the Quick View bar choose {View}{Toolbar - Quick View}.

The Quick Execute Bar



The Quick Execute Bar enables you to execute a previously saved application to a Client, without having to direct your way through the drop down menu. By clicking on the button containing the required application, you immediately execute it on the Selected Client or Group.

To enable/disable the Quick Execute bar choose {View}{Toolbar - Execute Bar}.

The Group Bar



Until you have defined groups of Clients only the "ALL" group will appear on this toolbar. However, once defined, new groups will be added to the Group bar, which provides a quick and easy method of selecting a group to work with.

To enable/disable the Group bar choose {View}{Toolbar - Group Bar}.

The List View



The List View displays the currently connected Clients or Groups. You can switch the display mode between large and small icons, lists and detailed view, from the Drop down {View} menu.

You can elect to display a name of your choosing for the Client instead of the actual Client name. You do this by setting a Client Display name {Client}{Properties}{Details Tab}{Display name}. Alternatively, use the Get Name function.

The Status Bar



The Control Status Bar is displayed at the bottom of the Control Window. It shows the Status of the Control, the number of currently connected Clients and the number of items in the Folder.

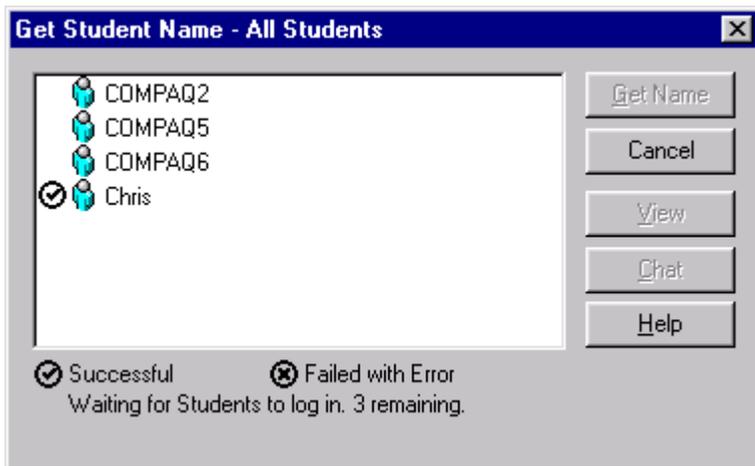
Get Name – Prompt Students for name

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 Login Name or prompt for the actual name of the Student. This is called the Get Name function.

You can also change the name of the Client workstation by editing the Client Properties Details Tab.

To prompt Students for names

1. Choose {School}{Get Name} from the Control Window drop down menu bar.
2. The Get Student Name dialog will appear at the Control workstation and a prompt will be displayed on each of the Client workstations asking them to sign-in. As Students sign-in a small tick or cross will appear beside each name.



3. Click Cancel.

Note: For ease of use you can View or Chat with a Client from the Get Login Name dialog.

To display the Login name of Students

1. Choose {View}{Current Settings – Options Tab} from the Control Window drop down menu.
2. Check Retrieve Student Login Name when performing a Get Name.
3. Click Ok.
4. To get the Login Name of one Client, select their icon in the Control List View.
5. Choose {School}{Get Name} from the Control Window drop down menu.
6. The Get Login Name dialog will appear. The Clients Login name will automatically appear.
7. Click Close.

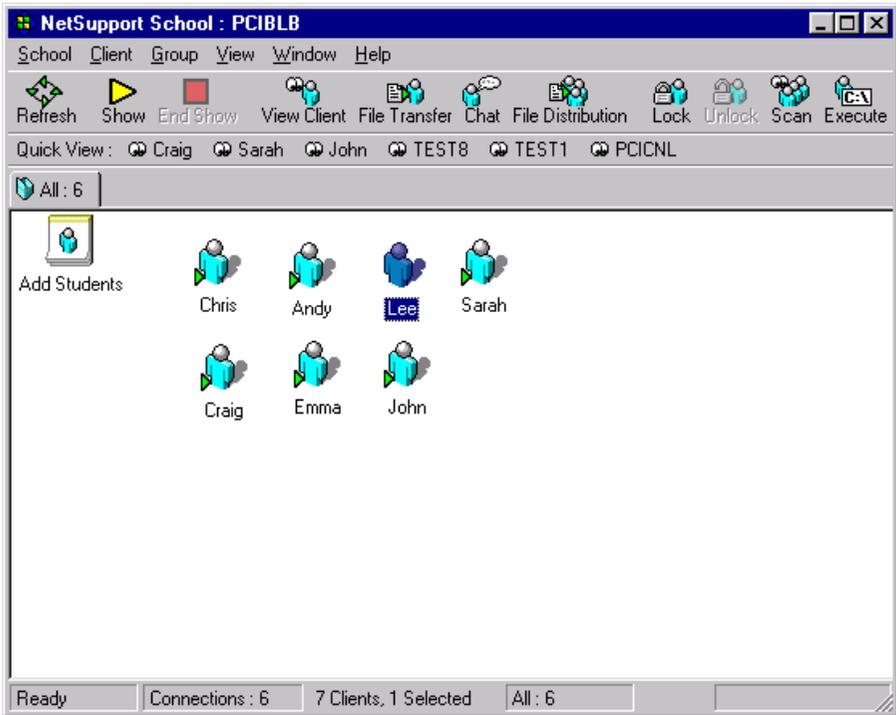
Note: For ease of use you can View or Chat with a Client from the Get Login Name dialog.

To Save Students Login Name/Get Name

1. Choose {View}{Current Settings – Options Tab} from the Control Window drop down menu.
2. Check Remember Student User/ Login names.
3. Click Ok.

Arranging Icons in Control List View

Once you have selected a classroom or group, you can rearrange the individual Client icons in the Control List View, to reflect the layout of the classroom.



To arrange icons

1. Select the Client icon and drag it to the desired position.
2. Choose {School}{Layout}{Save Layout As} from the Control Window drop down menu.
3. The Save Layout dialog box will be displayed.
4. Specify a file name.
5. Click Save.

To load a previously saved Layout

1. Choose {School}{Layout}{Load Layout} from the Control Window drop down menu bar.
2. Choose the preferred layout and click Open.

Bitmap backgrounds

As well as tailoring the position of Client icons in the Control List View to reflect the layout of the classroom you can choose alternative bitmaps to decorate the background and enhance the layout of the icons.

To change the Control Window bitmap

1. Save or Create a bitmap onto a convenient place on the Control workstations hard drive. We recommend bitmaps of no more than 16 colours.
2. Start NetSupport School and choose {School}{Layout - Set Background) from the Control Window drop down menu.

If you wish to clear the currently set background choose {School}{Layout - Clear Background} from the Control Window drop down menu.

Power Management – Power on/Power off

Power consumption equates largely with heat generation, which is a primary enemy in achieving increased performance. Newer processors are larger and faster, and keeping them cool can be a major concern. With millions of workstations in use, and sometimes hundreds located in the same company, the desire to conserve energy has grown from a non-issue to a real issue in the last five years.

Power Management is a technique that enables hardware and software to minimise system power consumption. It works by shutting down portions of the hardware during periods of low or no use, meaning that the workstation is ready to work when you are and conserve energy when you are not.

NetSupport Power Management can be used on Windows 95, 98, NT 4.0, Windows 2000 and Windows Me, see below for special considerations on Windows NT 4.0.

Client Power On

To Power on a NetSupport Client the workstation must have a Wake-on-LAN network adapter and a BIOS that will support it (consult your network adapter documentation for more information), the Client must also be 'Known' to the Control. The Control sends a Wake-on-LAN packet to the Client network adapter, which instructs the workstation to Power On.

To Power On a NetSupport Client

1. Select the icon(s) of the Clients you wish to Power On.
2. Choose {Client}{Power Management – Power On} from the Control Window drop down menu.
3. The Client workstations will now Power On.

Note: If the Client workstations are 'Known', the machines can be Powered On at the start of a session by choosing {Start}{Programs}{NetSupport School}{NetSupport School Power On Machines}.

Client Power Off

NetSupport uses the Advanced Power Management (APM) features of the Windows operating system (where supported), to provide Client power down capabilities. APM relies on the Client workstation having an ATX motherboard and ATX power supply.

A Control can remotely Power Off a Client workstation using the NetSupport Power Management function.

To Power Off a NetSupport Client

1. Ensure all open applications at the Client workstations are closed.
2. Select the icon(s) of the Clients you wish to Power Off.
3. Choose {Client}{Power Management – Power Off} from the Control Window drop down menu.
4. The Client workstations will now Power Off.

Special Considerations on Windows NT 4.0.

The Windows NT 4.0 operating system does not by default provide APM support and it will be necessary to update the Windows NT 4.0 Hardware Abstraction layer (HAL.DLL) to provide this functionality. Microsoft provide an updated HAL which adds APM support for many systems, for details of how to obtain this please refer to the support area of the PCI web site or contact your computer manufacturer to establish if APM can be provided for your system on Windows NT 4.0.

Connecting to Students

The Control Configuration dialog is used to specify how the Control connects to Clients at Startup. You can browse the Network for all Clients then connect or connect to the Known list of Clients.

To Browse and connect to Clients

1. Select {School}{Configuration} from the Control Window drop down menu.
2. Select the Startup Tab.
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. eg 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. These Clients have now been added to the Known Client list.

Notes

- If a workstation was not available at the time the Control initialised, you can subsequently connect to it by double clicking the "Refresh List" icon in the List View. This will re-search the network and connect any additional Clients meeting the criteria.
- It is essential that you have a logical naming convention for the Client workstations. If you need to change the names of any Client workstations see Configuring the Client workstations.
- 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

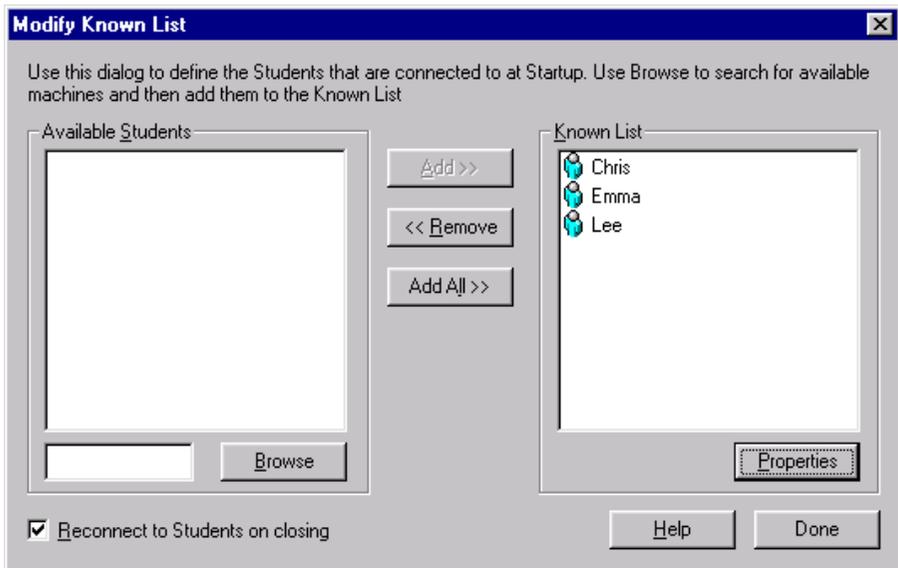
1. Select {School}{Configuration} from the Control Window drop down menu.
2. Select the Startup Tab.
3. Click in the "Connect to known list of Students" box.
4. Click Ok.
5. Click Yes to re-initialise the Control Configurator.
6. The Control will connect to all Clients found and display their icons in the Control Window. These Clients have now been added to the Known Client list.

The Known List of Students

The Known List of Clients is a list of available Clients that have been found on the Network. These details are stored in the Client.NSS file. The list can be updated in the Modify Known List dialog.

To add Available Clients to the Known List

1. Choose {School}{Modify Known 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 Done.
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 {School}{Modify Known 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 Done.
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.

Working with Groups

NetSupport provides you with sophisticated grouping functions to enable you to manage and organise different groups of Students. You can use the following functions on groups as a whole: -

- Show
- File Distribution
- Scan
- Execute
- Message
- Lock/Unlock
- Multimedia Support
- Send/Collect Work
- Chat

To create a Group

1. Choose {Group}{New} from the Control Window drop down menu.
2. A Group Wizard dialog box appears that asks you to provide a name and brief description of the group. It will then assist you in creating your group.

Your newly created Group will appear as a tab on the Group Bar for quick access.



To change the members of a Group

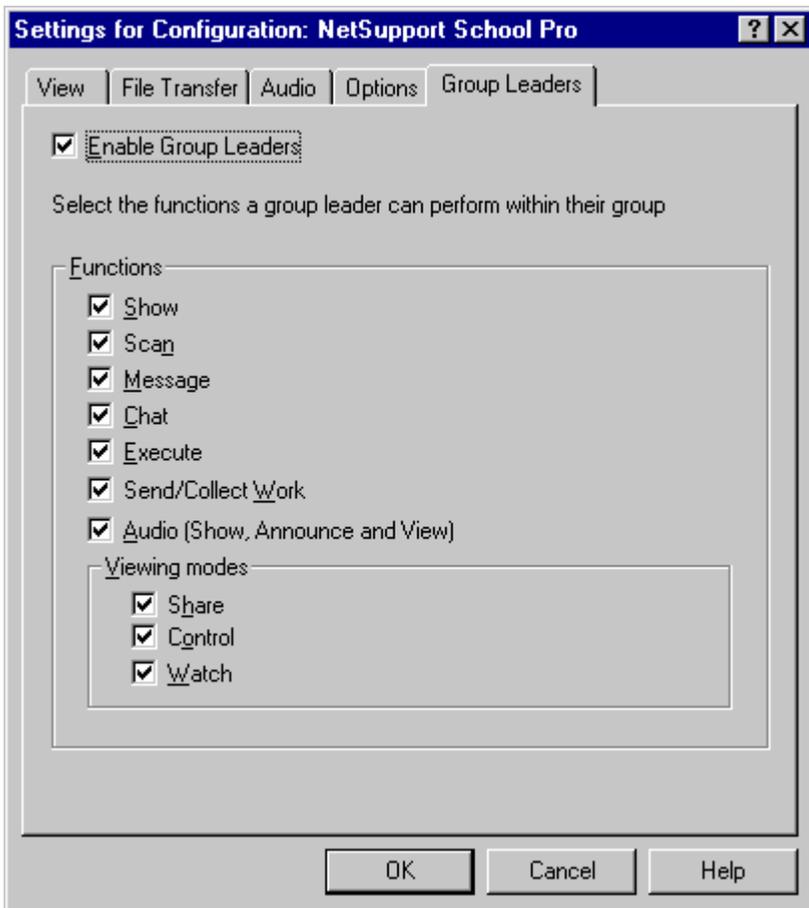
1. Choose {Group}{Properties} from the Control Window drop down menu.
2. Choose the Members Tab and simply select the Client to be removed or added.
3. Click OK, when you are happy with the members of the Group.

Group Leaders

When working with defined Groups of Clients, the Control can assign 'Group Leader' status to a selected member of the Group. The designated Leader can then take control of the Group, performing many of the tasks that the main Control can. The main Control retains overall responsibility while a Group Leader is in place, and can remove the status at any time.

To select the features to be made available to a Group Leader choose **{View}{Current Settings – Group Leaders Tab}** from the Control Window drop down menu.

All Group Leader features are enabled by default but can be removed by un-checking the appropriate box.



Assigning a Group Leader

1. Select the required Group from the Group Bar.
2. Select the required Client icon.
3. Choose {Client}{Group Leader} from the Control Window drop down menu.
or,
Right click on the required Client and select Group Leader.

The Client icon in the Control Window will be highlighted to indicate that they are a Group Leader.



The Client will receive a message indicating that they have been given Group Leader Status. They can choose to run the Group Leader Control immediately or at a later stage by clicking on the Group Leader Icon that will be created in their system tray.

Notes:

- Although a Client may be in more than one group, they can only lead one group at a time.
 - Each defined Group can have a Group Leader even if one of the Group Members is already leading another Group.
 - The main Control can continue to monitor all Clients, including Group Leaders.
-

Suspend Group Leaders

During a Control session where Group Leaders are in place, the Tutor may want to perform a task without conflicting with something the Group Leaders are doing. Rather than remove and reinstate each Group Leader individually, you can globally suspend and reinstate Group Leader access as required.

To Suspend Group Leaders

1. Choose {School}{Suspend Group Leaders} from the Control Window drop down menu.
2. All Group Leaders will be suspended.

To Reinstate Group Leaders

1. Choose {School}{Suspend Group Leaders} from the Control Window drop down menu.
2. All Group Leaders will be reinstated.

Remove Group Leader

The main Control can remove Group Leader status from Clients at any time.

To Remove Group Leaders

1. From the Control Window, select the Group containing the required Client.
2. Right click on the Client icon and select Group Leader
or,
Choose {Client}{Group Leader} from the Control Window drop down menu.

The Client will receive a message informing them that Group Leader rights have been removed.

USING NETSUPPORT SCHOOL

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Using Audio while Showing
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Transferring Files
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Lock/Unlock Students Mouse and Keyboard

When you perform a Show, the Clients mouse and keyboard are automatically locked. There may, however, be other 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. From the Control Window drop down menu choose **{View}{Current Settings – Options tab}**.

To Lock Clients

1. Select the Client(s) or Groups of Clients you wish to Lock.
2. From the Control Window drop down menu, choose {Client}{Lock Keyboard/Mouse}.
Or,
From the Toolbar, choose Lock.
3. A message dialog will appear on the Client screen informing them that you have locked their mouse and keyboard.

To Unlock Clients

1. From the Control Window drop down menu, choose {Client}{Unlock Keyboard/Mouse}.
Or,
From the Toolbar, choose Unlock.

To blank a Clients screen when locked

1. Choose {View}{Current Settings – Options Tab} from the Control Window drop down menu.
2. Check Blank screen when Locking mouse and keyboard.
3. Click OK.
4. Select the Client(s) or Groups of Clients you wish to Lock.
5. From the Control Window drop down menu, choose {Client}{Lock Keyboard/Mouse}.
Or,
From the Toolbar, press the Lock icon.

Note: If you View a locked Client, the blank Client screen setting will no longer apply. To blank a Client screen when Viewing, choose {Client}{Blank screen} from the View Window drop down menu.

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.

Note: If required, a message can be displayed at the Client workstation confirming it is being Viewed. See the Configuring The Client Section of this manual.

To View a Client

1. Choose {Client}{View} from the Control Window drop down menu.
Or,
Right click on the Client's icon you want to View, choose {View}.
Or,
Left click on the appropriate Client button in the Quick View Toolbar.
Or,
Double click on the Client icon in the List View.
2. The View Window for that Client will be displayed in a Window at the Control.

Note: For acceptable performance while Viewing, ensure that the Client's Active Desktop is turned off.

To stop Viewing the Client and return to the Control Window

1. Choose {Client}{Close} from the View Window drop down menu.

There are three 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.

Control The Client's screen will be displayed at both the Control and the Client. Only the Control will be able to enter keystrokes and mouse movements. The Client will be locked out.

To change the Viewing mode

1. Select the mode Share, Watch or Control from the View Toolbar.
Or,
Press <PAUSE> <ALT> and select Watch, Share or Control from the {Client} 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.

Switching to Full Screen

Alternatively, you might choose to use the whole of the Control's screen to display the Client's screen. This is known as the Full Screen Viewing. While Viewing a Client in Full Screen a floating toolbar will also be displayed. If you close this down, remember to use the hot keys, usually CTRL+RSHIFT+LSHIFT, to get back to the Control Window or press <PAUSE ALT> to display the drop down menus.

The Quick View Bar

The Quick View Bar allows you to View a connected Client quickly and easily. When you connect to a Client a button with the Clients name will appear on the Quick View Bar on the Control Window. By clicking on a button you will View the Clients screen, by clicking on the button while Viewing, the View Window will be closed.

Blanking the Clients screen while Viewing

For security reasons, you may require the Client screen to be blank while you are remotely controlling it.

1. Choose {Client}{Blank screen} from the View Window drop down menu.
2. The Clients screen will be blanked.
3. To restore the screen, choose {Client}{Blank screen} from the View Window drop down menu.

Sending Ctrl+Alt+Delete while viewing

You can send Ctrl+Alt+Delete to a workstation that you are Viewing.

To send Ctrl+Alt+Delete to a Client you are Viewing

1. Press the Ctrl+Alt+Esc keys simultaneously.

Or,

1. Choose {Client}{Send Ctrl+Alt+Delete} from the View Window drop down menu.
2. Click Yes, to confirm Send Ctrl+Alt+Delete.

Viewing multiple screens simultaneously

NetSupport enables you to View multiple Clients simultaneously, each in its own Window. You can even scale their individual View Windows to fit on the Control's screen.

To View multiple screens

1. From the Control Window menu or any Client View menu, choose {Window}{Tile} and then select which NetSupport Windows you want to display.
2. Your chosen Windows will be tiled on the Control's screen. If you want to be able to see the entire Client's screen then choose the Scale to Fit option in the toolbar of each Client's View Window.

Note: Scale to Fit is set by default. To View the screen in normal resolution, turn off Scale to Fit.

Blank All Client Screens

Although you can blank a Client screen while it is being Viewed, there may be occasions when you quickly want to blank all Client screens simultaneously.

To Blank All Client Screens

1. Choose {School}{Blank Screen} from the Control Window drop down menu.
2. The Lock symbol will appear on each Client icon.
3. To restore the screens, repeat the above process.

Remote Clipboard

Remote Clipboard allows you to cut and paste between applications on a Client and Control workstation.

To cut and paste from a Control to a Client workstation

1. Open appropriate applications on Client and Control workstations.
2. Copy data from Control application.
3. Choose {Client}{Clipboard – Send Clipboard} from the View Window drop down menus.

Or,

Choose the Clipboard button on the View Window toolbar.

4. Choose {Edit} from the Client application drop down menu, select Paste.

To cut and paste from a Client to a Control workstation

1. Open appropriate applications on Client and Control workstations.
2. Copy data from Client application.
3. Choose {Client}{Clipboard – Retrieve Clipboard} from the View Window drop down menus.

Or,

Choose the Clipboard button on the View Window toolbar.

4. Choose {Edit} from the Control application drop down menu, select Paste.

Note: Under some circumstances remote clipboard will not cut and paste data as expected, as some data formats cannot be sent/received. Please refer to our Website on-line support, for details.

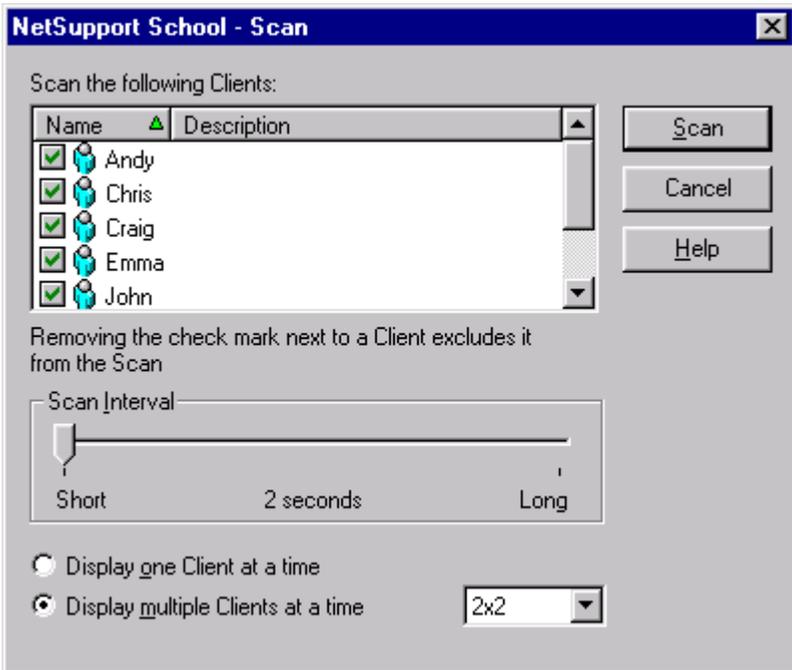
Scanning Students

The Scan function enables you to cycle through each connected Client in turn, displaying its screen on the Control. It is an alternative to Viewing multiple Clients in scaled windows, which may cause their screens to be unreadable.

Multiple Client screens can also be scanned in one Scan Window.

To Scan one Client screen at a time

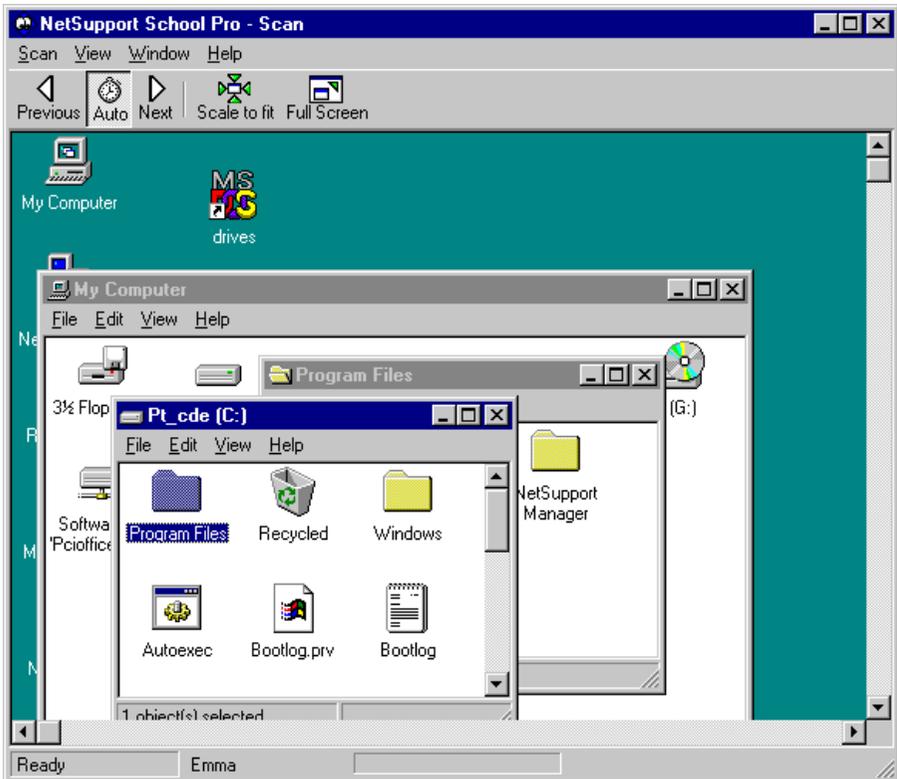
1. Choose {Group}{Scan} from the Control Window drop down menu.
Or,
Select the Scan button from the Control Toolbar.
2. The Scan dialog will appear.



3. Specify which Clients to Scan by removing or including the check mark next to the Client name.

Note: If you want to start scanning from a particular Client, select their icon in the Scan dialog.

4. Select the Scan interval.
5. Select Display one Client at a time.
6. Click Scan
7. The Scan Window will appear and immediately show you the first Client in the sequence. It will cycle through the selected Clients, showing their screens on the Control, until you end the Scan.



The toolbar buttons for a single Client Scan Window have the following functions: -

Previous, Auto and Next buttons

You can turn auto timing on or off from the Scan Window toolbar, or choose to move forwards or backwards between individual Clients. The previous button shows the previous Client screen scanned. The next button shows the next Clients screen in the scan cycle.

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 button, will re-size its screen to fit the Window in which it is displayed.

Full Screen

When Scanning in full screen mode, you can use the Scan Floating toolbar to Control the operation.

To end the Scan

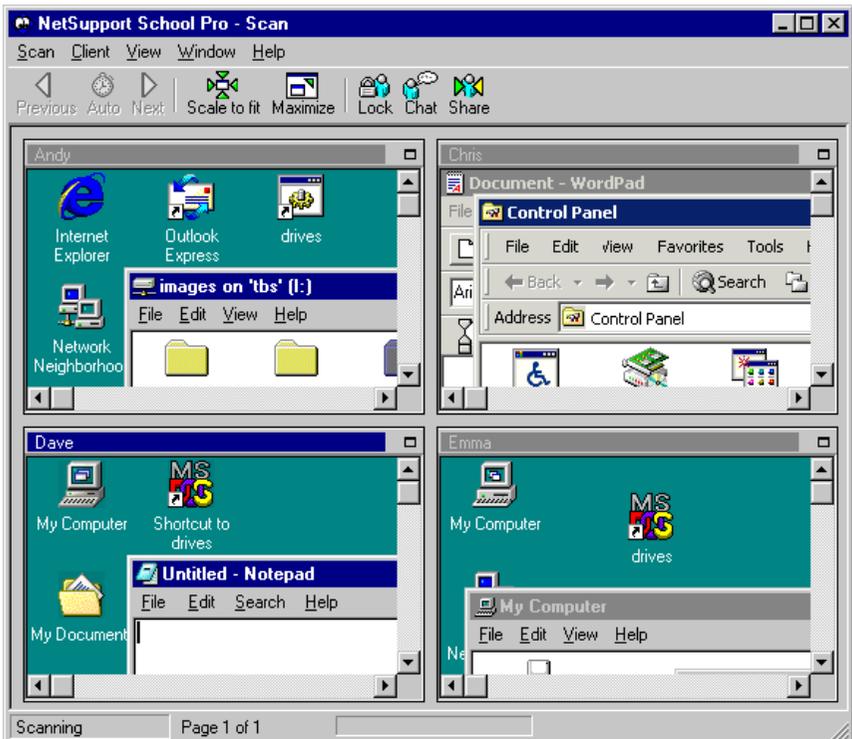
1. Choose {Scan}{Close} from the Scan Window drop down menu.

Scanning multiple screens simultaneously

Multiple Client screens can be scanned simultaneously in one Scan Window.

To Scan multiple screens simultaneously

1. Choose {Group}{Scan} from the Control Window drop down menu.
Or,
Select the Scan button from the Control Toolbar.
2. The Scan dialog will appear.
3. Specify which Clients to Scan by removing or including the check mark next to the Client name.
4. Select Display multiple Clients at a time.
5. Select number of Client screens to be displayed in the Scan Window.
6. If scanning more than four Client screens, select a Scan interval.
7. Click Scan.
8. The Scan Window will appear.



The toolbar buttons for a multiple Client Scan Window have the following functions: -

Previous, Auto and Next buttons

You can turn auto timing on or off from the Scan Window toolbar, or choose to move forwards or backwards between individual Clients. The previous button shows the previous Client screen scanned. The next button shows the next Clients screen in the scan cycle.

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 button, will re-size its screen to fit the Window in which it is displayed.

Maximise

To enlarge a Client View Window. This button will be greyed out until you select a Client View Window. To maximise the Client View Window, click the Maximise button or click the box in the top right hand corner of the Client View Window.

Lock

To lock a selected Clients keyboard and mouse.

Chat

To initiate a chat session between a Client and the Control.

Share

To View a Client in Share Mode.

To end the Scan

1. Choose {Scan}{Close} from the Scan Window drop down menu.

Showing to Students

As well as enabling you to remote control Clients, NetSupport allows you to Show your screen to: -

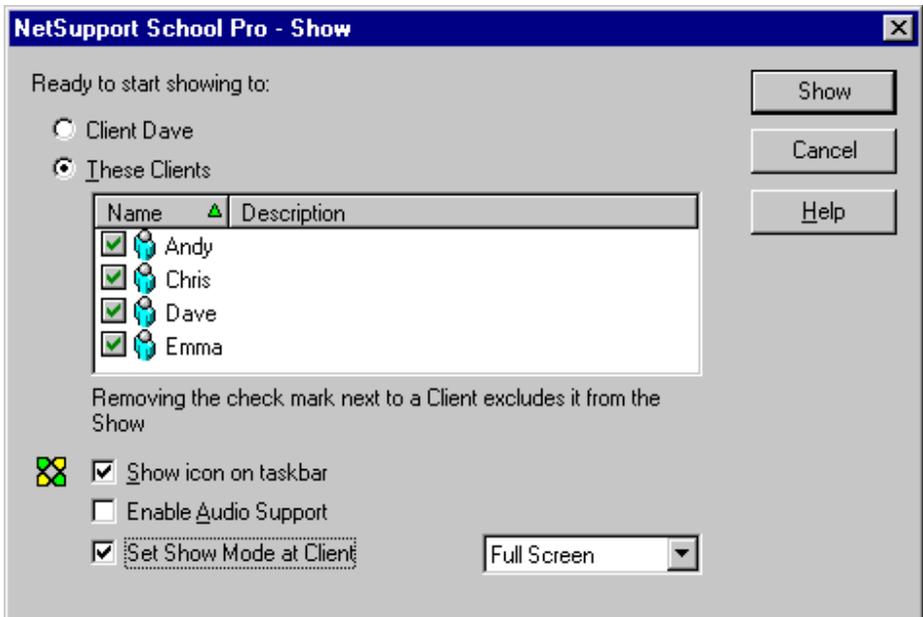
- a selected individual Client;
- a pre-defined group of Clients;
- an ad hoc selection of Clients.

While Showing, the Client screens and keyboards are locked. However, you may want to Continue preparing work at the Control workstation. When a Show is in progress, the Clients will see what is typed at the Control workstation. However, you may want to work in the background and only Resume the Show when complete.

During a Show, the Control can nominate a selected Client to take over the demonstration, making them the Show Leader.

To Show a Control screen

1. Click the Show icon on the Toolbar.
2. The Show Configuration dialog box will appear.



3. This dialog is used to set which Clients to Show to. You must select the Client, or Clients, that you will Show your screen to. If you are connected to only one Client, or selected a specific Client, they will appear as an individual option. If you only wish to Show to this Client, click on Show. Otherwise make your selection as follows: -

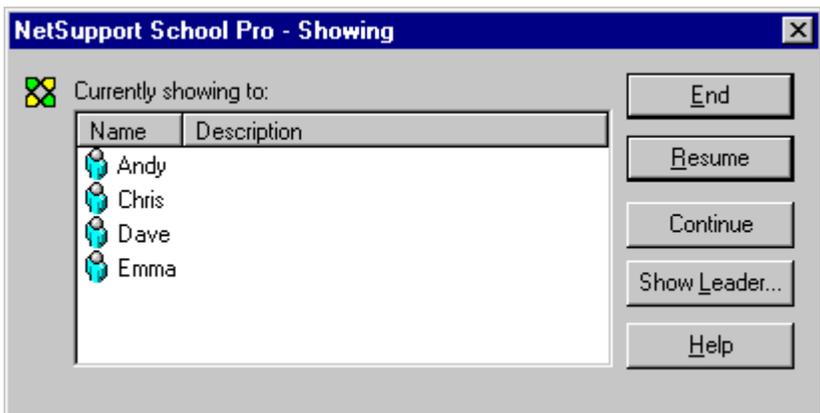
These Clients

The list displays all of the connected Clients and their descriptions. If you are only connected to one Client, this list is disabled. Once you have chosen the Clients you want to Show to.

4. Check the 'Show icon on taskbar' option to display the NetSupport icon or button on the Control task bar, when Showing. By double clicking on either, you return to the Show dialog box.
5. Check the 'Enable Audio Support' option to turn Audio on. If you are Showing to only one Client, both the Control and Client can speak. If you are Showing to many, only the Control can speak (Announce). See Audio for details.
6. Check the 'Set Show Mode at Client (Windowed or Full Screen)' option to Show at the Client either in a small window or in full screen.
7. Click Show.

To end the Show

1. Click on the NetSupport button or double click the Show Icon  on the taskbar.
2. This will display the Showing dialog.



3. Click End.
- Or,

1. Right click on the NetSupport icon on the taskbar.
2. Click End Show.

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.
Or,
1. Choose {Client}{Resume} from the Control Window drop down menu.
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. Click End Show on the Control Window Toolbar.
Or,
1. Choose {Client}{End Show} from the Control Window drop down menu.
2. Clients will now see their own display.

To set a Show Leader while Suspended

With the Show suspended, the Control can assign Show Leader status to one of the selected Clients. This unlocks the mouse and keyboard of the Client, enabling them to take over the demonstration. The Control continues to oversee the Show and can End the Show as required.

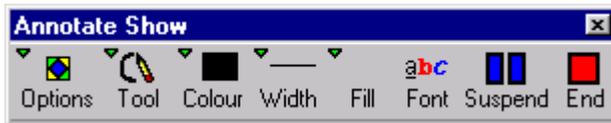
See the Show Leader section of this manual for more information.

Using Annotate within Show

While Showing to a Client or a Group of Clients you can Annotate the screen. For example, you might want to circle an area of the screen to emphasise a point.

To annotate a Show screen

1. While Showing, right click on the NetSupport icon or the NetSupport School Task Bar Button, and select Annotate. The Annotate toolbar will appear.
2. Select the tool and colour and use the mouse to draw over the image on the screen.



The Tools available are: -

Tool	Choose from a range of tools with which to annotate the screen.
Colour	Sets the pen colour.
Width	Sets the width of the line.
Fill	Sets the colour and fill style.
Font	Sets text font.
Suspend	Suspends the Show allowing you to go back to the Control View Window.
End	Ends the Show, and takes you back to Control View Window.

The Options are: -

Save Screen	Saves the Annotated screen to a file.
Clear Screen	Clears the annotations.
Undo	Undoes the most recent Annotate function.
Exit	Ends Annotate but stays in Show mode.

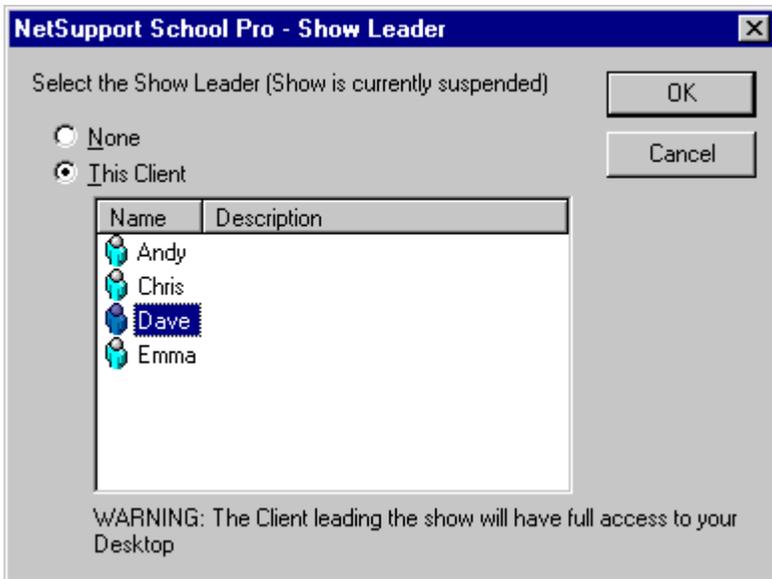
Show Leader

While the Control screen is being shown to the class, it may be appropriate for a Student to take over the demonstration. For this purpose, the Control can assign Show Leader status to a selected Student. The mouse and keyboard of the Show Leader's PC are unlocked and they can continue the presentation on the Control's behalf.

The Control can still interact simultaneously with the Show Leader and can suspend or end the session as required.

To create a Show Leader

1. Start Showing the Control screen to Students as normal.
2. When you are ready to create a Show Leader, click on the NetSupport School button on the taskbar.
3. This will display the Showing dialog and the Show will be suspended. Client screens will still display the Control screen.
4. Click Show Leader.
5. The Show Leader dialog will be displayed.



Note: If the 'Show icon on taskbar' option has previously been selected, you can create a Show Leader by right clicking on the icon and choosing Show Leader.

6. Click 'This Client' and select the Client to make Show Leader.

Note: The Show Leader will have full access to your desktop.

7. Click OK.

8. The message 'You are leading the Show' will appear at the selected Clients machine.

9. Click Resume to restart the Show.

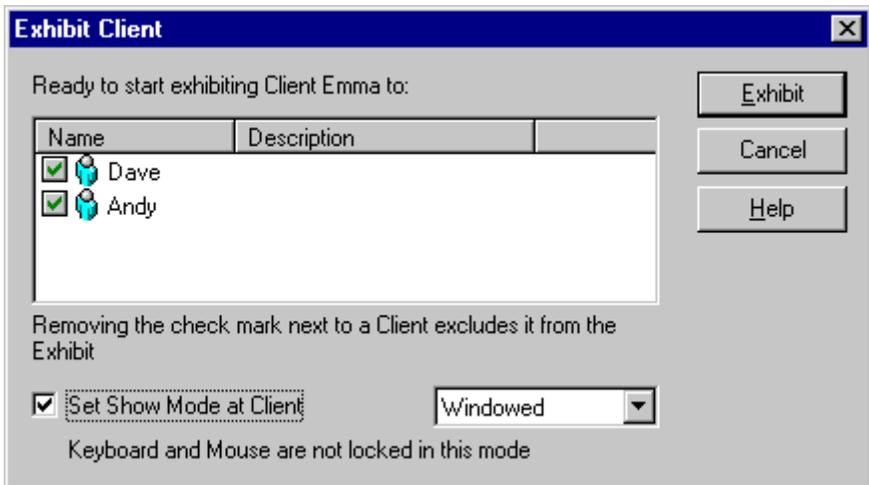
The Show Leader and Control can now interact together in leading the Show.

Exhibit - Showing a Students screen on Student screens

With NetSupport School, it is possible to Show the Control's screen to a number of connected Clients. It is also possible to show one Clients screen to other connected Clients, this is called Exhibit. For example, Client 1 has produced some work, which you wish to show to rest of the class.

To Show a Students screen

1. Select the Client whose screen you want to show to the other Clients.
2. Choose {Client}{Exhibit this Client} from the drop down menu.
or,
Right click on the Client icon and choose Exhibit this Client.
3. The Exhibit dialog will be displayed.



4. Select the Clients you wish to include.
5. Set the Show Mode to be used at the Client screens, Full Screen or Windowed.
6. Click Exhibit to commence the Show.
7. The selected Client's screen will be then be displayed on the screens of the Control and the other Clients. Only the Control and the Exhibiting Client will be able to change the screen, with the keyboard or mouse.

Switching between Full Screen and Windowed Mode At The Control

While the Show is in progress, the Exhibited screen appears 'Full Screen' at the Control. If preferred, you can switch to 'Windowed' mode.

A toolbar appears, from which the Control can perform a number of tasks.



To Switch Between Full Screen and Windowed Mode

1. Select Full Screen from the Toolbar.
or,
Choose {View}{Full Screen} from the drop down menu.

Notes:

- While in Full Screen Mode, a floating toolbar appears.
 - To return to Windowed Mode, click the Full Screen button on the floating toolbar or use the hotkeys <CTRL>+<LSHIFT>+<RSHIFT>.
-

Suspend or Stop the Exhibit

The Control can choose to end the Show or temporarily suspend it. While suspended, the Control and/or Client can prepare a new demonstration in the background. The previously exhibited screen remains on the other Client screens until the Show is resumed.

To Suspend The Exhibit

1. From the Window toolbar or floating toolbar, choose Suspend.
2. While suspended, the Control and Exhibiting Client can work in the background. The other Client screens remain frozen.
3. To resume the Show, choose Suspend.

To Stop The Exhibit

1. From the Window toolbar or floating toolbar, choose Stop.

Using Audio Support

NetSupport allows you to use audible communications to connected Clients, via microphones, headphones and speakers during View and Show. NetSupport will only operate Audio if the workstations have Audio Support Installed.

The Announce Function

This feature sends the audio announcement to all the selected students headphones or speakers. They will be able to hear the Tutor but will not be able to speak back.

To make an announcement

1. Choose {Client}-{Announce} from the Control Window drop down menu bar.
2. The Announce dialog box will appear, include (green tick), or exclude (red cross), Clients from the announcement, then click on the Announce button.
3. A dialog box will then appear indicating that you can now announce. Click on OK when you have finished speaking.

Using Audio while Viewing

When Viewing a Client you can conduct a two way audible chat session.

To use Audio while Viewing

1. Click on the Audio Button on the Toolbar in the View Window.
2. The Audio options will be displayed. From here you can: -
 - Turn Audio on or off;
 - Enable only the Control or the Client to talk;
 - Set the microphone sensitivity;
 - Select the Audio Quality.

The Mute Toolbar button toggles the speaker and microphone on and off.

Using Audio while Showing

When Showing to a Client you can conduct a two-way audible chat session.

To use Audio while Showing

1. In the Show Configuration dialog box select the Enable Audio Support check box.
2. If you are Showing to only one Client, both the Control and Client can speak. If you are Showing to many, only the Control has Announce functionality.

The Audio Settings set in the Control Configurator Audio Tab will apply during these sessions.

Adjusting Audio settings

You can adjust the audio settings within NetSupport to match the capabilities of your multimedia workstations or to fine tune performance. However, you should note that the higher the quality of sound you select, the greater the volume of data that needs to be sent. This can affect screen update performance on slower workstations.

To Access the Volume Controls

1. Right click on the speaker icon in the task bar.

To change other options such as sound quality, do one of the following: -

Global Method (Changes default setting for all Clients)

1. Choose {View}{Current Settings - Audio Tab} from the Control Window drop down menu

Individual Client Method (During a Show or View)

1. While Viewing the Client.
2. Choose {View}{Settings for Client - Audio Tab} from the View Window drop down menu.
3. The Audio Setting dialog will be displayed. This allows you to set the following properties.

Volume Settings adjustments

Threshold	Microphone sensitivity
Microphone	Volume of microphone
Speaker	Volume of speakers
Wave	Volume of Operating Systems Sound Effects

Enable Options

On	Turn Audio on
Off	Turn Audio off
Talk	Set the Control Audio to Talk function only
Listen	Set the Control Audio to Listen function only

PCI Video Player

NetSupport provides exceptional multimedia support with full Audio, Video and remote control capabilities.

While the PCI Video Player can be used for viewing a video file on an individual workstation, the combination of NetSupport's remote control capabilities with full Audio Support allows you to use this tool to enhance training sessions and demonstrations. By running a Show, then launching PCI Video Player, all Clients will be able to watch video files from their own workstations, with full audio support.

The PCI Video Player supports all standard video files for example, avi and mpg. The PCI Video Player runs locally on each Client workstation and the video file can be accessed locally or on a network drive. If video files are stored locally, network traffic is restricted to video player controls and synchronisation and is therefore minimal, making it possible to control video sequences running on a larger number of workstations simultaneously.

If video files are stored on a network drive and Clients have to retrieve files across the network there will be a greater impact on the network. The PCI Video Player is still run locally on each workstation but the file containing the video will be accessed across the network. For optimum performance, store the video files locally on each workstation, you may wish to use File Distribution to do this.

Other influencing factors will be:

- The number of Client workstations accessing the file;
- The speed of the network eg: 10/100 MB;
- The size of the video file;
- Client workstation memory/performance specification;
- Other traffic on the network.

Notes

- If a Client workstation is required to retrieve files from a Server, for smooth operation, ensure that the Client workstation has sufficient access rights to the relevant drive and files.
 - The quality of the display will be affected by the video adapter of the workstation and how the screen resolution is configured.
-

To Play a Video file on a workstation

1. Perform a Show to the Client workstations to watch the video file.
2. While performing a Show, launch PCI Video Player by double clicking on the NetSupport School Video Player icon in the NetSupport Program Folder.
Or,
Launch PCI Video Player using command line.
3. The PCI Video Player toolbar will appear.
4. Choose {File}{Open} from the PCI Video Player drop down menus to select the correct video file.
5. The PCI Video Player video screen will then appear below the toolbar with the selected file loaded, ready to be played.

Note: NetSupport's Video Player utilises the Audio Support software and hardware installed on your operating system, please adjust these to suit your needs.

6. Click on the Play button on the PCI Video Player toolbar.
Or,
Choose {Play}{Play} from the PCI Video Player drop down menus.

To Pause or Stop a Video file and return to the beginning while it is playing

1. Click on the Pause or Stop button on the toolbar.
Or,
Choose {Play}{Stop or Pause} from the PCI Video Player drop down menus.

Note: The Pause command blanks any Clients video screens you may be Showing the Video file to.

To return to the beginning or fast forward to the end of the Video file

1. Click on the Start button on the toolbar to return to the beginning of the Video file.
Or,
Choose {Play}{Start} from the PCI Video Player drop down menus.
2. Click on the End button on the toolbar to fast forward to the end of the Video file.
Or,
Choose {Play}{End} from the PCI Video Player drop down menus.

PCI Video Player Control Panel

The PCI Video Player Control Panel operates in a similar manner to all audio and visual aids. Although the commands on the toolbar perform the same actions as would be expected please find a detailed explanation below.



File Menu - The File drop down menu contains the following options:

Open

Allows you to select and load the appropriate video file.

Close

Closes the open video file.

Exit

Shuts down PCI Video Player.

View Menu - The View drop down menu contains the following options:

Text Labels

Hides and displays text labels on the PCI Video Player toolbar.

Toolbar

Hides and displays the PCI Video Player toolbar.

Status Bar

Hides and displays the Status Bar of the PCI Video Player.

Zoom

Resizes the video screen

Play Menu - The Play drop down menu contains the following options:

Play

Starts the loaded video file.

Stop

Returns to the beginning of the loaded video file.

Pause

Blanks the Clients video screen and pauses the video file at the Control workstation.

Start

Returns to the beginning of the video file.

End

Fast forwards to the end of the video file.

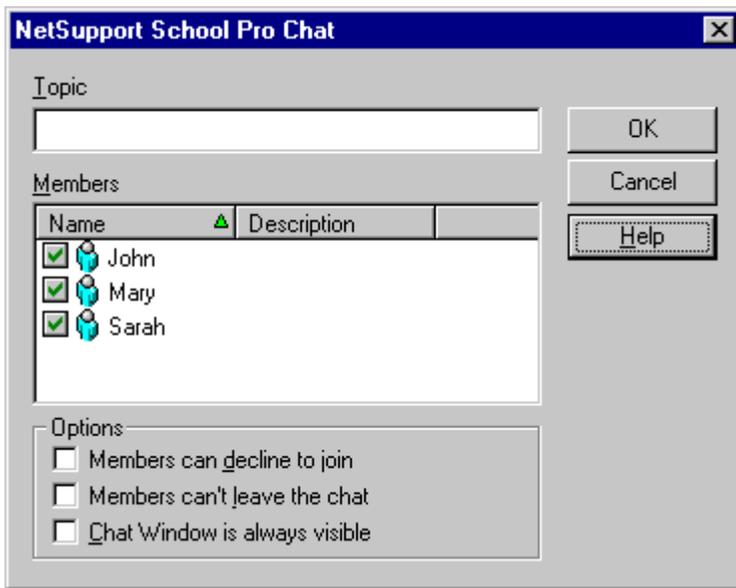
Help Menu - Provides access to the on-line Help and general Version information.

Chatting to Students

NetSupport allows you to Chat to any number of connected Clients simultaneously, via a scrolling text window.

To Chat to Clients

1. Select the Clients or Group of 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 {Client}{Chat} from the Control Window drop down menu.
Or,
Click the Chat icon on the Control Toolbar.
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

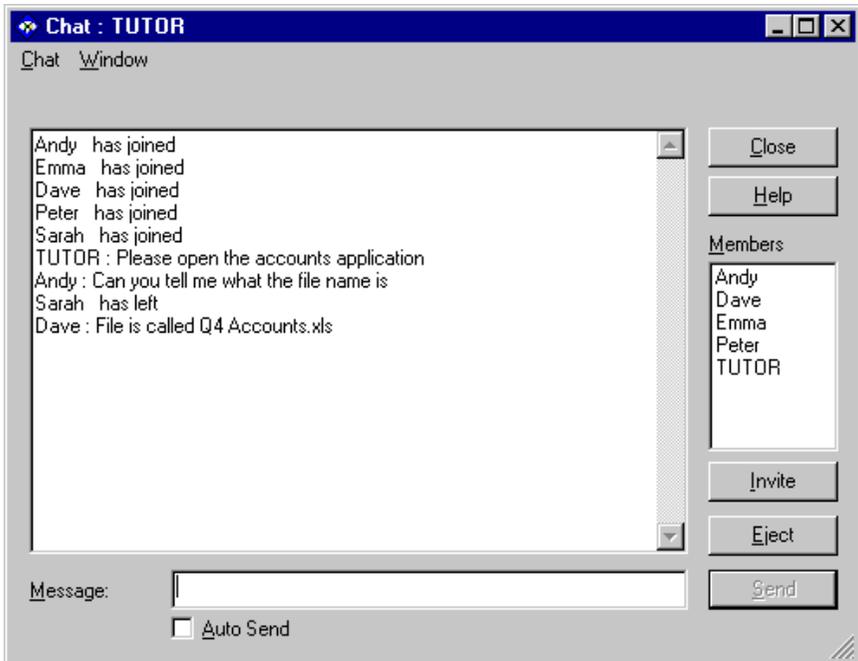
If checked, the option for Clients to Leave the Chat session will be removed.

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 members machine and lists the progress of the Chat session. Only the Control or Group Leader 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** to create a file containing the text or choose **Copy** to be able to paste the Chat content into another application or file.

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.

Message

This is where you type your comments. Type the message and hit Enter or click **Send**.

Auto Send

Each message is restricted to 128 characters. Check this box to automatically send the message when the limit is reached.

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.

Notes:

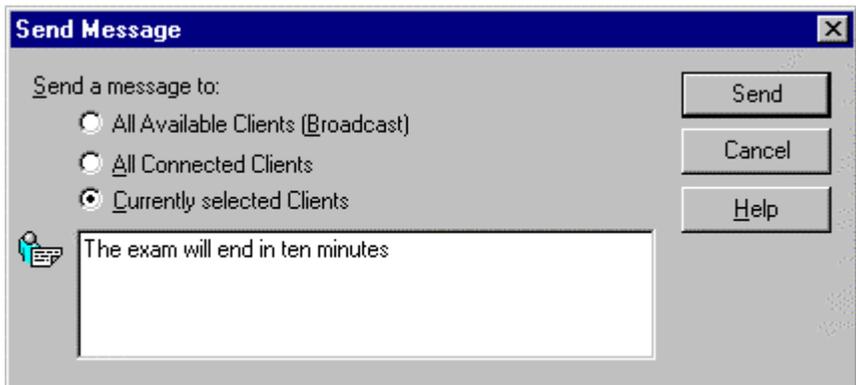
- Students can also initiate Chat sessions by opening the Client Main Window and choosing {Commands}{Chat}.
 - By default, the Student can only Chat to the Control. However, the Control can enable the option for Students to Chat to each other by selecting {View}{Current Settings - Options Tab} from the Control Window drop down menu and checking **Student to Student Chat**.
-

Sending a Message to Students

With NetSupport, you can send a message to an individual Client, a Group of Clients or all Clients on the Network.

To send a message

1. Select the Client you want to send a message to, in the List View.
2. Right click and choose {Message}.
Or,
Choose {Client}{Message} from the Control Window drop down menu
3. The Message dialog box will appear.
4. You can now choose whether you want to send the message to all Available Clients, All Connected Clients or only the currently selected Client.



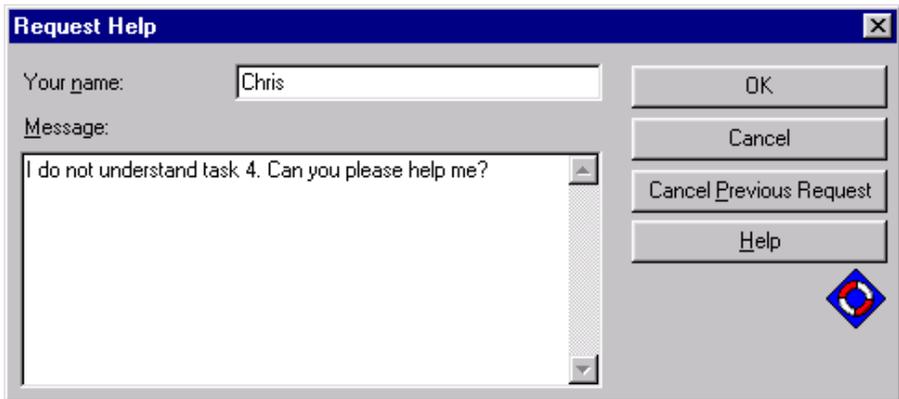
5. Enter your message.
6. Click Send. This button will be disabled until you have entered a message to send. Once you have selected where the message is going and have entered the message, press this button to send it. The Message will be displayed in a dialog box on the Client, and will remain until the user dismisses them, by clicking on OK.

Help Requests

NetSupport allows a Client to Request Help from a Control. They do this either by selecting the request Help Command from the Client menu (assuming that it has not been configured for quiet mode, which hides the Client icon) or by pressing the hotkeys set in the Client Configurator.

To request help

1. Press the Hotkeys, usually ALT+LSHIFT+RSHIFT.
2. This opens a dialog box into which they type their name and the message.
3. Click OK.
4. The Help Request will then be sent to the connected Control.

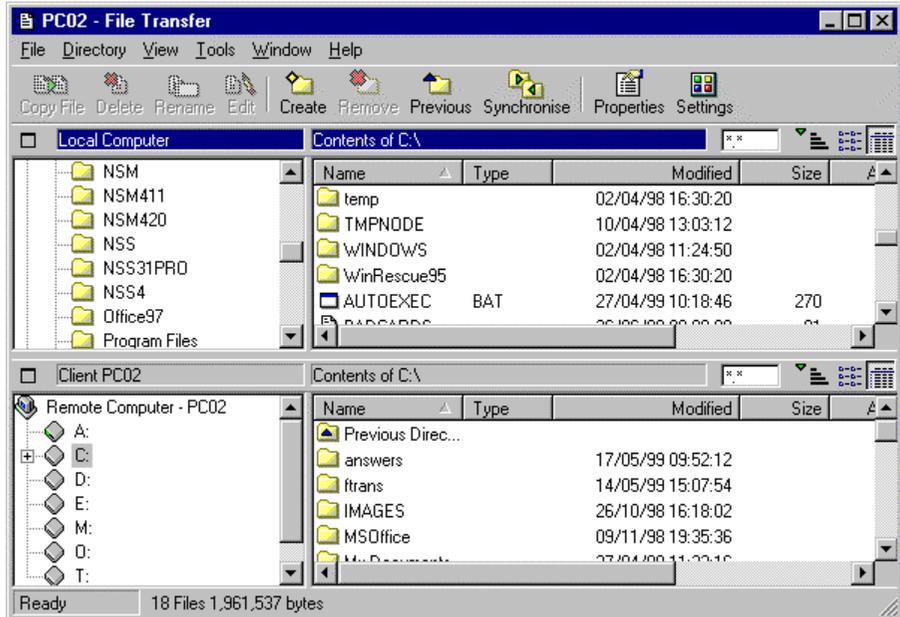


To display current Help Requests

1. Choose {School}{Help Requests} from the Control Window drop down menu bar.
2. The Help request Window will open and list the Requests. If there are any help requests pending since the last time the Control connected to the Client, the Help Request Window will be open as the Control initialises.
3. By clicking on the View Client or Chat toolbar buttons, you can reply to the Clients Help Request.

Transferring Files

NetSupport includes sophisticated File Transfer functionality that enables you to transfer files to and from the Control and Client.



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. Choose {Client}{File Transfer} from the Control drop down menu.
Or,
Select the File Transfer icon on the Control Toolbar.
Or,
If you are Viewing the Client, choose {Tools}{File Transfer} from the View Window drop down menu.
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. Choose {Client}{File Transfer} from the Control drop down menu.
Or,
Select the File Transfer icon on the Control Toolbar.
Or,
If you are Viewing the Client, choose {Tools}{File Transfer} from the View Window drop down menu.
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.

Distributing Files

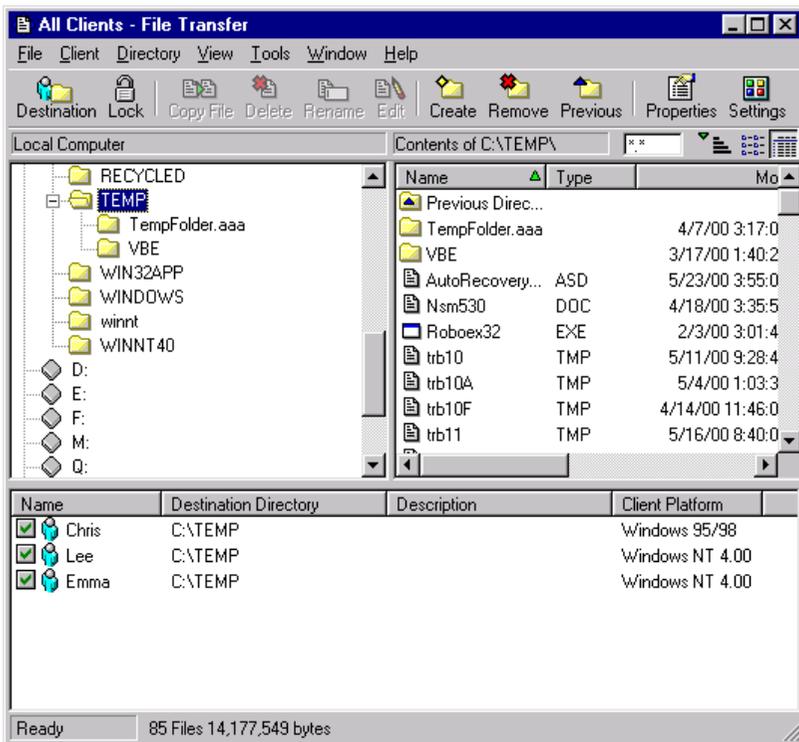
As well as enabling you to Transfer Files to and from individual Clients, NetSupport also allows you to Distribute Files to multiple Clients simultaneously.

You can Distribute Files to:

- All connected Clients;
- Selected Clients;
- A pre-defined Group of Clients.

To Distribute Files to a defined Group of Clients

1. Select the appropriate Tab from the Group Bar in the Control Window.
2. Select the File Distribution button on the Toolbar.
3. The File Distribution Window will appear.



4. From the Local Pane Tree View, select the item(s) to be copied to the Clients.
5. The location on the Client workstations where the files/directories are copied to is called the Destination Directory. Unless otherwise specified, the Client Destination Directory will be the same as the item(s) location on the Control workstation. If the Client does not have the same Directory available, the item(s) will be copied to the C Drive by default and the folders automatically created.
Or,
To set a specific Destination Directory on the Client workstation, right click on the Client icon in the Remote Pane and choose Set Destination. Specify a destination, click OK.
6. Click Copy.

To Distribute Files to a selected number of Clients

1. Select the File Distribution button on the Toolbar.
2. The File Distribution Window will appear.
3. In the Remote Pane indicate which Clients you wish to copy files to by checking the tick box beside the Client name.
4. From the Local Pane Tree View, select the item(s) to be copied to the Clients.
5. The location on the Client workstations where the files/directories are copied to is called the Destination Directory. Unless otherwise specified, the Client Destination Directory will be the same as the item(s) location on the Control workstation. If the Client does not have the same Directory available, the item(s) will be copied to the C Drive by default and the folders automatically created.
Or,
To set a specific Destination Directory on the Client workstation, right click on the Client icon in the Remote Pane and choose Set Destination. Specify a destination, click OK.
6. Click Copy.

Sending and Collecting Work

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

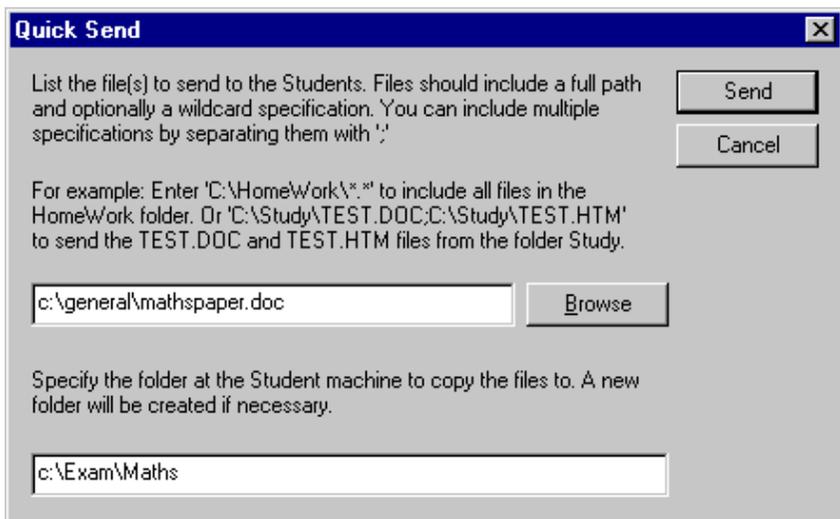
To Send work

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 and provides greater flexibility as to which Students the work is sent to.

To Send Work Using Quick Send

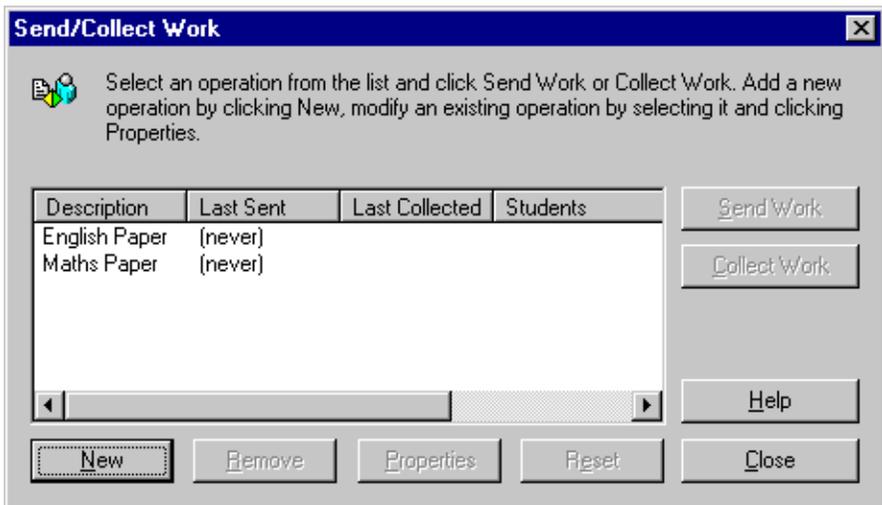
1. Decide which Students to send work to, All or a defined Group. You cannot select individual Students using Quick Send.
2. Choose {School}{Send/Collect Work – Quick Send} from the Control Window drop down menu.
3. The Quick Send dialog will appear.



4. 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).
5. Specify the folder at the Student workstation to copy the files to. A new folder will be created if necessary.
6. Click Send.
7. 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. Decide which Students to send work to, All or a defined Group. You will have the opportunity to exclude Students if required.
2. Choose {School}{Send/Collect Work - Advanced} from the Control Window drop down menu bar.
3. The Send/Collect Work wizard will open.



4. 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.

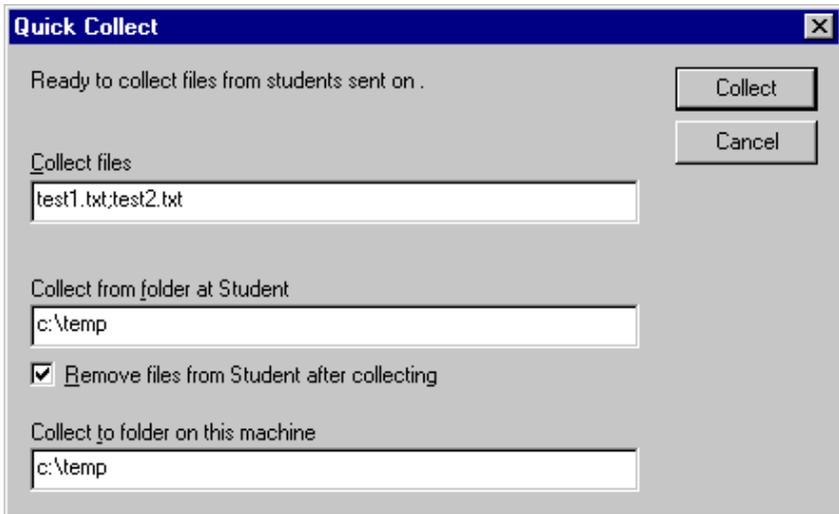
To Collect work

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 as to which Students the work is collected from.

To Collect Work Using Quick Collect

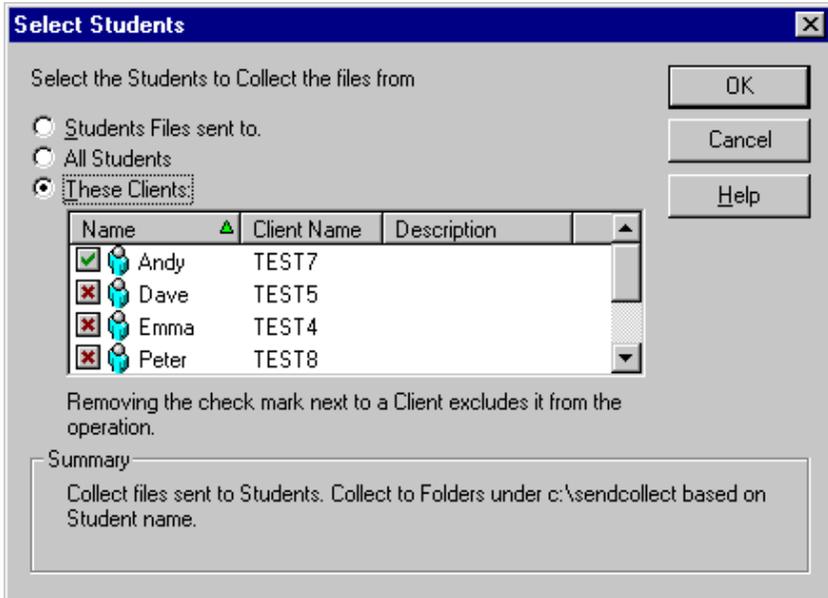
1. Choose {School}{Send/Collect Work – Quick Collect} from the Control Window drop down menu.
2. The Quick Collect dialog will appear.



3. Specify the name of the file(s) to collect. eg *.* or **Test1.TXT;Test2.TXT**
4. Specify the folder that the file(s) are stored in, eg: C:\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, eg: C:\ 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 {School}{Send/Collect Work - Advanced} from the Control Window drop down menu bar.
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.

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

1. Choose {School}{Send/Collect Work - Advanced} from the Control Window drop down menu bar.
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.

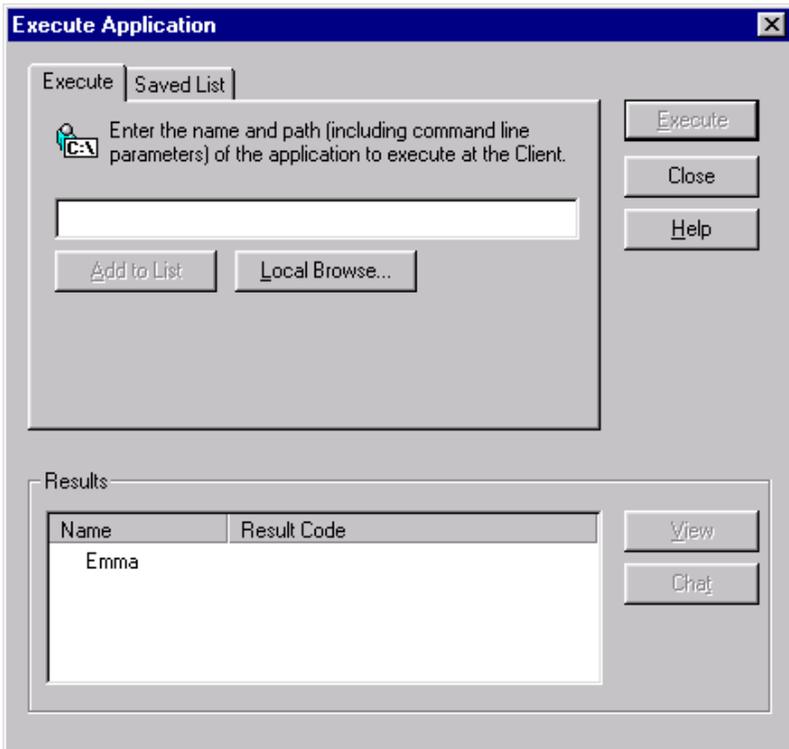
Remotely Executing applications on Student workstations

This feature allows you to Execute or open a software application, on a Client or a Group of Client workstations without actually Remote Controlling them. For example after Showing Students how to use a Word Processor you might kick start the application on their workstations.

Note: The application itself must be installed on, or available to, the Client workstation/s.

To Execute an application on a Client Workstation

1. Select the required Client.
2. Choose {Client}-{Execute at Client} from the Control Window drop down menu.
3. The Execute Application dialog will appear.



4. Select the Execute Tab.
5. Enter the name and path of the application to execute at the Client.
Or,
Click on Local Browse button and select an executable application on the Control workstation.

Notes:

- Check that Client applications are stored in the same location as the Control to ensure successful execution.
- If you want to launch a specific file with the application, you must separate the two instructions with quotes. For example, **"C:\Program Files\Microsoft Office\Excel.exe" "C:\My Documents\Accounts.xls"**.

-
6. Click on the Add to List button, to save it for future use in the Saved List Tab.
 7. Confirm the description and path.
 8. Click OK.
 9. Click Execute.

The application will now be launched at all selected Clients and the result of the operation displayed in the Results Box.

To Execute an application on a Group of Clients

1. Select the required Group Tab.
2. Choose {Group}{Execute} from the Control Window drop down menu bar.
3. The Execute Application dialog will appear.
4. Enter the name and path of the application to execute at the Client.
Or,
Click on Local Browse button and select an executable application on the Control workstation.

Note: Check that Client applications are stored in the same location as the Control to ensure successful execution.

5. Click on the Add to List button, to save it for future use in the Saved List Tab.
6. Confirm the description and path.
7. Click OK.
8. Click Execute.

The application will now be launched at all selected Clients in the Group and the result of the operation displayed in the Results Box.

To Save the details of your executed application for future use

1. Open the Execute Application dialog box.
2. Select the Execute Tab.
3. Enter the name and path of the executable application.
Or,
Click on Local Browse button and select an executable application on the Control workstation.

Note: Check that Client applications are stored in the same location as the Control to ensure successful execution.

4. Click Add to List button.
5. The Add/Edit Program details dialog will appear.
6. Confirm the description and path of the executable application.
7. Click OK.
8. Select the Saved List Tab.
9. Check the Show Toolbar box to execute from the Control Window toolbar.
10. Click Close.

A short cut button for easy launching of an application will appear on the Quick Execute toolbar.

To edit a saved Executable application

1. Open the Execute Application dialog.
2. Select the Saved List Tab.
3. Select the Application to edit.
4. Click Edit.
5. The Add/Edit Program details dialog will appear.
6. When finished, click OK.
7. Click Close

To remove a saved Executable application

1. Open the Execute Application dialog.
2. Select the Saved List Tab.
3. Select the Application to remove.
4. Click Remove.
5. A confirmation dialog is displayed, click Yes.
6. Click Close

Remotely Logging off Student workstations

Having connected to a Client or Group of Clients you are able to remotely Logoff 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 remotely logoff Client workstations

1. Select a Client or Group of Clients.
2. Choose {Client}{Remote Logoff} from the Control Window drop down menu.
3. A dialog will be displayed, confirming the number of Clients to be Logged off.
4. Click Yes to continue with Logoff.

CONFIGURING THE STUDENT WORKSTATION

NetSupport School Clients are configured using the NetSupport School Configurator from the NetSupport School Program Group.

The Client Configurator has three Tabs: -

The Transport Tab

This is used for setting 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.

The Configuration Tab

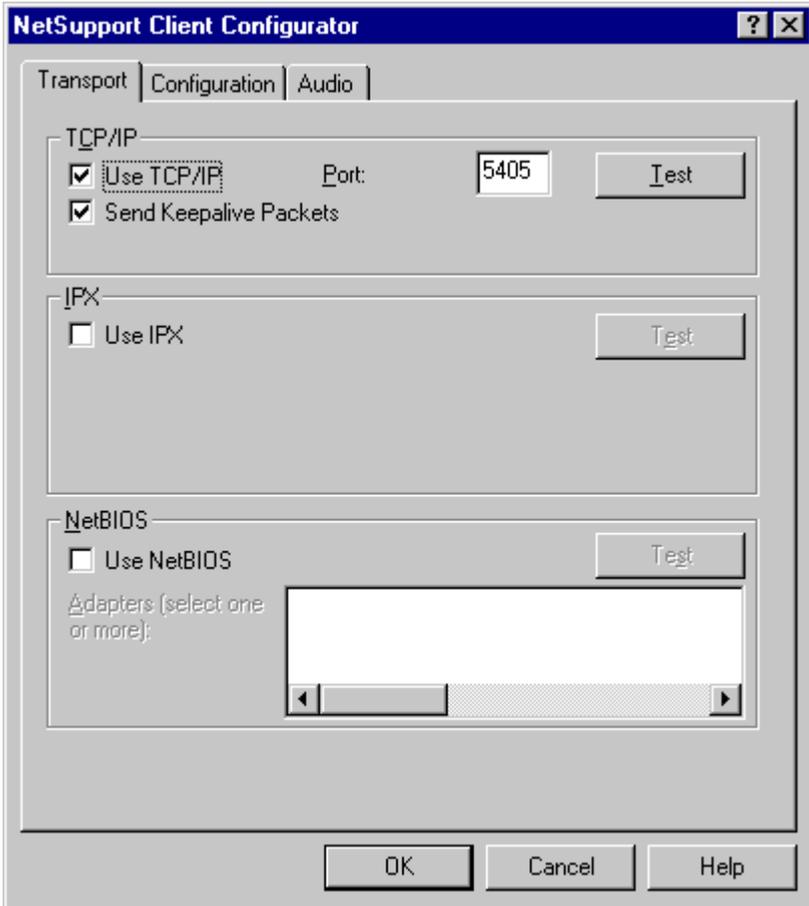
The configuration of each Client machine can be personalised to suit specific requirements. For example, a meaningful Client name can be used rather than the machine name, or you can display customised messages when the Client is being Remote Controlled.

The Client Audio Tab

Set the Audio settings for the Client. Both the Client and Control workstations must have Audio hardware installed in order to use NetSupport's Audio features.

Client Configurator – Transport Tab

The NetSupport Client supports multiple protocols. This means that you can set it up to respond to NetSupport Control's whether they are running over TCP/IP, IPX or NetBIOS.



TCP/IP

Use TCP/IP

Check this box if you wish the Client to be able to communicate over TCP/IP.

Press [**TEST**] to check that the protocol is correctly installed on this workstation.

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.

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default registered port for NetSupport Manager is 5405.

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.
-

IPX

Use IPX

Check this box if you wish the Client to be able to communicate over IPX/SPX.

Press [**TEST**] to check that the protocol is correctly installed on this workstation.

NetBIOS

Use NetBIOS

Check this box if you wish the Client to be able to communicate over NetBIOS/NetBEUI. If you are using NetBIOS you must also select a NetBIOS Adapter Number.

Press [**TEST**] to check that the protocol is correctly installed on this workstation.

Set NetBIOS Adapter Number

As you can have more than one NetBIOS stack loaded, Windows and OS/2 use the concept of Adapter numbers. Each stack is allocated an Adapter number by the operating system. So for example, NetBEUI may be allocated Adapter 1, NetBIOS over TCP, Adapter 2 and so on.

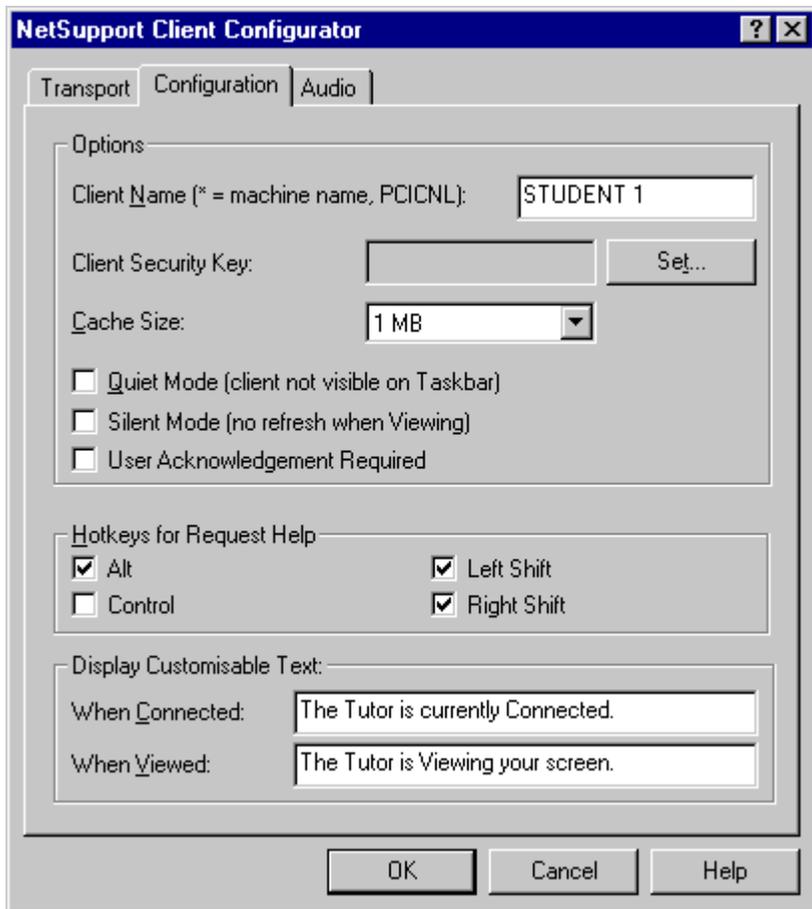
By default the Client uses Adapter number 0. Depending on how your Network is configured this may not be the correct Adapter number for your workstation. To overcome this you must select the required stack from the drop down list.

Notes

- NetSupport allows you to select multiple NetBIOS Adapters. Make sure only the ones you want are highlighted and therefore selected. If changing the selected adapter make sure that you first de-deselect the existing or default adapter number.
 - Under Windows 95, changing your Network settings may also change the NetBIOS adapter number. You may need to re-set the NetBIOS adapter number NSM uses after such a change.
-

Client Configurator – Configuration Tab

The configuration of each Client machine can be personalised to suit specific requirements. For example, a meaningful Client name can be used rather than the machine name, or you can display customised messages when the Client is being Remote Controlled.



Options

Client Name

This is the name that the Client will be known as on the network for NetSupport School purposes. It must be a unique name of up to 15 characters.

You should try to use a sensible naming convention to help you identify which workstation is which.

It is also important to prefix each name in a group of related Clients with the same few characters, as this will be used when the Control connects to establish the workgroup. For example, you might start the name of each workstation in the same room with the prefix CLASS1_. Then configure the Control to connect to all Clients starting with CLASS1_ will avoid Client workstations outside of this room being inadvertently connected and receiving a show.

You can use an asterisk (*) to cause the Client name to default to the MachineName (also known as the Computer name).

Note: Although internally the Control connects to Clients by referring to their Clientname, the user at the Control can configure the Control program to display a different name.

Client Security Key

This sets a security key that must be the same as that set at the Control, before the Control will be allowed to connect. This setting is optional.

Cache size

Screen data that has been recently sent to the Control by the Client is cached to improve performance. A larger cache improves performance, at the expense of using more memory at both the Client and the Control. Setting this option enables you to tailor the cache size used for maximum performance. The lower of the cache size set at the Client and Control will be used so you must set at both ends for this to be effective.

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.

Silent Mode

Allows the Control to connect and View a Client without the Clients knowledge. If Silent Mode is not selected the Clients screen and mouse icon will flicker notifying the Client that a connection has been made and their screen is being Viewed.

User Acknowledgement Required

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

Hotkeys

These are the keys that the User at the Client will need to press to obtain access to the Request help Function. The default is ALT+LeftSHIFT+RightSHIFT. Note that some keyboards do not recognise a three key combination so if you experience problems try changing to a two key combination.

Display Customisable Text

When Connected

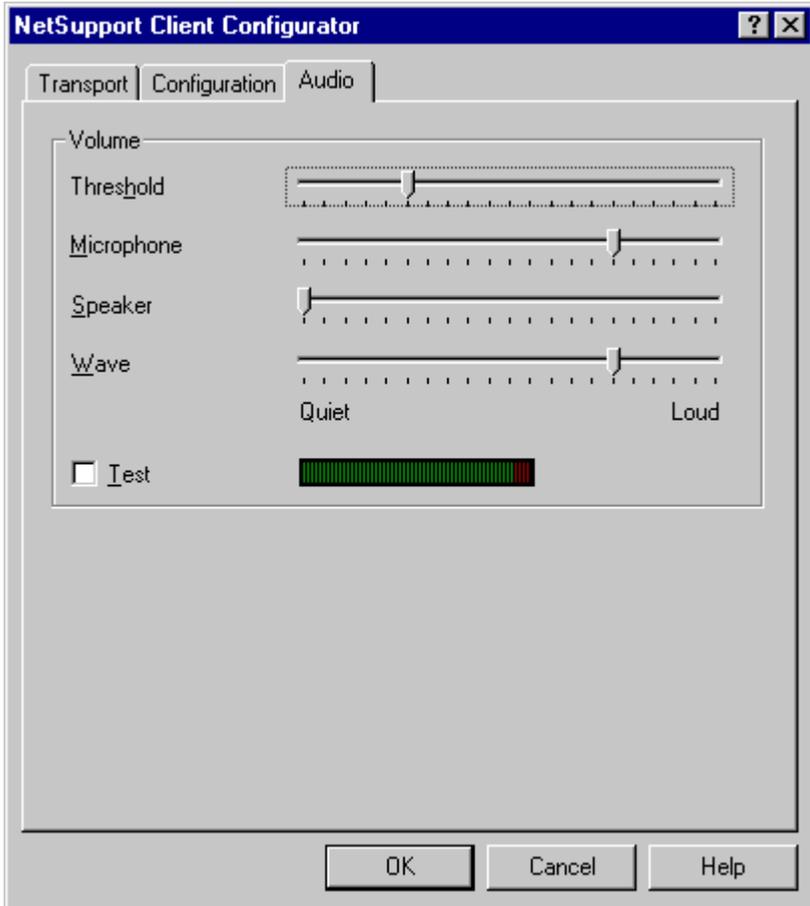
The message entered here is displayed at the Client machine when a Control connects to it.

When Viewed

The message entered here is displayed at the Client machine when it is being Viewed by the Control.

Client Configurator – Audio Tab

Set the Audio settings for the Client. Both the Client and Control workstations must have Audio hardware installed in order to use NetSupport's audio features.



Volume

Threshold	microphone sensitivity
Microphone	volume of microphone
Speaker	volume of speakers
Wave	volume of operating systems sound effects

CONFIGURING THE TUTOR WORKSTATION

To configure the NetSupport School Control, choose {School} {Configuration} from the Control Window drop down menu.

The Control Configurator has three Tabs: -

The Control General Tab

This is used for setting the name and description that the Control will be known as on the Network, a password for starting the Control, if required, and an additional password if the Configuration options are to be protected.

The Control Transport Tab

This is used for setting 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.

The Control Startup Tab

This is used to set the Client machines to connect to at Startup and in what mode.

Control Configurator – General Tab

Use these options to personalise the Control machines configuration and to add security.

Settings for Configuration: NetSupport School [?] [X]

General | Transport | Startup

Identification

Control Name: * []

Description: []

Password: [] [Set...]

Security Key: [] [Set...]

Administration

Protecting the Configuration will hide the Transport and Startup options.
These options can then only be changed by entering a password.

Protect [] [Set...]

[OK] [Cancel] [Help]

Identification

Control Name

This is the name by which the Control 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 Control program itself. This is displayed in the Title bar of the Client program.

Password

Setting a password will mean that the next time the Control program is started the user will be prompted to enter a password. If they do not enter the correct password they will not be able to start the Control.

Security Key

You can set a security key that will ensure that only Controls and Clients with matching keys are able to connect. Setting an asterisk * defaults the security key to be the same as the serial number. Note that this must be set at both the Control and the Client.

Administration

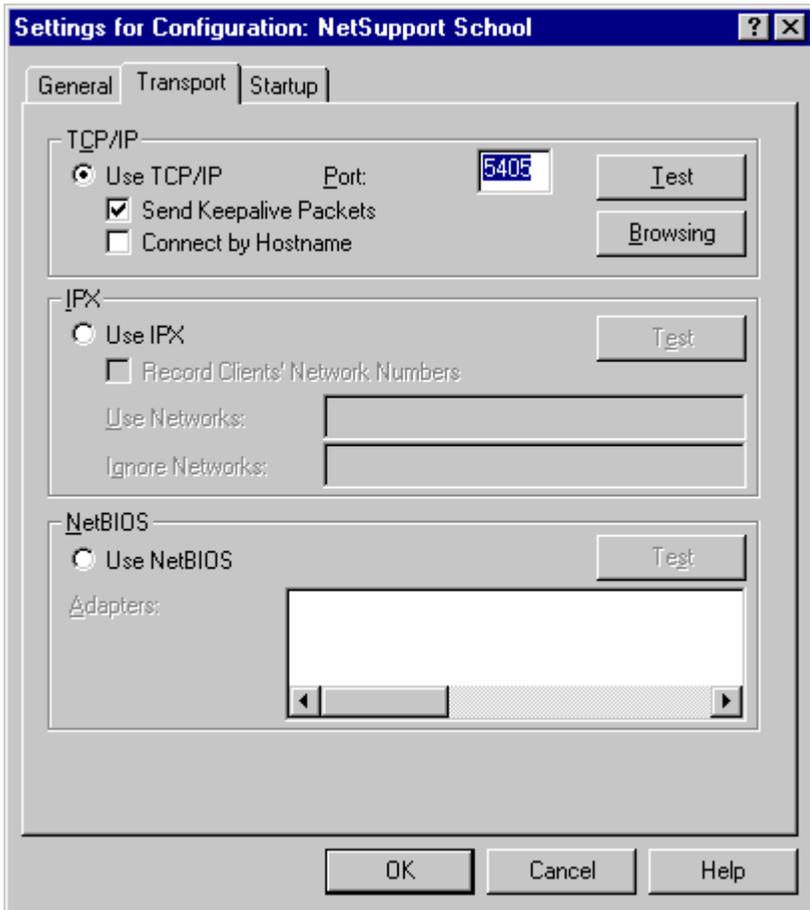
The Control Configuration options set in the Tutor Transport and Startup tabs can be protected by setting a password. This acts independently of the Control Password, if set above.

Check the **Protect** box to set the password.

Each time a Control User subsequently wants to make changes to the Configuration, they will be prompted to enter the password.

Control Configurator – Transport Tab

This is 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.



Use TCP/IP

Check this box if you wish the Client to be able to communicate over TCP/IP.

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.

Port

The TCP/IP protocol requires that a port number be allocated for applications to communicate through. The default registered port for NetSupport Manager is 5405.

Note: If you are using Routers, you must ensure that they are configured to pass through data using this port.

Use IPX

Check this box if you wish the Client to be able to communicate over IPX/SPX.

Use NetBIOS

Check this box if you wish the Client to be able to communicate over NetBIOS/NetBEUI.

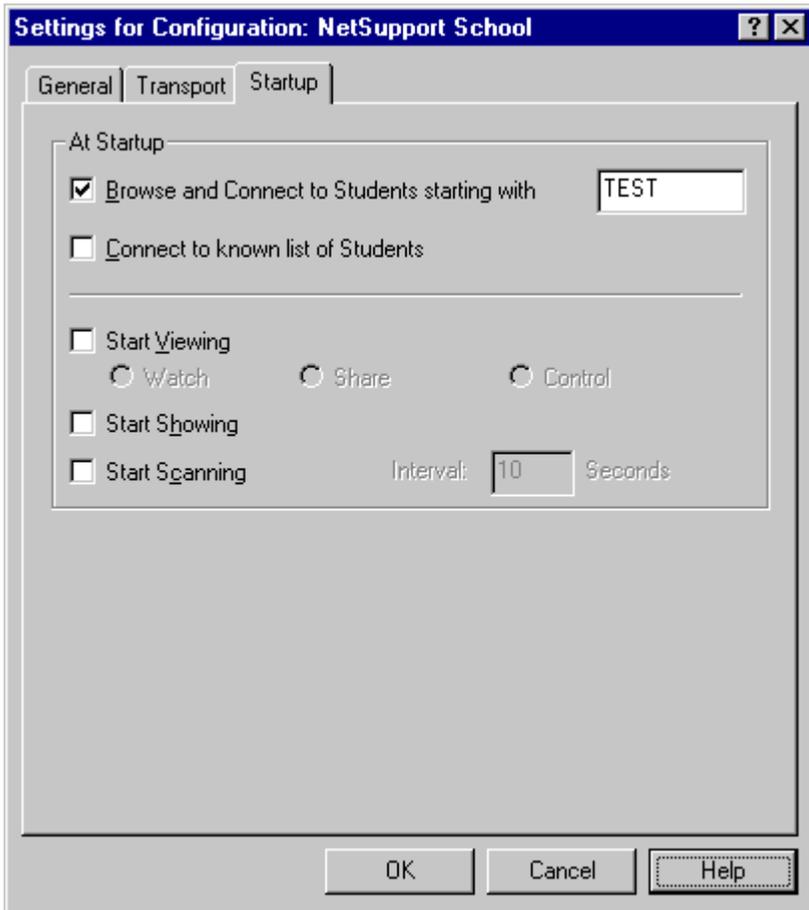
As you can have more than one NetBIOS stack loaded, Windows uses the concept of Adapter numbers. Each stack is allocated an Adapter number by the operating system. So for example, NetBEUI may be allocated Adapter 1, NetBIOS over TCP, Adapter 2 and so on.

By default, NetSupport uses Adapter number 0. Depending on how your Network is configured this may not be the correct Adapter number for your workstation. To overcome this you must select the required stack from the drop down list.

Whichever Transport Stack or Stacks you select you can test that they are available and correctly configured for NetSupport by pressing the Test Button next to the Transport.

Control Configurator – Startup Tab

Use these options to pre-determine the machines to connect to when the Control program starts and in what mode.



At Startup

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. Once found, Clients are stored in the Known Client List.

Connect to Known List of Students

If this box is checked NetSupport will only connect to Clients in the Known List.

Start Viewing

If this box is checked, when the Control initialises it will connect to all Clients and immediately start Viewing them.

Start Showing

If this box is checked, when the Control initialises it will connect to all Clients and immediately start Showing the Controls screen to them.

Start Scanning

If this box is checked, then when the Control initialises it will connect to all Clients and immediately start Scanning them.

GLOSSARY

ATX	A particular specification for a set of hardware components. For example, mouse, case, keyboard, power supply etc.
Audio Support	Communicate with Clients or make announcements using preinstalled Audio hardware.
Auto-scroll	When Viewing a Client the area of the Clients screen may be too large to display in a Window. Auto-scroll provides an alternative to scroll bars whereby the scrollbars are turned off and the mouse position is used to re-locate the screen. Another alternative is to turn on Scale to Fit, which will resize the Clients screen to fit the available Window.
Available Client	A workstation that a NetSupport Client is running on.
Browse	A means of searching the Network to auto-discover all NetSupport Clients and their Network addresses. Once you have connected to them they become Known Clients and they can then be used in later sessions without the need to Browse for them.
Cache	A means of storing recently used data in memory rather than having to regenerate or retrieve from disk. NetSupport caches screen information to reduce the need to re-send it over the Network. The higher the cache the more likely that the Client screen information will already be available to the Control and therefore the screen update time will appear faster.
Chat	An online communication method between a Control and Client during a remote control session. A dynamic dialog window appears on each screen, both the Client and Control can type simultaneously and the messages will appear on both screens.
Client	The workstation that is to be taken over. Sometimes called the Host.
Compression	Method by which data is compacted for more efficient transmission. Data is compressed before transmission and decompressed afterwards.

Computer Name	A name typically used on Microsoft networks to identify a particular workstation on the network. Also called the Machine Name.
Configure	To set the security and functionality levels of a Client and Control workstation.
Connected Client	A network connection has been made between the Client and Control workstations that will enable you to remotely control the Client workstation.
Control Control Mode	The workstation that is used to take over another. When a Client is being controlled in Control mode only the user at the Control can enter keystrokes and mouse movements. The user at the Client is locked out.
Delta File Transfer	A method of checking whether files already exist, to speed up file transfer by preventing them from being copied again.
Encryption	A method used to scramble data being transferred to protect it from being intercepted by unauthorised persons. NetSupport uses 56bit DES Encryption.
Execute	To launch an application on a Client workstation. The application must be installed or available to the Client workstation.
File Distribution	To move or copy a file(s) from a Control workstation to multiple Clients, simultaneously.
Firewall	Software to protect a network from another network (normally the Internet) where TCP/IP packets are only sent on certain ports.
Full screen mode	You can View a Clients screen in Windowed Mode which allows you to see the NetSupport menus, or Full screen mode. In Full screen mode the whole of the Control's screen is used to display the Clients screen.
Group	A sub-set of NetSupport Clients that have been "Grouped" together for faster and easier access. Placing Clients in a Group allows you to connect to them in total and undertake actions such as file transfer to multiple Clients simultaneously. Groups are stored in the Group Folder.

Group Leader	Students in the classroom can be defined "leaders", and as such demonstrate and interact with a pre-defined group of students on collaborative projects. The Control can monitor the progress of multiple Group Leaders simultaneously from their desktop, and add input when required.
Help Requests	A message from a Client workstation to advise that they require assistance. Clients can specify which Control they send the help request to and the Control can specify when they are available to receive the message. Help Requests appear in the Help Request folder in the Tree View.
Hotkeys	Short cut key combinations, set in the Control and Client Configurators.
Icon	A picture or symbol that represents an object, task, command or choice users can select by pointing and clicking with a mouse.
Initialise	1. To prepare for use. 2. In communications, to set a modem and software parameters at the start of a session.
IP Address	Internet Protocol Address. Network layer for the TCP/IP protocol. See also TCP/IP.
IPX/SPX	Internetwork Packet Exchange / Sequenced Packet Exchange. A network protocol developed by Novell to enable workstations and servers to communicate. IPX/SPX is a routable, connection-orientated protocol that uses the MAC Address of the Network Adapter to uniquely identify the workstation and a network number to identify the network. SPX adds reliability to IPX by requesting acknowledgements to transmitted data. Windows NT implements IPX/SPX through NWLink.
Known Client	Clients that have previously been connected to and whose Network address is therefore Known.
LAN	Local Area Network. A group of workstations and other devices dispersed over a relatively limited area and connected by a communications link that enables any device to interact with any other device on the network.

List View	The List View displays the contents of the currently selected Folder in the Tree View. You can switch the display mode between icon and detailed view. The information within the List View can also be customised to show specific information.
Login	To identify the user, using a name and password, to a workstation after connecting to it over a communications line.
Logoff	To end a session with a workstation accessed over a communications line. Also known as 'Logout'.
MAC Address	Media Access Control. On a network, the MAC address is a workstation's unique hardware number. The MAC address is used by the Media Access Control sublayer of the Data-Link Control (DLC) layer of telecommunication protocols. There is a different MAC sublayer for each physical device type. The Data-Link Layer is the protocol layer in a program that handles the moving of data in and out across a physical link in a network.
Machine Name	A name typically used on Microsoft networks to identify a particular workstation on the network. Also called the Computer Name.
Message	Way for a Control to communicate a message to multiple Clients, simultaneously. A dialog window appears on the Client screen, they must click OK for the message to disappear.
Multimedia	Use preinstalled audio hardware to communicate and available avi/mpg video files to demonstrate to Clients.
NetBEUI	See NetBIOS
NetBIOS	A protocol used to enable workstations to communicate in a Networked environment. NetBIOS, referred to as NetBEUI in the Microsoft environment, is a non-routable protocol suitable for small LANs. In the Windows environment you can load multiple NetBEUI stacks by attaching them to different virtual adapters.
NetBIOS Adapter	In the Windows and OS/2 operating environment, you can have more than one network transport stack loaded. Each stack is allocated an Adapter number by the operating system. So for example, NetBEUI may be allocated Adapter 1, NetBIOS over TCP Adapter 2.

Network Address	Unique address for each entity (server, workstation, router, printer) on the network,
Operating System	NetSupport runs over all Windows operating systems, including DOS, OS/2 and Alpha.
Port Number	When communicating over TCP/IP an application needs a Port Number to be able to identify which packets are specifically for that application. The default NetSupport port number is 5405. If connecting to a Client over the Internet or anywhere that a router or firewall is involved it is important that the routing device be configured to allow packets on the NetSupport port number through.
Power Management Properties	A technique that enables hardware and software to minimise system power consumption. Tabs that contain general contact, transport, address and system information on the Client or Group of Clients.
Protocol	See Transport
Remote Control	To control a Client workstation from a remote workstation.
Scale to Fit	See Auto-Scroll
Scan	Cycling through each connected Client displaying its screen at the Control. This is an alternative to Viewing multiple Clients simultaneously where definition can be lost if Scale to Fit is used.
Security Key	An additional level of security that requires both the Control and the Client to have the same encrypted key before the Client will allow a connection.
Selected Client	When you click on the Client icon in the List View the Client is selected for a 'one-to-one' session. Multiple Clients can be selected simultaneously.
Settings	During any control session where you may be working with more than one Client, you can tailor how each Client interacts with the Control. These settings only affect the Client during that session. For example, on one Client you may want to use compression because it is on a slow link, but on another you may want to turn compression off.

Share Mode	When a Client is being controlled in Share mode both the Client and Control can enter keystrokes and mouse movements.
Show	Displaying the Controls screen on Client screens. This is the opposite of Viewing the Clients screen at the Control.
Show Leader	A Student that has been nominated by the Control to take over a Show session.
Silent Installation	An installation performed with no input from the user.
TCP/IP	Transport Control Protocol/Internet Protocol. A protocol used to enable workstations to communicate in a Networked environment. It is now the standard used across LAN's, WAN's, the Internet and it provides fast routable packets.
Transports	The networking protocol that the Control or Client have been configured to use. NetSupport supports IPX/SPX, NetBIOS/NetBEUI and TCP/IP. The Control can support all three simultaneously.
Unattended Video Driver	See Silent Installation Software that captures video signals from the operating system then interprets them into colours and positions on a monitor.
Video skipping	Sets a maximum number of screen updates to be sent to reduce network usage and improves performance.
Video Support	Show an avi or mpg file to Clients. Files must be local or available to the Client.
View	Controlling a Client workstation from a Control workstation.
Watch Mode	When a Client is being controlled in Watch mode only the user at the Client can enter keystrokes and mouse movements. The user at the Control is locked out.

Readers Comments

If you have any comments regarding the design, installation, configuration, or operation of this package please inform Productive Computer Insight Ltd. or your local NetSupport distributor.

We can never test our software on every possible combination or 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.

Productive Computer Insight Ltd

PCI House, Boon Court,
Papyrus Road, Werrington,
Peterborough PE4 5BH
United Kingdom
++44 (0) 1733 322505
www.pci.co.uk

NetSupport Incorporated

106 Colony Park Drive
Suite 400, Cumming,
Georgia 30040
United States
++1 770 205 4456
www.netsupport-inc.com

Productive Computer Software

PCS House, Boon Court,
Papyrus Road, Werrington,
Peterborough PE4 5BH
United Kingdom
++44 (0) 1733 322505
www.pcs.uk.com

PCI Software GmbH

Junkersstr. 5
82178 Puchheim
Germany
++ 49 (0) 89 809 49881
www.pci-software.de

PCI Pacific Incorporated

Bancho Building 5F-B
3-4-5 Kudan-Minami
Chiyoda-Ku, Tokyo 102-0074
Japan
++81 (0) 35216 3621
www.pcip.co.jp

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