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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.
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.
System Pre-Requisites
Some areas of NetSupport’s functionality rely on the presence of certain files/applications, please ensure these are available before installing NetSupport School.

General
Internet Explorer 4.01 service pack 2 or above.

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

The NetSupport Welcome menu will automatically appear when you insert the CD. If it does not, access the CD-ROM drive from your workstation and run SETUP.EXE.

Notes:
• If you are upgrading Windows NT to Windows 2000/XP or 2000 to XP 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/XP workstation or server, make sure that you are logged in as an Administrator.

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 Licence Agreement will be displayed. Please read the License Agreement carefully and select I Agree and click Next to continue.
If you reject the Licence Agreement, (I Disagree) click Cancel. NetSupport School will not be installed and you will be directed to Exit from the install program.

Licence Information
Enter the licence details as provided with your NetSupport product.
If you are evaluating NetSupport, simply enter EVAL in the Licensee field and leave all other fields unchanged.
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.

**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.

**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.
**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.

**Remote Deployment Utility (NT/2000/XP Only)**
The Remote Deploy Utility enables you to perform multiple NetSupport installations without the need to visit each individual workstation.

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

Click Next when ready to continue.

**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.

**Installation Complete**
To complete the installation:
- Choose whether to create a desktop icon for the Control (Tutor) to enable easy access to the Tutor program.
- Choose whether to run the Client Configurator. This enables you to set basic Client information and security.

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 when performing a standard install, a Silent Installation or as part of a remote deployment.

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 in Starting the Installation.
Silent Installation

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

To perform a silent install

1. Create a distribution copy of NetSupport containing the required NetSupport Installation files.

2. To determine the properties for the Installation, at the command line run INSTCFG.EXE /S from the NetSupport program folder. The Install Configuration Options dialog will appear. The selected properties are stored in a parameter file, default name Values.TXT.

3. Choose {File}{Save} and save the ‘Values.TXT’ file to the folder containing the distribution copy of NetSupport.

   Note: For the purpose of a Silent Install, you can save this file with a name of your choosing.

4. To perform the Silent Install at the required workstation, from the folder containing the distribution copy, run:

   Setup.exe /s /m=values.txt. (where Values.TXT = the filename created in 3)
Install Configuration Options Dialog

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

![Install Configuration Options Dialog](image)

**General**

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

**Start Menu Folder**
Specify a name for the program group or leave blank for NetSupport School.

**Restart Machine**
Check this box to automatically Restart the Client workstations upon completion of the installation. The NetSupport Client does not become active until the workstation has been restarted.
**Note:** Leave the box un-checked if using NetSupport Deploy to perform the installation. Additional Restart options are available within the Deploy routine.

**Icons**
Leave the Icons box un-checked if you want to install an icon for each NetSupport Component. Check the required boxes to limit the number of icons created.

**Components**
Check the relevant boxes to indicate which NetSupport Components will be installed on the Client machines.
**NetSupport Deploy - NetSupports Remote Install Utility**

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

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

**With NetSupport Deploy you can:**

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

**Installing the Deploy Utility**

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

**Note:** NetSupport Deploy is currently only supported on Windows XP, 2000 or NT workstations.

**Planning**

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

The Deploy Main Window is divided into the following sections:

**Menu Bar**
The Menu Bar contains a series of drop down menus that can be used to access the various tools and configuration utilities for the deploy process.

**Left Hand Pane**
Contains three tabs, Network, Log Files and Security.

**Network and Security Tabs**
List, in a Tree View, the available Networks, Domains and Workgroups that can be selected for a deploy routine.

**Log Files Tab**
Lists, in a Tree View, a history of previous deployments.

**Right Hand Pane**
With the **Network Tab** selected, you are provided with a range of general information, machine name and platform for example, about the workstations located on the selected Network/Domain.
The **Log Files Tab** provides a breakdown of past deployments categorised by type.

The **Security Tab** also lists information specific to each individual workstation located on the chosen Network/Domain. In addition to the machine name, you will be able to identify the IP Address, determine if the machine already has a NetSupport Client installed and which version is running, whether the Client is password protected or has User Acknowledgement set. With this information to hand you can decide in advance which machines to include or exclude from the forthcoming deployment. For example, if a current NetSupport Client is already installed at some of the workstations you might choose to ignore it.

**Preparing a Deployment**

**Choosing Who To Deploy To**
1. From the Main Window select the Network or Security tab.
2. A list of available Networks, Domains and Workgroups will appear in the left hand pane. Expand or reduce the tree list by clicking on + or −.
3. Highlight the required group.

**Note:** You cannot choose more than one group simultaneously. You must deploy to the workstations in one, before selecting another.

4. The names of the workstations belonging to the selected group will appear in the right hand pane.
5. Select the workstations to include in the deploy routine. (You can use CTRL-Click or SHIFT-Click). Before deciding to include or exclude a workstation, you can view its properties by right clicking on the machine name.

**Choosing What To Deploy**

You can choose:
- NetSupport Package.
- Client Configuration.
- NetSupport License File.
- Uninstall NetSupport.

**Note:** The properties for each of the above can also be pre-defined if it is not convenient to deploy immediately. See Pre-define settings for a future deployment.
Deploy a NetSupport Package

With the required workstations selected.

1. Choose {Deploy}-{NetSupport Package} from the Deploy Main Window Drop Down Menu.
   or
   Right click on the selected workstations and choose Deploy-NetSupport Package.

2. The Deploy Summary dialog will appear.

   ![Deploy Summary]

   This dialog provides a summary of the options you have selected for the deployment. If a first time deployment, the text will appear in red to indicate that required information has not been entered. To enter or amend the information for the deployment, Click Properties.

3. The Install Properties dialog will appear.
4. Enter the properties for the deployment by selecting the five tabs in turn.

**General tab**

Used to specify the NetSupport package to deploy and which components are to be installed.

Enter a description for the package being deployed. If left blank, the package name/version number will be used.

Click Browse and select the folder containing the NetSupport package to install. Ideally this will be a folder containing a distribution copy of NetSupport. (See the ‘Creating an administrative (network) installation’ section of this manual.)

Click Edit to specify the components to install. The Install Configuration Options dialog will appear. (See the ‘Install Configuration Options Dialog’ section of this manual for a full description of this dialog.)

**Note:** Because of the way NetSupport Deploy handles restarting workstations, leave the Restart Machine box un-checked. This is only relevant when performing a Silent Install where The Install Configuration Options dialog is also used for specifying the options to install.
When you have completed this dialog choose {File}{Save} to save the Values .TXT file to the folder containing the distribution copy of NetSupport.

Choose {File}{Exit} to return to the Install Properties dialog.

**Options Tab**
Use the information supplied in the Network and Security tabs to identify which machines may already have NetSupport installed, you can then choose to:

- Ignore them by checking the Skip machines already running NetSupport box.
- Update the machines with the latest version by checking the Update new or older systems to current version box.
- After deploying the package, you can confirm that the Client is running by checking the Verify Client running after restarting box. Ensure that workstations are restarted automatically after the deploy for this option to work. See Restart tab.

**Acknowledgement Tab**
Consider whether the workstations will be in use when commencing the deploy. You can choose to:

- Install NetSupport Immediately. No prompt will be received at the workstations being deployed to.
- Warn user before installing NetSupport. The user will receive a prompt and needs to click OK for the install to commence. Users cannot cancel this.
- User can postpone NetSupport installation. You can specify the number of times a user can postpone the installation. If the user does choose to postpone, they will be re-prompted at hourly intervals or the next time they restart the workstation whichever comes earlier.

**Message Tab**
You can specify a custom message to be displayed at each workstation while the installation is in progress.
Restart Tab

**Note:** If you have asked for verification that the Client is running, see Options Tab, you must choose an option that will force the workstations to be restarted immediately.

- Advise user to restart machine. At the completion of the deployment, a message will be displayed at workstations asking the user to restart the PC at the next convenient opportunity. Do not choose if above Note applies.
- Insist user restarts machine. A message will be displayed at workstations, advising the user to restart the PC to complete the installation.
- Force restart. At the end of the deployment, a message is displayed advising users that the workstation will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.
- Automatic restart if not logged on. If the workstation being deployed to is not logged on, restart will commence automatically.

5. When you have completed all five tabs, click OK to return to the Deploy Summary dialog. You can review your selections and edit if required.

6. Click Deploy to commence the installation. A progress dialog will appear, enabling you to monitor the deployment as it installs on each workstation.
The dialog has two tabs:

**Log tab** enables you to monitor the deployment as it reaches each workstation.

**Status tab** lists the stage the deployment has reached on each workstation. For example, the installation may be complete on one machine but still in progress on another.

7. Click Close to return to the Deploy Main Window when the installation is complete.
**Deploy a Client Configuration**

Using NetSupport Deploy, you can remotely deploy a Client Configuration file containing specific Client settings.

1. Select the required workstations.
2. Choose `{Deploy}`-{Client Configuration} from the Deploy Main Window Drop Down Menu.
   
   or,

   Right click on the selected workstations and choose Deploy-Client Configuration.

3. The Deploy Summary dialog will appear.
4. Click Properties to enter the details for the deployment.
5. Click Browse to specify the folder containing the Client Configuration file that is to be deployed. The default configuration file is CLIENT32.INI and is stored in the NetSupport installation directory.
6. Click Edit to access the Client Configurator in order to make changes to the Configuration file.
7. For the new settings to take effect immediately, by default the Client Service will be automatically restarted after the deployment. If not required, uncheck the Restart the NetSupport Client service box.
8. Click OK to return to the Summary dialog. You can view the contents of the configuration file by clicking on the file name.
9. Click Deploy. A progress dialog will appear enabling you to monitor the status of the deployment.
10. Click Close when complete.
Deploy a NetSupport License file

When installing a NetSupport package, a license file is sent to each workstation. However, there may be occasions when the license information needs updating. For example, you have purchased additional licenses and the license file needs updating to reflect this. By using NetSupport Deploy you can remotely update the file on user workstations.

1. Select the required workstations.
2. Choose {Deploy}{NetSupport License file} from the Deploy Main Window Drop Down Menu.
   or,
   Right click on the selected workstations and choose Deploy-NetSupport License file.
3. The Deploy Summary dialog will appear.
4. Click Properties to enter the details for the deployment.
5. Click Browse to specify the folder containing the license file that is to be deployed. The default file is NSM.LIC.
6. For the new settings to take effect immediately, by default the Client Service will be automatically restarted after the deployment. If not required, uncheck the Restart the NetSupport Client service box.
7. Click OK to return to the Summary dialog. You can view the contents of the license file by clicking on the file name.
8. Click Deploy. A progress dialog will appear enabling you to monitor the status of the deployment.
9. Click Close when complete.
Remote Uninstall

Using NetSupport Deploy you can remotely uninstall a NetSupport package.

1. Select the required workstations.
2. Choose \{Deploy\}\{Uninstall NetSupport\} from the Deploy Main Window Drop Down Menu.
   or,
   Right click on the selected workstations and choose Deploy-Uninstall NetSupport.
3. The Deploy Summary dialog will appear.
4. Click Properties to enter the details for the deployment. The Uninstall NetSupport dialog will appear.

5. Enter the properties for the deployment by selecting the four tabs in turn.

**General tab**
Provides a description of the package being uninstalled.

**Acknowledgement Tab**
Consider whether the workstations will be in use when commencing the deploy. You can choose to:
• Uninstall NetSupport Immediately. No prompt will be received at the workstations being deployed to.
• Warn user before uninstalling NetSupport. The user will receive a prompt and needs to click OK for the uninstall to commence. Users cannot cancel this.
• User can postpone uninstall of NetSupport. You can specify the number of times a user can postpone the uninstall. If the user does choose to postpone, they will be prompted the next time they restart the workstation.

**Message Tab**
You can specify a custom message to be displayed at each workstation while the uninstall is in progress.

**Restart Tab**
To completely remove all NetSupport files, the workstations must be restarted.
• Insist user restarts machine. A message will be displayed at workstations, advising the user to restart the PC to complete the process.
• Force restart. At the end of the deployment, a message is displayed advising users that the workstation will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.
• Automatic restart if not logged in. If the workstation being deployed to is not logged in, restart will commence automatically.

6. When you have completed all four tabs, click OK to return to the Deploy Summary dialog. You can review your selections and edit if required.
7. Click Deploy to commence the uninstall. A progress dialog will appear, enabling you to monitor the deployment as it uninstalls each workstation.
8. Click Close when complete.
Pre-Define Settings For A Future Deployment

There may be occasions when you want to defer a deployment until a more convenient time of the day. With NetSupport Deploy you can prepare the settings in advance and choose when to perform the deployment.

**Note:** You select the workstations to deploy to when you are ready to run the deployment.

To Prepare The Settings For A Future Deployment

1. Choose {Deploy}-{Configuration} from the Deploy Main Window drop down Menu.
2. The Deploy List dialog will appear. Select the required Deploy Option. (Package, Client Configuration, License File or Uninstall)
3. Click Properties and enter the required settings.
4. When all settings are entered, click Close to return to the Deploy Main Window.

To Run The Deployment

1. Select the workstations to Deploy to. See Preparing a Deployment.
2. Choose {Deploy} from the Main Window Drop Down Menu.
   or
   Right click on the selected workstations and choose Deploy.
3. Select the required Deploy option.
4. The Deploy Summary dialog will appear, showing your pre defined selections. You can edit these if required.
5. Click Deploy to start the deployment.
Log Files
When using NetSupport Deploy, information about each deployment, whether a package install, license update, configuration download or uninstall, is recorded. This provides a useful reminder each time you use the utility of what you have previously deployed. The information is stored in a Log File.

To view Log Files
1. From the NetSupport Deploy Main Window, select the Log Files tab.
2. In the left hand pane of the Main Window, increase or decrease the Tree View to see a description of each type of deployment, the date and time the deployment took place and the workstations that were deployed to.
3. As you select an item from the left hand pane, itemised information about that deployment will appear in the right hand pane.

Printing a Log File
1. Select the required Log File in the Tree View.
2. Choose {Log}{Print} from the Deploy Main Window Drop Down Menu.

Deleting a Log File
1. Select the required Log File in the Tree View.
2. Choose {Log}{Delete} from the Deploy Main Window Drop Down Menu.
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.

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 School 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.

Note: Before the Browse commences; NetSupport checks your network configuration to confirm its suitability for Showing the Tutor screen to Students. To ensure optimum performance, a dialog will appear advising if the Broadcast Show feature should be enabled.

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. For convenience, features that are of a similar nature, Show, Show Video, Show Replay Files for example, are grouped within the same toolbar icon. However, you can add these as individual icons if preferred.

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 State Bar

The State Bar indicates the current level of Application and Web metering. If one or both of these functions are in use, this will be indicated by a green tick (Approved) or red cross (Blocked).
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 List View can be viewed in the following Modes:

- **Normal View**
- **Monitor Mode**
- **Web View**
- **Application View**
- **Survey View**
Click on the individual icons on the left hand side of the Control Window, or choose {View}{Normal/ Monitor/ Web/ Application/ Survey View} from the Control Window drop down menu to change mode. The default View Mode is Normal View.

**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.
   Or
   Click on the Get Name icon on the Toolbar.
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 – User Interface\} 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.
   Or
   Click on the Get Name icon on the Toolbar.
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 – User Interface\} from the Control Window drop down menu.
2. Check Remember Student User/ Login names.
3. Click Ok.
Working with Classroom Layouts

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. A background image can also be added to further customise the Control View.

Layouts can be saved and included in customised Tutor Profiles.

To arrange icons
1. Select the Client icon and drag it to the desired position.
2. Choose {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 {Layout}-{Load Layout} from the Control Window drop down menu bar.
2. Choose the preferred layout and click Open.
Setting a background

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.

It is recommended that you select one of NetSupport’s default .BMP files but you can use a file that you have created.

To set a bitmap background

1. Choose {Layout – Set Background} from the Control Window drop down menu.
2. The Select Background dialog will appear.
3. Select the location of the image you wish to use. The default BMP files are stored in the NetSupport School program folder. A preview of the selected image is provided.

4. Choose Picture Display to select the position of the image. If you select Tile you can also choose to centre the Client icons on the image.

5. If required, select a Background Colour.

6. Click OK to add the background to the Control Window.

7. If you are adding the background to an existing Layout, choose {Layout – Save Layout} to update. To create a new Layout, select {Layout – Save Layout As}.

If you wish to clear the currently set background, choose {Layout – Clear Background}. 
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, ME and XP, 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.
   or
   Click the Power On icon on the Control toolbar.
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.
   or
   Click the Power On icon drop down arrow on the Control toolbar and select Power Off.
   or
   If displayed, click the Power Off icon on the toolbar.
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 NetSupport 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 and Connect to Clients with a specific name.
- Connect to a Known List of Clients.
- Create a ‘class’ and enable Clients to connect to it.

To Browse and connect to Clients

1. Select {School}{Configuration} from the Control Window drop down menu.
2. Select Startup.
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 Startup.
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.
Creating a class for Students to join (Publish Class)

The traditional method for establishing a connection with Students is for the Tutor to browse the local network to find the required machines. However, there may be occasions when the required Students are not available or the Students themselves wish to connect to a particular remote control session. This feature enables the Tutor to create a ‘class’ that the Students themselves can connect to.

**Note:** Feature only supported over TCP/IP connections.

Creating a class for Students to join
1. To change the default methods of connection choose `{School}`{Configuration – Startup} from the Control Window drop down menu.
2. Select ‘Publish Class and allow Students to Join’.
3. Enter a name and description for the class. (This is the name that will appear at the Student machine when they try to connect)
4. Click OK.
5. To apply the changes immediately, click Yes.
6. The ‘Join Class’ dialog will appear. This lists the Student names as they connect to the class.

7. Click Done when all Students have connected. You can now conduct a remote control session with the connected Students.
**Note:** If new Students want to join the class, select Refresh from the Control toolbar to display the ‘Join Class’ dialog. The Student machines will only find the class if this dialog is active.

**To join a class**

Student machines which have the NetSupport Client program installed can browse the network to find ‘classes’.

1. At the Student machine, select the NetSupport Client icon from the taskbar.
2. Choose {Commands}-{Join a Class} from the Client drop down menu.
3. The Join Class dialog will appear and immediately search the network for classes.
4. Highlight the required Class and click Join.
5. When the connection has been made close the dialog.

The name of the connected Student will appear at the Control.
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}** 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

In this chapter...

Lock/Unlock Students Mouse and Keyboard
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Viewing Student screens
Blanking the Clients screen while Viewing
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Sending Ctrl+Alt+Delete while Viewing
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Sending and Collecting Work
Remotely Executing applications on Student workstations
Rebooting or Logging out Students
Application Control Module
Web Control Module
Student Surveys
Tutor Profiles
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 – User Interface\}.

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. By default a graphic will appear on the Client workstation, 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 – User Interface\} from the Control Window drop down menu.
2. Check Blank screen when Locking mouse and keyboard.
3. Click OK.
4. Select the Client(s) 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.

Notes:
- 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.
- Alternatively, you can freeze the Clients screen and display a flashing image “This machine has been locked by the Control user” Choose \{View\}\{Current Settings – User Interface\} and disable the Blank Screen and Display Image options, to enable the flashing message.
To display a graphic when locking a Client workstation

A graphic can be displayed on a Students screen when the Tutor uses the Lock function. When a Client’s keyboard and mouse have been locked, a default image `nss_lock_image_jpg` appears on their screen.

1. Choose `{View}\{Current Settings – User Interface}` from the Control Window drop down menu.
2. Select “Display image when locking mouse and keyboard”.
3. Click OK.
4. Select the Client(s) 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.

Notes:
- If you View a locked Client, the display graphic on a Client screen will no longer apply.
- If an Image File cannot be located on the Client machine, a flashing message “This machine has been locked by the control user” will be displayed on the Client screen.

The image can be changed if necessary by replacing the file or by using the Client Configurator to select an alternative file.

1. In the Client Configurator choose `{Advanced}\{Image Option}`.
2. The Image File will display the default file.
3. Click Browse to select an alternative file, then Open.
4. The Image File will display the new file.
5. Click OK.

Note: If you would like to display an Image File that is not available on Client workstations, use the NetSupport Deploy function to Deploy a Configurator setting to all connected Client workstations.
**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 Student Section of this manual.

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.

**To View a Client**

1. Double click the required Client icon in the List View.
   
   or,
   
   With the required Client icon selected, choose {Client}{View} from the Control Window drop down menu.
   
   or,
   
   Click the View Client icon on the Control toolbar.
   
   or,
   
   Right click on the Client icon and choose View.
   
   or,
   
   Click the required Client name on the Quick View Toolbar.

2. The View Window for that Client will appear at the Control.
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. While Viewing the Client, click the View Mode icon on the View Window toolbar and select Share, Watch or Control.
   or,
   Select {Client}-{Share/Watch/Control} from the View Window drop down menu.

Other View Window options are:
Scaling to Fit
It may be that the Client is running in a higher resolution than the Control. In this case choosing the Scale to Fit option from the View Window menu or toolbar, will re-size its screen to fit the Window in which it is displayed.

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.
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.

**Capture**
A snapshot of the current Client view window will be taken. You will then have the option to name and save the current screen contents to a file.

**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.

Note: If Scanning more Client screens than the number of screens displayed in the Scan Window, by using the Next, Auto and Previous buttons you are able to switch between multiple Scan Windows.
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.

**Capture**
A snapshot of the current Client view window will be taken. You will then have the option to name and save the current screen contents to a file.

**To end the Scan**
1. Choose {Scan}{Close} from the Scan Window drop down menu.
Monitor Mode

Monitor Mode, similar to the Scan feature, enables the Tutor to view multiple Student screens simultaneously.

A convenient thumbnail view of each connected Student screen is displayed at the Tutor providing a quick and easy method for monitoring Student activity. While in Monitor mode the Tutor still has access to the full range of NetSupport features such as View, Chat and File Transfer.

1. Choose \{View\}{Monitor View} from the Control Window drop down menu.
   or
   Click the Monitor Mode icon on the left hand side of the Control Window.

The List View will display each Student thumbnail. Double-clicking on a thumbnail will open a view session to the selected Student, right-click and you can select from the full range of available Client features. For example, by selecting multiple thumbnails you can invite those Students into a Chat session.
Monitor Mode provides a number of additional tools:

Customise Thumbnail Size
Student thumbnails can be resized to suit personal preferences. This is particularly useful when connected to large numbers of Student machines.
1. Choose \{Monitor\}\{Size\} from the Control Window drop down menu.
   or
   Click the Change Size icon at the bottom of the Control Window.
2. Select the required size from the available options.

Auto-Fit Size of Student Thumbnail
This option will automatically adjust the size of the displayed thumbnails to fit the window.
1. Choose \{Monitor\}\{Auto fit Students\} from the Control Window drop down menu.
   or
   Click the Auto Size icon at the bottom of the Control Window.

Changing The Thumbnail Refresh Rate
Depending on how closely you want to monitor Student activity you can adjust the frequency at which the thumbnails are refreshed.
1. Choose \{Monitor\}\{Update\} from the Control Window drop down menu.
   or
   Click the Change Frequency icon at the bottom of the Control Window.
2. Select the required time interval from the available options.

Show Active Application
When enabled, an icon will appear in the top left of each thumbnail indicating which application is currently active at the Student machine. In addition, if you have created approved and restricted application lists, a green (approved) or red (restricted) border will appear on the thumbnail alerting you to any potential misuse of applications.
1. Choose \{Monitor\}\{Show Active Application\} from the Control Window drop down menu.
   Or
   Click the Show Active Application icon at the bottom of the Control Window.
**Show Active Web Site**
Displays an icon in the bottom right of each thumbnail indicating which site the Student is currently visiting. If you have created approved and restricted web lists, a green (approved) or red (restricted) border will appear on the thumbnail alerting you to any potential misuse of the Internet.

1. Choose `{Monitor}\{Show Active Web Site\}` from the Control Window drop down menu.
   Or
   Click the Show Active Web Site icon at the bottom of the Control Window.

**Show Help Requests**
If enabled, this option highlights when a Student has outstanding help requests. A flashing Question Mark icon appears in the top right of the relevant thumbnail.

To enable/disable, choose `{Monitor}\{Show Help Requests\}` from the Control Window drop down menu.
Screen Capture

Screen Capture enables the Tutor to take a snapshot of the current Student screen whilst Viewing or Scanning and allows the Tutor to save the current screen contents to a file. The Machine Name, Student Name, Date, Time and Product Name will also be recorded on the Screen Capture when saved.

Capture a Students screen whilst Viewing

1. When Viewing a Student choose {Tools} {Capture Screen} to capture the current screen contents.
Or
Click on the “Capture” icon on the Toolbar.
2. A “Save As” Dialog will appear.
3. Type in a File Name.
4. Choose one of the three different file formats, .BMP, .JPG, .PNG.
5. Click Save.
Capture a Students screen whilst Scanning

1. When Scanning Student screens choose {Client} {Capture Screen} to capture the current screen contents.
   Or
   Click on the "Capture" icon on the Toolbar.

Notes:
- When Scanning Multiple Students, a Student screen must be active (highlighted) for the Screen Capture feature to become available.
- When capturing in the Scan session (one Student at a time), Auto Scan is temporarily suspended until the Screen Capture operation is complete. Once complete, Auto Scan is re-enabled automatically and the Scan of the next Student continues.

2. A “Save As” Dialog will appear.
3. Type in a File Name.
4. Choose one of the three different file formats, .BMP, .JPG, .PNG.
5. Click Save.
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.

Notes:
- This feature can also be used to show Replay Files to Clients. See Using Replay Files for more information.
- NetSupport provides separate functionality for the showing of videos. See `NetSupport Video Player` for more information.

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.

Note: When showing the Control screen to Clients, the screen information is sent to each Client machine in turn. In some network environments where there is limited network bandwidth available or when showing to larger numbers of machines this can affect performance. In these circumstances, NetSupport’s Broadcast Show facility can be enabled, see Control Configurator, Connectivity. This results in the screen information being sent to all machines simultaneously thus improving the speed of transfer.

Whilst reducing overall network traffic generated by NetSupport, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your Network administrator before using this feature.
To Show a Control screen
1. Click the Show icon on the Toolbar.
   or
   Choose {Client}\{Show\} from the Control Window drop down menu.
   or
   Right-click on a selected Client icon and choose Show.
2. The Show Configuration dialog box will appear.

   ![NetSupport School Pro - Show dialog box]

In this dialog you must select the Client, or Clients, that you will Show your screen to. You can also use this feature to Show Replay Files. If you are connected to only one Client, or have selected a specific Client before choosing Show, 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.

**Set Show Mode at Client (Windowed or Full Screen)**
This option allows you to Show at the Client either in a small window or in full screen.
Advanced>>
Click the Advanced button to reveal the following options:

**Show icon on taskbar**
This option enables you to choose whether you want to display the NetSupport icon or button on the Control task bar, when Showing. This icon is displayed on the taskbar of Windows ’95/98 and Windows NT 4 operating systems. It is not available on Windows NT 3.51. By double clicking on either, you return to the Show dialog box.

**Enable Audio Support**
This turns Audio Support 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).

**Show Replay File**
This option enables you to show Clients a stored Replay File instead of the current display. Use the Browse button to navigate to the folder containing the required Replay File. See Using Replay Files for more information.

**Send Physical Fonts**
In order to reduce the volume of data being sent when sharing information of this nature, NetSupport passes the font information by reference. The target workstation will refer to it’s own internal font mappings to find an appropriate match to the one that has been sent. In most cases the same fonts will be available but if there are instances where this isn’t the case you can send the full information. Check this box to enable.
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.
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.

![Show Leader Dialog](image)

**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 Client’s 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. Click the Show icon drop down arrow on the Toolbar, selecting Exhibit from the list of features.
   or,
   If displayed, click the Exhibit toolbar icon.
   or,
   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.

   ![Exhibit Dialog]

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.
Annotating Screens

The Show, Exhibit and View features provide a useful Annotate tool that can be used to highlight areas of a Tutor or Student’s screen in order to emphasise a key learning point.

**To annotate a Show screen**

While the Control screen is being shown, the tutor may want to draw the student’s attention to a particular area. The Annotate tools can be used to highlight the relevant part of the screen.

1. While Showing, right click on the NetSupport Showing icon or the NetSupport School Task Bar Button, and select Annotate Screen.
   or,
   Double click on the Annotate icon.
2. The Annotate toolbar will appear.
3. Select the tool, colour etc and use the mouse to draw over the relevant part of the Control screen.

**Note:** If you do not want the Student’s to see the screen being annotated in real-time, click Suspend. This freezes the Show enabling the Tutor to continue working in the background. Click Suspend again to restart the Show, this refreshes the display at the Student screens.

**To annotate a screen while Viewing**

While Viewing, the Control can use the Annotate tools to highlight a particular area of the Client screen. In Share and Watch Mode, the Client can also use the Annotate toolbar options. The Control can still use the other View Window options while Annotating, Chat, File Transfer etc.

1. View the required Client.
2. Select {Tools}{Annotate} from the View Window drop down menu.
   or
   Click the Annotate icon on the View Window Toolbar.
3. The Annotate Toolbar will appear.
To annotate a screen while Exhibiting

The screen of a Client that is being Exhibited can be Annotated in order to draw the attention of the other Students to a particular learning point. Depending on the Mode being used, both the Control and/or the Exhibited Client can use the Annotate options.

1. Exhibit the required Client screen.
2. Select {Tools} {Annotate} from the Exhibit Window drop down menu.
   or
   Click the Annotate icon on the Exhibit Window Toolbar.
3. The Annotate Toolbar will appear.

**Note:** If you do not want the Student’s to see the screen being annotated in real-time, click Suspend. This freezes the Show enabling the Tutor or Exhibited Client to continue working in the background. Click Resume to restart the Show, this refreshes the display at the Student screens.

Annotate Toolbar

![Annotate Toolbar Image]

**Options**

- **Save Screen**  Saves the Annotated screen to a file.
- **Save Selection**  When the ‘select region’ tool is active, you can highlight an area of the screen and save it to a file.
- **Clear Screen**  Clears the annotations.
- **Undo**  Undo the most recent Annotation.
- **Exit**  Ends Annotate but stays in Show, Exhibit or View mode.
**Tool**

Choose from a range of tools with which to annotate the screen. For example, freehand draw, draw arrow, select region.

**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. (Not available when Viewing or Exhibiting)

**End**  
Ends the Show, and takes you back to Control View Window. (Not available when Viewing or Exhibiting)
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.
   Or,
   Click the Chat icon drop down arrow on the Control toolbar and select Announce.
   Or,
   If displayed, click the Announce icon on the toolbar.
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 option 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} 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} 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
NetSupport Video Player

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

While the Video Player can be used to run a video file on the local workstation, NetSupport’s remote control capabilities combined with full Audio Support enable you to use this tool to enhance training sessions and demonstrations across multiple PCs simultaneously.

All standard video files, for example avi and mpg, are supported. The Video Player runs locally on each Client workstation and the video file can be accessed locally or from a network drive. If video files are stored locally the impact on the network is minimised as only the data to control the player, eg start, stop, pause and synchronisation packets, are sent. If each Client machine retrieves the video file from a network drive you will place additional demands on 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.
Play a Video file on a workstation

1. Click the Show icon drop down arrow on the Toolbar, selecting Show Video from the list of features.
   or,
   If displayed, click the Show Video icon.
   or,
   Choose {Client}{Show Video} from the Control Window drop down menu.
   or,
   Right-click on a Client icon in the List View and choose Show Video.
2. The Show Video dialog will appear.

   ![Image of the Show Video dialog]

   This is used to select the Clients to show to and the video file to be shown. You can show to a selected Client or multiple Client workstations. To show to multiple Clients, click ‘These Clients’. You can exclude Clients by clicking next to the Client name. In the Video File field enter the location and name of the required video, you can select Open to browse for the file.

3. Click Show.
4. A check will be made to ensure that the video file is available at the Client workstations. If not, you can choose to abort the Show or to continue showing to the Clients that do have access to the file.
Note: You can use NetSupport’s File Distribution feature to remotely copy missing files to Client workstations.

5. When the video file is launched, the Video Player Control Panel appears. Standard operations are available, Play, Stop, Pause etc.

Note: While the video is running, the Client workstations are locked.
Playing Videos via Explorer

NetSupport also provides an option to run videos from outside the Tutor program. Simply navigate to the required video file in Explorer and launch it from the folder where it is stored.

1. Navigate to the folder containing the video file.
2. Right-click on the required video and select ‘Show with NetSupport School’ from the drop down list.

3. The Tutor program will load, connect to the Known Clients and display the Show Video dialog.
4. Confirm which Clients to include, the Video File will already be selected, and click Show.
NetSupport Video Player Control Panel

The 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 the Video Player.

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

Text Labels
Hides and displays text labels on the Video Player toolbar.

Toolbar
Hides and displays the Video Player toolbar.

Status Bar
Hides and displays the Status Bar of the 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.

**Mute Clients**
If students are not using headphones while they are watching a video, the sound coming from each workstation can be distracting. This option turns audio off at the Client workstations but leaves it on at the Tutor machine.

**Help Menu** - Provides access to the on-line Help and general Version information.
Using Replay Files

When a Tutor remote controls a Student workstation they can record the screen, keyboard and mouse activity taking place. In addition, if the PCs are configured for audio, any narration that takes place can also be recorded.

The information is stored in a file that can be replayed at the Tutor machine and, if required, shown to other Students.

The Replay facility can be configured to record at all or individual Student machines. Local activity at the Tutor machine can also be recorded.

Once enabled, activity is recorded as soon as a View session is opened. Recording stops when the View session is closed, at which point the stored Replay File becomes available for playback.

**Note:** Replay Files store screen images and can therefore become very large. Good housekeeping plays a vital role in maintaining files of this nature. It is recommended that old files are deleted on a regular basis.

**Record Replay Files For All Students**

This procedure enables the Tutor to create a Replay File at any Student workstation that it remote controls.

1. Choose `{View}{Current Settings-Replay Files}` from the Control Window drop down menu. The Replay Files dialog will appear.
2. Enable the **Record Replay Files** check box. A Replay File will be created each time the Tutor opens a view session at any Student machine.

3. **Include Audio**
   In addition to the screen, mouse and keyboard activity, if the workstation is configured for Audio, you can record any narration that takes place. Check this box to enable.

4. **Prefix Files With Client Name**
   In order to identify each Replay File, filenames are prefixed with the Client Name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.

5. **In Directory**
   Specify where the Replay Files are to be stored.

6. Click OK.

**Record Replay Files for Individual Students**
This procedure enables Replay Files to be created at selected Student workstations.

1. View the required Student machine.
2. Choose `{View}`-{Settings for Client-Replay Files} from the View Window drop down menu. The Replay Files dialog will appear.
3. Enable the **Record Replay Files** check box. A Replay File will be created each time the Tutor opens a view session at this Student machine.

4. **Include Audio**
   In addition to the screen, mouse and keyboard activity, if the workstation is configured for Audio, you can record any narration that takes place. Check this box to enable.

5. **Prefix Files With Client Name**
   In order to identify each Replay File, filenames are prefixed with the Client Name and the date/time of the recording. Alternatively, by unchecking this box the files will be named sequentially in the format 00000001.rpf etc.

6. **In Directory**
   Specify where the Replay Files are to be stored. A separate folder can be specified for each Student.

7. Click OK. Recording will start immediately, close the View session to stop recording.

8. Repeat steps 1-7 for any other Student machines.

**Record Replay Files at the Tutor**

Activity at the local machine can be recorded and shown to Students.

1. Choose `{School}\{Record}` from the Control Window drop down menu. The Record Local Activity dialog will appear.

   ![Record Local Activity Dialog](image)

2. **Include Audio**
   In addition to the screen, mouse and keyboard activity, if the workstation is configured for Audio, you can record any narration that takes place. Check this box to enable.
3. **Record Physical Fonts**  
   In order to reduce the volume of data being sent when sharing information of this nature, NetSupport passes the font information by reference. The target workstation will refer to its own internal font mappings to find an appropriate match to the one that has been sent. In most cases the same fonts will be available but if there are instances where this isn’t the case you can send the full information. Check this box to enable.

4. **In Directory**  
   Specify where you want the Replay Files stored. In order to identify each file, filenames will be prefixed with ‘Local’ and the date and time of the recording.

5. Click OK to start recording. The Recording icon will appear in the task bar.

6. To stop recording, double click the Recording icon.
Watching Replay Files

Stored Replay Files can be watched by Tutors and, if required, shown to Students.

1. Choose {School}\{Replay\} from the Control Window drop down menu.
   or
   If displayed, click the Replay icon on the toolbar.

2. Navigate to the Directory where the required Student or Tutor Replay File is stored. Select the file and click Open.

3. The Replay Window will open and start playing the file.

4. Choose {File}\{Close\} from the drop down menu to close the window.
Replay Window - Control Panel
A VCR like Control panel to enable you to fast forward, stop, start etc.

The Replay Window contains the controls for playing a recorded Client session. The window contains a replay time index that indicates where in the replay file you currently are, and displays information about the file being played. Use these controls in the same way you would for a video recorder.

![Replay Controls](image)

The individual sub menus and available functions are:

**Stop and Play**
The Stop button is shown when you are playing a replay file and the Play button when the file is stopped. Only one of these buttons is displayed at a time. The file is played until the end is reached or the Pause Marker is encountered.

**Rewind**
Start playing the file from the beginning if it is already playing otherwise moves the replay index to the beginning of the file.

**Skip to Previous marker**
Moves the replay index to the previous activity marker or to the beginning of the file if there isn’t one. These markers are added at points when lots of activity was recorded at the Client.

**Frame Advance**
Advance the replay index to the next frame. Press and hold this button to Fast-Forward though the replay file.

**Skip to Next marker**
Moves the replay index to the next activity marker or to the end of the file if there isn’t one.
Other Information
The current time index is displayed to the right of these controls in the hh:mm:ss.ms format. The name of the Client that the replay was recorded on, the date and time are displayed at the bottom of the window.

Replay Marker
This marker can be positioned anywhere within the time frame of the replay file. The marker is the small black triangle beneath the time index control. Click and drag this to the position where you want the file to stop playing. When the marker is encountered the replay stops, and you can then press play to continue past it.
**Showing Replay Files to Students**

Using NetSupport’s Show feature, a Tutor can show a stored Replay File to any number of connected Students.

1. Click the Show icon drop down arrow on the Control Window toolbar and select Show Replay.
   
   or
   
   If displayed, click the Show Replay icon on the toolbar.

2. The Show Configuration dialog will appear.

3. From the Client list, select the Students to show the Replay File to.

4. Click Advanced.

5. Check the **Show Replay File** box and browse for the required Replay File.

6. Click Show.

7. The Replay Window will open at the Tutor machine and start playing the Replay File to the selected Students.

8. Click End on the Replay Window toolbar to end the show.
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.

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 – User Interface} from the Control Window drop down menu and checking **Student to Student Chat**.
- If the Student does not respond to the Chat Window, you can send an audible beep to each workstation by selecting {Chat}{Send Beep} from the Chat Window drop down menu.

**Chat to a Client whilst Viewing**
1. Choose {Tools}{Chat} from the View Window drop down menu.
2. The Chat Window will appear on the Control and Client workstation.

**To end Chat**
1. Choose {Close} from the Chat Window.
Sending a Message to Students

With NetSupport, you can send a message to an individual Client, 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.
   - Or, Click the Chat icon drop down arrow on the Control toolbar and select Message.
   - Or, If displayed, click the Message icon on the toolbar.
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.

```
Send a message to:
- All Available Clients (Broadcast)
- All Connected Clients
- Currently selected Clients
```

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.
Send a message whilst Viewing

1. Choose {Client}-{Message} from the View Window drop down menu.
2. The Send Message dialog box will appear.
3. Enter your message.
4. Click Send.

The message will be displayed on the Student screen currently being viewed by the Tutor and will remain until the Student clicks OK.
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. Click the File Transfer icon on the toolbar.
   or,
   Choose {Client}-{File Transfer} from the Control Window drop down menu.
   or,
   If you are Viewing the Client, select the File Transfer icon on the View Window Toolbar.
3. The File Transfer Window to that Client will open.
4. From the Client Tree View, select the destination drive or directory into which the items will be copied.
5. From the Control List select the item(s) to be copied to the Client.
6. Click on the toolbar Copy File button.
7. A confirmation dialog will be displayed, click Yes.
Note: The required item(s) can also be ‘dragged’ from the Control View and ‘dropped’ into the appropriate directory in the Client View.

To copy files and Directories from a Client to a Control
1. Select the required Client in the List View.
2. Click the File Transfer icon on the toolbar.
   or,
   Choose {Client}\{File Transfer\} from the Control Window drop down menu.
   or,
   If you are Viewing the Client, select the File Transfer icon on the View Window Toolbar.
3. The File Transfer Window to that Client will open.
4. From the Control Tree View, select the destination drive or directory into which the items will be copied.
5. From the Client List View, select the item(s) to be copied to the Control.
6. Click on the toolbar Copy File button.
7. A confirmation dialog will be displayed, click Yes.

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

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

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

You can see more of a Clients files and directories by moving the horizontal sizing bar or clicking on the maximise button located above the Clients directory tree.
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. Click the File Transfer icon drop down arrow on the toolbar, selecting File Distribution from the list of features.
   or,
   If displayed, select the File Distribution icon 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. Click the File Transfer icon drop down arrow on the toolbar, selecting File Distribution from the list of features.

or,
If displayed, select the File Distribution icon 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.
   or
   Click the Send Work icon on the Control toolbar.
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.
   Or,
   Click the Send Work icon drop down arrow on the Control toolbar and select Send/Collect.
   Or,
   If displayed, click the Send/Collect icon on the toolbar.
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. or
   Click the Send Work icon drop down arrow on the Control toolbar and select Collect Work.
3. or
   If displayed, click the Collect Work icon on the Control toolbar.
4. 2. The Quick Collect dialog will appear.

   ![Quick Collect dialog](image)

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.
   or,
   Click the Send Work icon drop down arrow on the Control toolbar and select Send/Collect.
   or,
   If displayed, click the Send/Collect icon on the toolbar.
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.
   or,
   Click the Send Work icon drop down arrow on the Control toolbar and select Send/Collect.
   or,
   If displayed, click the Send/Collect icon on the toolbar.
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.

Note: Before clicking Execute you have the option to tick the “No Result Required” box. This option will give you the ability to close the dialog without having to wait for the results.

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 Execute an application on a Client workstation whilst Viewing**

1. Choose `{Client}`-{Execute at Client} from the View Window drop down menu.
2. The Execute at Client dialog will appear.
3. Enter the name and path of the application to execute at the Client.
4. Click Execute.

The application will now be launched at all selected Clients 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
**User Defined Tools**

As well as allowing a Tutor to launch applications at Student workstations, you can automatically run a task on a Tutor workstation using a Defined Tool.

**To Add a Tool**
1. Choose `{School}`{Tools – Edit} from the Control Window drop down menu.
2. The User Defined Tool dialog will appear.
3. Click on the Add button.
4. The Add Tool dialog will appear.
5. Enter the required information.
6. Click OK. The new tool will be listed on the Tools menu.
7. Click Close.

**To run a Tool**
1. Choose `{School}`{Tools} from the Control Window drop down menus.
2. Select the tool you wish to run. The Tool will automatically run.

**To Edit a Tool**
1. Choose `{School}`{Tools – Edit} from the Control Window drop down menus.
2. The User Defined Tool dialog will appear.
3. Select the tool you wish to edit or delete.
4. Click on the Edit button.
5. The Edit dialog will appear.
6. Edit the appropriate information, click OK.

**To Delete a Tool**
1. Choose `{School}`-{Tools – Delete} from the Control Window drop down menus.
2. The User Defined Tool dialog will appear.
3. Select the tool you wish to edit or delete.
4. Click on the Delete button.
5. A confirmation dialog will appear, click Yes. The Tool will be removed.
**Rebooting or Logging out Students**

Having connected to a Client or Group of Clients you are able to remotely Logout or Reboot the Client workstations at the end of a session. This is a simple way to prepare multiple workstations for the next group of students.

**To Reboot or Logout a Client**

1. Select a Client or Group of Clients.
2. Choose `{Client}-{Reboot or Logout}` from the Control Window drop down menu.
   or
   Click the Power On icon drop down arrow on the Control toolbar and select Reboot or Logout.
   or
   If displayed, click the Reboot or Logout icon on the toolbar.
3. A message will appear, confirming the Client(s) included in the Reboot/Logout.
4. Click Yes to continue.

**To Reboot or Logout a Client whilst Viewing**

1. Choose `{Client}-{Reboot or Logout}` from the View Window drop down menu.
2. A message will appear, confirming the Client included in the Reboot/Logout.
3. Click Yes to continue.
Application Control Module

The Application Control Module is used to monitor and control the applications used by connected Students. A record of applications used in a session can be stored and, if required, the Tutor can restrict or approve the use of applications.

1. Choose {View}{Application View} from the Control Window drop down menu.
   or
   Click the Application Control icon on the left hand side of the Control Window.

In ‘Applications’ Mode you can view details of Approved or Restricted Applications and use the available icons to:

- ![Create a new Application List]
  Create a new Application List

- ![Open an existing Application List]
  Open an existing Application List

  Activate the “Approved Applications” list. The Student will only be able to run applications that are in the approved list. All other applications are blocked. A green tick will appear when this option is activated.

  Activate the “Restricted Applications” list. The Student will not be able to run applications that are in the restricted list but will be able to run all other applications. A red cross will appear when this option is activated.
The Application Control Module can be used to perform the following functions:

**Identify applications currently running on the Student workstation**

In the List View, the student icons can be viewed in a number of different ways. Choose {View}{Large Icons/ Small Icons/ List/ Details} or right click in the List View and select one of these options to change the layout of the Student Icons.

When viewing the “Large Icons” or “Details” layout, an icon is displayed next to the Student icon informing the Tutor of the current application in use.

**Large Icons**

| Jody | Chris |

**Details**

If the application is currently listed in the Approved or Restricted lists, then a visual Green (Approved) or Red (Restricted) identifier is shown surrounding the application icon to make identification easier.

If the List View is in “Details” layout then a list of all other applications running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student and Application icons can also be rearranged by the Tutor. Right click in the List View and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

**By Name**

Student icons will be arranged in alphabetical order according to their Client Name/ Display Name/ Get Name.

**By Current Application**

Student icons will be arranged in alphabetical order according to the current application.

**By Running Applications**

Student icons will be arranged in alphabetical order according to the running applications on the Student workstation.

Selection of one of the above options is identified by a black dot.
**Auto Arrange**  If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A black tick will identify selection of this option. To deselect this option, simply re-click on “Auto Arrange” and the tick will disappear.

**Ascending**  If this option has been selected, the Student icons will appear in ascending order according to the previously selected option above. A black tick will identify selection of this option. To deselect this option, simply re-click on “Ascending” and the tick will disappear. This will arrange the Student icons in descending order.

**Close current/ running applications on a Student workstation**

The Tutor has two options when closing down an application on a Student workstation:

**Close**  Close down an application but respect any applications requests at the Student e.g. to save file before closing.

**Kill**  Force the application to close, without any application prompts.

1. To close an application running on a Student workstation choose {View}-{Details).
2. The Details List View will appear.
3. Right click on an application icon listed under “Current Application” or “Running Application” in the List View.
4. Choose Close Application or Kill Process.
5. The application will be closed at the Student workstation and the icon will disappear from the List View.

**Note:**  By right clicking on an application in the Approved or Restricted List, the Tutor is able to “Close” or “Kill” a running application on all connected Students.
Change the current application running on a Student workstation

1. To change the current application running on a Student machine choose {View}{Details}.
2. The Details List View will appear.
3. Right click on an application icon listed under “Running Application”.
4. Choose Activate.
5. The current application running on the Student workstation will now be replaced by the newly activated application.
6. The icon listed under “Current Application” will be replaced with the newly activated application icon.

Launch an application on all connected Students

1. Right click on an application icon in the “Approved Applications” List.
2. Choose Send to Students.
3. The application will be Launched on all connected Student workstations.
4. In the List View the Launched application icon will appear in the Current application list.

Or

1. Highlight an application in the “Approved Applications” List.
2. Drag and drop the highlighted application into the List View.
3. The application will be Launched on all connected Student workstations.
4. In the List View the Launched application icon will appear in the current application list.

Setting up Approved or Restricted Applications

Approved Applications

The Student is only able to run the applications specified on this list.

Restricted Applications

The Student is unable to run the applications specified on this list.
Add an application to your Approved or Restricted List

1. Click on + to add an application to your List.  
   Or
   Right click in the List boxes and select “Add Application”.  
   Or
   Drag and drop applications from your desktop or Start Menu into the Approved or Restricted List box.
2. The Add Application Dialog will appear.

   ![Add Application Dialog](image)

3. Type in the .exe file name (e.g. winword.exe) under Application or Browse for your chosen application.
4. Type in the Description e.g. Microsoft Word.
5. Click OK.
6. The application icon, name and description will appear in your Approved or Restricted List box.

   Or
1. Choose {View}{Details}.
2. Right click on an application icon in the List View under “Current Application” or “Running Applications”.
3. Choose “Add to Approved List”.
   Or
   Choose “Add to Restricted List”.
4. The application icon and description will appear in the Approved or Restricted List.

Remove an application from your Approved or Restricted List

1. To remove an application from the List, simply highlight the chosen application and click -.
   Or
   Right click in the list boxes and select “Remove Application”.

Note: The default Application List is NetSupport School Pro.app.
Apply Approved or Restricted Applications

1. To apply these restrictions to the currently connected Students choose {Applications} {Allow Approved Applications Only or Block Restricted Applications}.
   Or
   Click on the Approved or Restricted icon at the bottom of the Control Window.
2. A green tick (Approved Application) or red cross (Restricted Application) will appear on both the State Bar and the selected restriction icon, to acknowledge which application restriction has been activated.
3. If a Student is currently running an application included in your activated restriction list, an “Application Blocked” dialog will appear on their screen, stating the application that has been blocked by the Tutor. This will also appear if a Student attempts to run any of the applications included on the restriction list.

End Approved or Restricted Applications

1. To end an application restriction, choose {Applications} {Allow Approved Applications Only or Block Restricted Applications}.
   Or
   Click on the Approved or Restricted icon at the bottom of the Control Window
2. The green tick (Approved Application) or red cross (Restricted Application) will disappear from both the State Bar and the selected Application icon at the bottom of the Control Window, to acknowledge the end of the application restriction.
Create a new Application List

1. To create a new Application List choose {Applications} {Create New Application List}
   Or
   Click on the New Application List icon at the bottom of the Control Window.
2. A dialog will appear. Enter a file name and click Save.

**Note:** Application Lists can be assigned to different Control Users, by setting up a Tutor Profile. See Tutor Profiles.

Open an existing Application List

1. To open an existing application list choose {Applications} {Load Existing Applications List}
   Or
   Click on the Open an Application List icon at the bottom of the Control Window.
2. Highlight the relevant file and click Open.
3. The existing application list will appear.

**Notes:**
- Any changes that have been made to the new or existing Applications List will be automatically saved when a new Applications List is created, or when you exit out of the NetSupport School program.
- The default Application List is saved as NetSupport School Pro.app.
**View Application History**

This feature of the Application Control Module enables you to monitor the Applications being used by connected Students and, if required, store or print a permanent record.

1. In Applications View choose \{Applications\}\{History\} from the Control Window drop down menu.
2. The Application History dialog will appear.
   This provides details of any application used by the Student(s) during the currently connected session. The list is cleared when the Control disconnects.

![Application History dialog](image)

The available options are:

**Show Application History for:**
The list can be viewed by currently **Selected Client** or **All** Connected Clients.

**Refresh**
While viewing the list click Refresh at any time to update the display.

**Save**
To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.
**Print**
Prints details of the currently displayed items.

**Close**
Closes the History dialog but details will continue to be recorded while the Control is connected.
Web Control Module

The Web Control Module is used to monitor and control the websites visited by connected Students. A record of sites visited in a session can be stored and, if required, the Tutor can restrict or approve the use of specific URLs.

1. Choose {View}-{Web View} from the Control Window drop down menu.
   or
   Click the Web Control icon on the left hand side of the Control Window.

In ‘Web’ Mode you can view details of Approved or Restricted URLs and use the available icons to:

- Create a New URL List.
- Open an existing URL List.
- Activate the “Approved Site List”. The Student will only be able to view url’s that are in the approved list. All other url’s are blocked. A green tick will appear when this option is activated. When the Student accesses the Internet they are forced to choose an Approved Site rather than being able to surf at will.
Activate the “Restricted Site” List. The Student will not be able to view url’s that are in the restricted list but will be able to view all other url’s. A red cross will appear when this option is activated.

The Web Control Module can be used to perform the following functions:

Identify URL’s currently running on the Student workstation

In the List View, the Student icons can be viewed in a number of different ways. Choose {View}{Large Icons/ Small Icons/ List/ Details} or right click in the List View and select one of these options to change the layout of the Student Icons.

When viewing the “Large Icons” or “Details” layout, an icon is displayed next to the Student icon informing the Tutor of the current Student activity. This icon will be the default Internet Explorer icon or a personalised url icon.

<table>
<thead>
<tr>
<th>Large Icons</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Large Icons" /></td>
<td><img src="image2.png" alt="Details" /></td>
</tr>
</tbody>
</table>

If the url is currently listed in the Approved or Restricted lists, then a visual Green (Approved) or Red (Restricted) identifier is shown surrounding the url icon to make identification easier.

If the List View is in “Details” layout then a list of all other url’s running on the Student workstation is also displayed.

When viewing any one of the four layout options, the order of the Student icons can also be rearranged by the Tutor. Right click in the List View and choose {Arrange}. The Tutor is able to change the layout of the icons using the following options:

**By Name**

Student icons will be arranged in alphabetical order according to their Client Name/ Display Name/ Get Name.

**By Current Web Site**

Student Icons will be arranged in alphabetical order according to the current url the Student is viewing.
**By All Web Sites**  
Student Icons will be arranged in alphabetical order according to the running url’s on the Student workstation.

Selection of one of the above options is identified by a black dot.

**Auto Arrange**  
If a new Student has been added to the list, or a new application is running on a Student machine, this option will automatically arrange the icons into the previously selected order above. A black tick will identify selection of this option. To deselect this option, simply re-click on “Auto Arrange” and the tick will disappear.

**Ascending**  
If this option has been selected, the student icons will appear in ascending order according to the previously selected option above. A black tick will identify selection of this option. To deselect this option, simply re-click on “Ascending” and the tick will disappear. This will arrange the Student icons in descending order.

**Close the current/running URL on a Student workstation**

1. To close a url on a Student workstation choose {View}{Details}.
2. The Details List View will appear.
3. Right click on a url icon under “Current Web Site” or “All Web Sites”.
4. Choose Close.
5. The url will be closed at the Student machine and the url icon will disappear from the List View.

**Note:** By right clicking on a url icon in the Approved or Restricted List, the Tutor is able to close a url on all connected Students, by choosing “Close at Students”.

**Change the current URL running on a Student workstation**

1. To change the current url running on a Student workstation choose {View}{Details}.
2. The Details List View will appear.
3. Right click on a url icon listed under “All Web Sites”.
4. Choose “Activate”.
5. The newly activated url will now replace the current url running on the Student workstation.
6. The icon listed under “Current Web Site” will be replaced with the newly activated url icon.
Launch a URL on all connected Students

1. Right click on a url icon in the “Approved Sites” List.
2. Choose “Send to Students”.
3. The url will be launched on all connected Student workstations.
4. In the List View the launched url icon will appear in the current web site list.

Or

1. Highlight a url in the “Approved Applications” List.
2. Drag and drop the highlighted url into the List View.
3. The url will be launched on all connected Student workstations.
4. In the List View the launched url icon will appear in the current web site list.

Setting up an Approved or Restricted Web Site List

**Approved Sites**
When activated, the Student is only able to view the url’s specified on this list. A page will appear at the Student machines displaying the list of approved sites that they can choose from.

**Restricted Sites**
When activated, the Student is unable to view the url’s specified on this list. However, all other sites, even those that are not on the Approved List, can be viewed.

**Note:** The Tutor also has the option to enter keywords to prevent/allow a Student to view a url that includes these keywords. This can be used to deal with websites that are re-directed.

Add a URL to your Approved or Restricted List

1. Click on + to add a url to your Approved or Restricted list.
   Or
   Right click in the list boxes and select “Add Site”.
2. The Add Web Site dialog will appear.
3. Type in the website address under URL, e.g. www.netsupportschool.com
4. Click “GO” to check that the url website address is correct.
5. Type in the Description, e.g. NetSupport (this is optional).
6. Type in keywords, e.g. NetSupport (this is optional).
7. Click OK.
8. The url icon and description will appear under the Approved or Restricted List.
   Or
1. Choose {View} {Details}.
2. Right click on a url icon in the List View under “Current Web Site” or “All Web Sites”
3. Choose “Add to Approved List”.
   Or
   Choose “Add to Restricted List”.
4. The url icon and description will appear under the Approved or Restricted List.

Remove a URL from your Approved or Restricted List
1. To remove a url from the list, simply highlight the chosen url and click -.
   Or
   Right click in the list boxes and select “Remove Site”.
Apply Approved or Restricted Web Sites

1. To apply these restrictions to the currently connected Students choose {Web}{Allow Approved URL’s Only or Block Restricted URL’s}
   Or
   Click on the relevant restriction icon at the bottom of the Control Window.
2. A green tick (Approved Sites) or red cross (Restricted Sites) will appear on both the State Bar and the selected restriction icon, to acknowledge which Web restriction has been activated.
3. If a Student is currently viewing a website included in the activated restriction list, a message will appear on their screen stating that the url has been blocked by the Tutor.

End Approved or Restricted Web Sites

1. To end a url restriction, choose {Web}{Allow Approved URL’s Only or Block Restricted URL’s}
   Or
   Click on the relevant restriction icon at the bottom of the Control Window.
2. The green tick (Approved Sites) or red cross (Restricted Sites) will disappear from both the State Bar and the selected Web icon, to acknowledge which Web restriction has been activated.
Create a new URL List
1. To create a new URL List choose {Web}-{Create new URL List}.
   Or
   Click on the new URL List icon at the bottom of the Control Window.
2. A dialog will appear. Enter a file name and click Save.

Note: The default URL List is saved as NetSupport School Pro.web

Open an existing URL List
1. To open an existing URL List choose {Web}-{Load Existing URL List}
   Or
   Click on the Open a URL List icon at the bottom of the Control Window.
2. Highlight the relevant file and click Open.
3. The existing URL List will appear.

Note:
• Any changes that have been made to the new or existing Web List will be automatically saved when a new Web List is created, or when you exit out of the NetSupport School program.
• The default Web List is saved as NetSupport School Pro.web.
**View Web History**

This feature of the Web Control Module enables you to monitor the websites being visited by connected Students and, if required, store or print a permanent record.

1. In Web View choose `{Web}`-{History} from the Control Window drop down menu.
2. The Web History dialog will appear.
   This provides details of the sites visited by the Student(s) during the currently connected session. The list is cleared when the Control disconnects.

The available options are:

**Show Web History for:**
The list can be viewed by currently **Selected Client** or **All** Connected Clients.

**Refresh**
While viewing the list click Refresh at any time to update the display.

**Save**
To keep a permanent record of the displayed items, you can save the details to a text file before disconnecting.
Print
Prints details of the currently displayed items.

Close
Closes the History dialog but details will continue to be recorded while the Control is connected.
**Student Surveys**

The Student Survey tool enables the Tutor to get instant feedback from Students during or at the end of a session. The Tutor sends connected Students a question together with a selection of pre-defined responses. Student responses are gathered at the Tutor with the results shown as an overall percentage and by individual Student.

![Image of NetSupport School interface with Student Survey tool](image)

**The basic procedure for sending a survey to Students is:**

1. Choose `{View}`->{Survey View} from the Control Window drop down menu.
   
   or
   
   Select the Student Survey icon from the left hand side of the Control Window.

2. Select the Students to include in the survey. This can be all Students in the list view, selected Students or a defined group of Students.

3. Enter a question in the box provided.

4. Select the responses/answers to the question. These can either be chosen from the drop down list of defaults or you can enter your own options, using a comma to separate each one. Up to 6 choices can be entered.
5. Send the survey to Students by choosing {Survey}{Send} from the Control Window drop down menu.
   or
   Click the **Send Survey** icon displayed at the bottom of the Survey pane.
   A dialog will open at the Student machines displaying the question and responses. Students choose the appropriate response and submit the answer.

![Survey Student(s) dialog](image)

6. As Students submit their answers the Survey Results pane will display the percentage response for each option. The Client icon will also flag how the individual Student answered. By choosing {View}{Details} from the Control Window drop menu you can sort the Students by result.

7. When the survey is complete, remove it from the screen by choosing {Survey}{Cancel Survey} from the Control Window drop down menu.
   or
   Click the **Cancel Current Survey** icon displayed at the bottom of the Survey pane.

**Note:** The Survey will be cleared from all machines whether the Student has responded or not.
Print Survey Results
Before clearing the survey you can print a permanent record of the results.

1. Choose {Survey}-{Print Results} from the Control Window drop down menu.
   or
   Click the Print Results icon displayed at the bottom of the Survey pane.

Survey Lists
Surveys can be re-used by adding them to a Survey List. NetSupport provides a default list, NetSupport School Pro.sul, into which questions and responses are automatically stored, but you can create custom lists if you want to categorise different types of question.

Create a Survey List
1. In Survey View, choose {Survey}-{Create New Survey List} from the Control Window drop down menu.
   or
   Click the Create New Survey List icon displayed at the bottom of the Survey pane.
2. Enter a name for the file and click Create.
3. Any new Surveys you enter will be added to the list.

Load a Survey List
1. In Survey View, choose {Survey}-{Load Existing Survey List} from the Control Window drop down menu.
   or
   Click the Load Existing Survey List icon displayed at the bottom of the Survey pane.
2. Select the required list and click Open.

Using Survey Lists
With the required Survey List loaded you can enter new questions or use and manage previously stored questions and responses.

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

or

Rather than send the Survey immediately, choose {Survey}{Add Survey to List} from the Control Window drop down menu or click the Add Survey to List icon displayed at the bottom of the Survey pane to store the question and responses for future use.

To Use an Existing Survey

1. In the Student Survey pane click the Select/Add Question icon. (Green Cross). The Select Question dialog will appear.

2. Select a question from the list and click OK.

3. The question will be displayed in the Survey pane ready to be sent to Students.
Manage Questions and Responses
As well as enabling you to choose an existing Survey, the Select Question dialog can be used to add new questions/responses and edit questions/responses if the current examples are not appropriate.

1. If the Survey list does not currently include the required question, enter the new question along with the responses in the boxes provided and click Add.
   
   or
   
   To edit an existing question, select it from the list, change the question and/or the responses and click Add.

   **Note:** If you change the question it will be added to the list in addition to the original. If you only change the responses, the original will be overwritten.

2. To use the question in a Survey, select it from the list and click OK.
3. The question will be displayed in the Survey pane ready to be sent to Students.

   **Note:** When you use customised responses in a Survey they will be attached to that question only. If you want to make the responses available to other Surveys they need to be added to the default drop down list. Click **Manage**, the Manage Responses dialog will appear, enter the required responses and click Add.
Tutor Profiles

NetSupport allows you to set up multiple Tutor Profiles for different Control Users, each with a pre-defined set of options. On starting the Tutor program, if multiple profiles have been created a dialog is displayed that allows the user to select which profile to use.

The main benefit of creating a profile is to be able to store ready-made lists of Approved / Restricted Applications and Web Sites rather than have the user create these at the start of each lesson.

Having created your Approved/Restricted Lists, as detailed in the Web Control and Application Control sections, the files can then be added to a Tutor Profile.

**Note:** As well as Web Site and Application lists, other areas of the program that can be profiled are Layouts, Client Lists and Group Lists.

To Create a Tutor Profile

1. Create the files, containing details of approved/restricted web sites, applications etc that are to be included in the profile.
2. Choose {School}{Configuration}{Administration – Profile} from the Control Window drop down menu. The list of existing Tutor Profiles will appear, NetSupport School Pro is the default.
3. To create a new profile, select Add. The Create New Configuration dialog will appear.
4. Enter a name for the profile. Functionality for the profile can be ‘copied from’ an existing Tutor configuration, the default NetSupport School Pro or a user defined profile. Click OK. The name will be added to the profile list.
5. To change the content of the profile, click Edit. The File Locations dialog will appear.
6. In each category, select the file to be used in the profile. Click OK.

Each time the Tutor program is started, the user will be presented with a list of Profiles to choose from.
CONFIGURING THE STUDENT WORKSTATION

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

The Client Configurator has five options: -

**Connectivity**
Set the Network transport that the Client will use for communicating with the Control program. It must be the same as that set at the Control.

**Security**
Set passwords to protect the configuration and prevent unauthorised access to the Client workstation.

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

**User Interface**
Customise the interface between the Client and Control.

**Advanced**
Set a personalised Student name and the behaviour of certain remote control features.
Connectivity Settings

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 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 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 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.
Security Settings
This property sheet is used to set security at the Client.

Student Security
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.

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

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.

Configurator Security Settings
Configurator Password
As an extra level of security, you can associate a password with a Configuration File. This prevents unauthorised amendment of this Client’s configuration. When the Configurator is next started, the user must enter the required password before being able to change any Client parameters in this Configuration file. Choose Set, to set your password.
Audio Settings
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
**User Interface Settings**

This property sheet is used for customising the interface between the Client and Control.

![NetSupport Client Configurator](image)

**Student Icon**

**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.

**Request Help**

**Disable Request help**
Prevents the Client User from being able to use the request Help Function.

**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.
Join Class
Disable Join Class
Prevents the Client from being able to use the Join Class Function

Chat
Disable Chat
Prevents the Client from being able to use the Chat Function.
**Advanced Settings**

This property sheet enables further personalisation of the Client’s configuration. A meaningful Client name can be used rather than the machine name, or you can specify a particular image to load when the Client’s keyboard and mouse are locked rather than use NetSupport’s default.

![NetSupport School Client Configurator](image)

**Student Identification**

**Student 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.

**While Viewed**

**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.

**Send Physical Fonts**
When a Windows Client is sending its screen to a Control, it passes the font information by reference to reduce the volume of data sent.

The Control refers to its own internal font mappings and uses the closest matching that it has to the one being displayed at the Client. In most cases, the same fonts will be available at both the Client and the Control and so what is displayed on the screen will appear identical.

However, there may be occasions when a close match cannot be found. In these cases, it is desirable that the Client sends the Control the full information that it requires to display the data in the same font.

Setting this option forces *TrueType* text to be sent as glyphs (i.e. character shapes), rather than character codes. This guarantees that they will be displayed correctly at the Control.

This will, however, impact on performance, especially on Dial-up lines, and is not usually required.

**Performance**

**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.
**Image Option**

**Image File**
When a Client’s keyboard and mouse have been locked, a default image, `nss_lock_image.jpg`, appears on their screen. Alternatively you may prefer to specify an image personal to your organisation.

**Note:** If you do not want to display an image, you can disable the option by choosing `{View}{Current Settings – User Interface}` from the Control Window drop down menu and unchecking **Display image when locking mouse and keyboard**.

**Enable DVD Playback and Direct 3D support (Win 2000/XP Only)**
On Windows 2000 and XP, NetSupport uses the Microsoft Mirror Driver to capture screen data for view sessions. However, while hooked into the Mirror Driver it is not possible to play DVD’s. Therefore, if you do need the capability to play DVD’s, NetSupport provides options which load and unload the Mirror Driver as required.

**Except While Viewed**
If checked, DVD support is enabled but will be disabled for the duration of a view session while the Mirror Driver is loaded.

**Except While Connected**
If checked, DVD support is suspended while a connection to the Client is in place.
CONFIGURING THE TUTOR WORKSTATION

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

The Control Configurator has four options: -

**General**
This is used for setting the name and description that the Control will be known as on the Network and a password for starting the Control, if required.

**Connectivity**
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.

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

**Administration**
Enables you to set an additional password if the Configuration options are to be protected and to create pre-defined Tutor profiles.
General Settings
Use these options to personalise the Control machines configuration and to add security.

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 set at both the Control and the Client.
Connectivity Settings
This is primarily used for setting the Network transport that the Control will use for communicating with the Clients. It must be the same as that set at the Clients.

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

TCP/IP Settings
Connect by Hostname (DHCP/WINS Networks)
Normally the Control connects to a Client by IP Address, rather than by name. In an environment that uses DHCP (Dynamic Host Configuration Protocol), this may be undesirable as the address may change when the Client workstation is restarted. Checking this option forces the Control to connect by hostname.

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

Note: If you are using Routers, you must ensure that they are configured to pass through data using this port.
Test
Press this button to check the configuration and version of the TCP/IP stack installed. The version of Winsock is returned along with its current state.

Browsing
Subnets used when browsing for students
When you are running on a network with multiple subnets or addresses, you need to configure the Broadcast Addresses for each effective network. When a Browse is performed, the broadcast messages are sent to these addresses.

Broadcast Show
When showing the Control screen to clients, the screen information is sent to each client machine in turn. Enabling Broadcast Show results in the screen information being sent to all machines simultaneously. In some network environments where there is limited network bandwidth available or when showing to larger numbers of machines this will provide significant performance benefits.

Whilst reducing overall network traffic generated by NetSupport, using this feature will generate additional broadcast packets on your network. It is recommended that you consult your Network administrator before using this feature.

Settings
If Broadcast Show is enabled, select this option to set the Broadcast Address. The Broadcast Settings dialog will appear.

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

Record Clients’ Network Numbers
When IPX addresses are recorded for a client, the network number is normally set to 0 if the Clients are on the same IPX network as the Control (this prevents subsequent problems when a file server is down). This setting forces network numbers to be recorded and used when establishing a connection.
Use Networks
The Control normally obtains a list of network numbers from the nearest NetWare server or bridge. On some networks, there is no NetWare server to ask or the list generated is unreliable. Enter one or more network numbers to use, which replaces the normal discovery mechanism. The numbers can be in decimal or hexadecimal, and must be separated by commas. Such as “0x1, 0x2, 0x34db1d69”. You can also use the Test function to determine these values automatically.

Ignore Networks
This list of network numbers is generated in the same way as for Use Networks except that when browsing, these network numbers are ignored. You can also use the Test function to determine these values automatically.

Test
Press this button to check the IPX network configuration. This determines if the IPX network stack is available and configured correctly. You can also scan the network for network numbers that do and do not respond.

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

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.

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 you Network settings may also change the NetBIOS adapter number. You may need to re-set the NetBIOS adapter number NetSupport uses after such a change.
Startup Settings
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.

Publish Class and allow Students to join
With the options above, the Tutor dictates which Clients are connected to. Selecting this option, enables you to create a ‘class’ which the Clients (students) themselves can join.

Note: Feature only supported over TCP/IP connections.
**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.
Administration - Security Settings

The Control Configuration can be protected by setting a password. This acts independently of the Control Password if set.

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.
Administration - Profiles
This property sheet enables you to Add, Edit or Delete Tutor Profiles.

After creating, for example, an approved or restricted list of websites and applications, you can add the files containing this information to a Tutor Profile. On entering the Tutor program, the user simply selects the required profile to load the pre-defined settings. See the Tutor Profiles section of this manual for more information.

- Click **Add** to create a new Tutor Profile.
- To remove a Profile, select the Profile name and click **Delete**.
- To choose the files to include in a new or existing Profile, select the Profile name and click **Edit**.

The following areas of the product can be profiled. Click Change and browse for the appropriate files to include in the Tutor Profile.

**File Locations**

**Applications File**
Contains details of approved and restricted application packages. Default file name, NetSupport School Pro.app. See Application Control Module for more information about creating pre-defined lists of approved or restricted Applications.
**Web Site File**
Contains details of approved and restricted web sites. Default file name, NetSupport School Pro.web. See Web Control Module for more information about creating pre-defined lists of approved or restricted websites.

**Layout File**
Stores the position of the Client machines as they appear in the Control Window and, if specified, a background image. Default file name, LAYOUT.LYT. See Working with Classroom Layouts for more information.

**Advanced**
Pre-defined Client and Group Lists can also be included in a Tutor Profile but these aren’t enabled by default. Before deciding to apply these to a Profile consider the current method of browsing for Students on startup as you may not want to override this.

**Client File**
Contains a list of Known Client machines that the Tutor program attempts to connect to when loading. Default file name, CLIENT.NSS. See Known List of Students for more information.

**Group File**
Contains the details of any Client Groups that have been created. Default file name, GROUP.NSS. See Working with Groups for more information.
TESTING MODULE

NetSupport’s Testing Module is a powerful utility that enables Tutor’s to design tests and examinations with the minimum of effort. Incorporating an intuitive Test Designer allowing a Tutor to set customised tests including text, picture, audio and video questions, once the specified Students have completed the test in the pre-set time, the results are automatically collated, marked and made available to the Tutor.

The following components are available within the Testing Module:

The Test Designer
Launched from the NetSupport School program group, the Test Designer is used to create questions and tests.

The Testing Console
Run from within the NetSupport School Tutor program, the Testing Console is used to launch the required test at selected Student workstations, monitor progress and collate results.

The Test Player
This component runs the test at the Student workstation, it loads automatically when the Tutor launches a test.
The Test Designer
The NetSupport School Test Designer is the primary interface for:-
- Creating questions.
- Creating tests/examinations.
- Maintaining stored questions and tests.
- Providing user access to the designer.

Note: Selecting participants, running the test at student machines and recording the results of tests is managed within the NetSupport School Tutor program. See Testing Console for more information.

Starting the Test Designer
1. Choose {Start}{Programs}{NetSupport School}{NetSupport School Test Designer}.
2. The Test Designer logon screen will appear. Enter your User Name and Password.

Note: NetSupport provides a default Administrator logon for use the first time you access the Designer (User Name netsupport, Password school) but you can add additional users.

3. At startup, you can enter the Designer in one of two modes, Question Editor or Exam Editor. Select the appropriate icon. Once in the Designer, you can easily toggle between modes.
4. The main window for the selected mode will appear.
Question Editor

The Question Editor is the primary interface for creating and managing questions. A choice of question formats is available and additional resources such as pictures, video and sound clips can be incorporated into the questions.

The Editor Window provides a number of menu and toolbar options enabling you to create, edit and manage questions. For ease of navigation, stored questions are listed in a user defined tree view that can be sorted by subject, question type, author, or level of difficulty.

Menu Bar

The Menu Bar contains a series of drop down menus that can be used to access the various Question Editor tools and configuration utilities.

File

Enables you to switch to the Exam Editor Window, Import/Export data, logout of the Designer or quit the application.

Management

Create, edit or delete questions and manage the various supporting resources such as pictures, videos and sound clips.

Admin

Primarily used to create and maintain user details.
**View**  
Show or hide the Editor Window toolbar and status bar.

**Help**  
Displays the program Helpfile.

**Toolbar**  
The Toolbar contains shortcuts to many of the most frequently used tasks and tools such as Create, Edit and Delete Questions.

**Sort by**  
Enables the content of the tree view to be sorted by Author, Level of difficulty, Question Type, or Subject.

**The Tree View**  
Displays details of the Subjects and Topics you have created and the questions stored within each group.
Create Questions

When creating a question, you can apply one of five different styles ranging from a basic multiple-choice text question to ones that incorporate audio and video clips. For each question type a wizard will appear which guides you through the process. For most questions it is a three-stage process, five for Label Graphic.

The basic procedure for creating a question is:
- Enter the question or statements and the associated options/answers.
- If required, include any supporting resources such as pictures, sound and video clips.
- Store the question and add any author’s notes.

To Create a Question
1. Choose {Management}{Create Question} from the Question Editor Window drop down menu.
   or
   Click Create on the Question Editor toolbar.
2. The Create Question dialog will appear.
3. Select the required type of question.
4. The Create Question Wizard for the selected question type will appear.

**Note:** Questions can also be created in the Exam Editor at the time you compile a test.
The five question types are:

**Multi Choice**  
The Student is required to pick the correct answer from a list of four possible options.

**Drag And Drop Text**  
Students must try to complete a statement by adding a word or phrase from the alternatives provided.

**Drag And Drop Image**  
Students must match an image with the appropriate statement.

**Combo List**  
Students are presented with four questions and need to select the correct answer from a drop down list. You can insert additional 'decoy' answers into the list.

**Label Image**  
You provide students with a picture that has various areas marked. The student needs to label each area correctly.

**Note:** For Questions other than Multi Choice, Students can gain a maximum of four points depending on how many correct matches they get.
Multi Choice
Students select the correct answer from a list of four possibilities.

The first stage, of three, is to set the question followed by the correct answer and three false answers. When the question is run at Student machines, the four answers are randomly arranged.

Once you have completed part one of the wizard, click Next.
Drag and Drop Text
The Student is presented with four partially completed statements. They must complete the statement by dragging and dropping the appropriate word or phrase from a list.

The first stage, of three, is to enter the instructions for the question along with the four statements. Within each statement, highlight with your mouse the word or phrase that you will want the Students to drag and drop, clicking ‘Set Answer’ when you are happy that you have selected the appropriate text. When the question is run at Student machines, the four highlighted items are removed from the statements and randomly arranged.

Once you have completed part one of the wizard, click Next.
**Drag and Drop Image**

The Student is presented with four statements or questions, and a selection of images. They must match the image with the correct statement.

The first stage, of three, is to enter the instructions along with the four statements or phrases. Alongside each statement you add the appropriate image. Click Browse to search for the images. The list of pictures currently stored in the Images database will appear. Either select an existing image or Import a new one. Click Use to apply the image to the question.

When the question is run at Student machines, the four pictures are randomly arranged at the bottom of the screen and the Students Drag and Drop the images next to the appropriate statement.

Once you have completed part one of the wizard, click Next.
**Combo List**
The Student is presented with four statements, alongside each statement is a drop down list containing a choice of possible answers. They must select the correct answer from the list.

The first stage, of three, is to enter the instructions along with the four statements or phrases. Alongside each statement enter the correct answer text. You can then add two further ‘dummy’ answers, meaning that when the question is run at Student machines, for each of the four statements there is a choice of six possible answers in the drop down list.

![Combo List Wizard](image)

Once you have completed part one of the wizard, click Next.
Label Image
Students are presented with a picture that has four areas marked, each with an adjacent ‘blank’ text box. At the bottom of their screen will be four text labels which they must drag and drop into the correct text box.

The first stage, of five, is to enter the question along with the four text labels. You then select the image that the Students will need to label. Click Browse to search for the images. The list of pictures currently stored in the Images database will appear. Either select an existing image or Import a new one. Click Use to apply the image to the question.

Once you have completed part one of the wizard, click Next.

If the image you have chosen for the Label Image question is too large for the viewable area you can resize it.
Use the scroll-bars to position the image within the viewable area. To select the required section, use your mouse to draw around the area you require. When ready, hit Enter or click Next to continue.

Use this preview window to position the answers on the image and choose an appropriate colour scheme for the ‘pointer’ lines and background.
1. Drag the end of each ‘pointer’ to the correct region of the image.
2. Drag the associated text box to an appropriate area.
3. Choose a colour for the pointers and background.
4. Click Next when ready.
Adding Additional Resources to Questions
Each question type enables you to include supporting resources.

Images in the form of pictures, video or sound clips, can be included in questions. The images must first of all be imported into NetSupport School’s internal Resources database from where they can be added to questions.

You can add new multi-media files to the Resources database when creating or editing a question or by selecting {Management}\{Manage Resources\} from the Question Editor Window drop down menu.

The default path for the Resources area is C:\Program Files\NetSupport School\resources but you can change this to a different location if required. Select {Admin}\{Configuration – Configuration Tab\} from the Question or Exam Editor Window drop down menu.

**Note:** All standard multi-media file formats are supported, jpg, bmp, gif, avi, wav etc.

To Include Additional Resources In A Question

1. Decide which resource type is appropriate, image, sound or video and click Browse. The resources list for the selected type will appear.
2. If the required file has already been imported into the database highlight it in the list and click Use. You can Preview the files before selecting them.
   or
   To add a new item to the list, click Import and browse for the file. When you have selected the file, you can preview it to ensure it is the correct one. It is also important that you include a suitable description for the item, as this will appear in the Resources list rather than the file name. Once added to the list, click Use to add the item to the question.

3. Click Next.
**Question Details**
The Question Details dialog completes the Create Question process. Decide where to store the question and whether to add any additional author notes.

Stored questions are maintained in an internal database, school.mdb, within the NetSupport School program folder. The Question Editor Window displays stored questions in a tree view. You are able to customise this to your own requirements by creating subjects and topics within each subject.

The Question Details dialog also displays the Tree View and you can choose whether to add a question to an existing Subject/Topic or to create a new area. Supporting text can also be added.

**To create new Subjects**
1. Select Create Subject and enter an appropriate name. Click OK. The Subject will be added to the Tree View.
2. Within the Subject, create a Topic. Select Create Topic and enter a name. Click OK.
3. Author’s information can now be added. If required, edit the description and add any additional supporting text. You can also assign a Level to each question to indicate the level of difficulty.
4. Click Finish to store the question and return to the Create a Question dialog. Either select another question type or click Close to return to the Question Editor Window.
Edit Questions
The content of stored questions can be changed at any time.

To Edit A Question
1. In the Question Editor Tree View, select the required question.
2. Choose {Management}\{Edit Question\} from the Question Editor Window drop down menu.
   or
   Click the Edit toolbar icon.
   or
   Right-click on the question and select Edit.
3. The Edit Question screen will appear. Select the appropriate Tab to change the required details.
Delete Questions, Subjects and Topics
In Question Editor mode redundant or orphan items can be removed from the Tree based on certain criteria being met.

A Question can only be deleted if it does not appear in an exam. A Subject or Topic can be removed if there are no items beneath it in the Tree, the currently selected Sort View determining the extent of the deletion.

To Delete a Question
1. In the Question Editor Tree View, select the required question.
2. Choose {Management}-{Delete Question} from the Question Editor Window drop down menu.
   or
   Click the Delete toolbar icon.
   or
   Right-click on the question and select Delete.
3. Confirm that you want to delete the question.
4. If the question appears in an exam, a warning message will be displayed indicating how many exams the question is in. You will not be able to delete the question until it has been removed from the exam(s).

Delete Subjects and Topics
When deleting a Subject or Topic the program will check to see if there are items beneath it in the Tree and, depending on the current Sort View, if the item appears anywhere else in the Tree.

When sorted by Subject Type, there will only be one occurrence of the item. Therefore, a Topic will be removed if it does not contain any questions and a Subject if it does not contain any Topics. However, when sorted by Question Type, for example, there may be multiple occurrences of the same Subject and Topic in the Tree. If you delete the only occurrence of a Geography question in the Multi-Choice category, that Topic or Subject will be removed from Multi-Choice but not from any other category that Geography appears in.
1. In the Question Editor Tree View, select the required Topic or Subject.
2. Choose {Management}\{Delete Topic/Subject\} from the Question Editor Window drop down menu.
   or
   Right-click and select Delete.
3. Confirm that you want to delete.
4. If there are items within that branch of the Tree a warning message will appear.

**Rename Subjects and Topics**
1. Select the required item in the Tree.
2. Right-click and choose Rename.
3. Enter the new name and press Enter.
Manage Question Resources

The Manage Resources option provides a central area where you can administer the pictures, videos and sound clips that are used in questions. New items can be imported into the database for later use in questions.

To access the resources list, select {Management}{Manage Resources} from the Question Editor Window drop down menu.

Items can be listed by category, Image, Sound, Video, or you can view All types simultaneously. The resources list provides the following information:

**Description**  This is the user-defined description given to the item when it is imported into the database, not the original file name.

**Type**  Indicates the item type, jpg, bmp, gif, avi etc.

**Ref**  This displays the number of times that the item appears in a question.

**Size/Length**  In the case of images, displays the image size in pixels. For sound and video, displays the duration of the clip.
The following buttons are available:

**Image**  
Lists the picture files that have been imported.

**Sound**  
Lists the sound files that have been imported.

**Video**  
Lists the video files that have been imported.

**All**  
Lists all categories.

**Import**  
Import a new item for later use in questions.

**Delete**  
Delete a selected item. Items cannot be deleted if they are used in a question. The Ref Count column indicates how many times the item has been used.

**Preview**  
View the imported item.

**Edit**  
Enables you to change the description of the resource and the version number. Overwrites the original.
Exam Editor
The Exam Editor enables you to take the questions you have previously created in the Question Editor and build them into a test or exam.

The Editor Window provides a series of menu and toolbar options enabling you to create, edit and manage exams. It also displays, in a tree view, the list of stored exams and the questions contained within them. Each question can be previewed in the window.

Menu Bar
The Menu Bar contains a series of drop down menus that can be used to access the various Exam Editor tools and configuration utilities.

File
Enables you to switch to the Question Editor Window, logout of the Designer or quit the application.

Management
Options are available to Create, Edit, Delete, Preview and Publish Exams. Publishing an exam bundles up the questions and associated resources into a ZIP file that can be accessed from the Testing Console.
**Admin**
Primarily used to create and maintain user details.

**View**
Show or hide the Editor Window toolbar and status bar.

**Help**
Displays the program Helpfile.

**Toolbar**
The Toolbar contains shortcuts to many of the most frequently used tasks and tools such as Create, Edit and Delete Exams.

**The Tree View**
Lists the exams that have been created together with the associated questions.
Create Exam
Having created a suitable mix of questions in the Question Editor, adding those questions to an exam is a quick and easy process.

The Exam Wizard guides you through the process of selecting the required questions, setting a time limit for the exam and including supporting information. New questions can also be created during this process.

To Create an Exam
1. Choose {Management}-{Create Exam} from the Exam Editor Window drop down menu.

   or

   Click Create on the Exam Editor toolbar.

2. The Exam Wizard will appear.

3. The first stage is to enter general supporting information about the exam. Enter a Title and Description for the exam. Set the time limit, hh:mm. You can then add some optional information such as the age range or class group that the exam is aimed at. Click Next when ready.
4. Stage two is to select the questions for the exam. Expand the tree in the left-hand pane of the window and highlight the required question, click the Add Question button. The tree view can be sorted by Author, Level, Question Type and Subject. Repeat this process until all questions are selected.

5. Selected questions appear in the right-hand pane of the window. From here you can use the buttons to remove a question from the exam, sort the questions into the required order, preview the question or even create a new question.

6. Click Finish to store the exam in the Exam Editor Window tree view.

Once created, you can use the Exam Editor menu or toolbar options to edit or delete exams, preview exams and publish the exam.

**Note:** Although the newly created exam appears in the Exam Editor tree view, it cannot be run at Student workstations until it has been ‘published’. This bundles the various elements of the exam, questions, pictures, videos etc, into a single ZIP file which is then made available in the Testing Console.
Preview Exam
You can preview an exam at any time in order to simulate what the Students will see. This is a useful way of checking each question and viewing the resources, pictures, video’s etc, that may have been included. Although the exam runs exactly how it would at the Student workstations, the preview facility does not return any results.

To Preview an Exam
1. Select the exam in the Exam Editor Window tree view.
2. Choose {Management}{Preview Item} from the Exam Editor Window drop down menu.
   or
   Click Preview on the toolbar.
   or
   Right-click on the exam name and select Preview.
3. The Preview Exam Window will appear. This enables you to answer each question exactly as the Students would have to. You can also view any supporting images, videos or sound clips.
4. Click Finish to end the preview.

Note: Individual questions can also be previewed in this mode. Expand the tree beneath an exam to reveal the questions, highlight the appropriate item and click Preview.

Edit Exam
1. Select the exam name in the Exam Editor Window tree view.
2. Choose {Management}{Edit Exam} from the Exam Editor Window drop down menu.
   or
   Click Edit on the toolbar.
   or
   Right-click on the exam name and select Edit Exam.
3. The Exam Wizard will appear.
4. Select the Exam Details or Exam Question tab and edit the required items.
5. Click OK.
**Delete Exam**
Although this procedure removes the exam from the Exam Editor Window, it does not delete the Zip file that is created when an exam is published. The exam will therefore still be available to run at Student workstations.

**To Delete an Exam**
1. Select the exam name in the Exam Editor Window tree view.
2. Choose {Management}\{Delete Exam\} from the Exam Editor Window drop down menu.
   or
   Click Delete on the toolbar.
   or
   Right-click on the exam name and select Delete Exam.
3. Confirm that you want to delete the exam.

**Publish Exam**
When you create a new exam, it is not immediately available to be run at Student workstations. You must first ‘Publish’ it. The Publish Exam option bundles the various components of the exam, questions, pictures, videos etc, into a single Zip file which is stored in a central Tests folder, C:\Program Files\Netsupport School\Tests.

Once published, the test can be selected in the Testing Console.

**Note:** Due to the enhanced results reporting introduced in version 7.5, tests created pre v7.5 will need to be re-published.

**To Publish an Exam**
1. Select the name of the newly created exam in the Exam Editor Window tree view.
2. Choose {Management}\{Publish Exam\} from the Exam Editor Window drop down menu.
   or
   Click Publish on the toolbar.
   or
   Right-click on the exam name and select Publish.
3. A window will appear confirming the exam properties. Click Publish.
4. The Save As dialog will appear. Give the exam a suitable name, this is the name that will appear in the Testing Console when selecting an exam to run. Click Save to create the Zip file.
Administration

The Test Designer Admin Options are primarily used to:

- Create and maintain User Logins
- Specify the location for imported resources

The Admin option can be selected from either the Question or Exam Editor drop down menu.

Admin - User Management

This option enables Test Designer operators, with Admin rights, to add, edit or delete User Logins.

A default Administrator logon is provided, Login Name: netsupport, Password: school, providing access to the full range of Designer functionality as well as the ability to create additional user accounts.
**Create User Logins**
1. Click Add.
2. The User Details dialog will appear.
3. Enter a User Name, generally the persons full name, followed by a Login Name and Password. Decide if the User should have Admin Rights. This gives the user full functionality access within the Designer along with the ability to edit and delete questions and tests created by other users. Non-Admin Users cannot create or edit questions but can create exams.
4. Click OK.

**Edit User Logins**
1. Highlight the required User and click Edit.
2. The User Details dialog will appear.
3. Amend the User Details as required.
4. Click OK.

**Delete User Logins**
1. Highlight the required User and click Delete.
2. Confirm the deletion.
Admin - Options

Questions, exams etc are stored in an internal database supplied with NetSupport School. This dialog provides version information about the Database. You also have an option to edit the path where imported resources (images, video, sound clips) are stored.

Expanding the tree reveals two options:

General
Tracks the version number of the database, school.mdb, that is currently in use. NetSupport may on occasions supply updates to the internal database and this dialog indicates which version is currently in use.

Resources
By default, imported resources such as images, video files and sound clips, are stored in the Resources area within the NetSupport School program folder. This option enables you to edit the path if required.
**Import/Export Data**

The Test Designer provides an Import/Export facility enabling you to store external backups of data or make information available to other users. Exported files can be password protected for security. You have the choice of exporting all items in the database or just the exams, questions or resources.

The Import/Export options can be accessed from either the Question or Exam Editor Windows.

### Exporting Data

1. Select `{File}`-{External Data - Export} from the drop down menu.
2. The Export Database dialog will appear. Select the category of information to be exported and Click Export.
3. The Export Wizard will appear. Specify the location for the exported data and provide a filename. By default, files are prefixed with the current date but you may prefer to enter a custom name. If required, password protect the file, add any additional notes and click Next when ready to proceed.
4. Depending on the category selected, (Exams, Questions, Resources etc) the Wizard will now prompt you to choose, from a tree view, the specific items to be exported. Select each item in turn and click the Add Item To Export List button. When the Export List is complete, click Next.
5. The Wizard will confirm the items to be exported. Any resources associated with exams or questions are included. Check the details and if required click Back to change the information.
6. Click Finish to begin exporting.
7. A progress dialog will appear. Click Close when complete.

**Note:** Exported data is not removed from the Designer.

### Importing Data

1. Select `{File}`-{External Data - Import} from the drop down menu.
2. The Import Database dialog will appear. Browse for the required Export file and click Open.
3. Click Import DB to start importing. If the file has been protected you will be prompted for the password.
4. A progress dialog will appear. Click Close when complete.
The Testing Console

Having used the Test Designer to create questions and exams, you use the Testing Console option in the NetSupport School Tutor program to run the exam at Student workstations and monitor results.

Running an Exam

1. Select {School}\{Testing Console} from the Control Window drop down menu.
2. The Select Students dialog will appear. From the list of connected Students, indicate which ones should participate in the exam by checking or un-checking the box next to their name. Click Next to continue.
3. Select the exam to run. Details of the published exams are listed, choose the one that you want to run at the selected Student PCs. If required, you can alter the time limit for the exam. Click Finish when ready to run the exam.
4. The NetSupport School Test Player will automatically launch at the Student PCs and a dialog enabling you to administer the exam will appear on the Tutor screen.

This dialog is used to start the exam, monitor Student progress and collect results.
The window enables you to track individual Student progress. Each question is marked in real-time so you can see immediately how each Student is doing! At the end of the exam you can view the results by class and individual Student and print a permanent record. You can also show each Student their results giving them the opportunity to see where they made mistakes.

The following toolbar options are available:

**View Client**
You can view a particular Student screen at any point during the exam. All options normally associated with the View Window are available.

**Chat**
If required, you can open a Chat session with Students while the exam is running. Although the Test Player provides a help button offering Students guidance with each question type, you may find that you need to offer additional assistance.

**Test Login**
Before starting the exam you can ask each Student to Login with their own name. This would be useful if, for example, the Machine Name is listed and be more meaningful when checking results against each Student.

**Pause Test**
You can Pause the exam at any point. Click Start when ready to continue.

**Start Test**
Starts running the exam at Student PCs.

**Stop Test**
If Students answer all the questions within the time limit you can Stop the exam rather than wait for the clock to tick down.

**Report**
This option gathers the results when the exam has finished. (When the Tutor stops the exam or the time limit elapses)
Test Reports Window
The Reports Window enables the Tutor to review the results of an exam. You also have the option to allow Students to see their own results.

By selecting the required item in the Tree View you can display two types of report, a Class Summary and individual Student summaries. Each can be printed and copies are also stored, in HTML format, in the `\NetSupport School\Tests\Reports` folder.

Class Summary
This provides a summary of each Students result in tabular format. The report details the number of questions in the exam, the number of points available (questions other than multi-choice are worth 1 point for each correct answer) and itemises each Students score.

Individual Student Summary
By selecting the Student name in the Tree View you can display a full breakdown of the individual results. This is ideal for highlighting any problem areas that the Student may have. An index itemising the points scored for each question is provided from which you can jump to each question to see how the Student answered.
The toolbar provides shortcuts to a number of additional features:

**Show Results**
This enables you to show each Student their results and, if required, include the answers. To display to all Students simultaneously highlight *Students Reports* in the tree, to show to an individual Student select their name.

The Test Player will re-open at the Student workstations enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct.

If you have chosen to include the answers, a *Show Answers* button will appear on the Test Player window enabling the Student to toggle between their response and the correct answers.

**Show Report**
This option enables you to display the individual summary reports at Student workstations.

**Print Report**
Enables the Tutor to obtain a printed copy of the Class and Student summaries. Highlight the required item in the Tree and click *Print Report*.

When ready, close the window to return to the Test Console dialog from where you can exit the test. This will clear the results or reports from the Student screens.
The Test Player

The NetSupport School Test Player is the testing utility that loads at Student PCs when an exam is running. While the Player is loaded, Students are unable to use any other applications.

The Tutor uses the Testing Console option to choose the Students to participate in the exam and select the exam to run. At this point the Test Player loads automatically at each Student PC. When the Tutor starts the exam, the first question appears and the Students can then work their way through the exam.

The Test Player window displays the following:

**Exam Time**
Counts down the time remaining.

**Question List**
Numbered buttons indicate how many questions there are in the exam. The Student can click these to quickly move between questions. Useful at the end of the exam to review answers and to make changes before the time runs out.
**Question Area**
The main body of the window displays the question and, depending on the question type, the associated options. Buttons are provided to view any resources that may have been included, pictures, videos or sound clips, and a reference button is available which provides Students with tips on how to answer the particular type of question.

**Navigation Buttons**
In addition to the numbered buttons in the question list, navigation buttons are also available at the bottom of the window enabling Students to move between questions. When they have completed the exam they click Finished.

When the exam has finished, the Tutor has the option to show Students their results and, if required, include the answers. The Test Player will re-open at the Student workstations enabling them to view each question in turn. The window will indicate which questions they got right, wrong or, in the case of questions that have multiple answers, partially correct. If the Tutor has chosen to include the answers a *Show Answers* button will appear enabling the Student to toggle between their response and the correct answers.
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.

Broadcast Show A feature that enables you to optimise performance when Showing the Tutor screen to multiple Student screens.

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
The workstation that is used to take over another.

Control Mode
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.


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 devises dispersed over a relatively limited area and connected by a communications link that enables any devise to interact with any other device on the network.
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**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 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 major Windows operating systems.

**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**
A technique that enables hardware and software to minimise system power consumption.

**Properties**
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.

**Testing Module**  A NetSupport utility enabling Tutor’s to create customised exams, run them at Student workstations and automatically collate results.

**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**  See Silent Installation

**Video Driver**  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 contact us.

We can never test our software on every possible combination of equipment. We may have inadvertently introduced a restriction or incompatibility which affects you. We apologise for any shortcomings that you may discover. Please let us know so that we can fix them.

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