

# NetSupport DNA v2.7

For any organisation that depends on its IT assets, namely hardware and software, to remain competitive and efficient, it stands to reason that knowing exactly how many desktops it has and specifically which applications are in use, will be of critical importance.

IT assets account for the largest proportion of the overall IT spend, therefore, ensuring they are properly managed and maintained becomes one of the highest priority corporate goals for any organisation where TCO (Total Cost of Ownership) is high on the agenda.

The annual cost of supporting this IT infrastructure can often result in costs spiralling out of control, where the initial purchase price of IT assets pales into insignificance. Understanding leasing arrangements and undertaking proactive asset management ensures compliance with software license agreements and makes budget forecasting more accurate. Knowing how many of your users are using a specific application at any given time will allow for both effective trimming of software budgets and a realistic prediction of future software investment.

Information is key. Without this, decisions on upgrades and the roll-out of new technology will not be taken from an entirely informed position.

Facilitating central management of your enterprise PCs in a secure, coordinated and efficient manner, NetSupport DNA combines powerful Hardware and Software Inventory with Software Distribution, Application and Internet Metering, Web Based Helpdesk and award winning Remote Control functionality.

Recognising that organisations have differing requirements, NetSupport DNA is available in a modular format, allowing you to pick and choose only those features that best meet the current needs of your organisation.

## DNA FEATURES:

- HARDWARE INVENTORY**
- SOFTWARE INVENTORY**
- APPLICATION METERING**
- INTERNET METERING**
- LICENCE MANAGEMENT**
- SOFTWARE DISTRIBUTION**
- ENTERPRISE REPORTING**
- ALERTING**
- WEB BASED HELPDESK\***
- REMOTE CONTROL\***

\* Optional Components

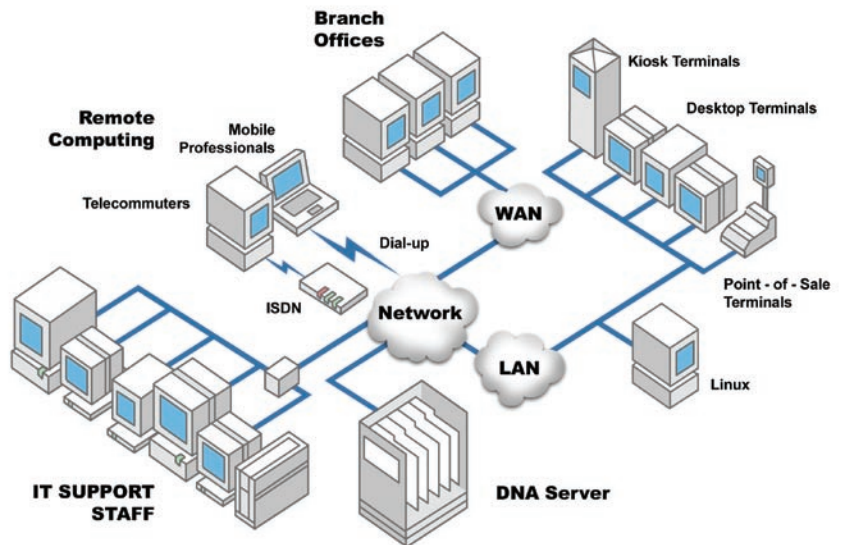


"NetSupport DNA is designed to give complete control over all the software and hardware related information of any client machine on the network."

"NetSupport DNA and NetSupport Manager have made the challenging tasks of desktop support and asset tracking over our geographically distributed organization a snap. Our end users really appreciate our ability to help fix their problems via remote control, rather than through the traditional long phone calls...you have a great product that earns its keep every day - we rely on the functionality and information it provides."



"I was impressed with DNA's feature set. If you need a utility to take a thorough inventory of your software and hardware assets, download DNA and give it a try. The application and Internet metering are nice features to help track and manage employee productivity. All in all, NetSupport has done a great job with this version of DNA".



Schematic representing the extended connectivity of DNA

## Discover

NetSupport DNA will automatically discover all PCs on a LAN or Wan based on an IP range or utilising the existing Windows Network. Once discovered, key PC status & DNA Client Status (if installed) is displayed.

Using the Discovery Tool, DNA clients can be remotely installed onto clean systems across the Enterprise.

## Detail

NetSupport DNA also offers two "Styles" of reporting. On Screen reports are provided with supporting Bar and Pie charts and drill down capabilities on all key summary data.

In addition, Print Optimised reports are provided, powered by the Crystal Report engine that offers a full set of management reports. All reports include the option to print or export to PDF, DOC and XLS.

## Deploy

DNA provides a multi delivery option for Software Distribution. To begin, an Operator can define a Software package to be deployed - this can either be a collection of Files and Folders specified with appropriate action parameters once delivered to a target system or by recording and scripting any user prompts required during an application install so that the package can be deployed onto a users system without intervention.

# Discover

## USER MANAGEMENT

NetSupport DNA provides a range of features to locate and Manage PCs and Users within a networked environment. Not only does DNA store key user data (Name, Telephone etc.) but it also provides detailed storage of supporting Asset, Lease and Maintenance data. In addition DNA provides the customer with the ability to customise the data to be gathered and collated from each user.

DNA also provides the mechanism to create Dynamic groups, these are added to the main Company Tree view and can contain PCs from any number of departments. A typical group might be "all PCs with Windows XP and more than 256Mb of Ram".

Other supporting Tools include Connection Statistics, Find User, Chat, Message and a powerful Data Query Tool.

## DISCOVERY

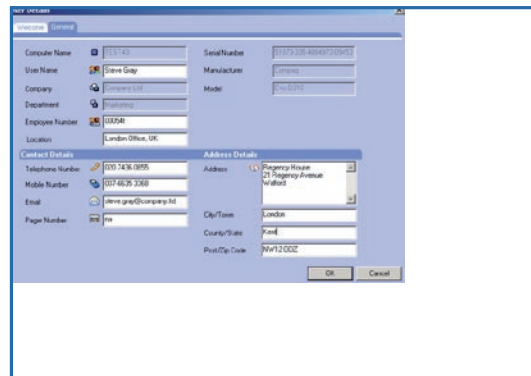
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## DNA INVENTORY FOR REMOTE COMPUTERS

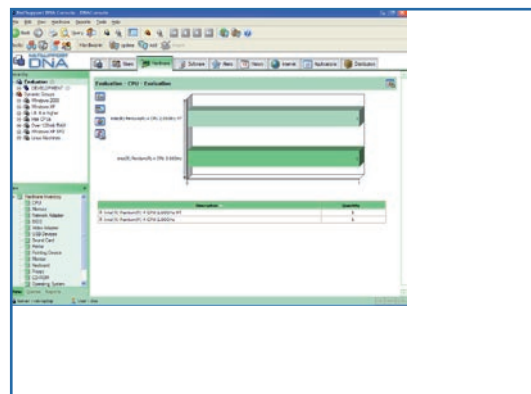
In order to maintain accurate asset information it is vital that all user/hardware & software related data is recorded. Whilst the DNA Server will dynamically retrieve information from those machines that have a Client installed, there will be instances where peripheral equipment, such as routers, will not be found or remote PCs that are not connected to the network. To ensure that this information is known, DNA provides you with the tools to add details of 'non-scanned' items manually.

## MULTI-PLATFORM SUPPORT

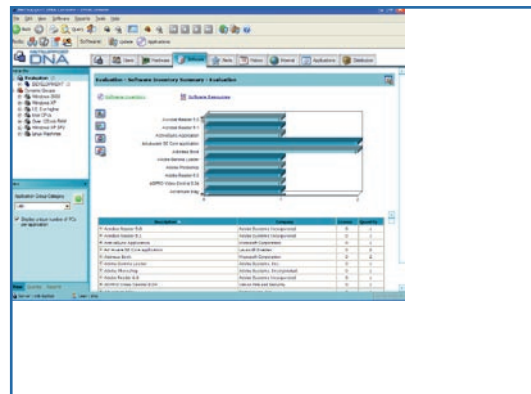
NetSupport DNA provides full support for Windows 98 and above, together with the following Linux distributions - Red Hat 9, Red Hat Enterprise, SuSE 9 and Fedora Core 6.



Customisable User Details Tab



Hardware Inventory



Software Inventory

# Detail

## HARDWARE INVENTORY

NetSupport DNA features a powerful Hardware Inventory module that presents a wealth of information about a specific PC, from CPU and BIOS to memory, memory slots used and even those available for future expansion. When viewing the Company as a whole or a department, DNA provides quick and easy summaries by category, such as all PCs grouped by OS, CPU type or Memory.

## SOFTWARE INVENTORY

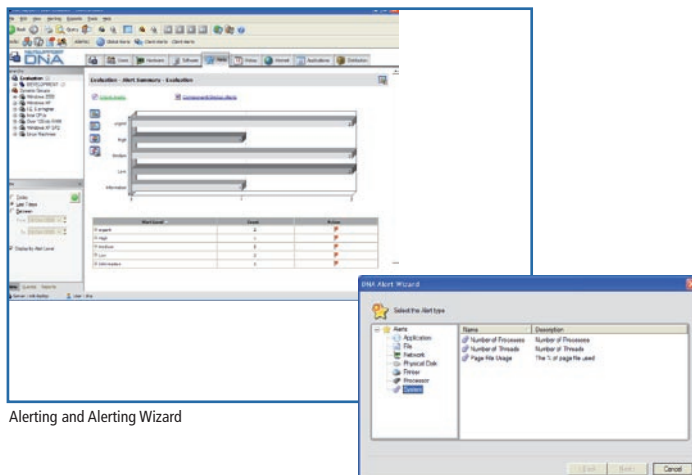
Provides a detailed summary of all applications detected on a target PC. This information can be provided on either an individual PC or group basis. Data gathered can be customised to group differing versions of a common application, reflect company licence limits and more.

## APPLICATION METERING

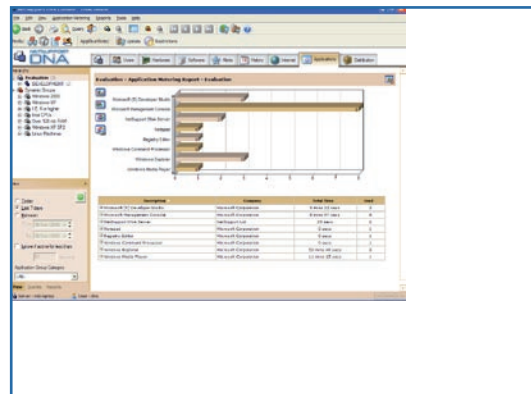
The Application Metering component reports back all applications used on a Target PC, detailing the time the application was started and finished, the actual time it was in use and when viewed at departmental level, summaries by frequency of use or by duration are shown. In addition, application usage can be restricted on target PCs by time of day, for all users or usage can be limited to specified PCs.

## ALERTING

DNA provides a unique Alerting facility enabling operators to specify settings for pre-defined alerts. This allows for the monitoring of critical conditions such as free disk space levels or for identification of applications running. Alerts can be defined either on a Client or Global alert basis.



Alerting and Alerting Wizard



Application Metering

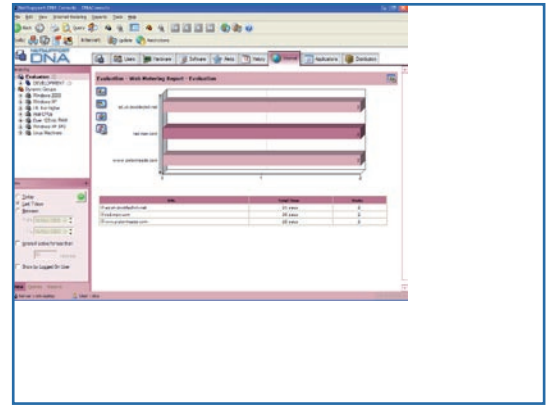
**INTERNET METERING**

Like Application Metering, DNA also provides a detailed summary of Internet (or Intranet) activity on a users PC. URL's visited, duration on a page and page analysis within a specific URL are all recorded. DNA even provides a quick link to review a specific URL.

Internet Metering also provides the Operator with the ability to restrict URL access based on its status of Approved or Restricted and by a flexible time based policy.

**REPORTING**

NetSupport DNA also offers two "Styles" of reporting. On Screen reports are provided with supporting Bar and Pie charts and drill down capabilities on all key summary data. In addition, Print Optimised reports are provided, powered by a Crystal Report engine that offers a full set of management reports. All reports include the option to print or export to PDF, DOC and XLS.



Internet Metering

**Deploy**

**SOFTWARE DISTRIBUTION**

DNA provides a multi delivery option for software distribution. To begin, an Operator can define a Software package to be deployed - this can either be a collection of Files and Folders specified with appropriate action parameters once delivered to a target system or by recording and scripting any user prompts required during an application install so that the package can be deployed onto a user's system without intervention.

Once created the application package can be automatically "Pushed" to target PCs for deployment or "Published" centrally. Once "Published" a User can check to see which applications are available for their PC and install these on Demand.

DNA further offers the ability to Schedule packages for distribution, whereby the user can specify the date and time to distribute a specific package. This is especially effective for out of office hours distribution when network activity is at its lowest.

**SOFTWARE DISTRIBUTION WAREHOUSE**

To ease network traffic congestion when executing large scale deployments, DNA enables you to nominate a Client, ideally local to the target machines, to act as a 'distribution warehouse'. When the Package is deployed, rather than the server pushing it to each Client in turn, it installs at the Warehouse Client which then distributes it to the remaining targets.

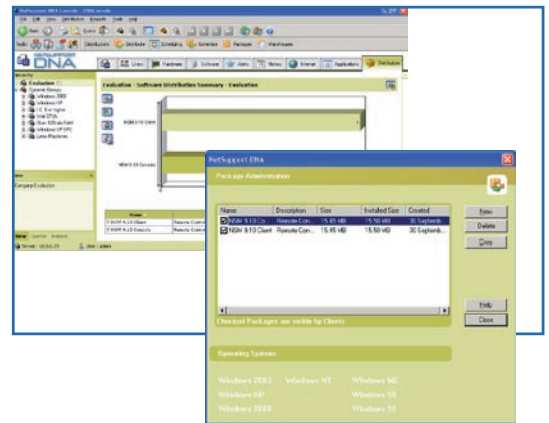
**APPLICATION PACKAGER**

Designed for situations where the application to be rolled-out does not have its own 'silent' install routine. The Packager enables operators to record and playback a 3rd party installer. All necessary keystrokes and mouse movements are stored in a script which is then played back at Client PCs without the need for user intervention.

**REMOTE CONTROL**

DNA Remote Control offers advanced functionality for the effective management of remote workstations. Watch, Share or Control the screen, mouse & keyboard of target PCs irrespective of O/S & network protocol. Includes full message & text chat facilities, comprehensive security, multi-platform support & desktop integration.

For a more powerful remote control solution, NetSupport Manager (NSM) is offered as an extra module. Together with the above, NSM offers File Transfer & File Distribution, Hardware & Software Inventory, Scripting & Scheduling, The Gateway (connecting to PCs located behind firewalls) and Scan, for the monitoring of multiple remote workstation screens.



Software Distribution with Package Admin Dialog

"Great range of desktop management tools at a reasonable price...the internet metering feature is unique"



"NetSupport DNA2 is an excellent system management tool whose manufacturers are clearly listening to their users, since the new additions in version 2 all strike us as the typical kind of feedback you get from real world users. It's simple to use, the client agent doesn't seem to unduly hammer the host PC, and for a multi-faceted package the price tag is attractive too."

**TECHWORLD**



DNA Query Tool

**NetSupport DNA** has won the prestigious eWEEK/PC Magazine "Best Enterprise Systems Management Award" at the 2004 CeBIT America technology show in New York.

**NetSupport DNA** enterprise management suite will be of tremendous benefit to small and midsize companies. The package provides software distribution, asset management (hardware and software inventory), application metering, and remote control capabilities, all with an easy-to-use, intuitive interface."

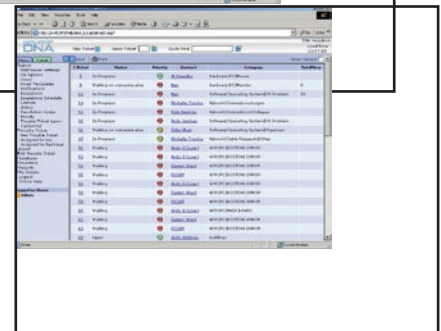
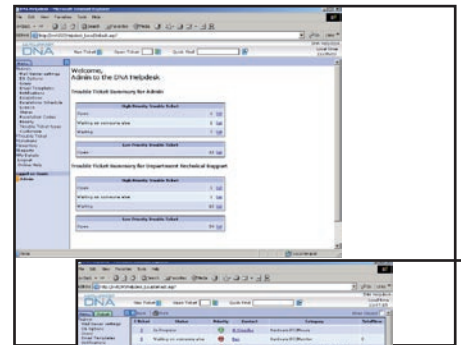
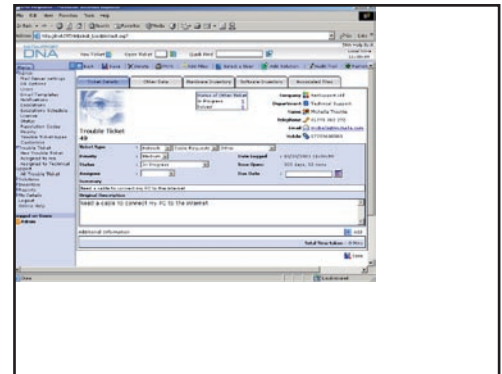
# DNA Helpdesk

Every organisation depends in part on its IT infrastructure to remain competitive and efficient. Minimising the amount of system downtime is essential together with ensuring an effective solution is in place to assist and support users of IT assets.

Available as a standalone application or as an integrated module of DNA, NetSupport Helpdesk is a powerful and wholly web based solution providing detailed recording and tracking of user Help Requests.

NetSupport Helpdesk offers the following functionality as standard:

- Automatic assignment of tickets to operators based on pre-defined customer rules based on either Problem Type or User Type.
- Automatic escalation of ticket status based on customer specific rules.
- Structured notes history for a ticket with source identifiers (telephone, email and more) for each additional entry within the ticket lifecycle.
- Direct integration with DNA Suite Inventory and departmental information.
- Custom Data Designer allowing for customised data fields.
- Active Directory integration.
- Streamlined creation of a solutions database to aid future help requests.
- Importing user departments and companies from other systems into the NetSupport Helpdesk.
- Help Request Logging with customisable categories for easy input.
- End users can raise help requests on-line and review current status in real time.
- Prioritised Help Requests for users and ticket types together with easy operator allocation.
- Profiled Operator access and customised functionality.
- Full Hardware and Software Inventory information for each user's system.
- Real Time Corporate Status reports - Total Calls in, Status of Calls, Average resolution time and more.
- Ongoing history by user for all previous support requests.



# Commercial Rationale

- Reduce the TCO (Total Cost of Ownership) by decreasing the number of vendors you are managing, improving help desk support, enforcing configuration standards and effectively migrating to new technologies.
- Track and manage licenses using the inventory and application metering functionality. Identify illegal and unused software, providing the necessary knowledge to purchase the optimum number of licenses for your enterprise.
- Ensure compliance with corporate configuration standards using the software metering capability to identify and maintain standard desktop configurations and those that fall out of compliance even during server downtimes.
- Plan and budget for migrations, ensuring that any desktop changes needed to support an upgrade are effected. DNA allows you to procure the components in advance, plan the work and ensure the installation team is fully prepared at the point of upgrade.
- Effective Security Management for identification of missing computer assets such as CD-ROMs, memory, hard drives and even entire computer systems.
- Reduce the need for costly physical inventories by removing the need to visit each desktop.
- Assisting with Disaster Recovery by transferring the IT information collected by DNA to your contingency plans, identifying where critical users and revenue related PCs are located.
- Virus prevention and remedial activities are essential for any enterprise. As DNA works independently of your e-mail server, periodic updates can be distributed to your users even during a virus crisis.

# SYSTEM REQUIREMENTS

## SERVER

Hardware\*: P3 500Mhz or higher with 256mb RAM  
 Free Space: 100mb plus  
 OS: NT and 2000, XP, 2003 server  
 Databases: MSDE, SQL 7, SQL 2K  
 TCP/IP Network

\* refer to documentation for recommendations based on installed client base

## CONSOLE

P3 500Mhz or higher with 256mb RAM  
 Windows 2000 and above  
 Internet Explorer 6  
 Java Virtual Machine

## CLIENT

Pentium 133  
 10Mb free space  
 Windows 98, NT(SP6), 2000(SP4) + above  
 Internet Explorer 5 or higher  
 TCP/IP (winsock2 for 98)

## LINUX CLIENT

Pentium 133  
 10Mb free space  
 Supported Linux Distribution:  
 Red Hat 9 / Red Hat Enterprise / SuSE 9 / Fedora Core

gtk+ 2 and glade 2 to be installed.  
 (installed by default on most distributions)  
 X Windows System

\* Linux support does not include Metering and Software Distribution

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Authorised Partner: