



NetSupport Notify User Guide

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Welcome to NetSupport Notify

NetSupport Notify is a specially developed solution allowing instant and reliable delivery of notifications and alerts across a LAN or WAN to both Windows and Mac desktops.

The philosophy of NetSupport Notify is to provide a simple and effective solution to allow administrators within an organisation to reliably deliver key notifications to staff and pupils across an enterprise without concern for network topology and to provide accurate records of message delivery and acknowledgement.

Unlike typical LAN-based messaging solutions, NetSupport Notify provides a dedicated notification gateway(s) that allow seamless message delivery across multiple network segments or dispersed sites without the need for network modifications or switch configuration. A true mass notification system.

Product Overview

Education

In recent months the issue of delivering reliable and effective messaging to students across a campus has never been more essential as part of the day-to-day management of a school infrastructure. With students potentially utilising a mixture of hardware and technology including desktops, laptops and Mac systems, the ability to simply and quickly deliver messages direct to their devices provides a number of benefits to the faculty.

NetSupport Notify allows an administrator to deliver within seconds a clear and concise message and instruction to all connected computers across a campus. Each message can carry a priority level and a request for acknowledgement. The delivered message automatically takes screen focus on recipient computers and can be accompanied by an audible alert. In addition, all delivered messages are recorded in the system event log, registering both the time the message was delivered and acknowledged by the user.

NetSupport Notify provides an extra level of security within an education establishment or campus for both critical security alerts as well as routine student communication.

Corporate

Corporate communication increasingly relies on the ability to deliver notifications via email or existing telephony facilities when communicating with staff within an office building.

NetSupport Notify provides a low-cost, high-speed notification system allowing messages and alerts to be delivered instantly to all computer users while removing the potential delays experienced with emails entering an already busy In Box.

For some organisations, NetSupport Notify also provides a welcome backup for existing technology failures, such as email, and an effective tool for delivering staff alerts and guidance, such as "the mail server will be off at 5pm" or "we are experiencing difficulties with our file server".

NetSupport Notify guarantees user attention by delivering an audible alert with each message received and taking foreground position on a user's desktop. With its notification gateway component, a single message can be delivered to staff across many sites or locations in a single action, again with full delivery/receipt logging.

Key Features at a Glance

Simple to use, fast and reliable, NetSupport Notify is the perfect choice for low-cost messaging and alerting across a LAN or WAN. Easy to implement and utilise, alerts carrying varying priorities and audibility can be delivered in seconds across the enterprise.

Key feature highlights in NetSupport Notify are:

- Support for Windows and Mac desktops, including Vista
- Notification gateway for delivery of messages across multiple subnets
- No need for router changes or support for broadcast UDP
- Prioritise messages and alerts with clear and concise message types (eg, message, alert and critical)
- Send alerts to one or multiple notification gateways simultaneously
- Supports unlimited number of connected user desktops
- Audit log of message receipt and acknowledgement
- Audible alerts
- Easy to install with MSI installer
- Enterprise installation utilising supplied deployment utility or Active Directory
- Available in a range of localised languages
- Notification Server redundancy
- Unique Security codes – limiting access to only authorised Agents and Consoles.
- Integrate within existing systems via the supplied browser based notification Console.

Notification Server

NetSupport Notify is based around its unique Notification Server technology. Installed on any Windows 2000, 2003, XP or Vista desktop or Windows 2000 / 2003 Server, the Notification Server manages connections to all desktop agents and ensures immediate delivery of all alerts. NetSupport Notify also includes redundancy, allowing multiple Notification Servers to be implemented and ensuring if that one is unavailable at any time, agent connections will automatically switch to the next available server.

The Notification Server also controls all agent and console connections and authenticates these against a unique user defined security key ensuring the system is only used by authorised staff.

System Requirements

Windows 2000 and above.

Note: The Gateway/ Notification Server component is not supported on Windows Vista.

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.)

Select which installer to use, setup.exe or MSI file. If an Active Directory deployment is required you will need to install using the MSI file.

The Setup program Welcome screen will appear.

Click Next to continue.

NetSupport License Agreement

The NetSupport License Agreement will be displayed. Please read the License Agreement carefully and select I accept the terms in the license agreement and click Next to continue.

If you reject the License Agreement, (I do not accept the terms in the license agreement) click Cancel. NetSupport Notify will not be installed and you will be directed to Exit from the install program.

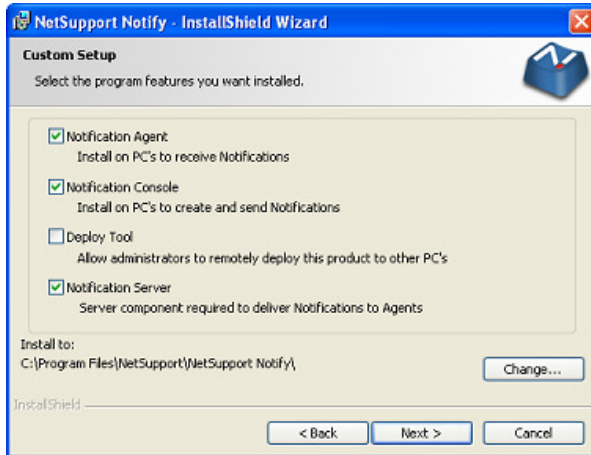
Customer Information

Enter your user name and the company name.

Click Next to continue with the installation.

Custom Setup

Select the components to install on the workstation.



Notification Agent

The Agent component should be installed on all machines across your network that are to receive Notifications.

Notification Console

Install this component on machines that will create and send out Notifications to Agents.

Deploy Tool

The Deploy tool enables you to remotely deploy NetSupport Notify without the need to visit each individual workstation.

Notification Server

Provides a simple and reliable method of connecting and delivering Notifications to Agents.

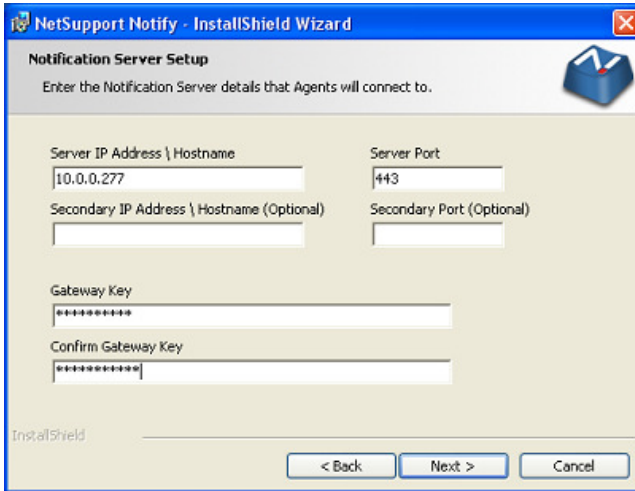
Install to:

By default, NetSupport will be installed in the folder C:\Program Files\NetSupport\NetSupport Notify. If you want to install in a different folder, click Change.

Click Next when ready to continue.

Notification Server Setup

Enter the details for the Notification Server (Gateway).



The screenshot shows a Windows-style dialog box titled "NetSupport Notify - InstallShield Wizard". The main heading is "Notification Server Setup" with a sub-instruction: "Enter the Notification Server details that Agents will connect to." The dialog contains several input fields: "Server IP Address \ Hostname" (containing "10.0.0.277"), "Server Port" (containing "443"), "Secondary IP Address \ Hostname (Optional)", "Secondary Port (Optional)", "Gateway Key" (masked with asterisks), and "Confirm Gateway Key" (also masked). At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner.

Server IP Address/Hostname

Enter the IP Address or Hostname for the Notification Server.

Server Port

The Notification Server uses HTTP Port 443 by default.

Secondary IP Address/Hostname (Optional)

You can set up a secondary Notification Server to take over when the primary Server is not available.

Enter the IP Address of your secondary Notification Server if required.

Secondary Port (Optional)

Enter the Port of your secondary Notification Server if required.

Gateway Key

This is the Security Key for the Notification Server, it must match at both the Agent and the Console.

Click Next to Continue.

Sufficient information has been provided to commence the installation. If you need to review any of the settings click Back otherwise click Install.

Using the Notification Server

The NetSupport Notify 'Notification Server' or 'Gateway', is provided to manage connections to all desktop Agents and ensure immediate delivery of all messages.

Agent PCs connect to the Notification Server on start-up and register their availability and current IP address with the Server. When the Console sends a Notification message it will be delivered to all connected Agents.

Multiple Notification Servers can be created, to act as a backup if the primary Server is unavailable. Notification Messages will be sent to Agents on all Servers, ensuring messages can always be delivered.

The basic requirements for using a Notification Server are:

- It needs to be installed on a PC that is accessible to all Console and Agent PCs.
- It needs to have a static IP address.
- The Notification Server, Console PC and Agent PC must have a matching Notification Server Security key configured.

Installing and Configuring a Notification Server

A 'Notification Server' or 'Gateway' is designed to run on a machine that is accessible from both the Console and Agent PCs. It must therefore have a fixed or static IP address. The Notification Server can be installed as a standalone component on the machine you wish to use, or along with other NetSupport components.

When performing a NetSupport Notify installation, select the Notification Server component from the Custom Setup screen. You will also need to set the Server (Gateway) properties in the Notification Server Setup dialog during installation. After installation you can configure the properties in the Notify Settings dialog, select {File}{Settings} from the drop down menu in the Console or in the Gateway Configuration dialog, which can be launched by right-clicking the Gateway icon in the system tray.

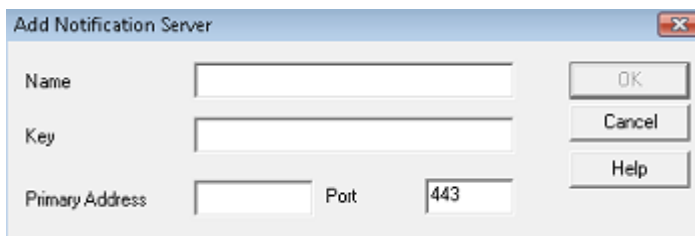
The Notification Server is configured with the IP Address of the Gateway machine and a Security Key. This must be the same information that is set at both the Console and Agent machine thus validating connections between the various components.

You can configure the Server details used by the Agent by running the 'Agent Configurator'. This is stored in the NetSupport Notify program folder on Agent PCs, C:\Program Files\NetSupport\NetSupport Notify\AgentConfig.

Adding a Notification Server

NetSupport Notify allows you to create more than one Notification Server, which will act as a backup if a Server is not available.

From the Notification Console select {File}{Settings} the Notify Settings dialog will appear, listing all the Notification Servers. To add a new Server, click Add. The Add Notification Server dialog will appear.



The screenshot shows a dialog box titled "Add Notification Server". It has a standard Windows-style title bar with a close button. The dialog contains three text input fields: "Name", "Key", and "Primary Address". The "Primary Address" field is split into two sub-fields: "Primary Address" and "Port", with the value "443" entered in the "Port" sub-field. To the right of the input fields are three buttons: "OK", "Cancel", and "Help".

Name

Enter a meaningful name for the Notification Server.

Key

This is the Security Key for the Notification Server, it must match at both the Agent and the Console.

Primary Address

Enter the IP Address for the Notification Server.

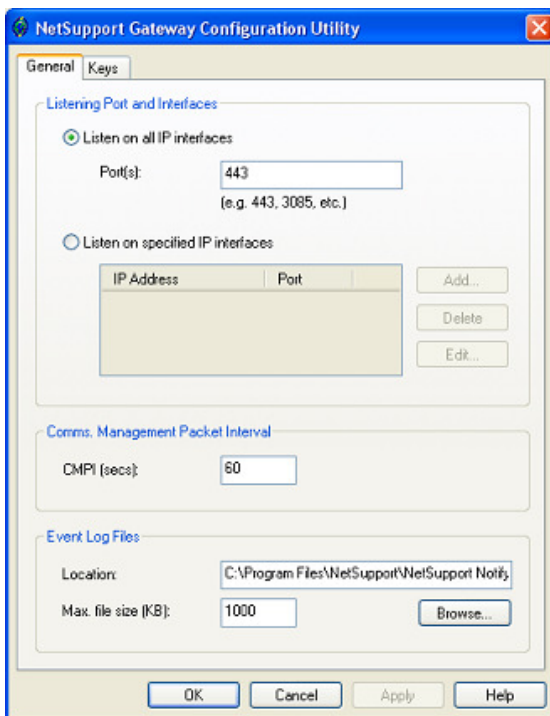
Port

The Notification Server uses HTTP Port 443 by default.

Gateway Configuration Utility - General Properties

You use this dialog to configure the properties of the Gateway/Notification Server.

You can access the dialog via the NetSupport Gateway icon which appears in the workstations system tray. Right-click on the icon and select Configure Gateway. Alternatively, you can run the file Pcgwcfg.exe from the NetSupport program folder.



Listening Port and Interfaces

Listen on all IP interfaces

By default, the installed Gateway component uses the local IP Address(es) and communicates through Port 443.

Listen on specified IP interfaces

If the Gateway machine has multiple network cards installed, you can add the specific IP Address to use. Click Add and enter the required address.

Comms. Management Packet Interval

CMPI (secs:)

When configured for Gateway connections, the Agent workstation confirms its availability by periodically polling the Gateway. By default, a network packet is sent every 60 seconds but you can change this if required.

Event Log Files

Gateway activity during an active session is recorded in a text file, default GW001.LOG. This can be useful for checking which Agents and Consoles have connected through the Gateway.

Location:

By default, the log file is stored in the NetSupport program folder. i.e. c:\program files\netsupport\netsupport notify\GW001.log. Select Browse to specify an alternative path.

Max File Size (KB):

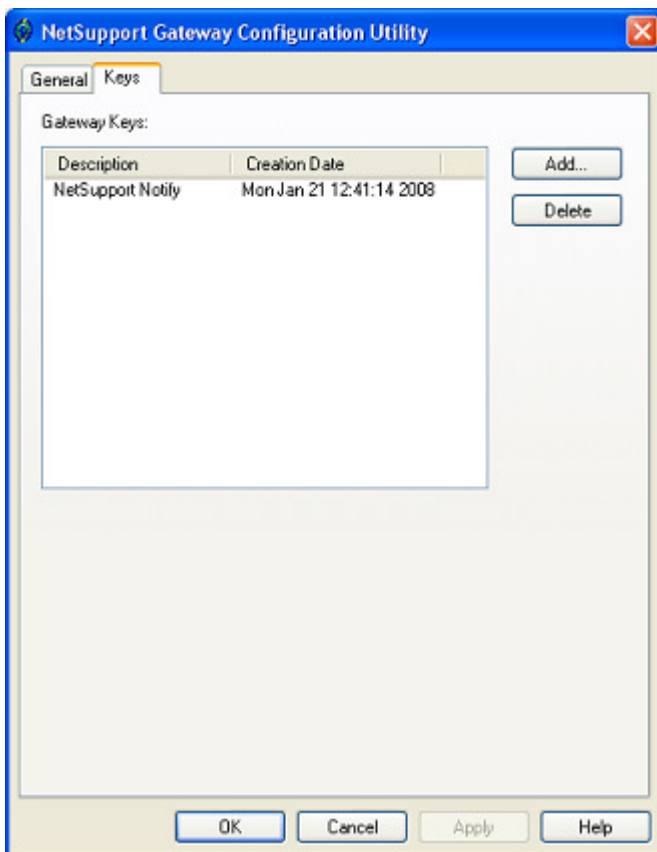
Over a period of time the log file could become quite large, you can manage this by specifying a maximum file size. When the limit is reached the existing information in the file is overwritten by the new records.

Note: For changes to the log file settings to take affect you will need to restart the Gateway32 service.

Gateway Configuration Utility – Creating Keys

Access to a Gateway/Notification Server is protected by use of a Security Key.

The Gateway will not accept connections from a Agent or Console unless a "Gateway key" is specified, and that same key is also present at both the Console and Agent end. The Gateway can support multiple keys, at least one key must be specified.

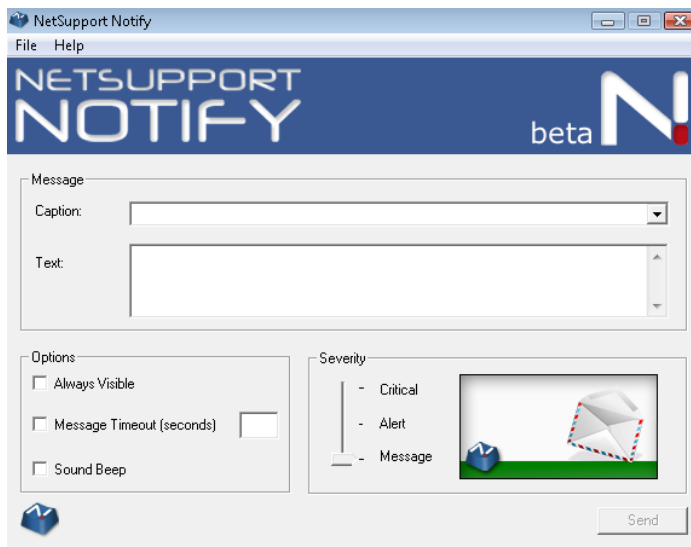


Select Add to specify the Key. The Key must be at least 8 characters.

Using the NetSupport Notification Console

NetSupport Notify's simple and easy to use Console allows you to deliver Notifications to your Agents in a matter of seconds.

To start the NetSupport Notification Console choose {Start}{Programs}{NetSupport Notify}{Notification Console}.



Message

Caption

Enter a title for the Notification message.

Text

Enter the content of the Notification message.

Options

Always Visible

The Notification message will always be visible on an Agent workstation.

Message Timeout (Seconds)

Specify how long the Notification message should be displayed for.

Sound Beep

You can further highlight the message by playing a sound at the Agent machine.

Severity

Select the type of Notification message to send. This can be used to quickly identify the type of message, Critical, Alert or Message.

Complete the required properties and click Send, the Notification message will be displayed on all connected Agents screens until the User clicks Ok or the specified time limit expires.

Notes:

- All delivered messages are recorded in the system event log, registering both the time the message was delivered and acknowledgement by the user. You can clear the message history by selecting {File}{Clear Message History} from the drop down menu.
 - You can Add, edit and delete Notification Servers via the Console, select {File}{Settings} from the drop down menu.
-

Sending Messages via an Internet Browser

NetSupport Notify allows you to send Notification messages via an Internet Browser.

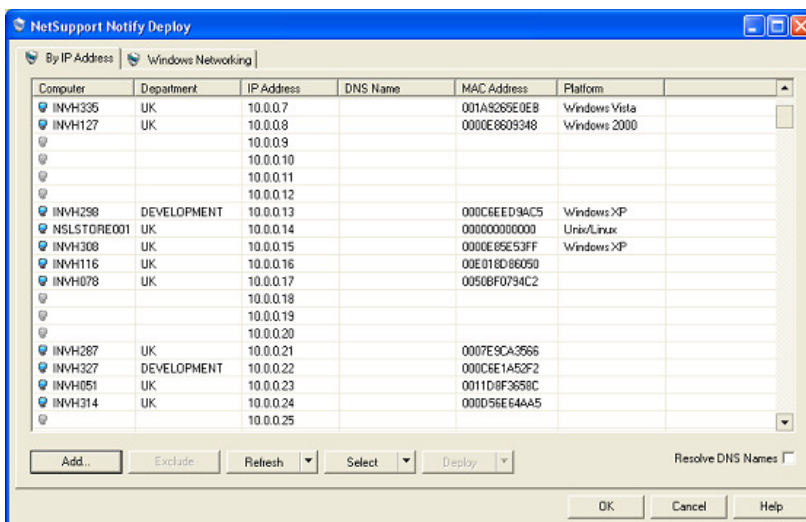
With the Notification Console a Notify.asp and nsnheader.jpg is installed. These files can be copied into the inetpub\wwwroot folder on a machine with IIS and ASP installed. These files are then accessible from an Internet browser anywhere on site.

Note: The Console will need to be installed on the Web Server to successfully send messages.

Discovery and Deploy Tool

The Deploy Utility, launched from the NetSupport Notify program group, provides Network Administrators with the ability to install and configure NetSupport Notify on multiple workstations without the need to visit the machines individually.

You are provided with a view of your Network, allowing you to select the workstations you want to include and you can then choose to deploy the NetSupport Notify Setup package or a Configurations file. You can also remotely uninstall NetSupport Notify.



Find PCs

To determine which machines to include in the deployment firstly decide whether to search 'by IP Address' or 'Windows Network' by selecting the appropriate Tab.

Click Add.

If searching by IP Address enter the address range or select an existing range if present. Select the appropriate Network Groups if using Windows Networking.

Click OK to begin searching the network for matching machines.

Select PCs

To help identify the PCs to be included or excluded from the deployment the list can be sorted by clicking on any of the column headings. You can further refine the list by removing machines that you do not want to include in the deployment. Click Select and choose the appropriate task from the drop down list. Click Exclude to remove the highlighted items.

From the PCs that remain, select the ones to deploy to. To include all machines click Select – All Clients or highlight the PCs individually using Shift-Click, Ctrl-Click.

With the required PCs selected, click Deploy.

Select Type Of Deployment

Setup

Enables you to deploy the NetSupport Notify setup package to the selected machines. At the same time as deploying the setup package you can optionally include a specific Configuration file.

Uninstall

Enables you to remotely uninstall NetSupport Notify from the selected machines.

Configuration

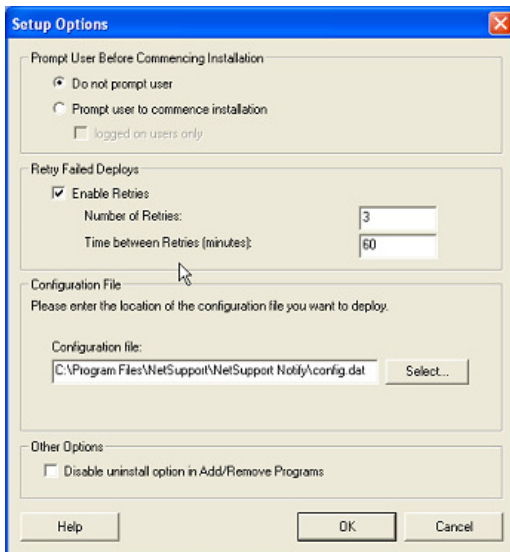
Deploy a stored NetSupport Notify configuration (config.dat file).

Note: You can create and edit the Notification Server details used by the Agent by running the 'Agent Configurator'. This is stored in the NetSupport Notify program folder on Agent PCs, C:\Program Files\NetSupport\NetSupport Notify\AgentConfig.

Click Start.

Deploy Setup Options

When deploying a NetSupport Notify Setup you will be prompted to provide additional information.



Prompt User Before Commencing Installation

If the target PCs are likely to be in use at the time of the deployment you can display a prompt at the machines before commencing. The user can then start the installation when ready. The message can be sent to Logged On machines only.

Retry Failed Deploys

Indicate if the deployment should be automatically retried in the event of a failure. Specify the number of retry attempts and the interval between.

(Optional) Configuration File

At the same time as deploying the setup you can also include a specific Configuration file (config.dat). Click Select to browse for the appropriate files.

Note: You can create and edit the Notification Server details used by the Agent by running the 'Agent Configurator'. This is stored in the NetSupport Notify program folder on Agent PCs, C:\Program Files\NetSupport\NetSupport Notify\AgentConfig.

Other Options

Disables the uninstall option in Add/Remove Programs, ensuring the user is unable to remove the deployed items.

Contact Us

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