NetSupport

NetSupport Notify

User Guide – Version 3.00

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Welcome to NetSupport Notify

NetSupport Notify is the simple, low-cost one-way messaging and alerting tool that enables an administrator to communicate instantly with desktop users across any size or type of organisation.

Send routine notifications or urgent alerts to selected or all desktops (Windows, Mac or Linux) or large information panels from a Windows PC or Android/Apple iOS device.

Unlike typical LAN-based messaging solutions, NetSupport Notify provides a dedicated Notification Server/Gateway(s) that allows 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/and or logged in users 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 centrally, registering both the time the message was delivered and acknowledged by the user. In seconds you can view all delivered messages, filter those of interest, review a full list of recipients and, if needed, export a summary for future analysis.

Alerts can be fully branded to include the logo and colours of your school or college to ensure immediate recognition by staff and students.

Routine Alerts can also be pre-scheduled for a fixed time and date in the future or be applied on a recurring basis. These are ideal for campus-wide events such as fire drills or routine IT system downtime.

NetSupport Notify is also increasingly used as an outbound classroom notification tool, allowing a teacher to send an immediate notification directly to their tech support team, the front office or senior staff requesting assistance in the classroom. This provides a much quicker and more effective approach than sending students out of the class to locate staff.

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. It does not rely on any external services, does not have any ongoing delivery costs, and perhaps most importantly, does not require regular management of contacts.

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.

Consider a network-related crisis. It could be an e-mail server going offline or a virus spreading on your network. Remember how many warnings you might have to send over e-mail or by visiting users before you can begin to mitigate the situation. With NetSupport Notify it is simple. Just broadcast a message to all, check to see they have been acknowledged and then concentrate on the job in hand.

Ever wished you had a network PA (Public Address) system? Site administrators and security personnel can use NetSupport Notify to send emergency alerts and notifications to users efficiently. Emergency evacuations, security concerns and fire drills are just some of the scenarios where a notification system can be an essential addition to your network tools. Remember you can even pre-schedule alerts to occur on a daily, weekly or monthly basis at any given time.

As a corporate tool, NetSupport Notify can be customised to reflect your corporate identity, ensuring all alerts received are instantly recognised by staff. Alerts can be delivered carrying 5 different status levels ranging from System Alerts through to Emergency Notifications.

Features

Simple to implement and use, NetSupport Notify is the perfect choice for messaging and alerting across a LAN or WAN. Fast and reliable, alerts carrying varying priorities, customisations and delivery options can be delivered in seconds across the enterprise.

NetSupport Notify's multi-platform support gives you the ability to send notifications from a Windows PC or Android/Apple iOS devices to Windows, Mac and Linux desktops as well as unattended large screen public information displays.

Key feature highlights when sending notification from a Windows Console:

Instant Message Delivery across Platforms

- Send alerts and notifications (up to 500 characters) instantly to any Windows, Mac and Linux desktop from a Windows PC operator console.
- Send messages "full screen" to unattended devices such as large digital public information screens, with appropriate timeout.
- Send targeted alerts dynamically to selected users/devices, specified departments or all computers.
- In time-critical situations, send a pre-configured "emergency response" message by typing a hotkey combination.
- Real-time message preview before delivery.
- Supports unlimited number of connected user desktops.
- Include clickable links to websites and network resources (UNC paths) in the body of the message.
- Support for Terminal Server / Citrix clients.

Customisation

- Prioritise each message with clear and concise message types – News, Alert, Technical, Critical, Message.
- Customise alert and font colours and include organisation logo in all notifications.
- Include custom audio alerts and supporting sounds with each notification. The sound can be repeated every five seconds to really grab attention!
- Flexible delivery options – auto close after XX seconds, close on user acknowledgement.
- The same message can be sent to multiple sites, each carrying different local branding.
- NetSupport Notify is available in a range of localised languages.

Pre-schedule Alerts

- Schedule routine alerts to run at fixed times or dates: hourly, weekly, daily, even every xx minutes.

Reporting and Tracking

- View full alert history, view and amend current scheduled alerts and export delivery results.

- Central audit log and detailed reporting of all messages sent, received and acknowledged.
- Specify the length of time that notifications are stored and accessible for reporting.

Security and Active Directory Integration

- Unique security codes limiting access to only authorised Agents and Consoles.
- Integrate within existing systems via the supplied browser-based notification template and COM object.
- Agent configuration can be centrally managed via Active Directory (AD) policies or similar.
- Control ability to send alerts by Active Directory policy.
- No need for router changes or support for broadcast UDP.
- Easy to install with MSI installer or by utilising supplied deployment utility or
- Active Directory.

NetSupport Notify Components

NetSupport Notify consists of four components:

Notification Server

The NetSupport Notify Notification Server, or Gateway, manages connections to all desktop Notification Agents and ensures immediate delivery of all alerts.

Note: A secondary Notification Server can be added, this will take over if the primary Notification Server is unavailable. Notification Agents will automatically switch to the next available Notification Server, ensuring alerts can always be delivered.

Notification Agent

Notification Agents receive and are responsible for displaying alerts. Notification Agents connect to the Notification Server on start-up and register their availability. When the Console sends an alert to all or selected departments, it will be delivered to the connected Notification Agents by the Notification Server.

Notification Console

NetSupport Notify's simple and easy-to-use Notification Console allows you to create and send alerts to all Notification Agents or targeted departments in a matter of seconds.

NetSupport Deploy tool

The NetSupport Notify Deploy utility provides network administrators with the ability to install and configure NetSupport Notify on multiple workstations without the need to visit the machines individually.

System Requirements

Notification Agent
Windows XP SP3, Windows Server 2003 SP2 or later.
Mac OS X 10.5.8 or later.
Linux (Red Hat Enterprise, Fedora, SuSE, Debian and Ubuntu).
Supports Terminal Server sessions. Notification alerts can be sent to Agents on a Terminal Server.

Notification Server
Windows XP SP3, Windows Server 2003 SP2 or later.

Notification Windows Desktop Console
Windows XP SP3, Windows Server 2003 SP2 or later.

NetSupport Notify iOS Mobile Console
Apple iPad, iPhone and iPod devices running iOS 6.1 or above.

NetSupport Notify Android Mobile Console
Tablets and smartphones running Android 2.2 or above.

Network requirements
An active TCP/IP connection between ALL NetSupport Notify components is required for notifications to be sent.

Starting the Installation

Download your copy of NetSupport Notify from
www.netsupportnotify.com/downloads.asp

Click the appropriate language from the menu and select the option to install NetSupport Notify.

The NetSupport Notify installation will start displaying a Welcome screen.

Click **Next** to continue.

NetSupport Licence Agreement

The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select "I accept the terms in the Licence Agreement" and click **Next** to continue.

If you reject the Licence Agreement, ("I do not accept the terms in the Licence Agreement") click **Cancel**. NetSupport Notify will not be installed and you will be directed to exit from the install program.

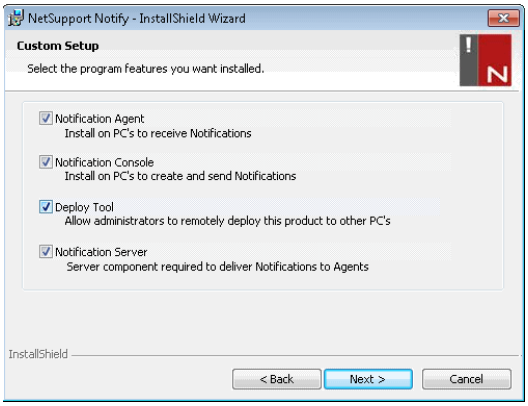
Customer Information

Enter your user name and the company name.

Click **Next** to continue with the installation.

Custom Setup

Select the components to install.



Notification Agent

The Notification 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 (Gateway)

You will need at least one Notification Server; however additional Notification Servers can be installed either to manage separate parts of your network or to act as a backup in the event that your primary Server becomes unavailable.

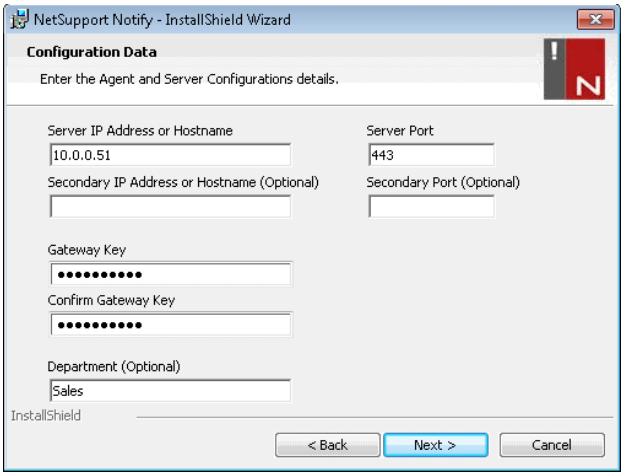
Install to:

By default, NetSupport Notify 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** to continue.

Configuration Data Setup

If you have chosen to install either a Notification Agent, Console or Server you will be required to enter the following details:



Server IP Address or Hostname

Enter the IP address or Hostname for the Notification Server.

Server Port

By default, this is set to port 443.

Secondary IP Address or 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 Notification Agent and the Console.

Department (optional)

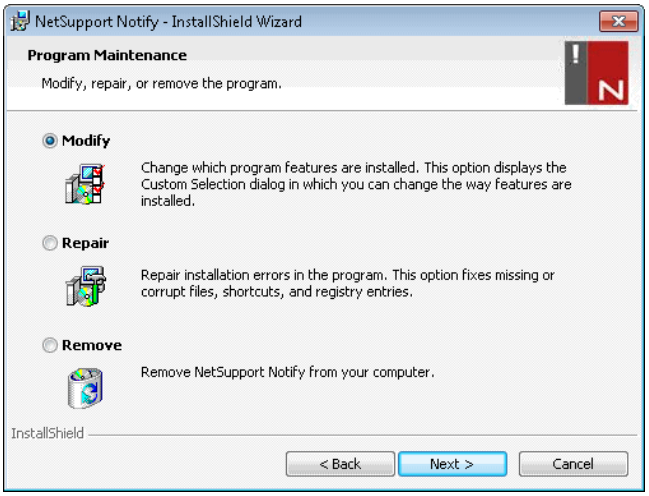
If you are installing the Notification Agent, you have the option to assign the Notification Agent computer to a department. By assigning Notification Agents to different departments the Notification Console operator will be able to target alerts to specific departments.

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**.

Existing Installation

This screen will appear if a copy of NetSupport Notify has already been installed on a workstation.



Modify
Enables you to change the NetSupport Notify components that are currently installed.

Repair
Reinstalls all the program features installed by the previous setup and repairs any installation errors in the program.

Remove
This option removes all installed features.

Select the required option and click **Next**.

Registering a Licence Key

When you purchase NetSupport Notify you are allocated a serial number. This combined with your company name and product related information is used to produce a unique software licence key that enables you to use the product.

After installation you need to generate a licence key using the NetSupport Licence Manager utility.

To start the NetSupport Licence Manager, run PCILIC.EXE which you can find in the directory where you have installed NetSupport Notify.

The information must be entered exactly as it appears on your Licence certificate. The process is case sensitive and needs to be exact.

When you have entered all the information select the generate button to create your licence key file. If this fails please check and re-enter the details.

Note: You can manually activate your licence using the Gateway Configuration utility.

Assigning Notification Agents to a Department

Notification Agents can be assigned to a department allowing the Notification Console operator to target alerts to specific departments. A Notification Agent can be assigned to multiple departments, this can be achieved by separating each department with a comma i.e. sales,marketing,support.

Notification Agents can be assigned to departments during installation in the Configuration Data Setup dialog or at a later date by running the Notification Agent Configurator which is stored in the NetSupport Notify program folder C:\Program Files\NetSupport\NetSupport Notify\Agent Config.exe. You can also assign Agents to departments by using the configuration option in the NetSupport Deploy tool.

Note: If you are using Active Directory you can configure the Notification Agent department based on the logged on user.

Installing a NetSupport Notification Agent on Mac Systems

To install the Mac Notification Agent, you need to mount the NSNotifyAgent.dmg. Double-click the NSNotifyAgent.pkg installer package file and follow the on-screen instructions.

The NSNotifyAgent.dmg can be downloaded from our download area at www.netsupportnotify.com/downloads.asp.

Note: NetSupport Notify currently supports Mac OS X 10.5.8 or later.

You will need to configure the information that the Notification Agent uses to connect to the Notification Server.

If you place a pre-configured config.dat file next to the installer package file before you double-click, the installer will copy that config.dat file into position for you. This can be used to simplify installation and configuration, especially on more than one machine. You will need to drag the installer package file from the disk image window to another folder, (for example, the desktop) in order to place the config.dat file next to it.

Configuration

The file /Library/NSNotifyAgent/daemon/config.dat contains the Notification Server details used by the Notification Agent.

This file can be edited using the Configurator application. The Configurator can be found at:

/Applications/NetSupport/NetSupport Notify/Configurator.app

The Log File

Diagnostic information and records of acknowledged messages are stored in the log file. This can be found at:

/var/log/notifydaemon.log

To open this file use the Console application (/Applications/Utilities/Console.app) or the "open" command in the Terminal command line.

Installing a NetSupport Notification Agent on Linux Systems

To install the Linux Notification Agent, you need to extract the nsn_installer.tar.gz to a folder (i.e. /home/user/Desktop/nsn_installer) and then run the install file as a root user.

Note: The NetSupport Notification Agent supports, at the time of release, Red Hat Enterprise, Fedora, SuSE, Debian and Ubuntu.

You will need to configure the information that the agent uses to connect to the Notification Server.

If you place a pre-configured config.dat file (case sensitive) next to the installer file ("install script" within nsn_installer folder) before running the install script, this will copy the config.dat file into position for you. This can be used to simplify installation and configuration, especially on more than one machine.

Configuration
The file /usr/nsn/daemon/config.dat contains the Notification Server details used by the Notification Agent.

This file can be edited using the Configurator application. The Configurator can be found at:

/usr/nsn/configurator/configurator

If you modify this file using the Configurator application, the Notification daemon will automatically restart once changes have been applied. If you replace this file manually, you will need to restart the Notification daemon from the Terminal using the following command /etc/init.d/notifydaemon restart (needs to be root).

The Log File
Diagnostic information and records are stored in the log file. This can be found at:

/var/log/notifydaemon.log

To open this file, either use gedit or emacs or the "cat" command in the Terminal command line.

NetSupport Notify Mobile Console for Android / iOS

The NetSupport Notify Mobile Console for Android and iOS gives you the freedom to communicate with your Windows, Mac and Linux desktop users or unattended information displays on the move from an Android tablet/smartphone or iPad, iPod or iPhone.

Free to download from Google Play, Amazon App Store and iTunes, the Mobile Console allows you to send instant alerts and notifications to existing NetSupport Notify users via an established Notification Server\Gateway.

Key features when sending a notification from an Android/Apple iOS devices:

- Send alerts and notifications to Windows, Mac and Linux desktops from any Android or Apple iOS device.
- Send full screen notifications to unattended digital public information displays.
- Prioritise messages and alerts with clear and concise message types.
- Include clickable links to websites and network resources (UNC paths) in the body of the message.
- Flexible delivery options: display for XX seconds, require user confirm, auto close after XX and so on.
- Send targeted alerts dynamically to selected users/devices, departments or all computers.
- View full alert history (iPad only).
- Unique security codes limiting access to only authorised Notification Agents and Consoles.
- Send alerts to one or multiple Notification Gateways simultaneously.
- Available in a range of localised languages.

Configuring the Notification Server

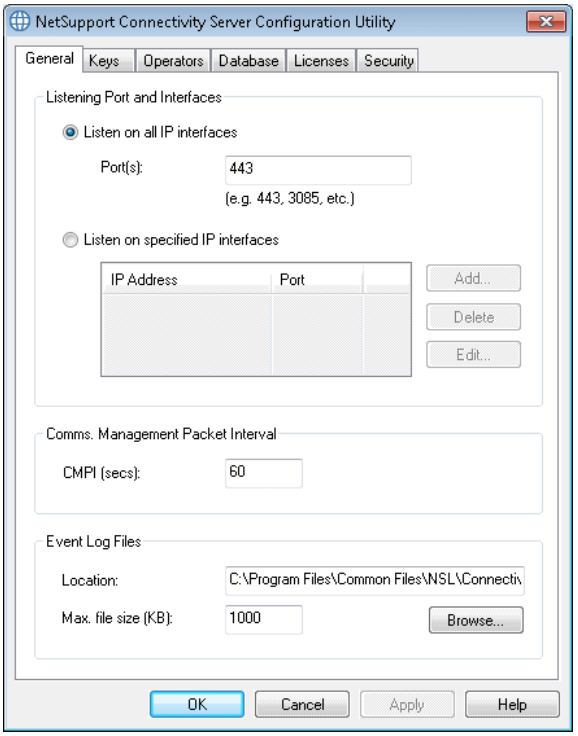
A 'Notification Server' or 'Gateway' is designed to run on a machine that is accessible from both the Console and Agent PCs. It must therefore have a fixed or static IP address. The Notification Server can be installed as a standalone component on the machine you wish to use, or along with other NetSupport 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 Configuration Data Setup dialog during installation. After installation you can configure the properties of the Server in the Gateway Configuration dialog, which can be launched by right-clicking the Gateway icon in the system tray and selecting Configure Gateway. The dialog can also be accessed from the Notification Server, select {File}{Configure Gateway} from the drop down menu. Alternatively, you can run the file Pcigwcfg.exe from the NetSupport program folder.

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.

Gateway Configuration Utility - General Properties

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



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):

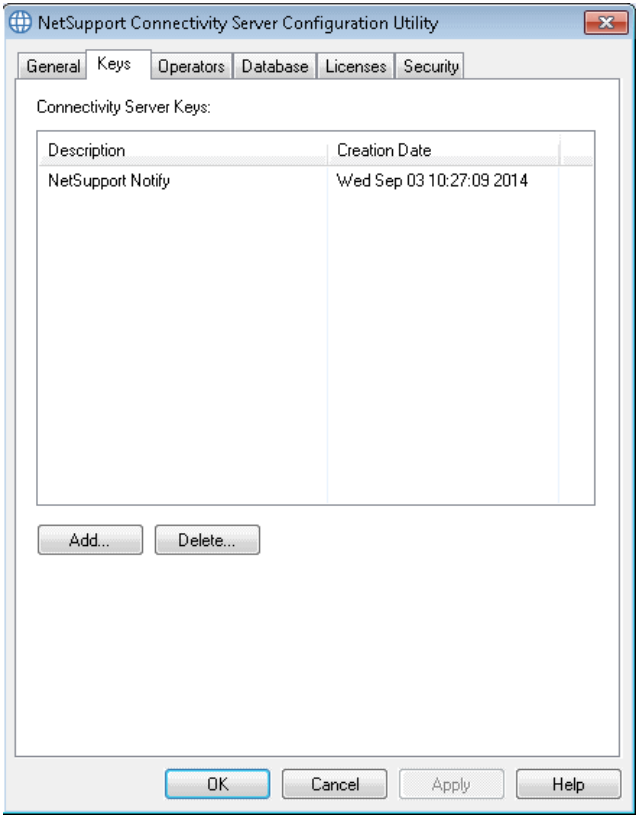
Over a period of time the log file could become quite large, you can manage this by specifying a maximum file size. When the limit is reached the existing information in the file is overwritten by the new records.

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.

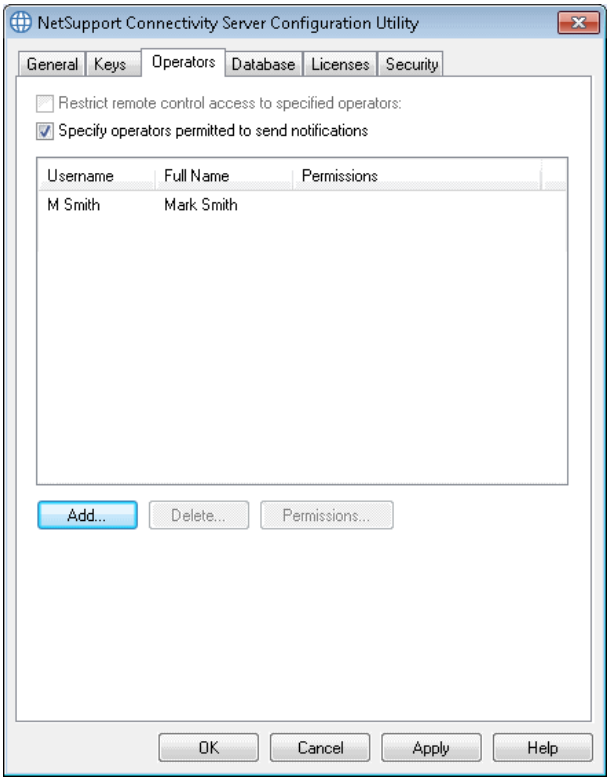
The Gateway will not accept connections from a Agent or Console unless a "Gateway key" is specified, and that same key is also present at both the Console and Agent end. The Gateway can support multiple keys, at least one key must be specified.



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

Gateway Configuration Utility - Operators Tab

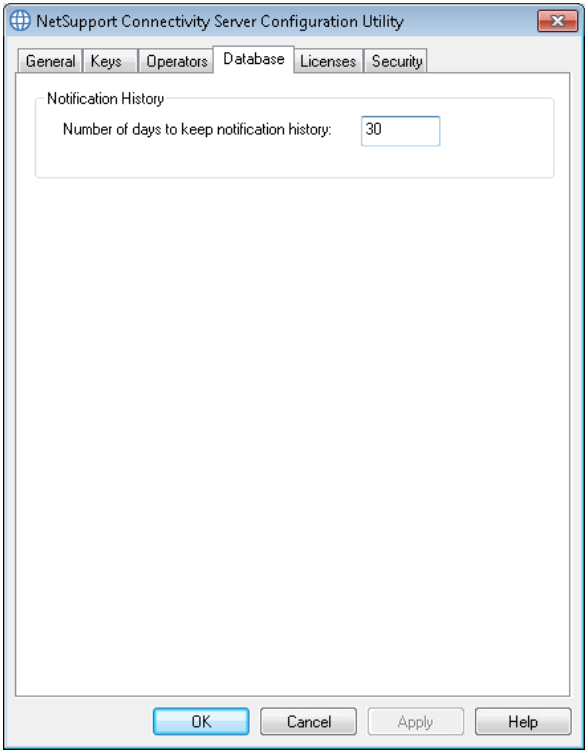
Access to the Notification Console can be restricted to certain Users. You can specify Operators permitted to send Notifications and they will need to login with their Username and password to access the Console.



Select **Add** to specify a new Operator.

Gateway Configuration Utility - Database Tab

NetSupport Notify automatically keeps a record of all Notifications sent in the Notification History dialog. To keep the records at a manageable level you can specify the numbers of days to keep the Notifications for, before they are deleted. By default, the number of days is set to 30.

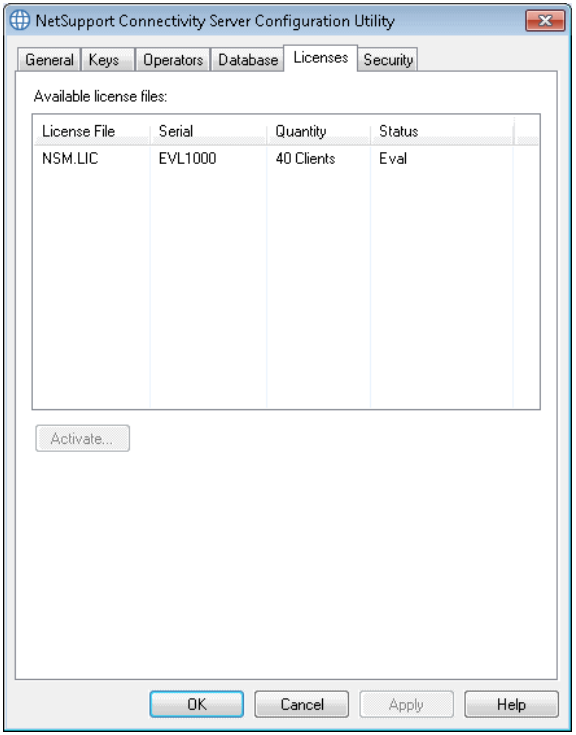


Gateway Configuration Utility - Licenses Tab

Displays all licenses stored in the Notify directory, if you do not have an Internet connection you can manually activate your NetSupport Notify license here.

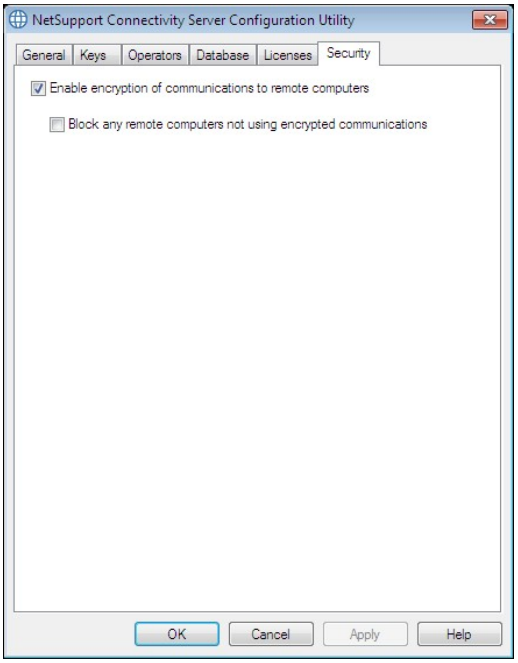
An activation code is required, contact NetSupport or your Reseller for this. Click Requires Activation and enter the code. You will then need to restart the Notification Server.

Note: If an Internet connection is available the license will activate automatically and the Server does not need to be restarted.



Gateway Configuration Utility - Security Tab

The NetSupport Connectivity Server provides support for an enhanced level of encryption to be used when initiating communications from remote computers.



Enable encryption of communications to remote computers
When enabled all communications in the connection process are encrypted.

Block any remote computers not using encrypted communications
Earlier versions of the Console and Agent programs do not support the enhanced level of encryption. Selecting this option will block connections from remote computers running versions of the Console or Agent software that does not support this.

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 Primary 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.

If the Agent PCs Primary Notification Server is unavailable and a secondary Notification Server has been setup and the Agent is configured to use it, the Agents will connect to this backup Server. When the primary Server becomes available again the Agent will revert to using this.

Notes:

- If server availability is disrupted for any reason you can refresh the server list by selecting {File}{Refresh Server List} from the Notify Console drop down menu.
- If the Notification Server is unavailable any scheduled Notification Messages and Notification history will be lost until the Server is active again. If multiple Servers have been created data will still appear for Servers that are available.
- To ensure Notification Messages are never lost you will need to back up the Gateway.db file, this is located in the NetSupport Notify program folder.

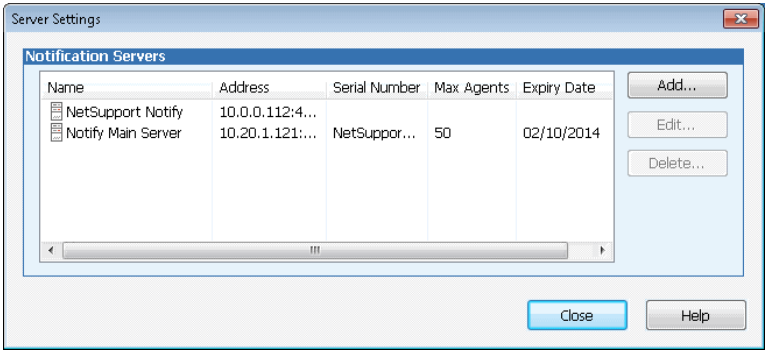
The basic requirements for using a Notification Server are:

- 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.

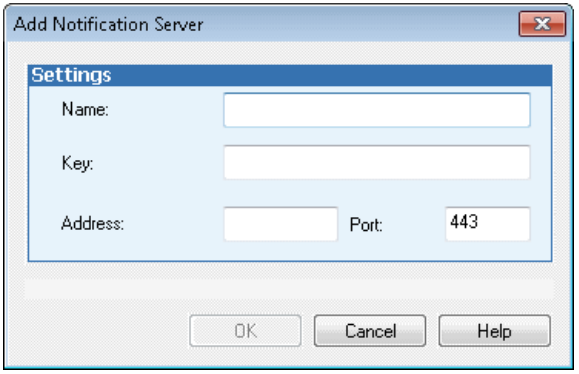
Configuring the Notification Console

NetSupport Notify allows you to create more than one Notification Server, either to manage separate parts of your network or to act as backups in the event that your primary Server becomes unavailable.

From the Notification Console click the Settings icon or select {File}{Server Settings} from the drop down menu, the Server Settings dialog will appear listing all the Notification Servers. From here you can add, edit and delete Notification Servers.



To add a new Server, click **Add**. The Add Notification Server dialog will appear.



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.

Address

Enter the IP Address for the Notification Server.

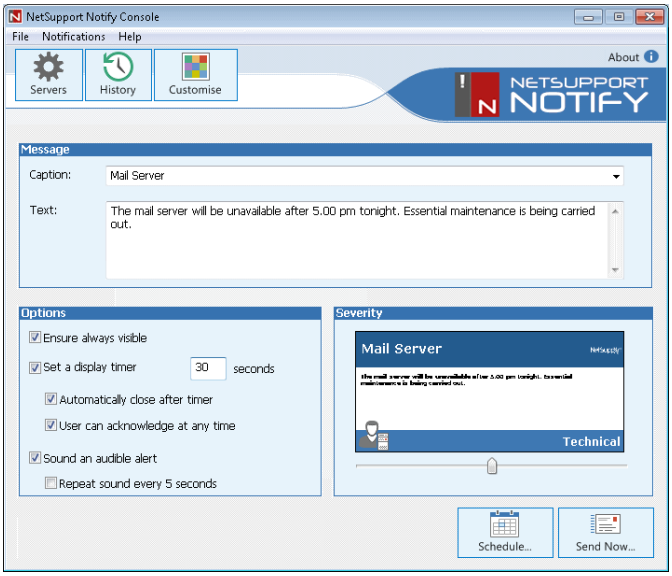
Port

The Notification Server uses HTTP Port 443 by default.

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.

Note: A list of previously sent Notifications is stored. Click the drop-down arrow to reuse a message.

Text

Enter the content of the Notification Message. You can include a URL and a clickable UNC path if required.

Note: A real-time preview of the Notification Message is displayed in the Severity section.

Options

Ensure always visible

The Notification Message will always be visible on a Notification Agent workstation.

Set a display timer

Specify how long the Notification Message should be displayed for.

Automatically close after timer

The Notification Message will automatically close after the specified time period.

User can acknowledge at any time

Allows the Notification Agent to close the Notification Message at any time.

Sound an audible alert

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

Repeat sound every 5 seconds

If sending an audible alert, you can set the sound to repeat every five seconds.

Note: You can set different sounds to distinguish between the alert levels in the Customise Notifications dialog.

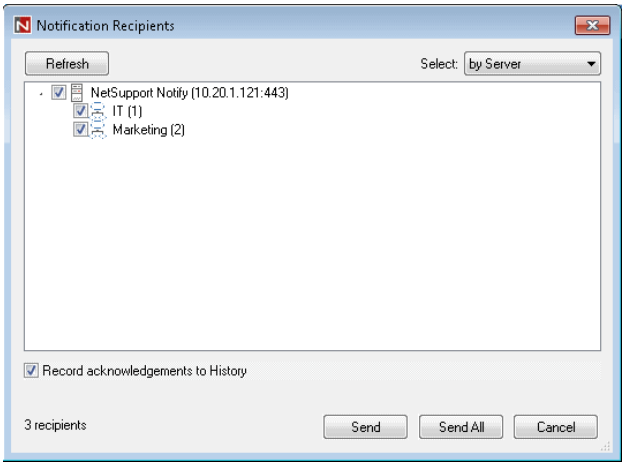
Severity

Select the type of Notification Message to send using the slider bar. This can be used to quickly identify the type of message: critical, alert, technical, message or news.

Note: You can customise the appearance of the Notification Message by changing the caption text and background colour and adding your own logo. Click the **Customise** icon in the Console or select {Notifications}{Customise} from the drop-down menu.

To schedule the Notification to be sent at a later date/time click **Schedule** or click **Send Now** to send the Notification immediately.

The Notification Recipients dialog will appear.



Select the recipients to send the Notification Message to. You can select by Server, department or individual Agent.

By default, acknowledgements are recorded in the History dialog; uncheck **Record acknowledgements to History** to stop this. Click **Send** or select **Send All** to send to all connected Notification Agents. The Notification Message will be displayed on the Notification Agent's screen until the User clicks **OK** or the specified time limit expires.

The Notification Console will display an acknowledgment bar at the bottom of the Console once a message has been sent. This displays a real-time status of the Notification Message being acknowledged by Agents.

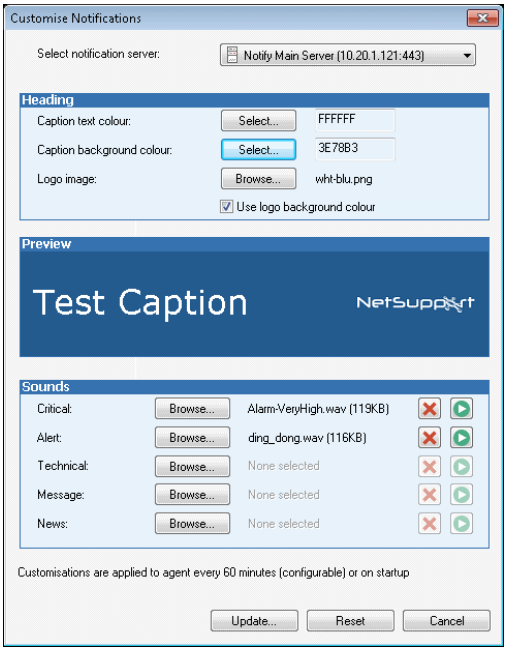
Notes:

- All Notifications sent are recorded in the History dialog. From here, you can view full details of all Notifications and recipients, filter those of interest and export a summary.
- For time-critical situations, each Agent machine can now be pre-configured with an "emergency response" message that can be triggered by simply typing a combinationof hotkeys.
- If you are sending messages to unattended machines such as public information displays, you can configure the message to be displayed full screen in the Agent Configurator.
- You can add, edit and delete Notification Servers via the Console. Click the **Settings** icon in the Console or select {File}{Server Settings} from the drop-down menu.

Customise Notifications

NetSupport Notify allows you to customise the Notification dialog, include your own logo to allow the Notification to blend in with your Company branding and add sounds to distinguish between alert levels.

Different servers can have different Notification dialogs assigned to them. To view the current Notification dialog for a server, select the required server from the drop-down list. When the changes are applied, you can choose which servers to update.



Heading

Enter the hexadecimal colour value or chose from the colour chart for both the caption text and background. Click **Browse** to add your own logo to the dialog (ideally this should be no larger than 160x90 pixels).

Notes:

- When adding a logo, you will have the option to set the background colour to the same value as the top left pixel of your logo. Ensure **Use logo background colour** is checked.
- When sending Notification Messages in full screen mode, a large custom logo can be specified in the Config.dat (located in the NetSupport Notify Program folder) at the Agent machine. Enter the path to where the large logo is saved in the UI section.

Preview

A preview of the caption text, background colour and logo will be displayed.

Sounds

A .wav file can be added to each alert level. Click **Browse** to add the file, to listen to the sound, click . To delete the sound, click .

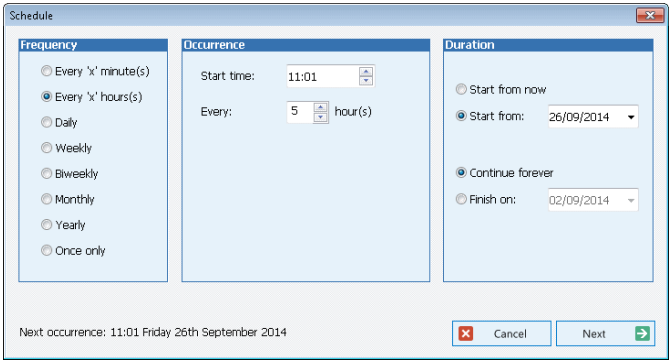
Once you are happy with the changes, click **Update**, select which Servers to apply the changes to and click **OK**. To revert back to the default Notification dialog, click Reset.

Notes:

- The Notification Message will update for Notification Agents the next time they check for changes. They check for changes every 60 minutes or at startup.
- If a secondary Notification Server has been set up, we recommend that you use the same configuration as your primary Notification Server. If a Notification Agent switches to the secondary Notification Server and the Notification dialog is different, it will not update until the 60 minute check.

Schedule Notifications

NetSupport Notify allows you to schedule Notification Messages to be sent at a specific time or date, you can also schedule routine Notifications that need to be sent on a recurring basis.



Frequency

Select how often you want the Notification to be sent.

Occurrence

Specify the time that the Notification Message is to be sent along with either the minute, hour, day or date.

Note: The time the Notification is sent will be the time at the Gateway machine, not the Console.

Duration

If the Notification Message is to be repeated, specify when you want this to start from and finish.

Click **Next** and specify the Agents you want to receive the Notification Message.

You can view and delete scheduled Notifications from the Notification Console. Select {Notifications}{Edit Scheduled Events} from the drop-down menu in the Notification Console.

Notes:

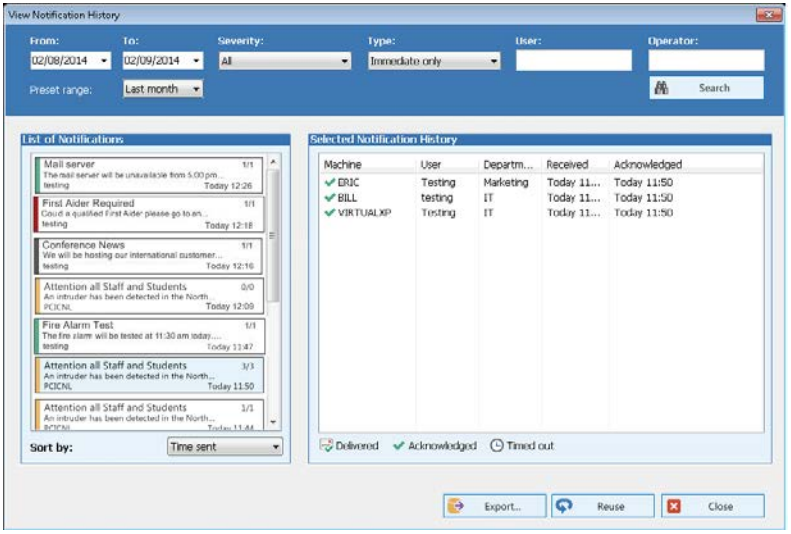
- If the Notification Server is unavailable, any scheduled Notification Messages and Notification history will be lost until the Server is active again. If multiple Servers have been created, data will still appear for Servers that are available.
- To ensure Notification Messages are never lost you will need to back up the Gateway.db file, this is located in the NetSupport Notify program folder.

Notification History

NetSupport Notify provides history details of all previously sent Notifications. A list of all Notifications is displayed along with details of Agents who received the Notification. A search facility is provided allowing you to easily and quickly search for specific Notifications.

Note: Clicking **Search** also refreshes the information displayed in the History dialog.

By default, NetSupport Notify keeps a record of all Notifications sent. To keep this at a manageable level you can specify the number of days the Notifications are stored for before being deleted, this is set in the Gateway Configuration Utility.



List of Notifications

Displays a summary of all Notifications previously sent including the title and first line of the Notification, the Username of the sender, the date and time the Notification was sent and the number of recipients who have acknowledged the Notification. The history items are colour coded according to their severity.

Note: Double clicking a Notification Message brings up the full details of the Notification, including the whole message, all the options set at the Console and acknowledgement information.

Selected Notification History

Displays details of Agents who have received the selected history item, including the machine name and Username, the Agents department (if setup) and the time the Notification was received and acknowledged by the Agent.

Export

Allows you to export the selected Notification to a .csv file.

Reuse

You can reuse a Notification, select the required Notification and click **Reuse**, the Console will appear with details from the selected item.

Notes:

- If the Notification Server is unavailable any scheduled Notification Messages and Notification history will be lost until the Server is active again. If multiple Servers have been created data will still appear for Servers that are available.
- To ensure Notification Messages are never lost you will need to back up the Gateway.db file, this is located in the NetSupport Notify program folder.

Sending an emergency response message

There may be times when you need to quickly send an emergency message to Notification Agents, for example, when you need to quickly and quietly tell staff they need to exit the building. NetSupport Notify allows you to pre-configure an emergency response message at the Agent's machine and set up a hotkey combination to send this.

Notes:

- This needs to be configured at each Notification Agent machine that is to receive the emergency message. You can roll this out using Active Directory.
- On Agent PCs configured to send 'Emergency Responses' you will need to test to ensure the hotkey combination selected does not conflict with other software products installed.

Sending Messages via an Internet Browser

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

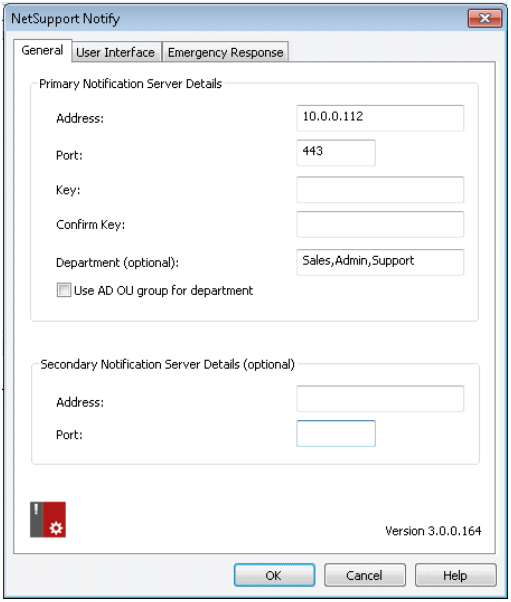
With the Notification Console a 'Web' folder is created in the installation folder (usually C:\Program Files\NetSupport\NetSupport Notify) add this folder as a Virtual Directory in IIS and then use the URL to send messages from your web browser.

For more information, please visit :

www.netsupportsoftware.com/support/td.asp?td=554

Configuring an Agent

NetSupport Notify Agents are configured using the Agent Configurator, this is stored in the NetSupport Notify program folder on Agent PCs, C:\Program Files\NetSupport\NetSupport Notify\AgentConfig.exe.



General

You can configure the Primary Notification Server details, assign the Notification Agent to a department and configure the Server details for a secondary Notification Server if required.

Notes:

- An Agent can be assigned to multiple departments. This can be achieved by separating each department with a comma i.e. sales, marketing, support.
- If you are using Active Directory, you can use the Organisational Units (OUs) for the departments.

User Interface

Decide whether to show the NetSupport Notify icon in the Agent's system tray.

You can select whether the Agent machine is unattended or a full screen Notification Message is required. If you are sending Notification Messages to unattended digital public information displays, you can specify a default timeout period.

Emergency Response

Allows you to enable an emergency response message to be sent quickly using hotkeys. Enter the required message and choose which hotkeys are to be pressed to send it.

You can also specify whether this machine will receive emergency response messages.

Integration with Active Directory

NetSupport integrates with Microsoft's Active Directory structure enabling you to centrally manage Notification Agent configurations and control access to the Notification console. By creating an appropriate Group Policy, you can apply standardised Notification Agent Configurations to Agent machines without the need to visit individual desktops.

To make the task a little easier, NetSupport supplies two ready-made Administrative Templates, NetSupport_Notify_User.ADM and NetSupport_Notify_Machine.ADM containing the configurable options.
When you install the Console Component, the template is copied to the NetSupport Notify program folder.

NetSupport Notify also allows the Notify Agent department to be configured based on the logged on User.

To Apply Agent Configuration Changes via Active Directory

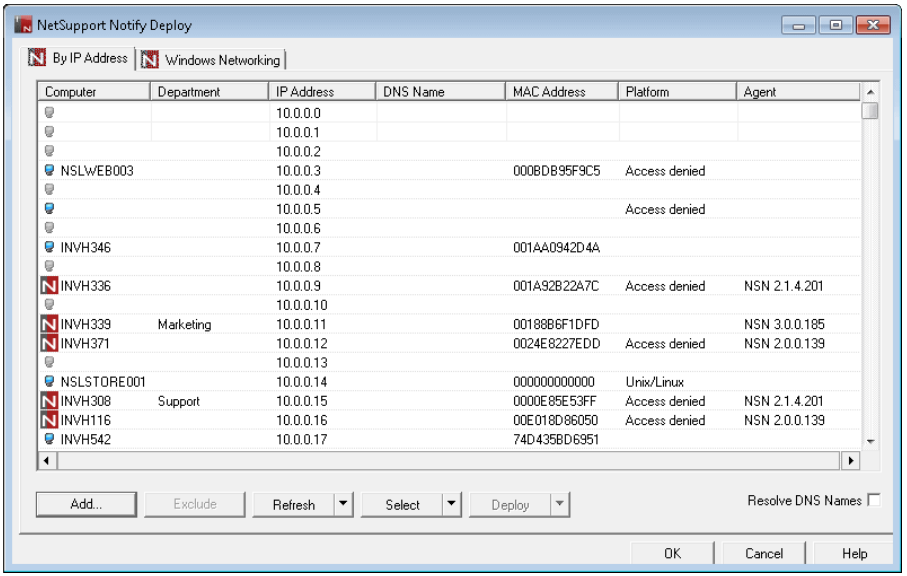
1. At the Domain Controller, select the Active Directory Users and Computers tool.
2. Decide at which level to apply the policies, domain or organisational. Right-click on the desired container and select the Properties option from the context menu, then select the Group Policy tab.
3. Select the desired policy to add the NetSupport template to and click **Edit**.
   or
   Select Add to create a new Policy.
4. In the Group Policy Editor under Computer Configuration, select Administrative Templates.
5. Right-click and select **Add/Remove Templates**.
6. Click **Add** and specify the location of NetSupport's ADM file and click **Open**. The new NetSupport policy will be added.
7. Click **Close**.

By default, each NetSupport policy option is disabled.

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. You can then choose to deploy the NetSupport Notify Setup package or a Configurations file, and 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.

The machine list also identifies existing Notification Agent installations and if the Agent has been assigned to a department. This can prove useful if deploying a NetSupport Notify configuration file (config.dat) along with the Setup. The config.dat file might be pre-populated with information from a past deployment that is no longer valid, such as department.

The Deploy Setup Options dialog enables you to amend the properties of the config.dat before deploying.

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

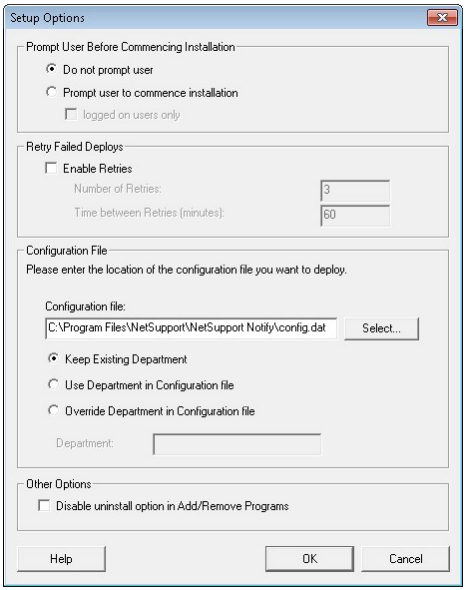
Deploy a stored NetSupport Notify configuration (config.dat file).

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.exe.

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.

Configuration File (Optional)

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.

The config.dat file includes information entered when creating the Notification Server such as the server IP address, Gateway key, and if specified, the department that Notify Agents should be assigned to.

If deploying to machines that already have a Notify Agent installed, consider what action to take if the Notification Agent is already assigned to a department:

Keep Existing Department

Existing Notification Agents will remain in their current department, any new Notification Agent installations will not be assigned to a department.

Use Department in Configuration File

Existing and new Notification Agents will be assigned to the department currently specified in the config.dat file.

Override Department in Configuration File

Enter the name of a new department that you want existing and new Notification Agents to be assigned to.

Note: A Notification Agent can be assigned to multiple departments, this can be achieved by separating each department with a comma i.e. sales, marketing, support.

Other Options

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

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