

Installation of Net Support Manager Client v7.01

All schools with a whole school network may now benefit from remote support. Each school can set up 'key machines' as clients. (I.e. servers, main workstations, Workstation used for backup) using the installation instructions below.

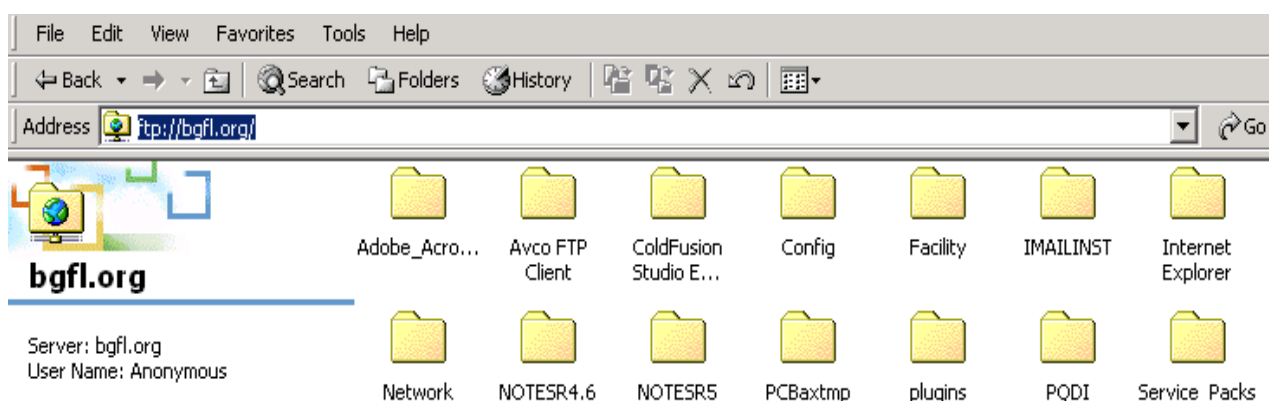
Remote support licences are limited and schools may only configure a total of **up to 4 clients** (including existing installations). Any **additional clients may only be installed by arrangement with EdIT**.

It is essential that you contact EdIT (see Step 8) immediately after installation, so that we can complete the installation remotely and secure your system.

EdIT remains the licence holder for NetSupport Manager

Step 1 – ACCESSING THE INSTALLATION FILES

- Select the **Internet explorer icon** or select **Start | Programs | Internet Explorer**
- Delete the address and type in <ftp://www.bgfl.org> then click **GO**



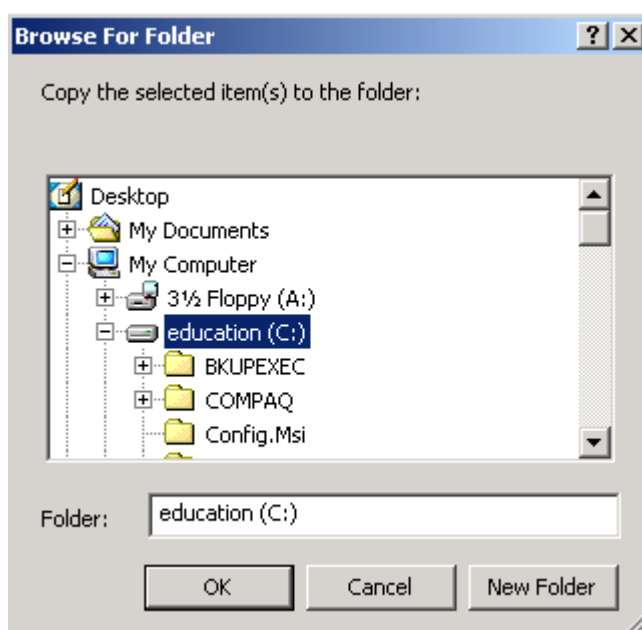
- Double click on the **Network** folder.
- Double click **Net Support** folder.
- Double click **NSMv7.01**.

Step 2 - COPYING FILES

- **Right click** on the **Setup.exe** file
- **Left Click** on **Copy to folder**.
- Click on the (+) sign next to '**My Computer**' (if available)
- Click on the (+) sign next to the **C** drive (if available)
- Click on the **temp** folder to highlight it and click **OK**
- Continue from **Step 3**

If the '*temp*' directory is not in the list, you will need to create it as follows;

- Scroll up and highlight the **C** drive



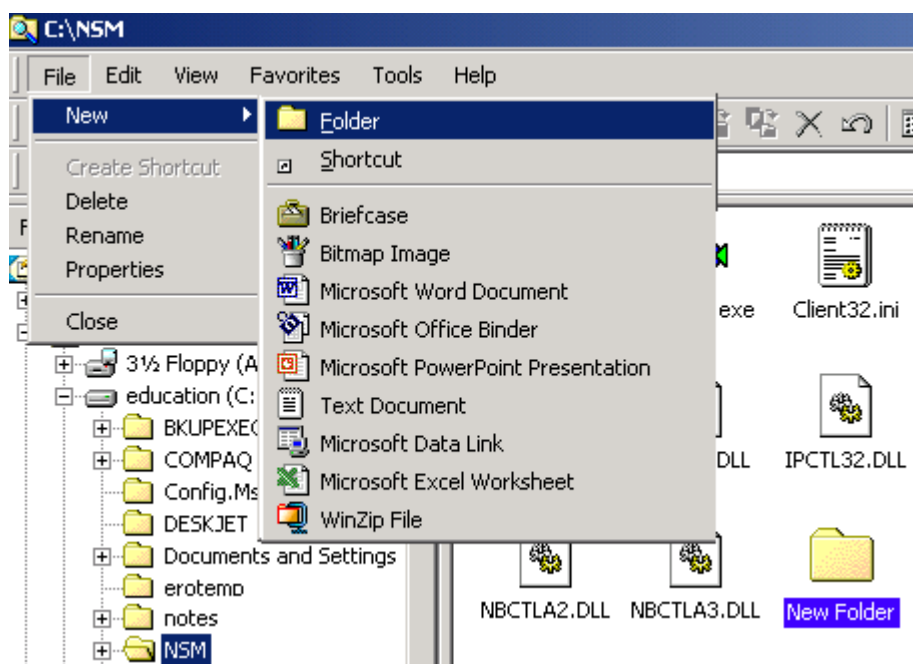
- Click **New Folder**, The new folder will appear.
- Type in **temp** (in the Folder box) and press <Enter>.
- Click **OK** (you should see the files being copied across)

Step 3 – RUN THE SETUP

- Close Internet explorer and any other windows that are open
- Log in to the network as **Administrator**
- Select **Start | Run** and Type **c:\temp\setup.exe** in the box and click **OK**
- Click **Next** at the Welcome screen
- Select **I Agree** at the licence agreement and click **Next**
- Click **Next** on the **Licence Information** screen
- Click **Next** on the **Licence Activate** screen
- Select **Client Only** and click **Browse**
- Delete *C:\Program Files\NetSupport Manager* from the 'Select Destination folder' box and type **C:\NSM** and click **OK**
- Check the Destination folder says **C:\NSM** and click **Next**
- Click **Next** on the *Start Installation* screen
- Click **Finish** on the *Installation Complete* screen (Do Not run configurator).
- Click **OK** to **Restart** (if prompted)

Step 4 – CREATE THE NSM SUB-FOLDERS

- **Right click** on the **Start** button
- **Left Click** on **Explore**
- Browse the C: drive and **Left Click** on the **NSM** folder to **highlight** it.
- Select **File | New | Folder**
(This will create a new folder on the right hand side of the screen)



- Type in **Replay** and press **<Enter>** (to rename the folder)
- Select **File | New | Folder** again
- Type in **Install** and press **<Enter>** (to rename the folder)

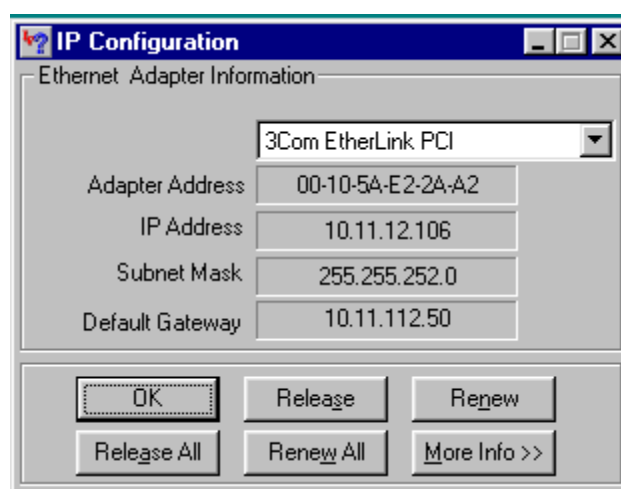
Step 5 – COPY THE SETUP FILE

- (On the left hand side) - Browse the **C:** drive and **Left Click** on the **Temp** folder to **highlight** it
- (On the right hand side) - **Right click** on **setup.exe**
- **Left Click** on **Copy**
- (On the left hand side) - Click on the **+** next to the **NSM** folder (if available)
- **Right click** on the **Install** folder.
- **Left Click** on **Paste** (Setup.exe is copied & will appear under the Install folder)
Close Windows Explorer

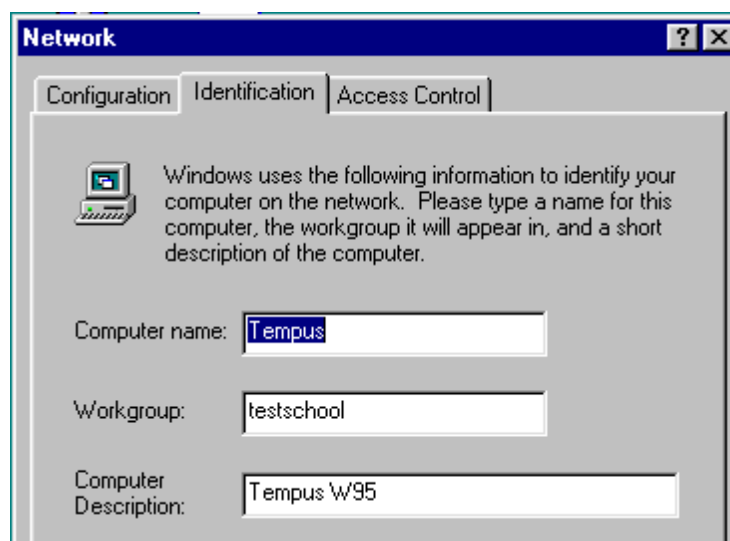
Step 6 – IDENTIFY THE IP ADDRESS, MAC/ADAPTER ADDRESS AND WORKSTATION NAME

Windows 95

- Click on Start, **Run**,
- Type in **Winipcfg** and press **OK**



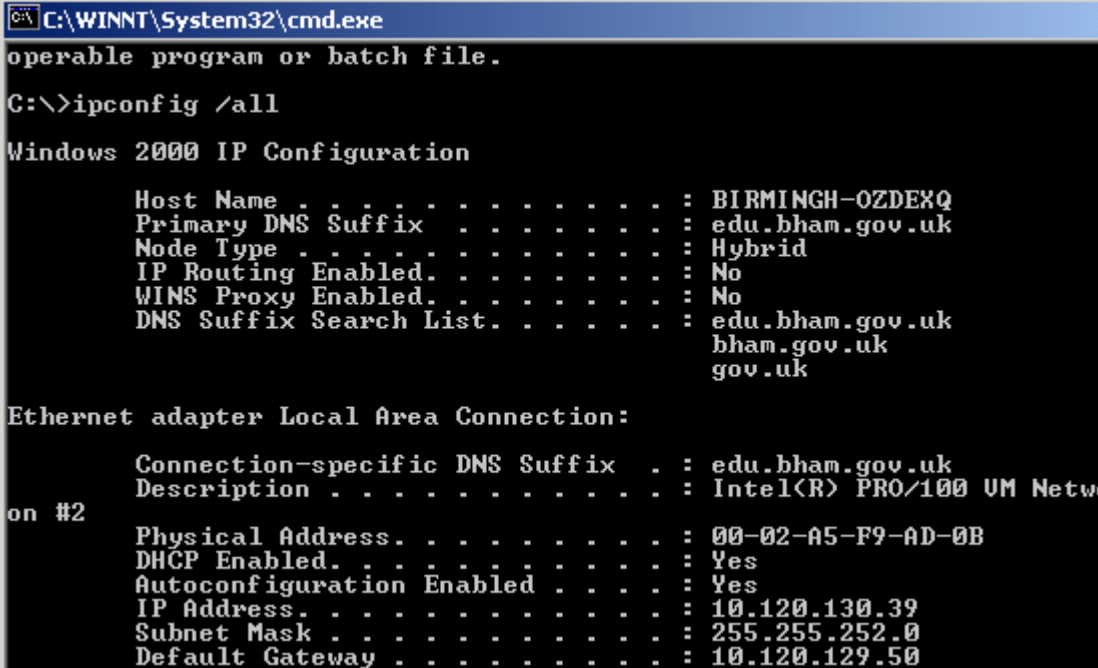
- Note down the **IP** address **10.x.x.x** and the **Adapter** address **xx-xx-xx-xx-xx-xx**
- Close the window.
- On the desktop, **Right Click Network Neighbourhood**
- Select **Properties**



- Click on the **Identification** tab
- Note down the **Computer Name**

Windows 2000

- Click on **Start**, click on **Run**
- Delete anything in the box. Then type in **cmd**, press **OK**
- Type in **IPCONFIG /ALL** and press **Enter**.
(A screen similar to this will appear)



```
C:\WINNT\System32\cmd.exe
operable program or batch file.
C:\>ipconfig /all

Windows 2000 IP Configuration

    Host Name . . . . . : BIRMINGH-OZDEXQ
    Primary DNS Suffix . . . . . : edu.bham.gov.uk
    Node Type . . . . . : Hybrid
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No
    DNS Suffix Search List. . . . . : edu.bham.gov.uk
                                        bham.gov.uk
                                        gov.uk

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . : edu.bham.gov.uk
    Description . . . . . : Intel(R) PRO/100 UM Netwo
on #2
    Physical Address. . . . . : 00-02-A5-F9-AD-0B
    DHCP Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . . . : Yes
    IP Address. . . . . : 10.120.130.39
    Subnet Mask . . . . . : 255.255.252.0
    Default Gateway . . . . . : 10.120.129.50
```

- Note down the **Hostname**, **IP address** and the **Physical address** shown on your screen

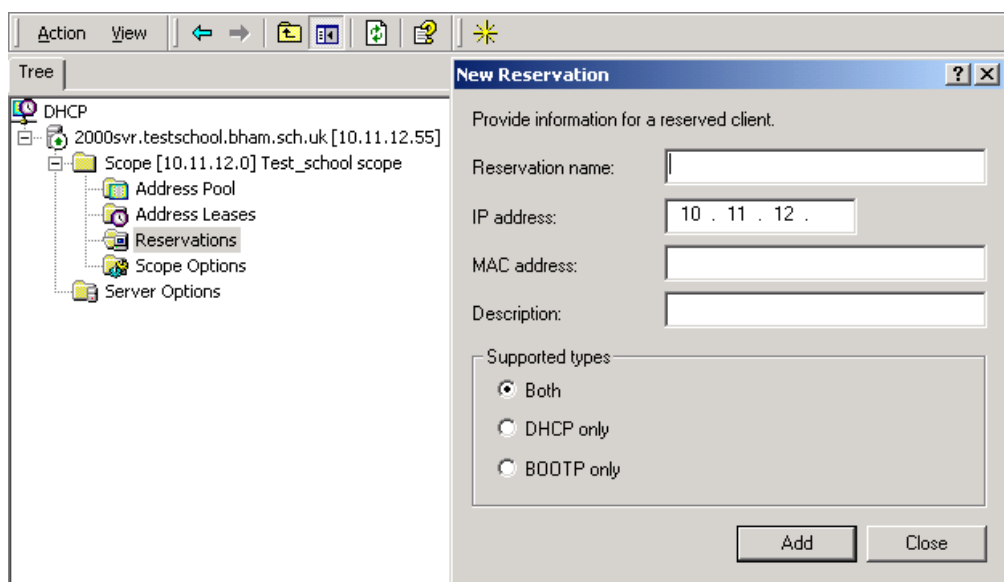
Step 7 – RESERVE THE IP ADDRESS

This is necessary because a remote support connection must be made to the same workstation each time. If the remote support workstation's address has not been reserved, when the machine is restarted then a new one may be issued and a remote connection will not be possible.

You will need to identify which server is the **DHCP** server that issues IP addresses for your network. This is normally your **curriculum server**, but may also be your **Admin** server. Follow the appropriate section for the network software installed on your DHCP server (Windows 2000 or NT4).

Windows 2000 Server

- **Log in as the administrator:**
- Click on **Start, Programs, Administrative Tools, DHCP**
- The server name is displayed e.g. **server.testschool.bham.sch.uk**
- Click the **+**
- **Scope** is displayed. Click the **+**
- **Reservations** is displayed. **Right** click reservations and select **New Reservation**



- Enter in the **Hostname or Computer name** you noted down earlier as the **Reservation Name**.
- Enter the **IP address**
- Enter the **Adapter or Physical address**, you noted down earlier, as the **MAC address** (*without any dashes or spaces*)

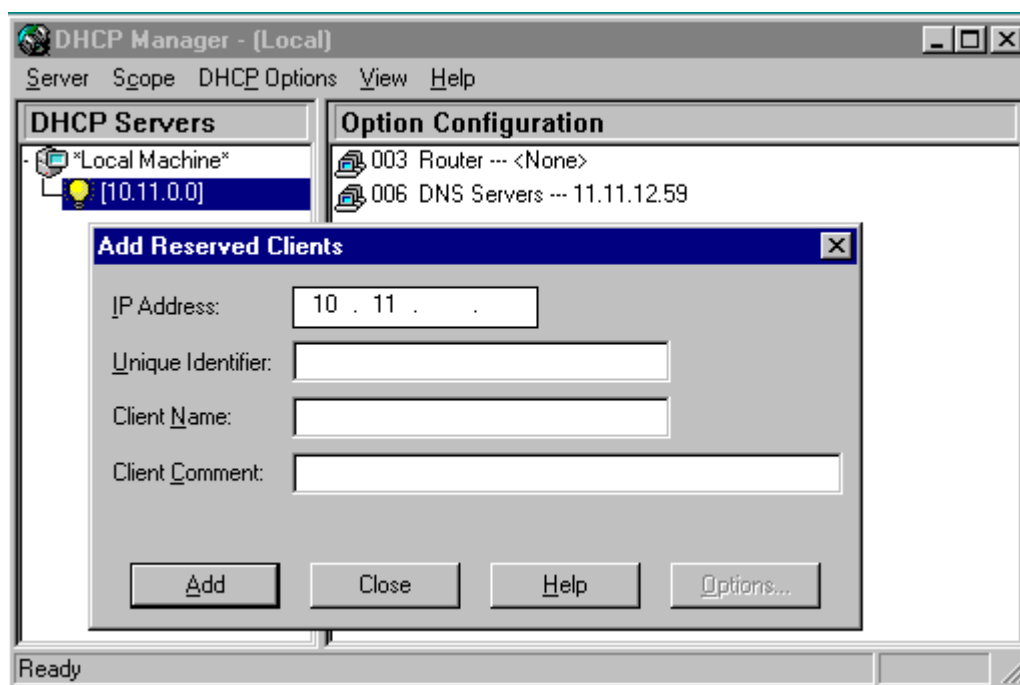
- Enter a sensible **Description** i.e. Main Office, Curric Server

The reservation has now been created and that workstation will always get this address.

N.B. Unless the network card is replaced!

Windows NT Server

- **Log in as Administrator**
- Click on **Start, Programs, Administrative Tools (Common), DHCP Manager**
- **Double Click** the plus next to 'Local Machine'
- Click on the **Light bulb** and IP address, to **highlight** them
- Click on **Scope, Add Reservations**



- Enter the IP address as the client address
- Enter the **Adapter / Physical Address** as the **Unique Identifier** (*without any dashes or spaces*)
- Enter **Host name / Computer name** as the **Client Name**
- Enter a description of the workstation in **Comment**
i.e. main office, admin server

These instructions can be repeated for each key machine to be configured as a remote support client.

Step 8 – INFORM EDIT OF CHANGES

The information about each new remote support client **must** be sent to EdIT so that we can configure your router to accept remote connections and complete the setup.

Remote support will not work until this has been done.

Please send an email to nsmupdate@birmingham.gov.uk containing the following information for **each** machine that has been set up:

IP address: i.e. 10.126.101.63
Description: i.e. Main office, admin server

Also include a contact name and number.

Your details will be logged and someone from second line support will contact you to complete the setup and test the connection.

If you have any problems with any part of the set up please contact the help-line (303 5100) or e-mail edithelp@Birmingham.gov.uk and your call will be logged for second line support

Upgrading an existing v5 Client

It is not necessary to upgrade to version 7 if you already have version 5 installed. However, if you have a problem with your existing version, it is recommended that you uninstall the existing version and follow the notes to install version 7 rather than trying to upgrade your existing version.