

Centrally configuring and deploying the NetSupport DNA Agent extension for Google Chrome

The Agent extension for Chrome OS is for use with NetSupport DNA (version 4.50 and above), a single, low-cost solution delivering IT Asset Management, Classroom Instruction, Internet Safety and more.

The extension supports NetSupport DNA's core desktop management and safeguarding capabilities. When launched within a Chrome browser, it will interrogate the Chrome OS device to gather key system inventory details and monitor online activity. The data collected is dynamically sent to your local NetSupport DNA Server and is then available for reporting within the NetSupport DNA Management Console.



Supported features:

- **Real-time Monitoring** - View a real-time summary of all Chrome OS devices either in a detailed list view or via real-time thumbnails of each device screen.
- **Internet Metering** - A summary of internet activity via the extension is recorded, including start and finish times for each URL visited and the active time spent on a page.
- **Safeguarding Keyword Monitoring** – Staff are alerted when students type or search for any terms that match with those in the DNA keyword database, providing safeguarding and internet safety indicators for self-harm, bullying, radicalisation, child sexual exploitation - and much more.
- **Safeguarding Report a Concern** - Students can report concerns directly and discreetly to nominated school staff.
- **Hardware Inventory** - When the Chrome browser is launched, an inventory is dynamically sent to the NetSupport DNA Server.
- **Enterprise Alerting** - Real-time alerts enable DNA Console operators to immediately identify any user who has triggered a safeguarding keyword.
- **Activity** - DNA Console operators can see a chronological view of device activity for a selected time period, including triggered safeguarding phrases.



In this document we will explain how, for convenience, an IT administrator can use the Google Admin Console to centrally configure and deploy (force-install) the NetSupport DNA Agent extension to the required Chrome user accounts - avoiding the need to download the extension from the Chrome Web Store to each device.

The additional NetSupport DNA components needed to complete the installation - DNA Server and Management Console - should already be in place. However, if this is a new installation, please refer to the *NetSupport DNA User Guide* for help.

Note: *The assumption is made throughout this document that you are already familiar with Google Admin best practice. If guidance is required, refer to Google's online help, but as a starting point, you should ensure the following steps have been taken to ensure a smooth deployment of the NetSupport DNA Agent extension:*

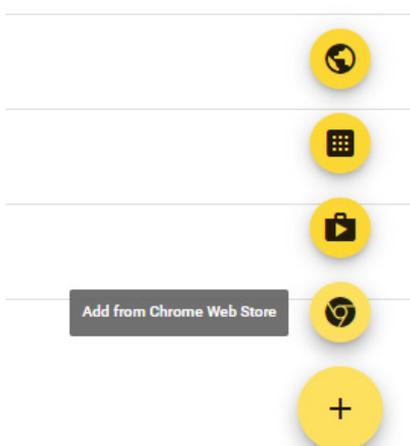
- *To be able to enforce the policies you set in the Admin Console, make sure you have 'enrolled' your Chrome devices correctly. You must enrol a device before **any** user signs in to it (including the administrator). If a user signs in first, your policies will not apply, and you must wipe the device to restart enrolment. >>How to enrol Chrome devices<<*
- *Configure your Organisational Unit (OU) structure within the Admin Console to allow you the ability to force install/configure the NetSupport DNA Agent extension settings for the required user accounts at the appropriate OU level. >>How the organizational structure works <<*

Centrally deploying the NetSupport DNA Agent extension for Google Chrome

The Google Admin Console enables you to centrally prepare your Google apps and extensions at user (OU) level to ensure they are automatically available when the required users' login to their Chrome account from any Chrome device. However, in the case of the NetSupport DNA Agent, there is an additional step to follow to ensure each account (device) can then make a connection with your local NetSupport DNA Server.

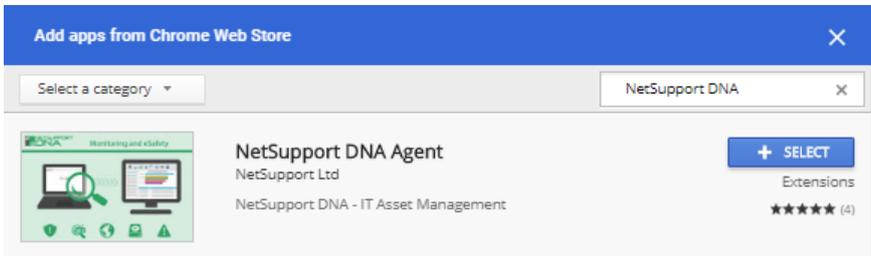
STEP 1 of 2 – Set the NetSupport DNA Agent extension to 'force-install' at the correct OU level

1. Login to the *Google Admin Console*.
2. Click on the main menu (hamburger)  option in the top left corner of the Console and select **Device Management**. (It is recommended that you always use the 'hamburger' menu to navigate and not the icons.)
3. Select **Chrome management**.
4. Select **Apps & extensions**.
5. Select the OU level that contains the required user accounts that you want to force-install the NetSupport DNA Agent extension onto.
6. Search for the NetSupport DNA Agent. In the bottom right of the screen, click the option to add from the Chrome Web Store.

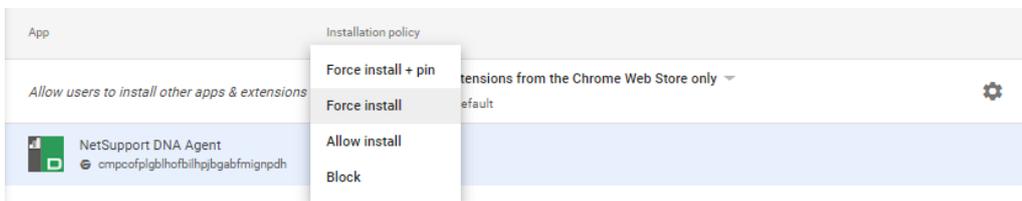




7. Type NetSupport DNA Agent in the Search box and click **Select**.



8. Once added, select the Installation policy drop-down menu next to the NetSupport DNA Agent extension and select **Force Install**. (You can choose to force install with a pin if required.) This setting can be applied locally or inherited from your top level OU.



9. Click **Save** in the top right of the screen.

REVERT SAVE

10. The NetSupport DNA Agent extension is now set to force-install when the selected users' login to a Chrome device.

To complete the process, you also need to generate a configuration file (policy) containing the required NetSupport connectivity settings. It is these settings that will facilitate the connection between the logged-in user accounts and your local NetSupport DNA Server. Once created, the file is copied to the Google Admin Console.

STEP 2 of 2 – Creating the NetSupport DNA Agent configuration file

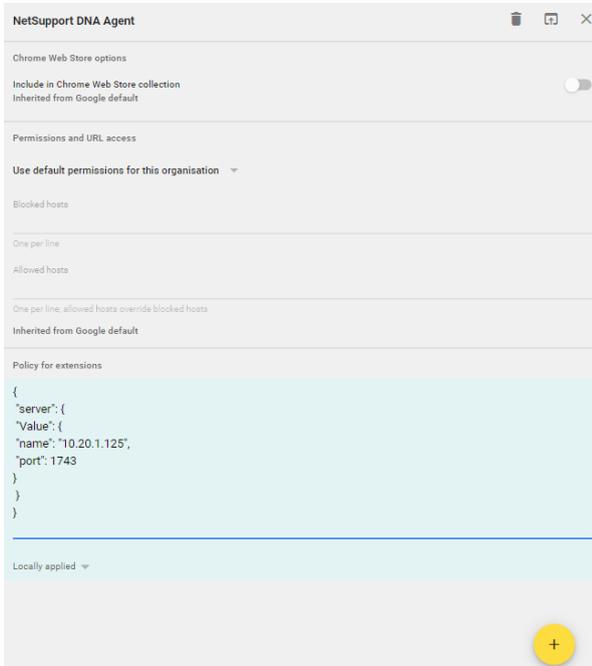
1. Open a suitable text editor such as Notepad++.
2. The file needs to include the IP address of your local NetSupport DNA Server and the port that you wish to communicate over (the NetSupport default is 1743).

To ensure the correct Syntax is used, the following example can be copied, replacing the Server address and, if required, port as needed:

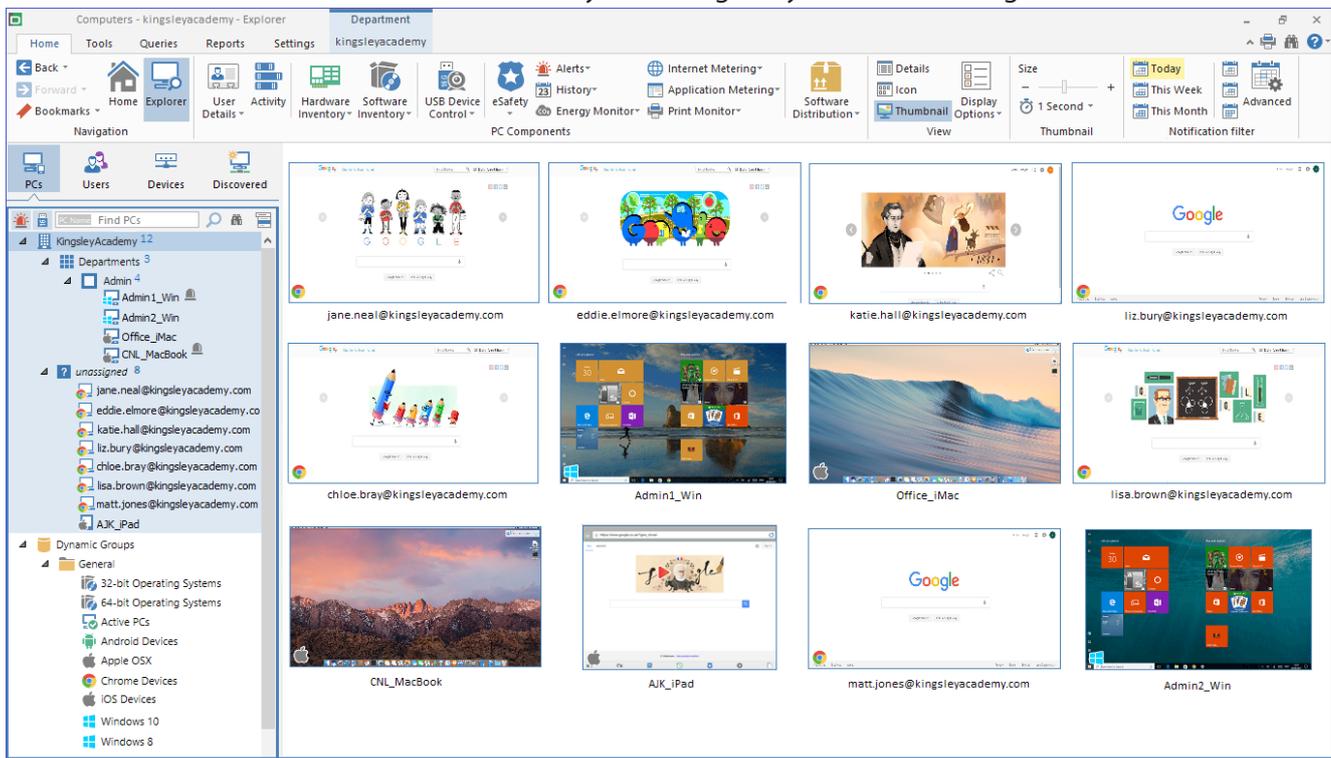
```
{
  "server": {
    "Value": {
      "name": "10.20.1.125",
      "port": 1743
    }
  }
}
```



3. Copy the information and save the file, for example, 'DNAAgentConfig.txt'.
4. Return to the Google Admin Console, select the NetSupport DNA Agent extension in the required OU (step 1 above) and paste the information into the 'Policy for extensions' section.



5. Click **Save**. The settings should apply automatically to any connected devices. If not, restart the devices.
6. As a final test of the end-to-end process, launch the Chrome browser on a device to check that the DNA extension icon is visible and login to your DNA Management Console and confirm that the required Chrome OS devices are now listed within the hierarchy tree alongside your other DNA Agents.



We hope that by following these instructions it will help ensure a smooth deployment of the NetSupport DNA Agent extension for Google Chrome. However, if you require additional help, our *support team* will be pleased to answer any questions you may have.