

NetSupport DNA Server Quick Installer Guide

Welcome to the DNA Server quick installation guide. This guide will walk you through installing NetSupport DNA on the machine that will become your DNA Server.

In preparation of your install you will need the following items:

1. A Microsoft server that meets the following system requirements:

Recommended Hardware:

Intel Pentium 4 with 1GB Ram or higher.

Free Space required:

120 Mb+ (dependant on number of clients supported)

OS Supported:

Windows 2000, XP, Vista or 2003/2008 Server.

Databases supported:

Microsoft MSDE (supplied), SQL Express, SQL Server 2000 or later.

2. The NetSupport DNA Setup.exe downloaded from our website.

If you have not downloaded the product, you can do so at:

<http://www.netsupportdna.com>. Simply follow the link for a free DNA test drive.

1. Begin the installation:

Double-click the downloaded SETUP.EXE file and launch the installer.

The package should begin extracting as shown in **figure 1**.

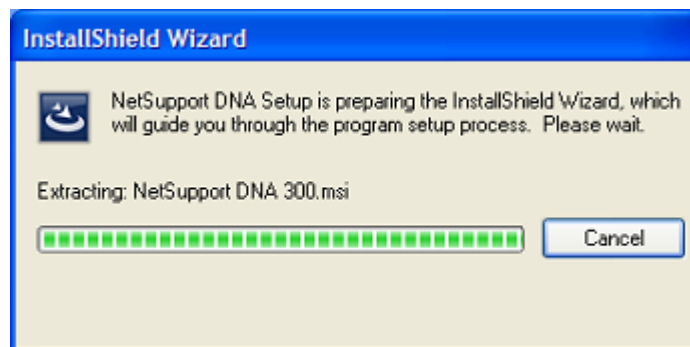


Figure 1

2. End User License Agreement:

Once the installation begins, the End User License Agreement (EULA) screen should appear. Please read this carefully then click **I Agree** then **Next** to continue the installation as shown in **figure 2**.

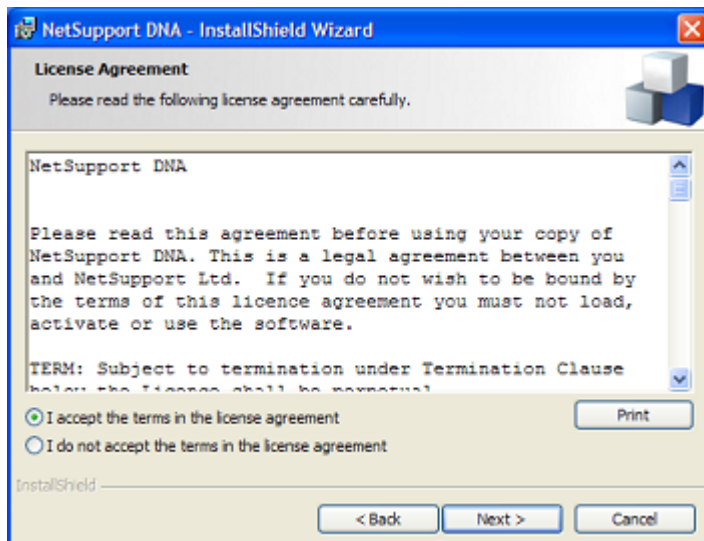
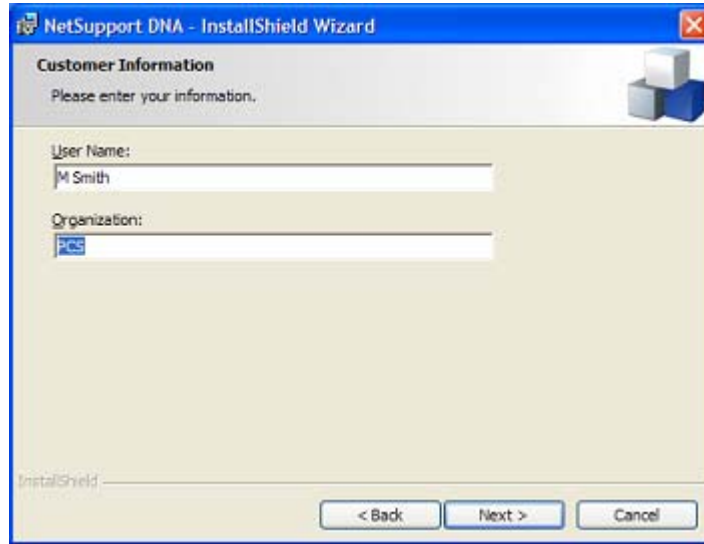


Figure 2

The End User License Agreement is the agreement between our company and yours regarding liability and licensing. By clicking I Agree, you agree to the terms outlined in the EULA.

3. User and Company Information:

The next screen will prompt you for your user name and company name (**figure 3**). Please enter them then click **Next**.



The screenshot shows a Windows-style dialog box titled "NetSupport DNA - InstallShield Wizard". The main heading is "Customer Information" with the instruction "Please enter your information." Below this, there are two text input fields. The first is labeled "User Name:" and contains the text "M Smith". The second is labeled "Organization:" and contains the text "PCS". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted, indicating it is the active or default action.

Figure 3

NetSupport DNA

4. Choose the Type of Installation:

Choose the components to install from the next screen (**figure 4**). The default location for DNA can be changed from this screen.

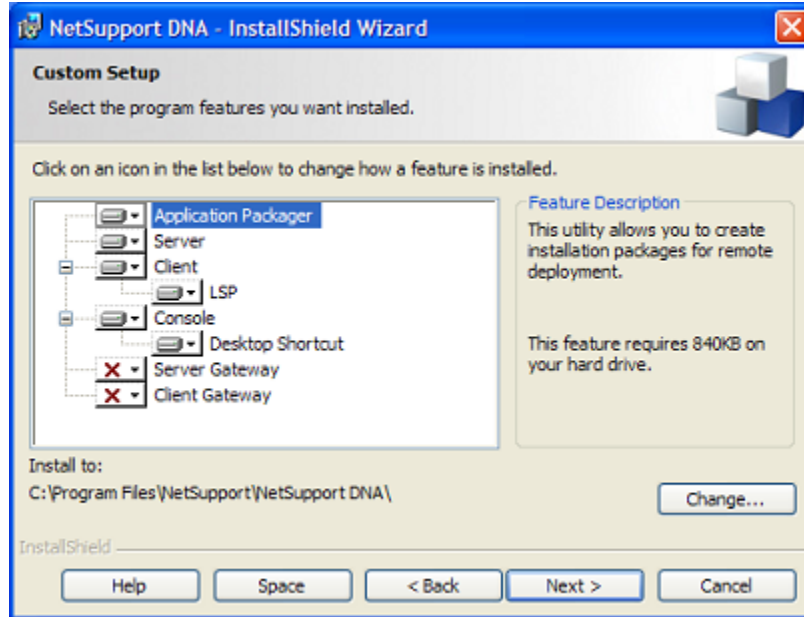


Figure 4

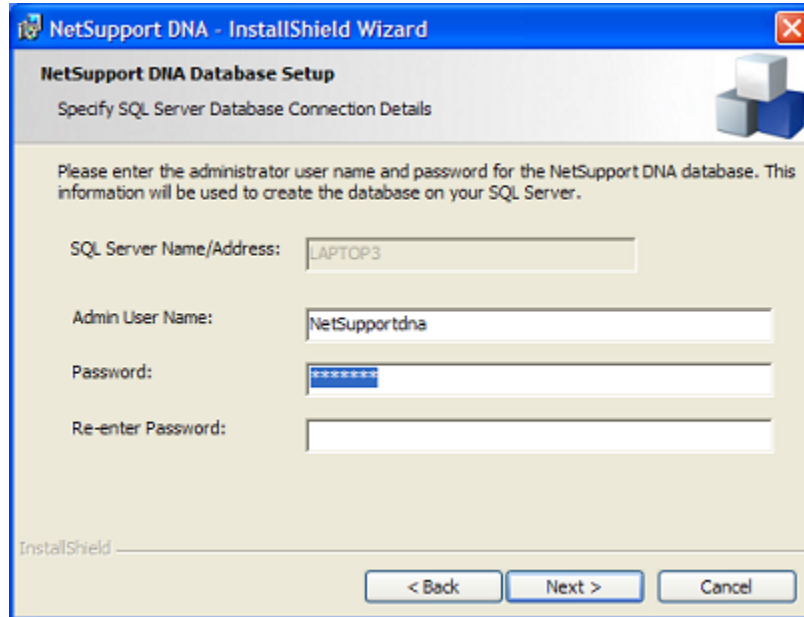
MSSQL Note:

If the installer does not detect an installation of Microsoft SQL on this machine, it will prompt you to install the MSDE package for Microsoft SQL 2000. Choose Yes if you wish to install this or choose No if you have an installation of Microsoft SQL you would like to use.

Note: MSSQL must be running normally in mixed mode (both NT and SQL authentication and cannot be running in an instance).

5. DNA Database Setup:

Once you have chosen your SQL option, you will be prompted for the name and password to be used for the DNA database. (see **figure 5**).

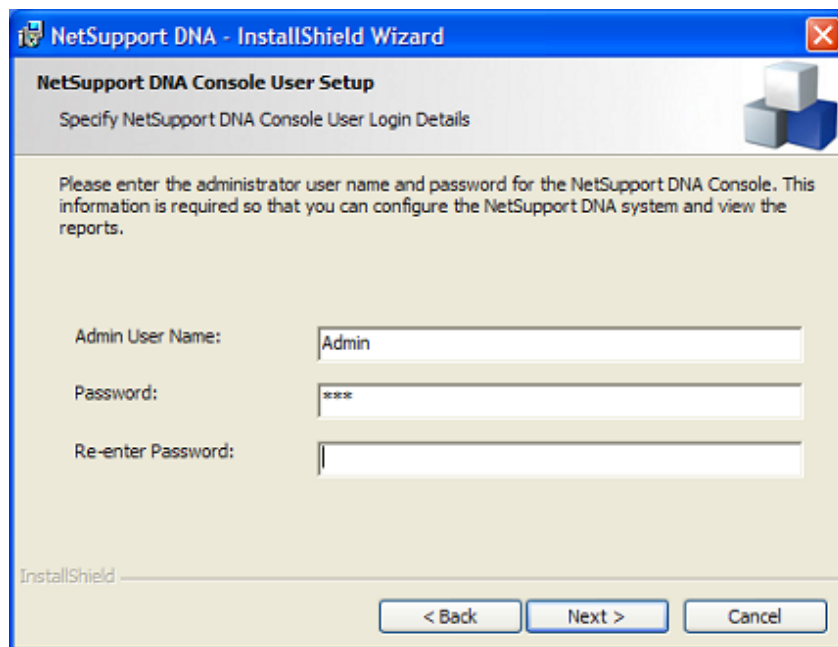


The screenshot shows a Windows-style dialog box titled "NetSupport DNA - InstallShield Wizard". The main heading is "NetSupport DNA Database Setup" with a subtitle "Specify SQL Server Database Connection Details". A small 3D cube icon is in the top right corner. The text inside reads: "Please enter the administrator user name and password for the NetSupport DNA database. This information will be used to create the database on your SQL Server." Below this are four input fields: "SQL Server Name/Address:" with the value "LAPTOP3"; "Admin User Name:" with the value "NetSupportdna"; "Password:" with a masked password "*****"; and "Re-enter Password:" which is currently empty. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner.

Figure 5

6. Login Information:

You will be prompted for your DNA Console Login information. This is the login information you will use to access the Console and use the product once it is installed (see **figure 6**).



The screenshot shows a Windows-style dialog box titled "NetSupport DNA - InstallShield Wizard". The main heading is "NetSupport DNA Console User Setup" with the subtitle "Specify NetSupport DNA Console User Login Details". A small icon of three stacked cubes is in the top right corner. The text inside reads: "Please enter the administrator user name and password for the NetSupport DNA Console. This information is required so that you can configure the NetSupport DNA system and view the reports." Below this are three input fields: "Admin User Name:" with the text "Admin", "Password:" with "****", and "Re-enter Password:" which is empty. At the bottom left, it says "InstallShield". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Figure 6

Please choose this information carefully and remember what you have entered at this screen. If you forget this information, you will not be able to access the DNA Console and use the product. Once the installation is complete, you can add additional operators to access the product from the console.

7. Licensing:

The next screen will prompt you for your license information. If you are evaluating the product, just click next. This will automatically register the product for a 50 user and 30 day trial. If you have received either an extended evaluation license or a purchased license (via email), please click the Browse button to locate the **DNALicense.lic** file you were sent. Once you have located this file, click **OK** then enter the authorization code you were sent in the same email. This information must be entered exactly as it appears.

Once you have entered this information, please click **Next**. (see **figure 7**)

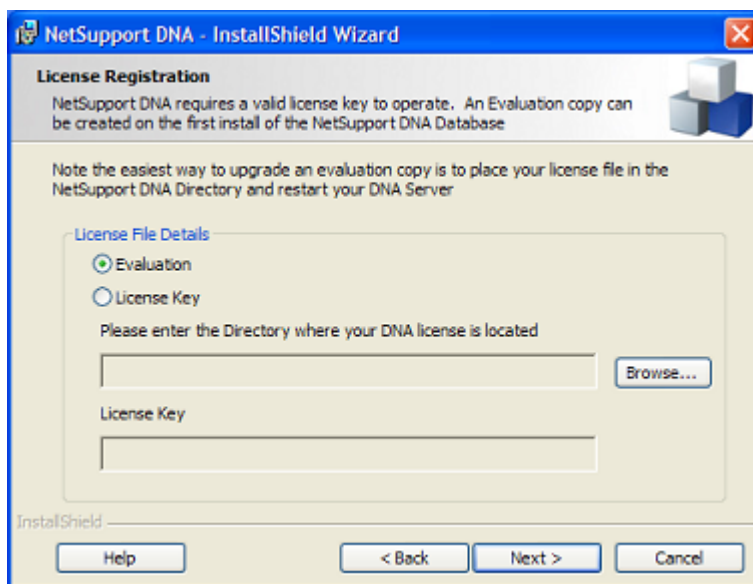


Figure 7

8. Inter Component Communication:

To configure your DNA Server to support connections from remote network Clients you can enter the DNA name or IP address of your DNA Server Gateway. (see **figure 8.**)

Alternatively select Next to continue.

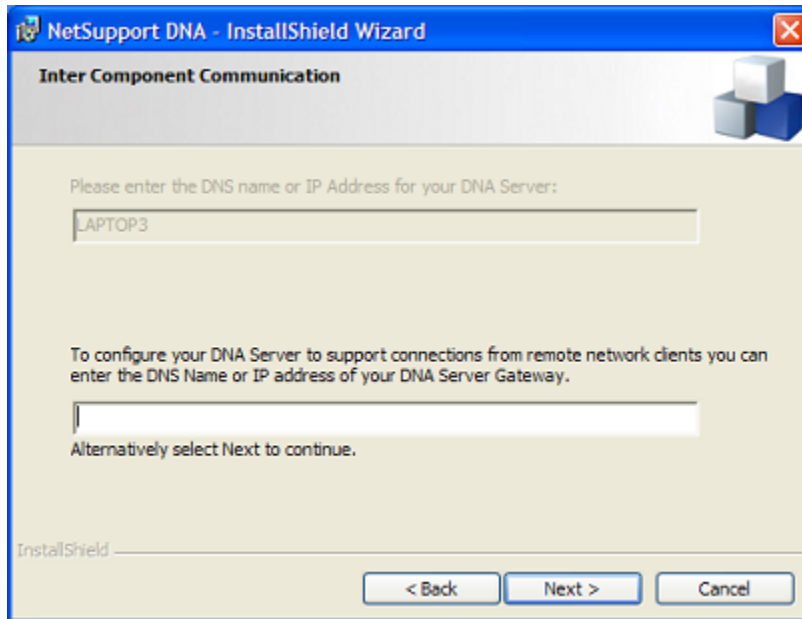


Figure 8

9. Proceeding to Install DNA:

The next screen is the last check-point before the installation proceeds (**figure 9**). If you are ready to install NetSupport DNA, please click **Install**. If there were any items you would like to change or are unsure about, click **Back**. Once you click install, the installation will begin.

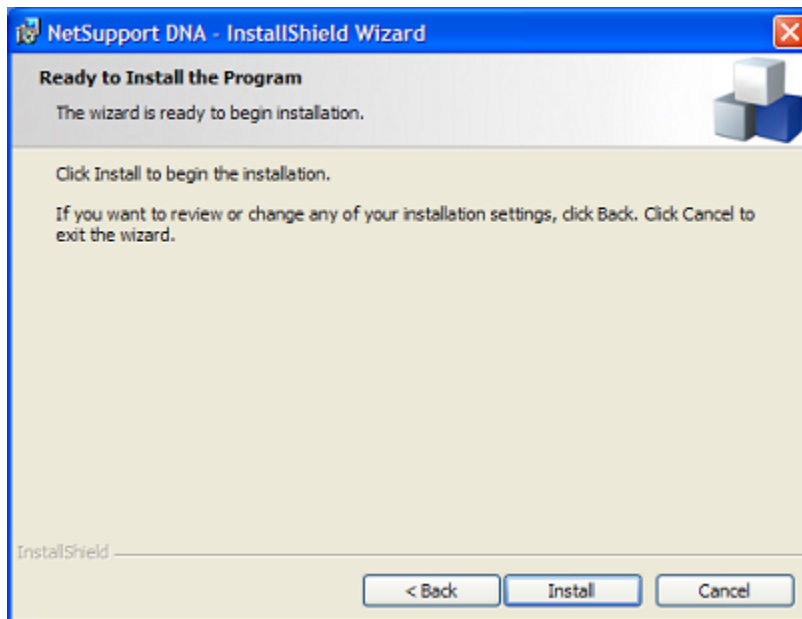


Figure 9

DNA should now install itself and setup the appropriate applications and services on the machine. The installation will install the following items:

- The DNA Server – Installed as the “NetSupport DNA Server” service listed in the Windows services.
- The DNA Client – Installed as the “NetSupport DNA Client” service listed in the Windows services.
- The DNA Console application.
- The DNA Application Package for creating packages for Software Distribution.

NetSupport DNA

10. Finalizing the Installation:

Once this is finished, you will be prompted with the option to **Launch the NetSupport DNA Console** (figure 10). Check this, then click **Finish** to complete the installation.

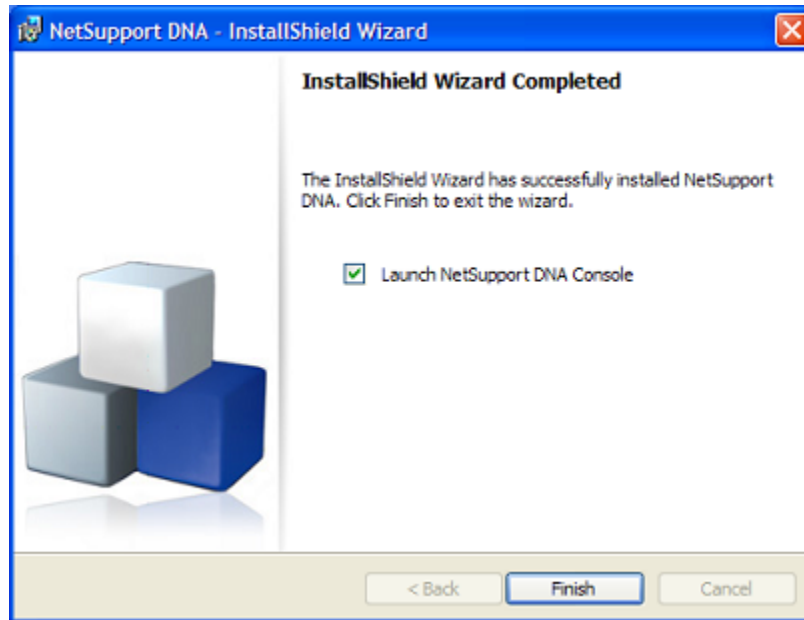


Figure 10

Congratulations. You have finished installing NetSupport DNA.

The DNA Console should launch and you will be prompted to enter your DNA Login details from step 6. Once you have logged into the DNA Console, you can begin using the product.

If you have any questions or comments, please email our technical support staff at, support@netsupportsoftware.com.