



Save time with NetSupport DNA

In addition to identifying cost savings and boosting security, NetSupport DNA is designed to help save time, increase productivity and reduce downtime by the efficient management of the network, IT assets and the people who use them.



Quick installation and set-up time

NetSupport DNA is designed to be intuitive and easy to use. It can be installed and operational within 30 minutes – without having to read handbooks or manuals.

Once NetSupport DNA is installed and the server and console components are in place, it provides the tools to discover PCs and deploy itself onto them. It will constantly monitor the network and identify any new devices that join, providing the option to automatically deploy an agent for future management.



Explore and discover – no more manual tasks!

NetSupport DNA gathers a huge amount of system data from each device: from CPU and BIOS types, to network, video and storage information – saving having to collect it and record it manually and freeing up time for other tasks!

Additionally, NetSupport DNA includes an SNMP discovery mode: identifying SNMP-enabled network devices such as switches and printers and allowing selected devices to be monitored and tracked. The SNMP module will also trigger customised alerts should any issues arise. And for extra efficiency, it can automatically send them to designated technicians or pre-defined email accounts.



Be alerted to changes

NetSupport DNA provides a complete alerting suite, allowing hundreds of scenarios to be monitored. It proactively warns if problems occur... or, better still, before they occur – to avoid lost productivity. Alerts can be anything from disk space running low, network utilisation too high, a key service (such as anti-virus) being stopped, detecting a specific warning in a PC event log – through to unwanted changes of hardware, unauthorised software being installed, and much more.



Easy software distribution

NetSupport DNA offers a highly customisable option to distribute software to multiple users – saving copious amounts of time by automatically delivering software at times when network traffic is at its lowest. NetSupport DNA goes a step further though – software packages can be created and assigned to specific departments and “advertised” so users can select and “pull” them down for install when needed. So, when someone new joins the team, as soon as their PC is assigned to the department, they will instantly have access to all the applications they need.



Control internet usage

Minimise lost productivity even further with NetSupport DNA, by monitoring internet use and, where appropriate, allowing lists of “approved” and “restricted” websites to be applied at certain times of the day, e.g. making gaming sites only accessible during lunch hours. In addition to restricting websites and applications by their specific name, apps and games can also be blocked or restricted by their window’s title.



Manage users

To support users quickly and easily, NetSupport DNA will also monitor Active Directory accounts and warn if any user accounts are locked or have expired passwords. These can then be unlocked or reset from within the console, thereby minimising any downtime. The master console password can also be easily reset internally.

Other supporting tools include real-time chat and a real-time system status view for all devices, as well as a range of system admin features – all allowing users to be managed efficiently and providing maximum visibility over systems.



Monitor all IT activity

NetSupport DNA provides a single time-based summary of all activity by a specific user, PC or department. Presented in a chronological view, it shows technicians what time the logon session began and ended, as well as exactly what applications were used and when, internet usage and more – over a set time period. This time-saving feature means that technicians now don’t have to look at each area separately and can instead see the full picture of activity, at a glance in one location.



Use ‘History’ to support problem resolution

To remain fully informed at all times and to avoid having to search for previous PC changes at the point of a problem occurring, NetSupport DNA automatically scans and records all the hardware and software changes that take place – a great way to support problem resolution in the future.



Remote control (Education Edition only)

NetSupport DNA (Education Edition) includes powerful remote control features as standard: everything from screen viewing and transferring files to a remote PowerShell which has been enhanced to allow a session to be run as a specific user - as well as a command prompt and registry editor to make remote device management even easier. The remote control features can now support schools that are not part of the same WAN.



Powerful reporting

NetSupport DNA’s custom query tool provides a simple drag and drop field picker, supported with conditional and sum-based features that mean custom reports can be created in minutes. On-screen and print-optimised reports for individual devices, users, departments and dynamic groups can also be created easily. The on-screen reports are provided with supporting bar and pie charts and “live” drill down capabilities, for a clear illustration of the data.



Stay informed – even when on the move

Another time-saving feature in NetSupport DNA is its free supporting mobile app that ensures key data is accessible on the move, no matter where you are. From detailed hardware and software inventories for any PC on the network, to histories of all hardware changes, software installations or removals, plus any new PC alerts that have been triggered – NetSupport DNA puts it in the palm of your hand.