

Using NetSupport School in a Server-based Environment

NetSupport recognises that in a typical School, College or University with the challenges of delivering a broad range of users needs it's hard enough without today's focus on reducing costs, energy consumption and CO2 emissions.

Desktop Virtualization, Terminal Server and Desktop Sharing are technologies that are helping Schools to keep up with the increasing demands for computing whilst at the same time meet their 'green' targets and keep their total cost of ownership (TCO) to a minimum.

From NetSupport School 10.5 onwards, support for server based environments is further enhanced.

No Additional Configuration Required.

NetSupport School now provides a much simplified installation in Server-based environments that works 'out of the box' with no additional configuration required.

More Secure and Stable.

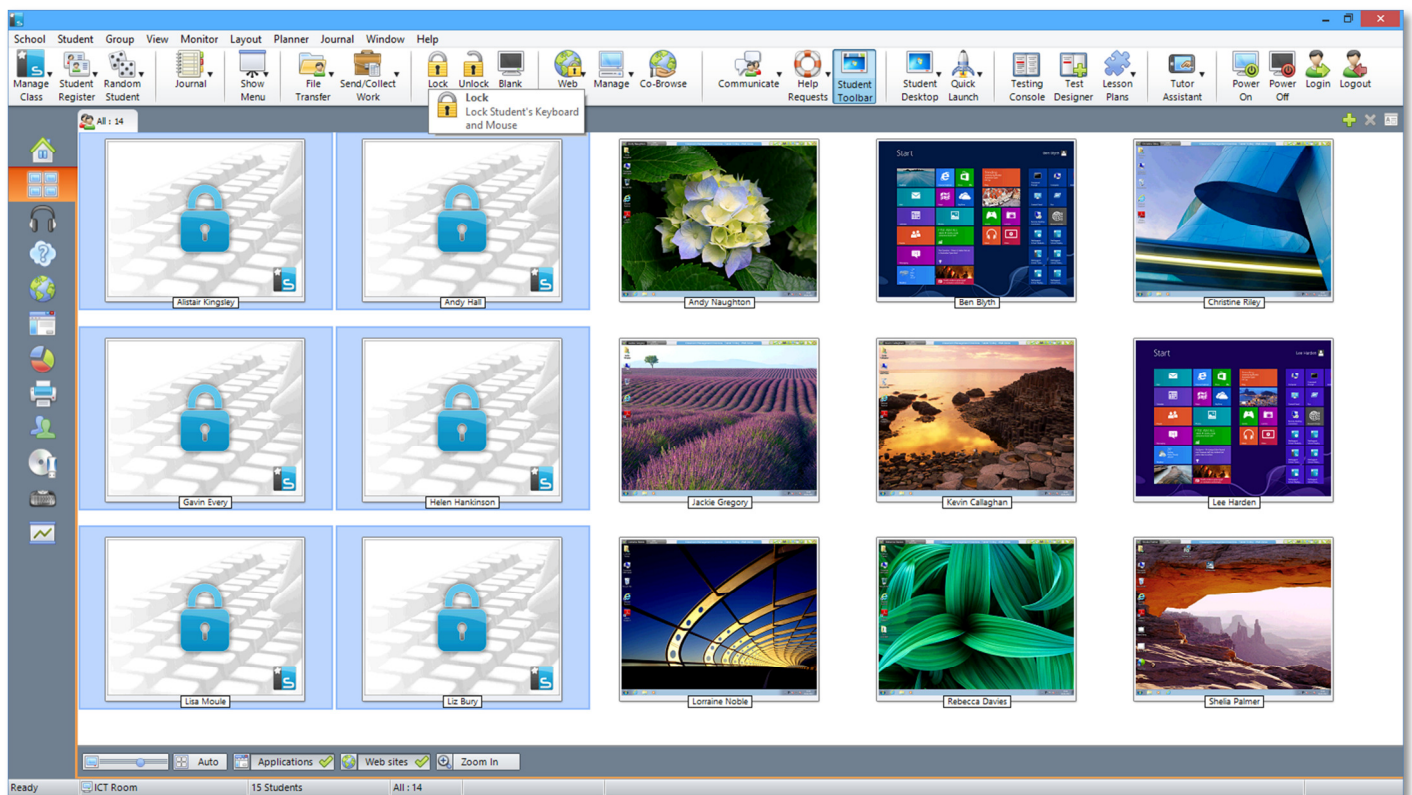
The NetSupport Student component is now managed and launched by a secure service running on the centrally located server which removes the ability of the user to disconnect themselves from NetSupport Tutor.

Better Support for Server-based Environments with Multiple Classrooms.

Within a School, College or University there may be multiple classrooms using NetSupport School; it is now easier to allocate a NetSupport Student to a specific room making it easy for a Teacher to connect and manage just the users in their class.

Improved Classroom Management.

Within the classroom the Teacher can now arrange the NetSupport Student icons to reflect the physical layout of the hardware devices in the room making the user interface more intuitive, and allowing the Teachers to manage, monitor or collaborate with a specific user more effectively.

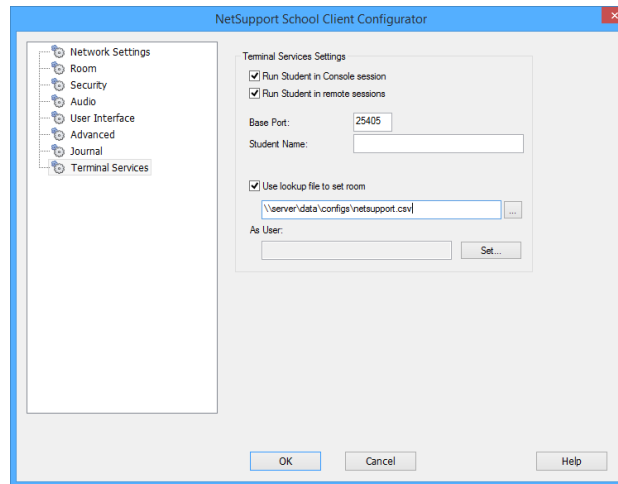


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Optional NetSupport Student Configuration Settings.

Within the NetSupport Student Configurator there are optional settings specific to Server-based environments that allow the behaviour of the NetSupport School Student component to be changed.

These are as follows:



Run Student in Console Session - It is now possible to run the NetSupport Student component on the centrally located server (previously not possible). This option stops NetSupport Tutors from connecting to the NetSupport Student component running on the server. Note: The Tech Console Operator can still connect to the NetSupport Student component to provide Technical Support.

Run Student in Remote Sessions – In the event that the NetSupport Student installed on the centrally located server is required solely to provide management of the server this option will stop user sessions from launching the NetSupport Student component.

Base Port – Within a server-based environment NetSupport Students are connected to using a unique TCP Port, the NetSupport Student component running on the centrally located server will use the default port 5405 (this can be altered under Network Settings within the NetSupport Student Configurator). However, the NetSupport Student component running within each user session is allocated incrementing port numbers, the first port used is that defined in the Base Port setting.

Student Name – In a server-based environment, the computer name that is normally used to identify the NetSupport Student is that of the centrally located server and is therefore not unique to the user session. The NetSupport Student component running within each user session therefore uses by default the value '%clientname%'.

Different server-based environment use different values to uniquely identify the user session; it is therefore recommended that the appropriate value be entered to the Student Name field. Below are values for some of the common solutions available:

Server-based Environment	Recommended Student Name Field Value
Microsoft Terminal Services Thin Client	%clientname%
Miniframe SoftXpand	%sessionname%
NComputing XSeries	%sessionname%
Sun Ray	%clientname%
Citrix XenApp (Windows Server 2003 or higher)	%clientname%

Use Lookup File to Set Room – In a server-based environment to allocate NetSupport Students to different rooms a 'lookup file' must be used. The 'lookup file' should be saved with a .csv extension and contain the Student Identifier and the required room in the format "Student Identifier","Room value".

As User - The Lookup file may be located on a remote server where the user may not have file permissions in which case this option allows permissions with access to be specified.