Setting up NetSupport School within a Ruckus wireless environment

NetSupport School is a class leading training software solution, providing Teachers with the ability to instruct, monitor and interact with their Students.

Ruckus Wireless is a global Wi-Fi technology pioneer focused on building the next generation of Smart Wireless LAN systems.

The combination of NetSupport School and Ruckus Wireless delivers a great platform to ensure teachers and students experience the best performance and reliability within a wireless environment.

When planning an installation of NetSupport School within a Ruckus environment, there are a number of factors that should be considered to ensure you experience the best performance.

Optimizing NetSupport School for use in a Ruckus wireless environment

Once you have established a reliable wireless connection between the devices in your classroom, there are some settings within the Tutor console that you can change to optimize performance on your wireless network.

A school will have a finite amount of network bandwidth available; viewing the students' screens or broadcasting the teacher's screen simultaneously will consume this bandwidth.

NetSupport School provides multiple configuration options designed to reduce the amount of data semt across the network which will result in improved performance. These options can be found under their respective configuration sections in the Tutor console.

For a wireless environment, it is recommended that both of the options within the Performance section of the Tutor settings are selected:

Low bandwidth mode - The number of video frames transferred will be reduced to around 5 per second.

Colour reduction - When broadcast, the vew window, thumnails and the teacher's screen will be restricted to 256 colours.

These options can be found in the Tutor console. To configure them, select {School}{Configurations...}{Performance} and ensure that both options are selected.
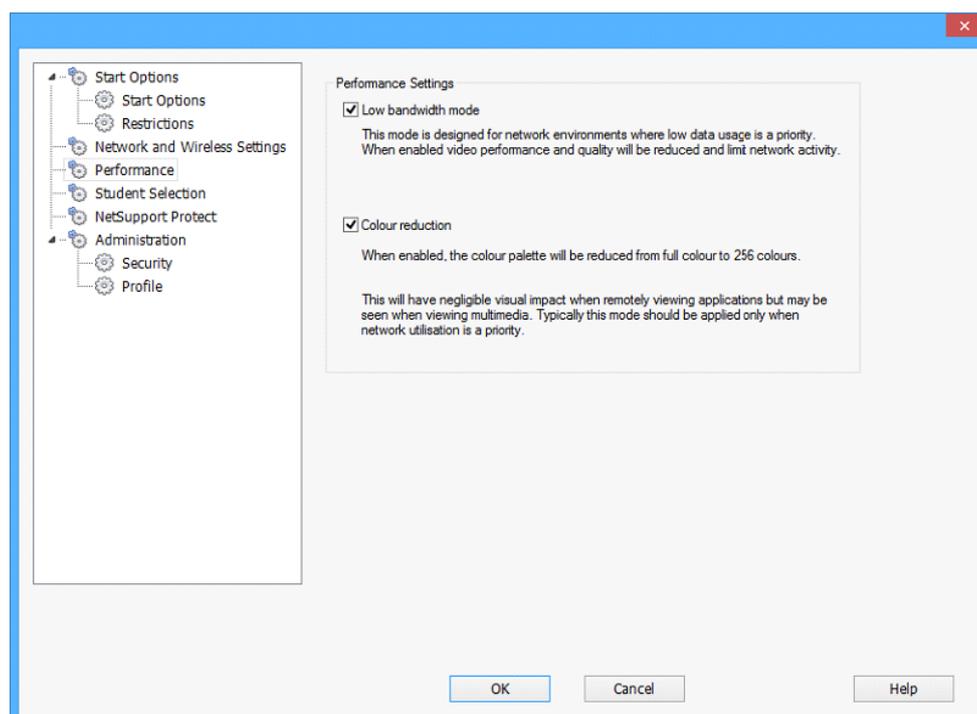
Additionally, within the Network and Wireless Settings section of the Tutor console, it is recommended that the following option is enabled when using NetSupport School on a wireless network:

Enable Broadcast Show - When broadcasting the teacher's screen or distributing files to multiple students, enabling this option will result in the screen data or files being sent to all machines simultaneously.

Finally, performance can further be enhanced by reducing the speed that the Tutor console sends data onto the network to match the speed that the wireless access point can deliver the data. Sending data onto the network too quickly may result in packets being lost, which will result in the students requesting the data again and additional traffic being produced on the network.

For a wireless environment, it is recommended that the following options are set:

Wireless Network - Select this option to optimize NetSupport School for best performance in a wireless environment.

Maximum Throughput - This option provides the ability to fine tune the speed that the Tutor console sends data to the connected student devices.

We recommend starting with the default Maximum Throughput value of 8 Mbps. However, depending on the type of access point and actual performance, this value should be decreased for slower networks and increased for faster networks until the optimal setting is found.

IEEE 802.11 Protocol	Data Rate (Theoretical Maximum)	Suggested Maximum Throughput value
802.11a	54 Mbps	8 Mbps
802.11b	11 Mbps	6 Mbps
802.11g	54 Mbps	8 Mbps
802.11n	600 Mbps	12 Mbps

These options can be found in the Tutor console. To configure them, select {School}{Configurations...}{Performance} ensuring that the applicable options are selected.
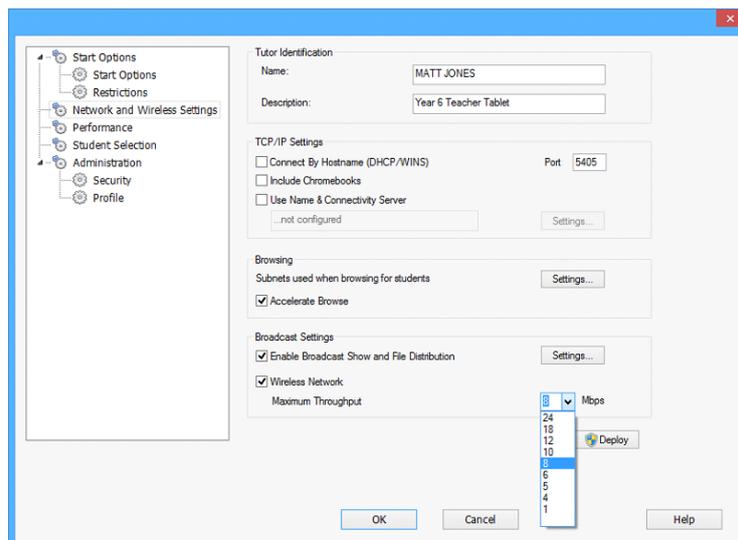
For additional information please contact NetSupport's Technical Support team.

NetSupport Ltd :- www.netsupportsoftware.com

More information on deploying and configuring your Ruckus Wi-Fi infrastructure is available online under the Training tab of the support portal, with your Ruckus support credentials.

Ruckus :- www.ruckuswireless.com