# Best practice installation within an Active Directory environment

This document details the recommended method for deploying NetSupport School within an Active Directory (AD) environment using Group Policies. It outlines how to install the required NetSupport School components to successfully facilitate a connection between the Tutor and Student machines using Room mode.

Note: *It is assumed that your school has a functional Active Directory in place before deployment.*

Installing NetSupport School via Active Directory

1. Open Active Directory Users and Computers. Ensure you are running in advanced mode. Select View > Advanced Features.
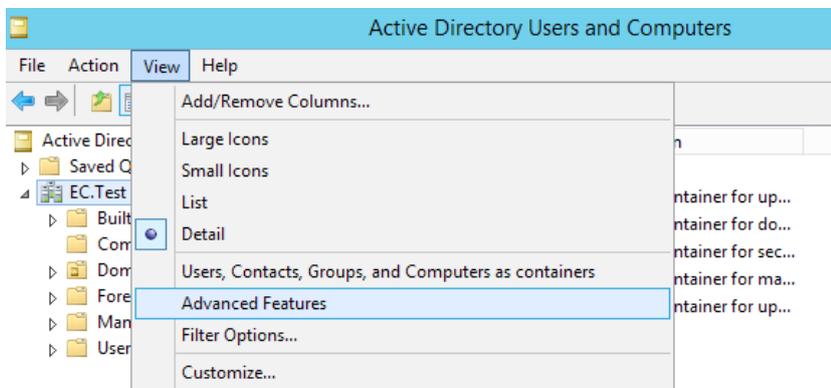
2. Right click the Organisational Unit that contains the machines you wish to deploy and select **Properties**.

    Note: *You can create an additional Organisational Unit if you require one specifically to contain the machines that need to have the package deployed to them.*
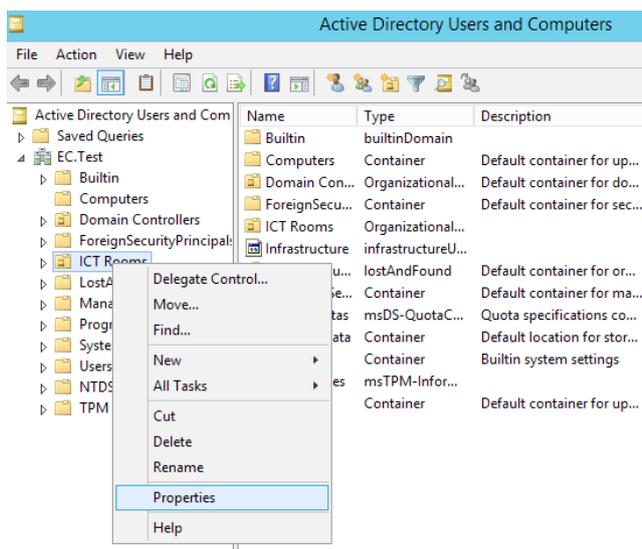
3. Select the Group Policy tab.
4. Create a Group Policy Object that will be used to deploy the software by selecting **New**. Enter a name, so it's clear what package you will be distributing, e.g. NetSupportSchool.
5. Select the Group Policy Object you have created and click **Edit**. The Group Policy Object Editor will open.
6. In the Group Policy window, you are given two possible installation types/levels for the NetSupport School package: "Computer Configuration" and "User Configuration".

If you use "Computer Configuration", the package will be installed before the user is prompted to login. The installation will use the System Service Account to install the package.

If you use "User Configuration", the package will be installed when a user logs on. Please note that the user will require administrator rights to install the software at this level.

We recommend installing the package under "Computer Configuration" to prevent the possibility of any issues installing at the "User" level.

7. Select the type of configuration you require and go to Policies > Software Settings > Software Installation.
8. Right click **Software installation** and select New > Package.
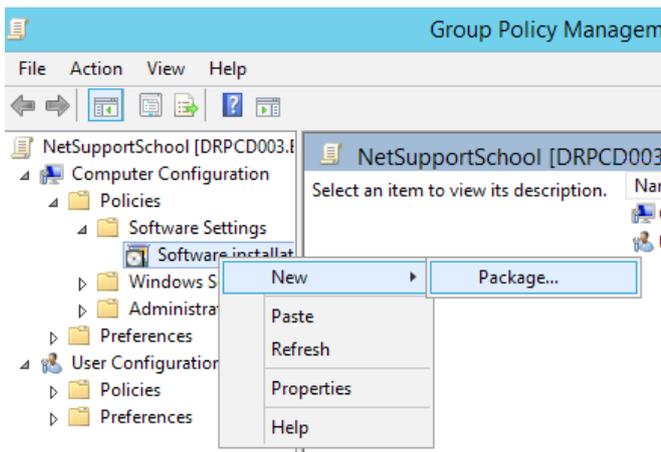
9. You will be prompted for the location of the package (NetSupport School.msi). This location must be accessible by all Student machines you wish to deploy to, they must also have read access for these files. We recommend you use a UNC path and not a mapped drive as the Student machines mapped drives may differ from machine to machine, i.e. \\server\share\NetSupport_School.msi.
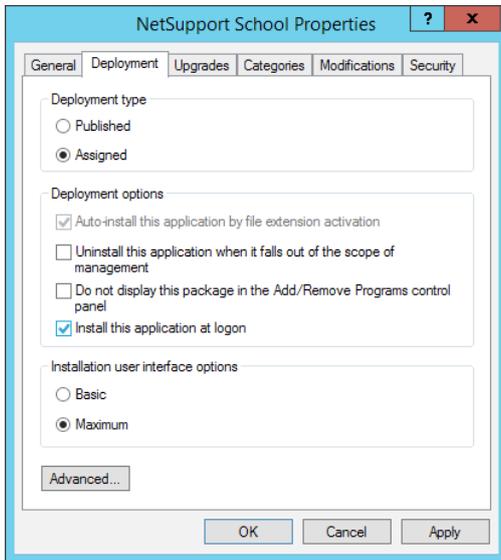10. When prompted for the deployment method, select **Assigned**.
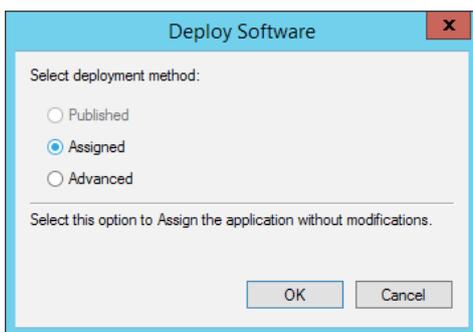
11. The package will be displayed (there may be a brief delay). Right click it and select **Properties**.
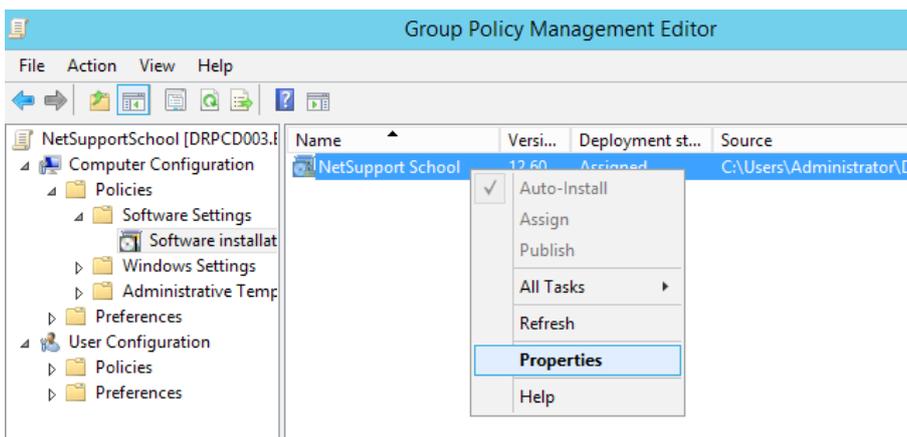
12. In the Deployment tab, select **Install this application at logon** and click **OK**.

13. Close the Group Policy Editor.

If you have deployed at "Computer Configuration" level, the Student machines will need to be restarted for the software package to be installed. If the package is set at "User Configuration" level, it will require the user to log off and back on again.

To specify the installation options/components and licence files, follow the instructions below or the package will be installed using the default installation settings and using an evaluation licence.

Setting installation options

The installation options required by NetSupport School deployments can be easily set using the NSS.ini file. This file is located in the Program Files application folder in a default installation. This file should be copied to the folder you created for the Active Directory deployment files. The deployment will automatically detect the presence of the file and install the application with the specified installation options. Each NSS.ini contains full examples of the installations options that can be set, making it easy to configure.

Licences

To specify the licence used with the deployment of NetSupport School, simply copy the NSM.lic file to the same folder you placed the above package's .msi file. The installer will detect the presence of the licence file and install it automatically on deployment.

Creating a global Active Directory policy

To apply Student configuration changes via Active Directory.

1. At the Domain Controller, select the Active Directory Users and Computers tool.
2. Decide at which level to apply the policies, domain or organisational. Right click and select the Group Policy tab.
3. Select the desired policy to add the NetSupport template to and click **Edit**.
   Or
   Select **Add** to create a new policy.
4. In the Group Policy Editor under Computer Configuration, select **Administrative Templates**.
5. Right click and select **Add/Remove Templates**.

6. Click **Add** and specify the location of NetSupport's ADM file and click **Open**. The new NetSupport policy will be added.
7. Click **Close**.
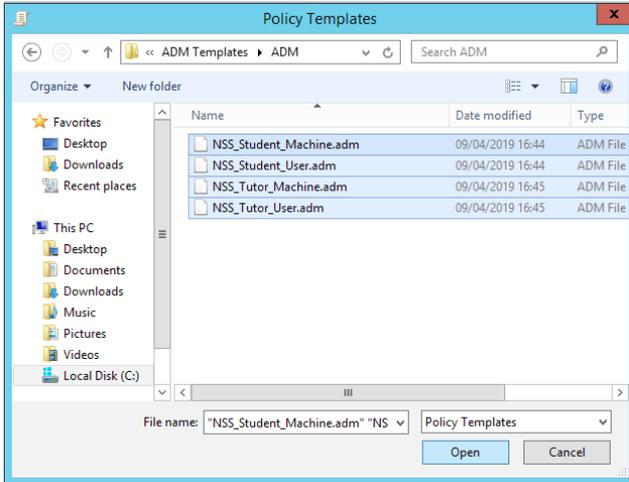
By default, each NetSupport policy option is disabled.

Note: *To enable certain configurations at the Student or Tutor using the NetSupport ADM Template files, you are required to enter an encrypted value. For example, the Security Key policy requires an encrypted security key to be entered. When configuring this through the ADM Template files, you cannot enter the security key in plain text as this would not be recognised by the Student, so you need to enter the encrypted security key value into the policy.*

Using Room mode
When you start the NetSupport School Tutor Console a Welcome wizard will appear, allowing you to define your chosen room name and assign PCs to it. You can then deploy the Student software to those machines. When the lesson is started, the NetSupport School Tutor will connect to the Students machines located in the room.

Deploying the NetSupport School Student to workstations with the required room specified
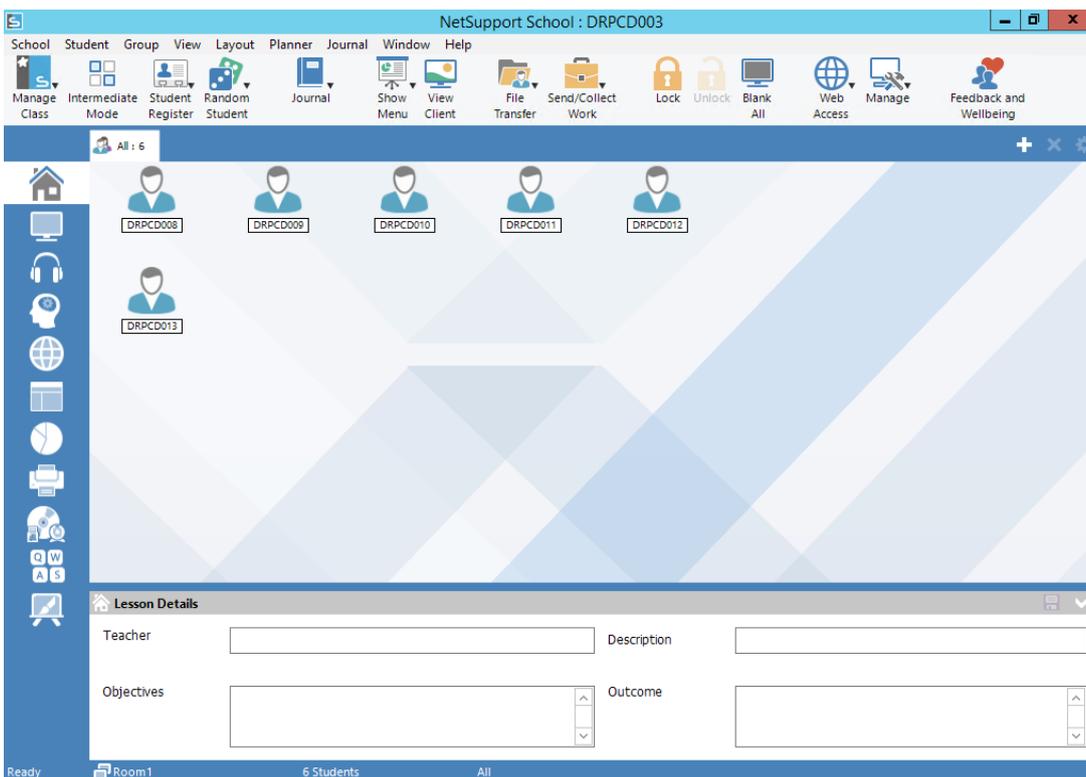1. Start the NetSupport School Tutor Console.
2. When the Welcome wizard appears, select **Classroom**.
3. In the Room field, enter your chosen room name.
4. Select the relevant workgroup/domain containing the Students in your room.
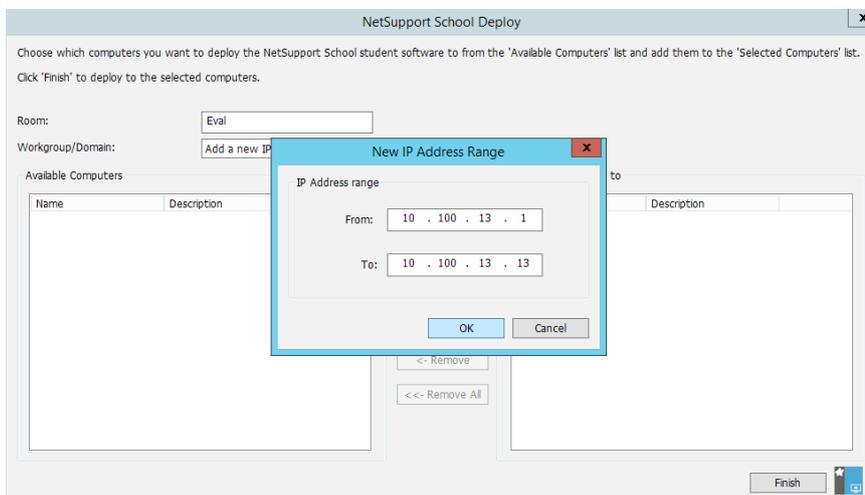
5. Highlight the required Student machines from the Available Computers list and click **Add**.
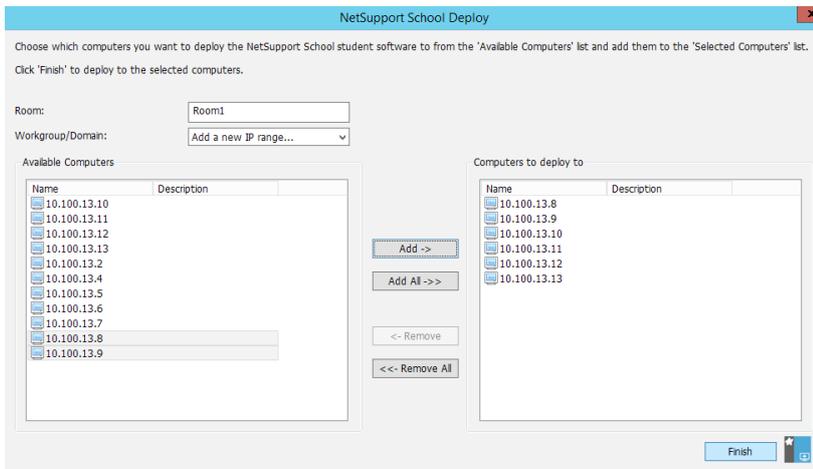
6. Click the **Finish** to deploy the NetSupport School Student to the machines.
7. Once the deployment has completed, the Tutor will connect to the Student workstations located in the specified room.

Configuring the room at the Tutor

1. Open the NetSupport School Tutor Console.
2. Select {School}{Configuration} from the Tutor Console drop-down menu.
3. Select **Student Selection** and click **Connect to Students in Room(s)**.
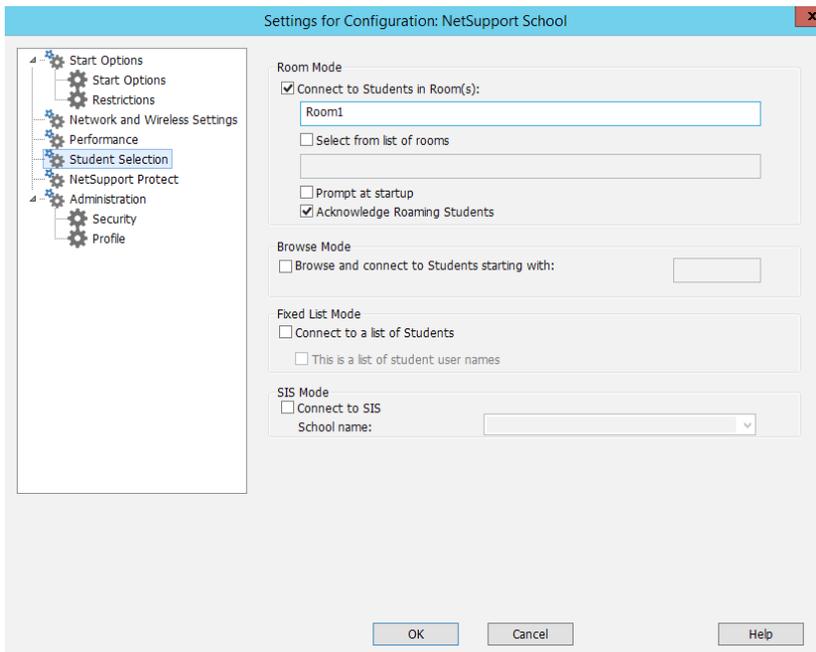
4. Enter the room name you want to connect to.
5. Click **OK**.

Note: *From here, you can also configure the NetSupport School Tutor to acknowledge roaming Students and whether to prompt for the room details each time the Tutor is started.*

Configuring the room at the Student

The room can also be configured at the Student in the NetSupport School Student Configurator. This allows you to set whether the computer is always located in the same room or if this is a mobile (roaming) computer.

1. Open the NetSupport School Configurator {Start}{Programs}{NetSupport School}{NetSupport School Student Configurator}.
2. Select **Room**.
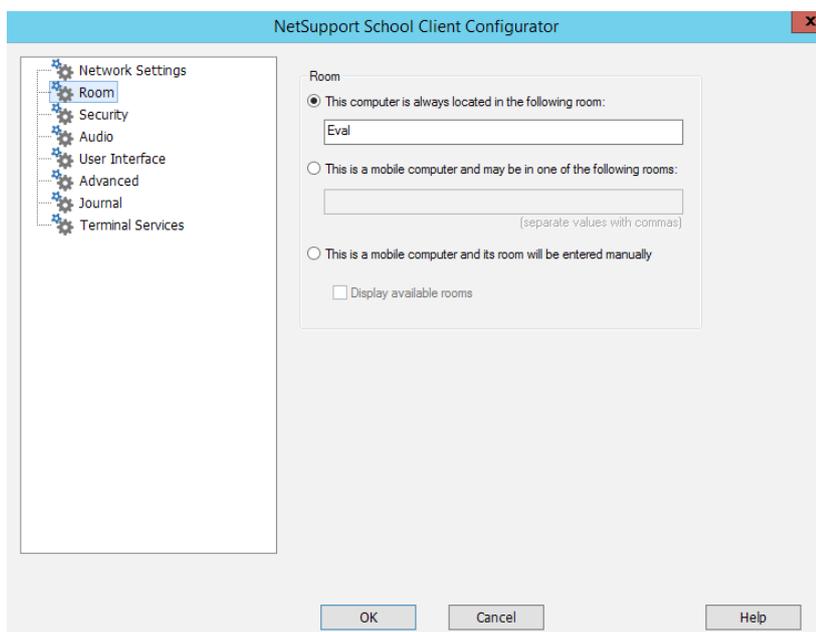
3. Select one of the following options depending on your environment:
   - This Computer is always located in the following room:

     Select this option if the workstation is always located in the same room and enter the room name.
   - This is a mobile computer and may be located in one of the following rooms:

     Select this option if this is a mobile computer and is located in different rooms. Enter the required room names and separate each value with a comma.
   - This is a mobile computer and its room will be entered manually

     Select this option if this is a mobile computer and you would like the Student to select the room manually.

Note: *Roaming Students can be configured to manually enter the room from the Student icon in the taskbar. If the Student icon is hidden in the taskbar, the Student can still manually enter the room by running the setroom.exe. This file is located in the Program folder on the Student machine.*

Applying key policies
Below are the common policies configured on a typical NetSupport School installation to implement the Name & Connectivity Server, enforce the Student selection mode and secure access to the Students.

Global Student policies
Name & Connectivity Server
1. Browse to the following location: Administrative Templates > NetSupport Student Settings > Connectivity > Transports.
2. Enable the 'Use Name & Connectivity Server' policy.
3. Configure the following:
   Name and Connectivity Server address and port number - enter 10.0.0.40 and 3085.
   Key - this must be the encrypted value generated via the encryption utility. Select the option **Gateway key**.
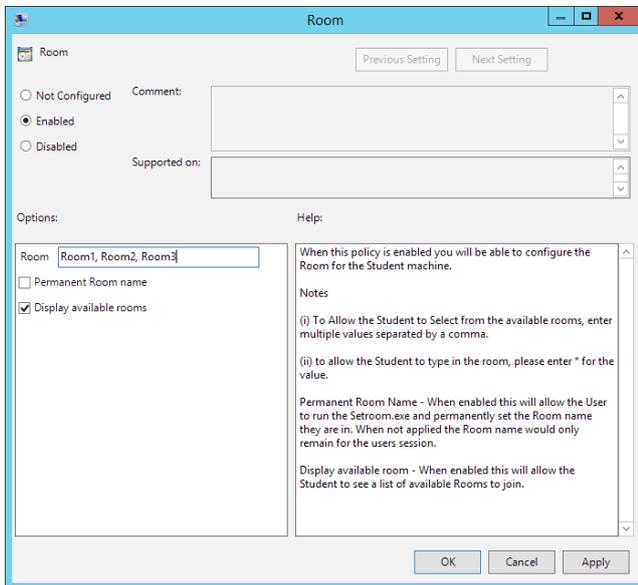

Security key
1. Browse to the following location: Administrative Templates > NetSupport Student Settings > Security.
2. Enable the 'Security Key' policy.
3. Enter the encrypted security key value generated via the encryption utility. Select the option **Security Key**.
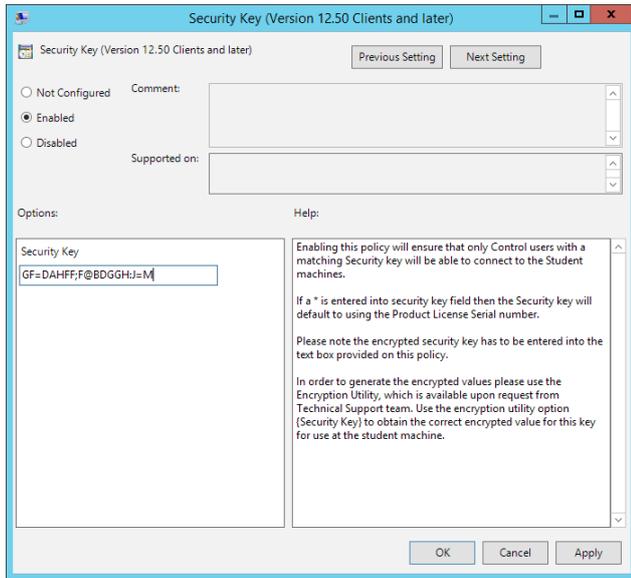
OU specific Student policy
Room name

1. Browse to the following location: Administrative Templates > NetSupport Student Settings > Connectivity > Room.
2. Enable the 'Room' policy.
3. Configure the following:
   Room - enter the Student room location.



Global Tutor policies
Name & Connectivity Server

1. Browse to the following location: Administrative Templates > NSS Tutor Settings > TCP/IP Settings.
2. Enable the 'Connectivity Server' policy.
3. Configure the following:
   Use Name and Connectivity Server – check this option.
   Connectivity Server address – enter 10.0.0.40 and 3085.
   Key - this must be the encrypted value generated via the encryption utility. Select the option **Gateway Key** (Tutor).

Security key

1. Browse to the following location: Administrative Templates > NSS Tutor Settings > Security > Options.
2. Enable the 'Security Key' policy.
3. Enter the encrypted security key value generated via the encryption utility. Select the option **Security Key** (Tutor).
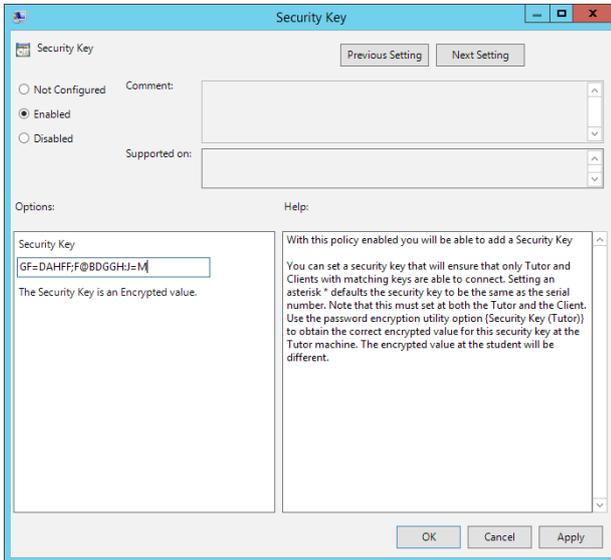
Class wizard

To turn off the Class wizard.

1. Browse to the following location: Administrative Templates > NSS Tutor Settings > Start Options > Misc Startup options.
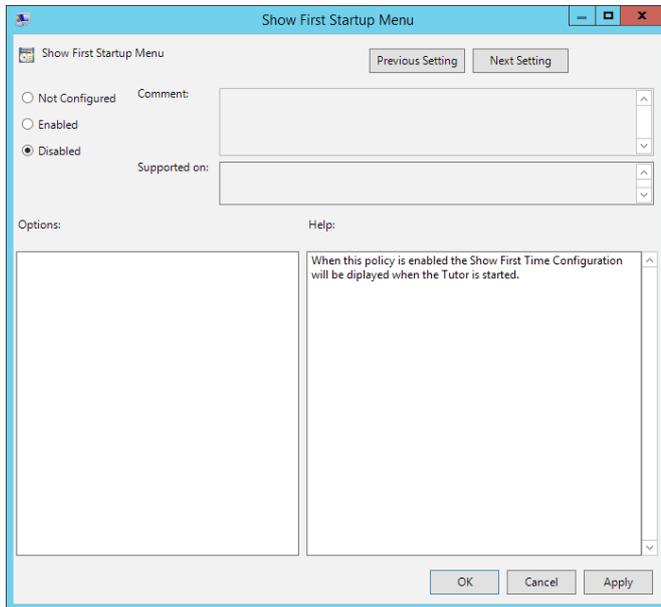2. Disable the 'Display Class Wizard' policy.
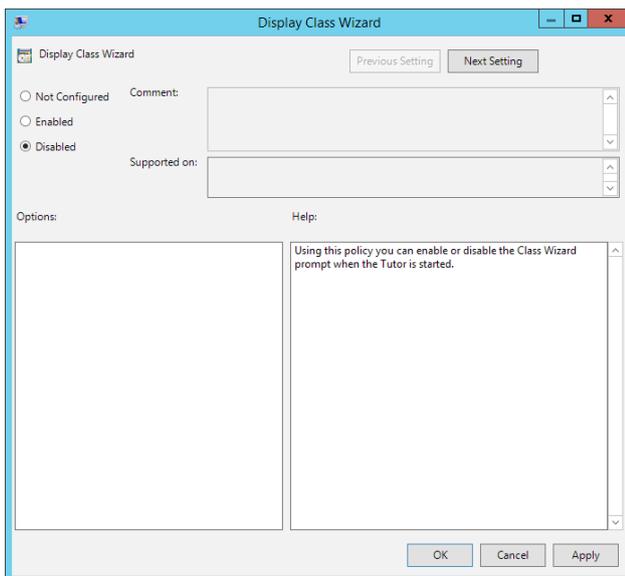
Welcome screen

To remove the Welcome screen.

1. Browse to the following location: Administrative Templates > NSS Tutor Settings > Start Options > Misc Startup options.
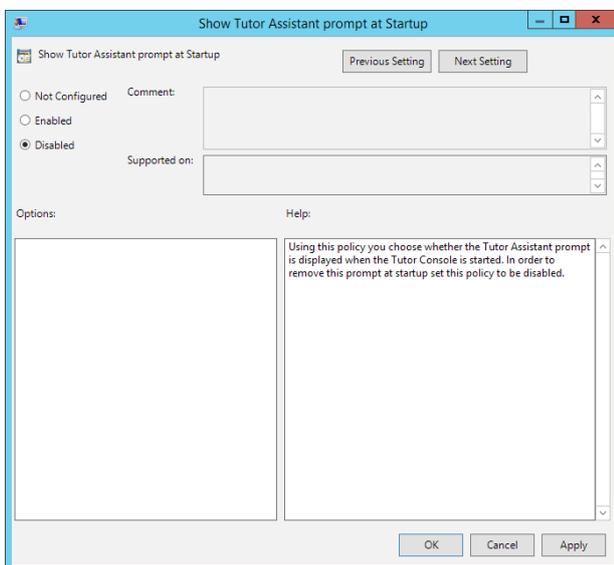
2. Disable the 'Show First Startup Menu' policy.

Tutor Assistant

To disable the Tutor Assistant prompt at startup.

1. Browse to the following location: Administrative Templates > NSS Tutor Settings > Start Options > Misc Startup options.
2. Disable the 'Show Tutor Assistant prompt at startup' policy.

Disable additional connection modes

To prevent the Tutor adding new connection modes.

1. Browse to the following location: Administrative Templates > NSS Tutor Settings > Start Options > Misc Startup options.
2. Enable the 'Disable the option to add new Connection Modes to the Class Wizard' policy.
3. Select the four options to disable adding the new connection modes.
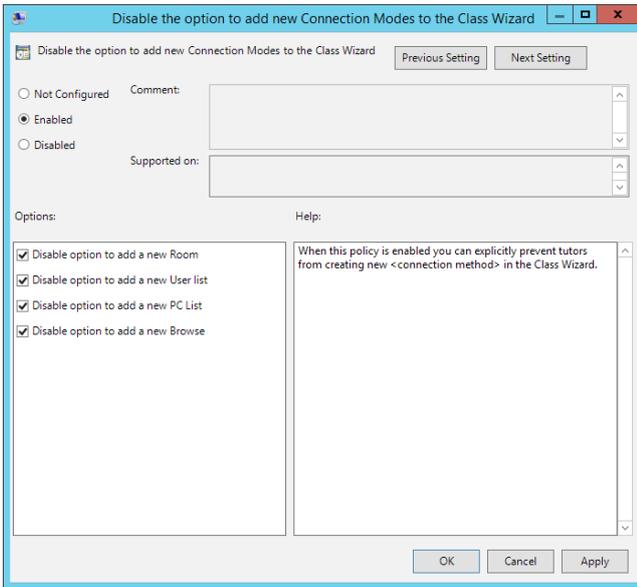
OU Specific Tutor policy
Room name

1. Browse to the following location: Administrative Templates > NSS Tutor Settings > Student Selection.
2. Enable the 'Startup Connection Mode' policy.
3. Browse to the following location: Administrative Templates > NSS Tutor Settings > Student Selection > Select from list of rooms.
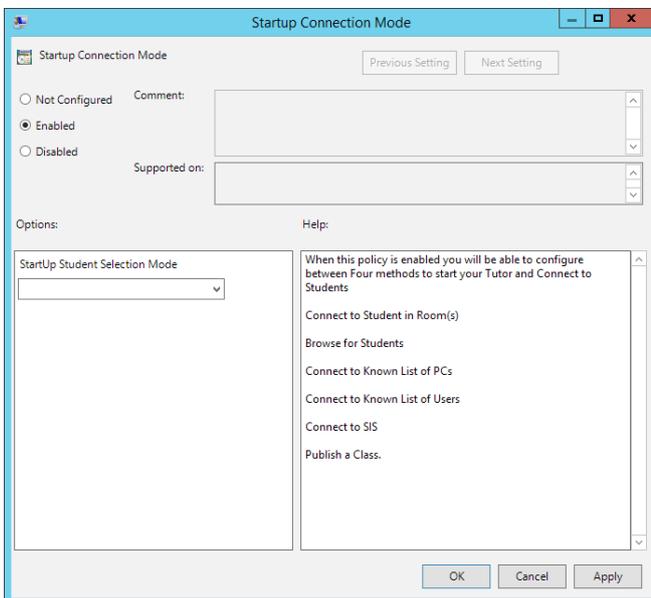
4. Tick the check box **Select from list of rooms** and enter the room names in the Room List field, e.g. ICT2, ICT3, ICT3, Music.