Network and IT Management
for Business networks

Key Features:

- NEW: Perform tasks on multiple devices
- Hardware inventory and discovery
- Software license management
- Internet metering
- Application metering
- Endpoint security
- System-wide alerting
- Energy monitoring
- Power management
- User management
- Activity monitoring
- Multi-site support and management
- Enterprise reporting
- Plus much more!

NetSupport DNA v4.9

The Complete Solution for Managing Technology

Supporting up to 10,000 devices, this easy-to-use solution provides organizations with the tools to manage technology in and out of the office, whilst achieving best practice and supporting staff.

Network Managers gain a wealth of IT asset management features to effectively track, monitor and manage IT assets and endpoints across a business – from one central point.

Armed with a complete overview of IT activity and device and usage data, NetSupport DNA helps technicians work smarter, maintain a secure and reliable network, and make informed decisions to allow for accurate planning of future IT spending and refresh cycles.

What's New?

IT technicians across a company now have a more flexible and efficient way to carry out specific tasks on multiple staff devices. They can perform actions on multiple devices such as messaging or chat – saving time and delivering extra convenience for technicians.

Ease of Installation

After installation of the server module (used to manage and add information to the DNA database), the deployment tool provided will automatically discover and install the DNA agent on targeted devices across the business (supports up to 10,000 devices). The DNA console (installed by the IT technician) provides full DNA system control, rich on-screen information, and real-time reporting.

Hardware Inventory

NetSupport DNA provides one of the most comprehensive and detailed Hardware Inventory modules available.

Inventory reports are displayed either for a single PC, a selected department, condition based "Dynamic Groups," or for the entire business.

Hardware Inventory updates are configured to run at different time intervals throughout the day or at start-up and can be refreshed instantly on demand. A standalone inventory component is available to run on non-networked or mobile devices and, in addition, high-value peripherals can also be associated and recorded against a device.

SNMP Device Discovery

The SNMP Discovery view allows NetSupport DNA to be configured to scan a range of network addresses and report on any appropriate devices discovered across the business, such as printers and access points. These items can then be stored within DNA and real-time data (such as ink or toner levels) can be monitored from the console.

Software Inventory/Licensing

The Software Module is designed to help organizations better manage license compliance and reduce software overspend by accurately reporting installed software and proactively identifying PCs with software that has no or low usage.

It supports the ongoing management of all software licenses for each department: recording suppliers, purchase, and invoice details, department or cost center allocation, and the tracking of maintenance contracts - as well as storing PDF copies of any supporting documents.

Software Application Metering

The Application Metering module reports on all applications used on each PC or server, detailing the time the application was started and finished, as well as the actual time it was active.

Monitoring application use ensures software licenses are assigned to the right staff and aren't renewed without evidence of activity - thereby enabling cost savings.

Application usage can also be restricted for staff, either fully or just by time of day. Lists of approved and restricted applications, together with times when restrictions apply, can be created and enforced centrally.

Efficiency View

The unique dashboard highlights at a glance how business technology is being used and the areas where efficiency can be improved to create cost and time-saving benefits, such as which PCs are least effectively used (and therefore can be redeployed) or which apps are the least used (and therefore may not need renewing).

Internet Metering

From online collaboration and cloud-based solutions to social media and beyond, access to the internet is constant. With NetSupport DNA, internet usage can be fully managed; lists of approved and restricted URLs and/or sub-URLs can be applied centrally. Once applied, NetSupport DNA can allow unrestricted access to all websites, restricted access to certain websites that have been marked as approved by the company, or by blocking access to specific sites marked as inappropriate. In addition to restricting websites and applications by their specific name, apps and games can now be blocked or restricted by their window's title, helping technicians to add a broader layer of security while maintaining productivity.

Enterprise Alerting

NetSupport DNA features an extremely powerful Alerting module that prompts the system to automatically notify operators when any number of changes occurs across the network.

System Error Alerts also capture screenshots/videos of system errors as they occur, to aid faster problem-solving. This extra functionality is available for all PC alerts, allowing you to choose what happens when any alert is triggered.

Alert notifications can be directed to specified email recipients and/or active console users (on a per alert basis, so the nature of the alert may dictate which operators are notified). In addition, outstanding alerts are identified against matching PCs on the main company hierarchy tree view. Once alerts have been identified, notes can be added by an operator. A full history of all alerts is accessible from the History feature.

Software Distribution

NetSupport DNA provides a multi-delivery option for Software Distribution. A software distribution package is created by either applying parameters to a collection of files or folders or by using the DNA application packager - recording the user prompts, keystrokes and mouse clicks that are used during a test installation, and then automating these on a live deployment to bypass the need for operator intervention. NetSupport DNA also includes a Scheduling feature, allowing packages to be deployed on a specific date and time - usually out of core school hours when network traffic is at its lowest. An error report is also available to see whether there were any errors during the install.

Energy Monitoring and Power Management

The Energy Monitoring module provides a simple and concise high-level summary of potential energy wastage across an organization by computer systems that are left powered on out of business hours. NetSupport DNA checks to verify the powered-on state of all computers and its local monitoring component keeps an accurate record of each time a computer is powered on, off, or hibernates, providing an average (and customizable) "power consumption per device" calculation. With this information to hand, Power Management policies can be set, allowing computers to automatically power off and back on at specified times. Plus "inactivity policies" can be set for systems inactive over a period of time.

Endpoint Security

NetSupport DNA provides a simple and effective solution for managing the use of USB memory sticks to help maintain the security of the network. The use of memory sticks can be controlled across the entire business or just for specific departments, and usage can be set to allow full access, block all access, allow read-only, or prevent applications being run from a memory stick. Alternatively, individual memory sticks can be "authorized" in NetSupport DNA - for the current day, a week, or indefinitely - and the use of sticks in the enterprise can also be limited to only those authorized. It can also detect if USB drives are encrypted (BitLocker).

Real-time Monitoring

The Explorer mode provides a real-time overview of all PCs on the network, highlighting which ones have current notifications and active policies, ensuring operators can identify and resolve issues quickly. The data view can be presented as Icons, Details, or Thumbnails (where the PC screens are visible). In Details mode, performance data such as real-time network traffic, CPU and memory use for each PC is now displayed to give an instant view of network health. Privacy modes can be set to provide data protection and confidentiality. Using Explorer mode, technicians can now use the Spotlight feature to help them see more details about a selected PC (e.g. any applications, services, websites, and processes in use), all in a single glance.

User Management

NetSupport DNA provides a range of features to locate and manage users within a networked environment. In addition to key user data (name, telephone etc), companies can customize the data to be gathered and collated from each user, including tracking of user acceptance forms. DNA also keeps a history of changes to User Data and records changes to custom user details. Profiles can be set for different groups of devices or users, each with its specific component settings (e.g. only the Marketing team being allowed access to Facebook in work hours).

DNA can also prevent or allow selected users from logging on to multiple machines, plus allows users to locate another logged on user and then send them a message. A single time-based summary of all activity by a specific user, PC, or department (chronological view) is also available.

Vault

NetSupport DNA contains a Vault component to allow secure storage of serial numbers, passwords, or any other confidential IT data. Access to the Vault can be restricted to specific console users and activity can be recorded against the central DNA audit trail.

System Audit

NetSupport DNA includes a powerful Audit component to track all selected console activity by staff. The Audit feature records changes to policies or settings; when entries are added/deleted or where rights are changed for any user.

Enforce Acceptable Use Policies

NetSupport DNA provides a flexible module to support the delivery and tracking of AUPs across the business Policies can be applied to specific devices or users for display each time any user logs on or for one-time display and acknowledgment. The AUP feature can support multiple policies (including a new Health and Social Distancing policy), which can then be formatted for clear presentation. Full tracking and exception reporting is also provided.

Print Monitoring

Individual printers throughout the business are automatically identified and, from the central console view, costs for printing can be assigned either globally or against each printer. Where required, printers can also be excluded from the view. A full overview of printing activities and indicative costs is provided.

Enterprise Reporting

NetSupport DNA provides both on-screen and print optimized reporting. The on-screen reports/views are provided with supporting bar and pie charts and "live" drill-down capabilities on all key summary data. As well as reporting on individual devices, users and departments, NetSupport DNA also features dynamic groups. These are user-defined and are added to the main company tree, e.g. a dynamic group could be to identify which PCs are upgradeable and such a group would be created automatically from those that match the required criteria – such as "all PCs with more than 'XX' GB RAM, 'XX' GB free disk space and XX processor type" and so on.

Mobile Inventory

Provided as a supporting tool for NetSupport DNA, the Mobile Console app can be downloaded free from the Google Play and Apple app stores. The DNA mobile app allows a technician, when away from their desk, to search for and view a detailed Hardware and Software Inventory for any PC on the company network. The mobile app also includes a QR code scanner to help instantly identify any PC, either from an on-screen QR code displayed by DNA or from a label fixed to the device. NetSupport DNA also provides a QR code label creation facility, including support for custom details. Histories of all hardware changes as well as any software installs or removals are also shown on the app.

Authorized Partner:

System Requirements

NetSupport DNA Server component
Minimum hardware: Single - Dual Core 2.00 GHz CPU 8Gb RAM or higher. Free space required: 20 Gb. (dependent on number of Agents supported). Windows Server 2008 R2 or above (best practice). Windows 7, Windows 8.1, Windows 10, Windows 11 and 11SE.
Databases supported: SQL Server 2008 or later. If no version of SQL exists on the target system when installing the DNA Server, you will be prompted to either install SQL (SQL 2012 Express is included in the NetSupport DNA setup file), or to specify the address of an existing SQL Server.

DNA Cloud features: Windows Server 2008 R2 or Windows 10 or above.

Optional Server modules (SNMP Discovery, Remote Gateways etc)
Windows 7 or higher. Windows Servers 2008 sp2 or higher.

NetSupport DNA Management Console
Free space required: 200 MB
Windows 7 or higher. Windows Server 2008 sp2 or higher.

DNA Mobile Console apps
Android 4.1 or higher. iOS 9.3 or higher.

DNA Desktop Agent (client)
Free space required: 25 MB
Windows Vista or higher.
Windows Server 2008 or higher.
Mac OSX 10.8-10.14.

NetSupport iOS Browser app
iOS 9.3 and above. (Requires V4.8 of DNA console)

NetSupport Android Browser app
Android 5.1 to 9. (Requires V4.8 of DNA console)