



# **NetSupport Protect User Guide**

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## **Welcome to NetSupport Protect**

NetSupport Protect is the number one choice of IT administrators and technology coordinators to protect Windows® operating systems and desktops from unwanted or malicious changes.

NetSupport Protect provides a secure, reliable and productive computer environment. With its extensive list of security features and intuitive format, IT administrators can use NetSupport Protect to guarantee that users are getting the most beneficial use of their computer experience, while safeguarding both the configuration and content on their systems.

NetSupport Protect prevents users from deleting critical files and applications, making unauthorised changes to the desktop, saving or using unauthorised programs and harming the operating system.

With NetSupport Protect, you can feel confident that unauthorised changes to a system, whether accidental or malicious, won't become an issue or impact on the productivity of your office PCs or computer lab.

## **Product Overview**

### **Education**

As schools continue to provide better access to computer hardware, networks, and web resources, district IT staff and classroom teachers face new challenges. IT staff must manage the challenges posed by computer labs and school networks as well as control software deployment and user issues.

Teachers need to manage students who are using computers in a lab or multi-desktop classroom to ensure that they are learning and spending time on their assigned tasks.

Children want to learn, and often the best way is to experiment. Unfortunately lab computers may be used four or five times a day for different classes, so you really can't afford for them to endure too much practical experimentation.

### **Corporate**


















NetSupport Protect provides a proactive, rather than reactive solution to the challenges faced. The philosophy of the product is to prevent changes to the desktop environment and avoid the need to rely on "repair" based solutions that are more costly and have a greater maintenance overhead.

Using NetSupport Protect, IT staff can create a secure desktop environment where system configuration and access from external sources are protected, where users can utilise available applications but are shielded from system resources and the temptation of investigating the workings of the desktop.

## Key Features at a Glance

Simple to use, safe, and secure, NetSupport Protect is the ideal choice of IT administrators and technology coordinators. Presented in a simple and intuitive interface, system control can be configured in minutes and allows either individual or central control of security settings.

Key feature highlights in NetSupport Protect are:

-  Prevent copying, deletion and renaming of files and folders.
-  Hide folders and restrict creation of defined file types.
-  Restrict changes to the desktop, taskbar and system settings.
-  Restrict shutdown, logoff, lock and password changes.
-  Protect the operating system and computer settings.
-  Lock control panels, task manager, command prompt and registry.
-  Restrict user-defined applications from running.
-  Restrict available network drives, drive mappings and network neighbourhood.
-  Prevent access to windows systems tools
-  Prevent web browsers or any other user defined applications from running.
-  Restrict creation and deletion of system printers.
-  Control access to USB and CD/DVD drives.
-  Disable USB devices, allow read only or prevent application launch.
-  Prevent users from installing unauthorised software.
-  Apply policies to all users, or exclude specified accounts.
-  Share security configurations across a network.
-  A convenient Deploy utility enables multiple installations of NetSupport Protect onto remote machines.



Instantly restore your hard disk to an earlier point in time.

### **Benefits**

Using NetSupport Protect IT administrators can prevent unwanted changes to the OS, control the creation of content, restrict unwanted file downloads and control application usage. With easy to adopt end point security, administrators can avoid the introduction of harmful or unwanted content from external sources yet retain the flexibility to utilise existing technology.

Traditional "policy based" security provides for inflexible ON / OFF lockdown, NetSupport Protect allows useful technologies, such as portable storage devices to still be utilised, but in a constructive manner with controls over functionality.

## **Installation**

### **System Requirements**

IBM compatible Pentium III or higher with 256Mb RAM.

15Mb free disk space.

Microsoft Windows 2003, XP, Vista, 2008 Server and Windows 7.

#### **Disk Recovery**

For disk recovery to be installed the following pre-requisites are required:

Windows 2003 Service Pack 2

Windows Vista Service Pack 1

Windows XP System Restore must be turned off

Windows Vista and above System Protection must be turned off

Windows Vista and above Windows update must be disabled.

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#### **Notes:**

- When upgrading from a previous version of NetSupport Protect your existing roll back recovery point will be removed. See Upgrading NetSupport Protect for further information.
  - Disk recovery is not supported on Windows 2003 and 2008 Server.
  - It is not recommend that Protect Disk Recovery be used on more than one boot partitions on Dual Boot systems, Disk Recovery is not supported on RAID based systems.
-

## **Starting the Installation**

Insert the NetSupport Protect installation CD into your computer and let it autorun. If it does not autorun, run the NETSUPMENU.exe command from the CD.

Click the appropriate language from the menu and select the option to install NetSupport Protect.

The NetSupport Protect installation will start displaying a Welcome screen.

Click Next to continue.

### **NetSupport License Agreement**

The NetSupport License Agreement will be displayed. Please read the License Agreement carefully and select I accept the terms in the license agreement and click Next to continue.

If you reject the License Agreement, (I do not accept the terms in the license agreement) click Cancel. NetSupport Protect will not be installed and you will be directed to Exit from the install program.

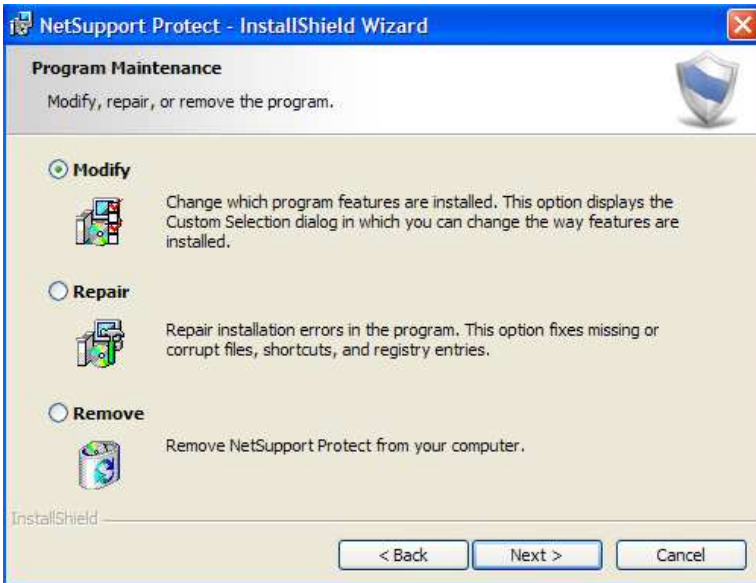
### **License Information**

Select Register and enter the license details as provided with your NetSupport product.

If you are evaluating NetSupport, select 14 day evaluation and click Next.

## Existing Installation Detected

This screen will appear if a copy of NetSupport is already installed on the workstation.



You can choose to:

### **Modify**

Change the program features that are installed.

### **Repair**

Repair any installation errors in the program.

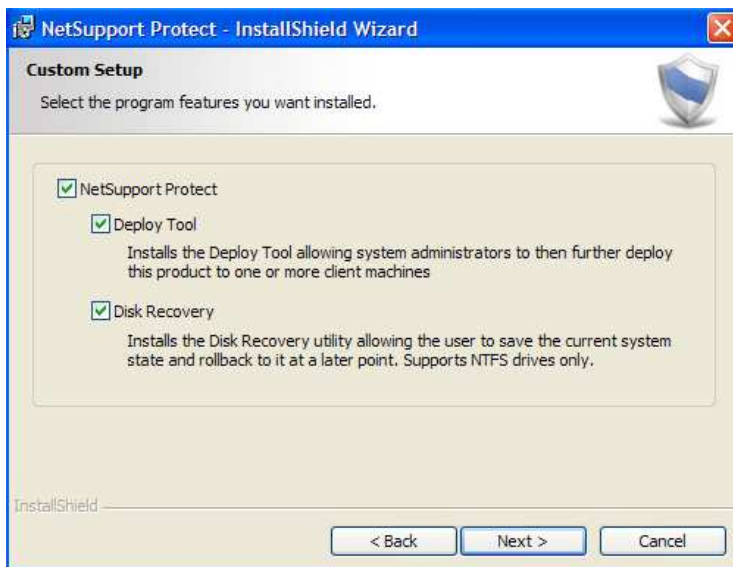
### **Remove**

Remove NetSupport Protect from the computer.

Select the required option and click Next.

## Custom Setup

Select the components to install.



### **NetSupport Protect**

#### **Deploy Tool**

The deploy tool enables you to remotely deploy NetSupport Protect without the need to visit each individual workstation.

#### **Disk Recovery**

This component allows you to instantly restore the system to an earlier point in time.

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#### **Notes:**

- To install disk recovery on Windows XP and Vista, the system restore/protection must be turned off.
  - Windows Vista and Windows 7 must have Windows Update disabled.
  - Disk recovery is not supported on Windows 2008 Server.
  - When upgrading from a previous version of NetSupport Protect your existing roll back recovery point will be removed. See Upgrading NetSupport Protect for further information.
-

**Install to:**

By default, NetSupport will be installed in the folder C:\Program Files\NetSupport\NetSupport Protect. If you want to install in a different folder, click Change.

Click Next when ready to continue.

## **Completing The Installation**

### **Ready to Install the Program**

To start the installation, click Install. To change any of the previous selections, click Back. To quit the installation, click Cancel.

### **Installation Complete**

Click Finish to exit the Setup program. Remove the CD and restart the workstation.

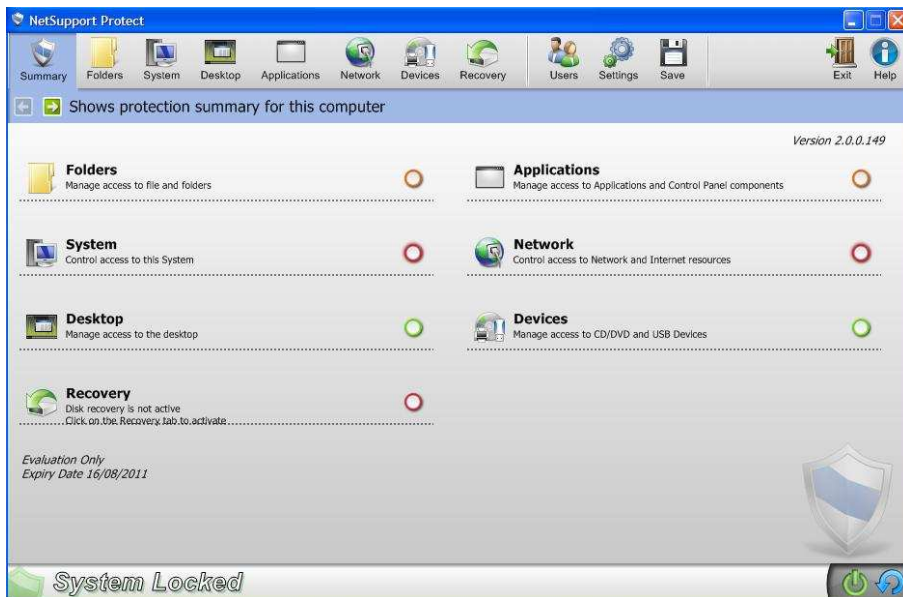
## **Upgrading NetSupport Protect**

When upgrading from a previous version of NetSupport Protect your existing roll back recovery point will be removed. To ensure the computer is able to restore to the same state as your existing roll back point you may need to exit the installer and use your existing roll back point before completing the installation.

Once the installation for the upgrade is complete a new roll back point can be created.

## The User Interface

NetSupport Protect's easy to navigate interface means that the required level of system protection can be achieved in a matter of seconds.




Options are conveniently grouped into 7 main categories with the Summary option providing a colour-coded overview of the level of security currently applied to each. To access each category simply click the appropriate toolbar button or select the required group from the Summary dialog.

The Recovery option allows you to protect systems from unauthorised changes, the current Recovery status will be displayed.

The Users option enables System Administrators to specify whether particular users are exempt from having protection applied. This is particularly useful where multiple users have access to the same PC.

In order to secure the configuration, ensuring that only appropriate personnel can edit the information, the Settings option provides two levels of password protection. Administrator level enables the user to load the NetSupport Protect Configuration, lock/unlock the system and amend the protection options. Manager level allows you to lock/unlock the system, in order to gain full access to programs etc but not change any of the protection options. The Status Bar indicates whether the system is currently locked or unlocked.

Unlocking the system provides administrators with a convenient method for temporarily lifting protection without physically changing any of the individual settings. This can be useful for testing the configuration while editing.

Click  to switch between locked and unlocked status.

Click  to refresh the configuration when changes have been made.

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**Note:** If the Status Bar is 'greyed out' it means the NetSupport Protect service is not running.

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Once the required settings are in place configurations can be saved to the local machine or to a network share for others to access.

## Using NetSupport Protect

### The Summary Dialog

A colour coding system provides a quick reference summary as to the current protection status of each category.



**Red** None of the options within this category are protected.

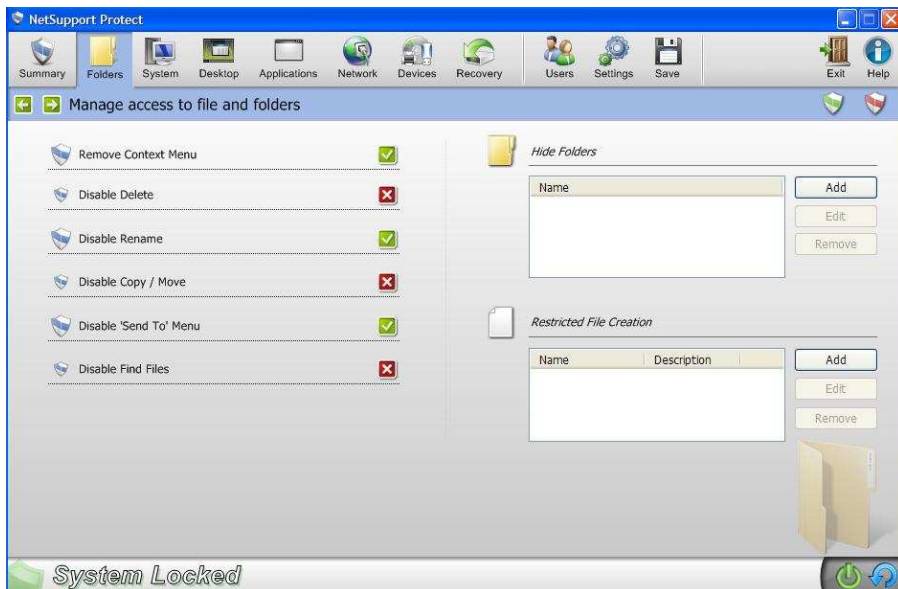
**Amber** Some of the options are protected.

**Green** All options are protected.

Click on the required category or select an icon on the toolbar to amend items.

## Folders

These options enable you to manage the tasks that can be performed on files and folders stored on the PC. Potentially dangerous tasks can be disabled, specific folders can be hidden and access to certain file types can be blocked.



### Remove Context Menu

The options normally available to users when right-clicking on a file or folder will be removed.

### Disable Delete

Prevents users from being able to delete files and folders.

### Disable Rename

Prevents users from being able to rename files and folders.

### Disable Copy/Move

Prevents users from being able to copy or move files and folders.

### Disable 'Send To' Menu

Disables the 'Send To' Mail Recipient, Disk etc facility.

**Disable Find Files**

Prevents the user from being able to search for files.

**Hide Folders** (Not supported on Windows Vista and above)

Enables you to specify details of any folders that should be hidden from users. Click Add to specify the path for each folder.

**Restricted File Creation**

Blocks access to certain types of file. Click Add to specify the file extension (exclude the .).

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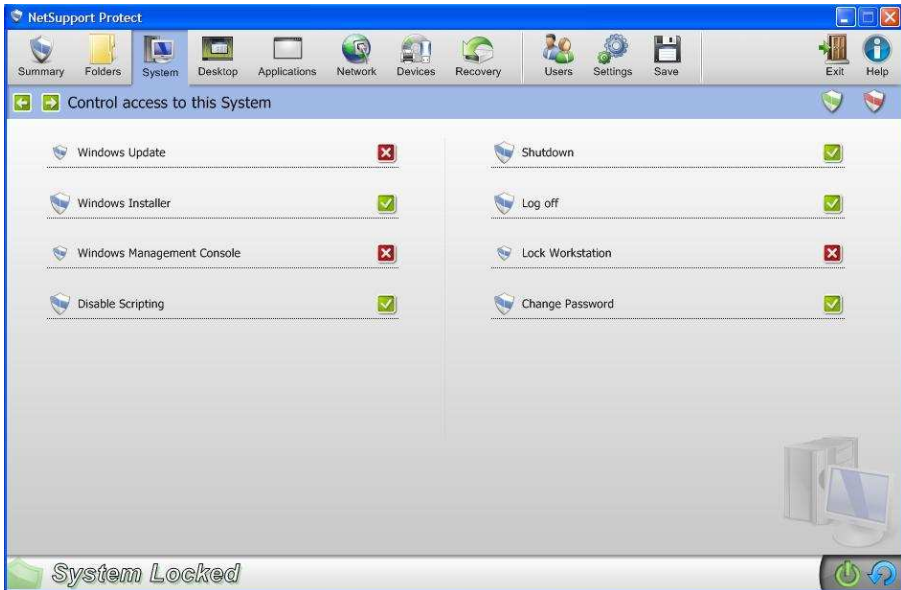
**Note:** Enabling the Copy, Delete or Rename options on Windows Vista will disable the Organize menu in Windows Explorer.

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Clicking  or  turns protection on/off for all options.

## System

Controls access to various system utilities.



### Windows Update

Prevent users from running Windows Update.

### Windows Installer

Prevent users from running Windows installers.

### Windows Management Console

Prevent users from accessing the Windows Management Console.

### Disable Scripting

Prevent Windows Script Host and Java Scripts from being created or executed.

### Shutdown

Prevent users from shutting down the system.

### Log off



Prevent users from logging off.

**Lock Workstation**

Prevent users from locking the workstation.

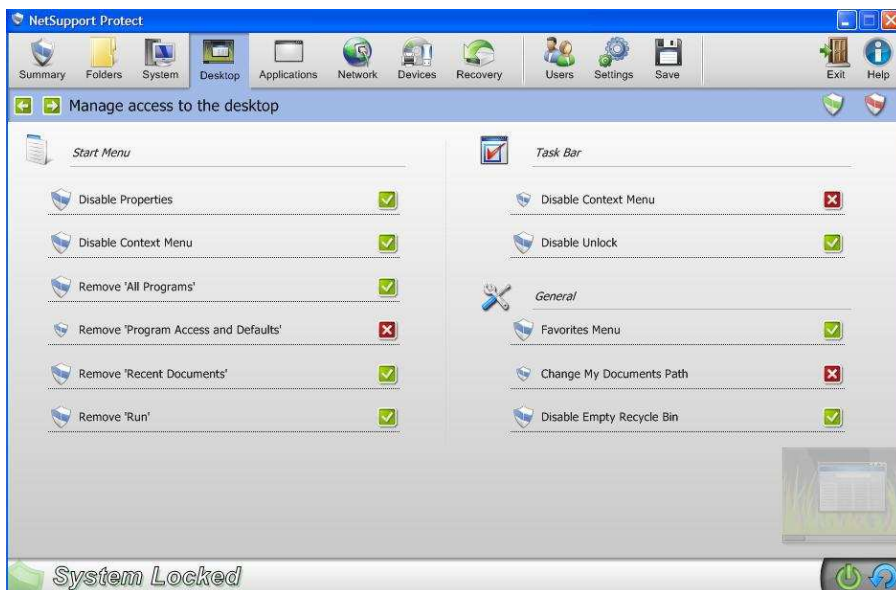
**Change Password**

Prevent users from changing passwords.

Clicking  or  turns protection on/off for all options.

## Desktop

Manage the access users have to the 'Start' menu or taskbar options.



### **Start Menu Options**

#### **Disable Properties**

Prevents access to the Properties option from the 'Start' menu and the taskbar.

#### **Disable Context Menu**

Prevent modifications to 'Start' menu items.

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**Note:** You can't disable the right-click context menu for the 'All Programs' option, however the right-click context menu will be disabled for the submenus from the 'All Programs' option.

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#### **Remove 'All Programs'**

Remove the 'All Programs' option from the 'Start' menu.

#### **Remove 'Program Access and Defaults'**

Prevents access to the 'Set Program Access and Defaults' option.

### **Remove 'Recent Documents'**

Remove 'Documents' option from the 'Start' menu.

### **Remove 'Run'**

Remove the 'Run' option.

## **Task Bar Options**

### **Disable Context Menu**

Remove the taskbar context menu when right-clicking.

### **Disable Unlock**

Prevents the taskbar from being locked or unlocked.

## **General**

### **Favourites Menu**

Remove the 'Favourites' item from the 'Start' menu.

### **Change 'My Documents' Path**

Prevent users from changing the path for the 'My Documents' folder.

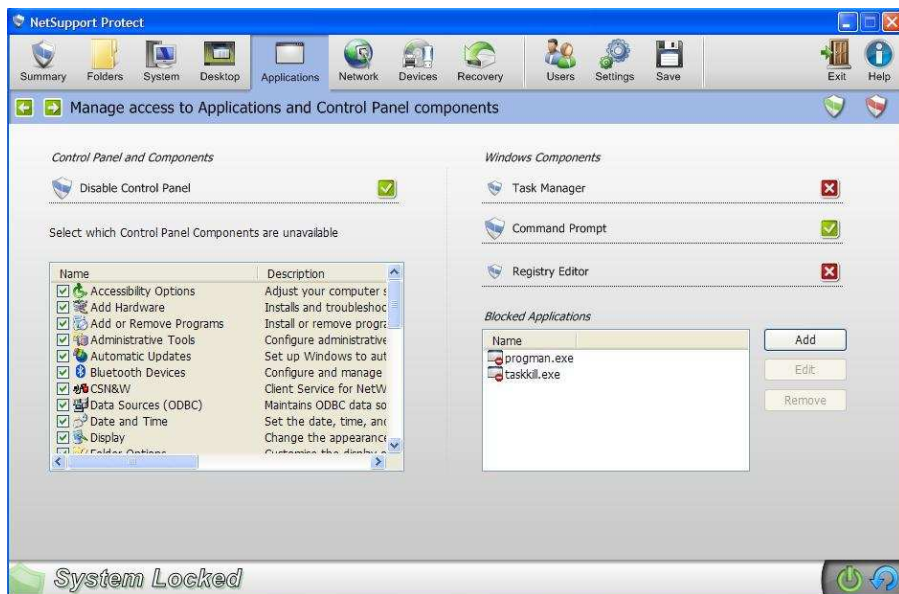
### **Disable Empty Recycle Bin** (Not supported on Windows Vista and above)

Prevent users from being able to empty the recycle bin.

Clicking  or  turns protection on/off for all options.

## Applications

Enables you to disable Control Panel and restrict access to applications and Windows components.



### Control Panel and Components

Access to Control Panel can be completely disabled or you can remove individual components by checking the appropriate options in the list.

**Note:** Removing individual components is not supported on Windows Vista and above.

### Windows Components

Remove access to Task Manager, the Command Prompt and Registry Editor.

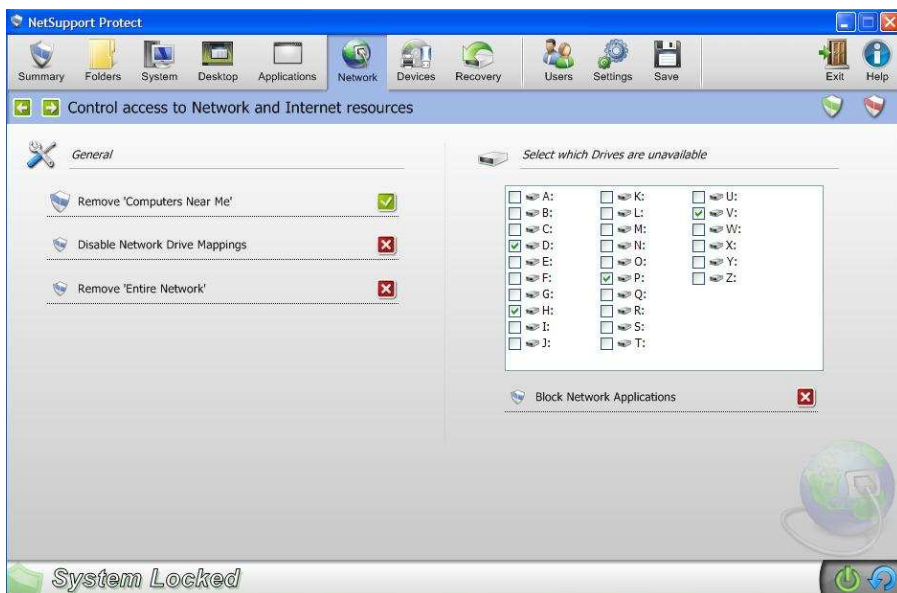
### Blocked Applications

Prevent users from accessing specific applications. Click Add to browse for the required exe files.

Clicking  or  turns protection on/off for all options.

## Network

Control access to network and internet resources.



**Remove 'Computers Near Me'** (Not supported on Windows Vista and above)

Removes the 'Computers Near Me' Icon and the icons representing the computers in the workgroup.

### **Disable Network Drive Mappings**

Prevents users from being able to create or remove network drive mappings.

**Remove 'Entire Network'** (Not supported on Windows Vista and above)



Remove access to computers outside the users workgroup or local domain.

### **Disable Network Drives**

Determine which drives are available to the user. Check those to be hidden.

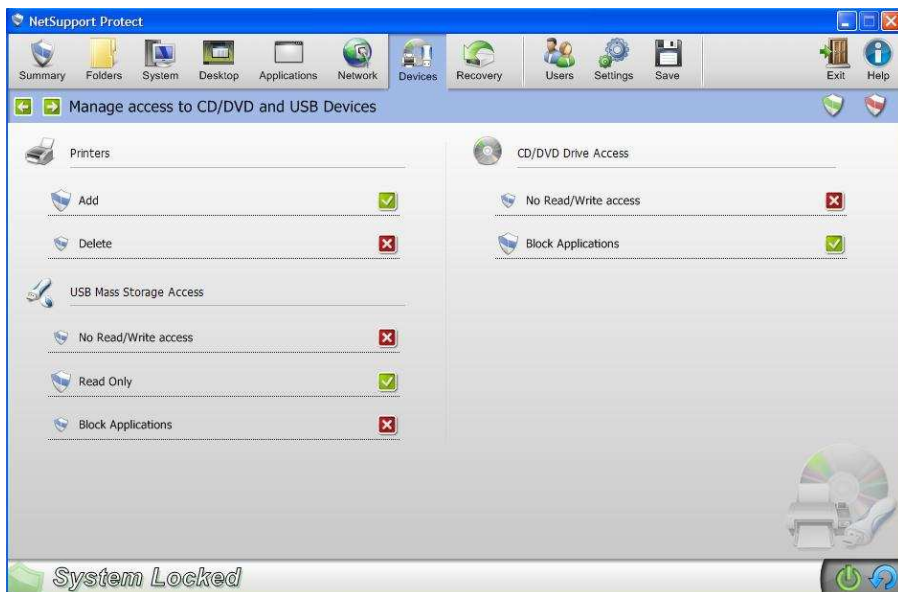
### **Block Network Applications**

Prevents the user running applications stored on a network share even if the Network Drive itself is available.

Clicking  or  turns protection on/off for all options.

## Devices

Control the use of peripheral devices. Protect your systems against users trying to install damaging materials from memory sticks or CD.



### Printers

Prevent users from adding and deleting local or network printers.

**Note:** The delete printers option is not available on Windows Vista and above.

### USB Mass Storage Access

You can block the use of external storage devices or prevent files being written to a device and block applications being run from the device.

### CD/DVD Drive Access

Disable the CD/DVD drive or prevent applications being run from a disk.

Clicking  or  turns protection on/off for all options.

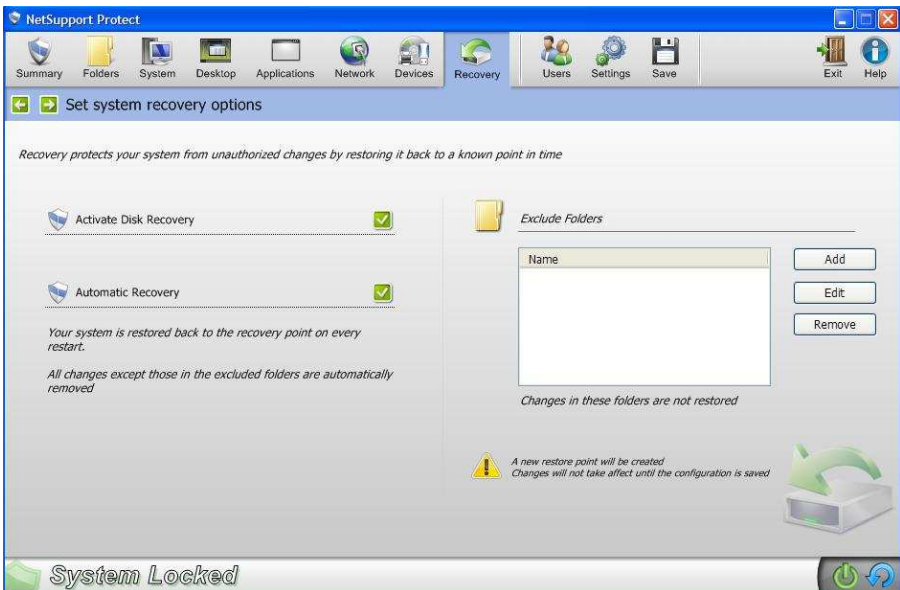
## Recovery

NetSupport Protect disk recovery is ideally suited to training and classroom environments providing a quick and convenient facility to enable PCs to be recovered to a known state on a regular basis. This ensures that a consistent and clean environment is always provided for training purposes.

Once disk recovery is 'activated' Protect monitors and records changes applied to the PC so that these changes can be quickly reversed in readiness for the next session.

The time taken to roll back a PC at the end of a training session is dependent on the level of activity since the roll back point was created or last used. A regular roll back cycle (for example daily) is therefore recommended to keep the recovery time to a minimum.

Major system changes applied through 'Service Packs' or 'Windows Updates' should not be attempted and cannot be recovered using Protect disk recovery. Disk recovery needs to be de-activated prior to applying system updates. Once the system updates are complete disk recovery can be 'activated' again and a new roll back point created.



**Notes:**

- To install disk recovery on Windows XP and Vista the system restore/protection must be turned off.
  - Windows Vista and Windows 7 must have Windows Update disabled.
  - Disk recovery is not supported on Windows 2003 and 2008 Server.
- 

These options allow you to restore the system on reboot:

**Activate**

Allows you to switch the recovery option on/off.

The current recovery status is displayed. From here you can create or update a recovery point.

**Automatic Recovery**

Enables you to automatically restore systems back to the recovery point on every reboot.

**Exclude Folders**

Specify folders to be excluded when the system is restored. A new recovery point will be created when a folder is added.

---



**Note:** Sub folders are automatically excluded.

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## Users

Create a list of users to whom protection does not apply. Click Add to enter the users login name.

*These users will not have any protection applied when they log in*

Name
 Chris
 Jane

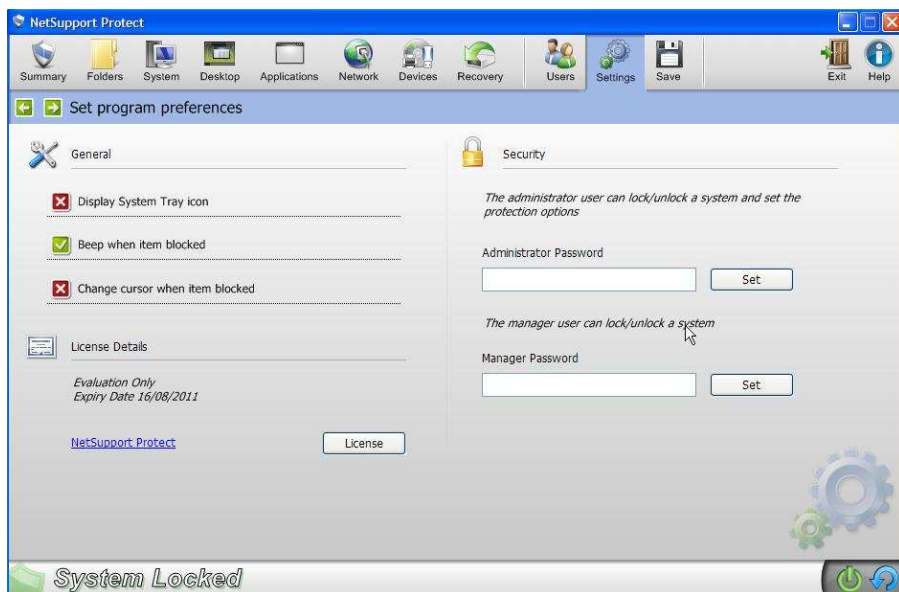
Add

Edit

Remove

## Settings

Enables you to set NetSupport Protect preferences.



### **General**

#### **Display System Tray Icon**

If required, the NetSupport Protect tray icon can be hidden. If displaying the NetSupport Protect tray icon you may want to set an administrator/manager password to ensure that unauthorised users do not deactivate protection.

#### **Beep when item blocked**

An audible warning can be sounded if a user attempts to use an option that is blocked.

#### **Change cursor when item blocked**

To indicate to the user that a task is blocked you can display the NetSupport Protect shield logo.

### **License Details**

Provides details of your NetSupport Protect license.

If converting an Evaluation to a Sale copy you will need to activate your product License key with the details supplied.

To Install with a pre-activated License key place the file NSP.LIC in the same directory as the product installer.

### **Security**

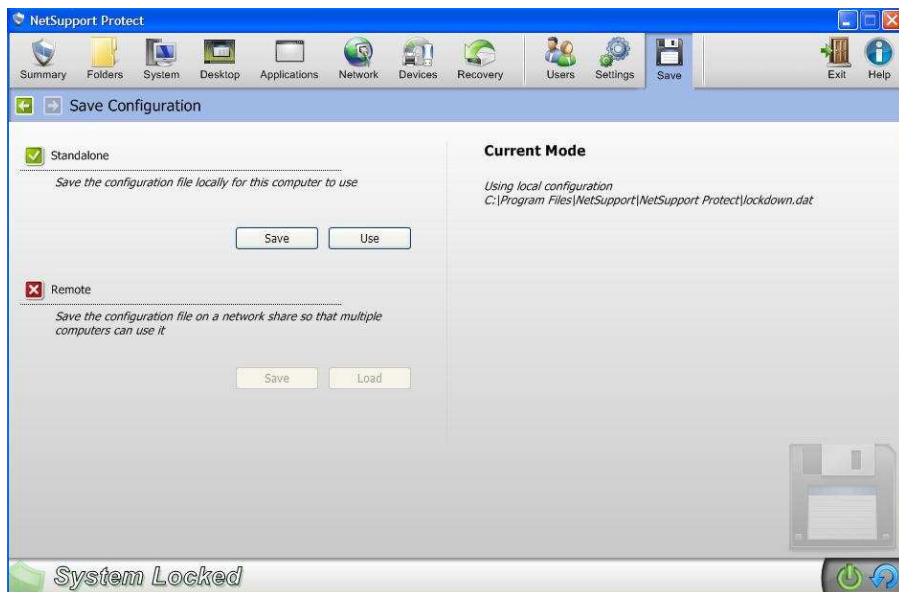
Two levels of password can be assigned to users who need to access the NetSupport Protect Configuration:

*Administrator* - Enables the user to toggle between locked and unlocked status and change protection options.

*Manager* - Enables the user to toggle between locked and unlocked status in order to use the system without protection being in play but they do not have authority to change any of the protection options.

## Save Configuration

Once all the relevant protection settings are in place, the configuration can be saved locally or to a network share for multiple users to access.



### Standalone

Once appropriate settings are in place click SAVE to store the configuration. If the 'Current Mode' is set to Remote, click USE in order to load the locally stored configuration file.

### Remote

For ease of administration, NetSupport Protect can be set to load restrictions from a centrally stored configuration file (lockdown.dat) on a network share.

Click REMOTE to enable the following options.

**Save** Saves the current configuration and sets this PC to load its restrictions from a network share. You will be required to enter a path and appropriate user credentials.

**Load** Sets this PC to Load its configuration from a network share. Browse for the required file and enter the appropriate user credentials.

**Note:** The user credentials must exist locally and on the Network and with rights to the specified share.

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### **Installing with pre-configured restrictions**

A stored configuration file, Lockdown.dat, can be applied to other installations.

Place the configuration file in the same directory as the installer to install and apply your pre-set configuration when using locally stored configuration files.

### **Silent Install**

**Setup /S /v/qn** will perform a silent installation without displaying installer dialogs.

**Setup /S /v/qb** will not prompt for input but will display a progress bar during installation.

### **Remotely Deploy Configurations**

The NetSupport Protect Deploy tool provides a convenient method for centrally deploying stored configurations to remote PCs.

### **Using Disk Recovery with Shared Configuration Files**

When loading a remote configuration from a Network drive, there are certain considerations to be taken into account when using the Disk Recovery options.

Sufficient time needs to be allowed for the configuration file update to be detected, acted on and for the new recovery point to be generated.

If the restore point creation process is interrupted by logging off, re-booting etc this can lead to a corrupt restore point being generated.

### **Creating/Updating Restore Points using Remote Configuration Files**

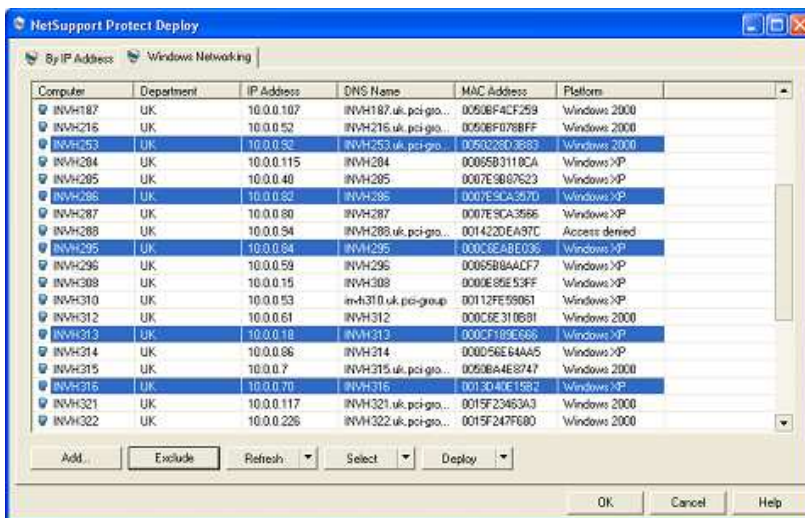
1. Ensure all the PCs that are set to use the remote configuration file are logged off.
2. Use Protect to save the new settings to the remote configuration file (lockdown.dat) on the Network Drive.
3. Logon the PCs and wait for the new configuration to be detected and applied.

4. Wait for the dialog displayed on each PC during the recovery point generation to clear.

## Discovery and Deploy Tool

The Deploy Utility, launched from the NetSupport Protect program group, provides Network Administrators with the ability to install and configure NetSupport Protect on multiple workstations without the need to visit the machines individually.

You are provided with a view of your Network, allowing you to select the workstations you want to include and you can then choose to deploy the NetSupport Protect Setup package, a Configuration file or a License file. You can also remotely uninstall NetSupport Protect.



### Find PCs

To determine which machines to include in the deployment firstly decide whether to search 'by IP Address' or 'Windows Network' by selecting the appropriate Tab.

Click Add.

If searching by IP Address enter the address range or select an existing range if present. Select the appropriate Network Groups if using Windows Networking.

Click OK to begin searching the network for matching machines.

### **Select PCs**

To help identify the PCs to be included or excluded from the deployment the list can be sorted by clicking on any of the column headings. You can further refine the list by removing machines that you do not want to include in the deployment. Click Select and choose the appropriate task from the drop down list. Click Exclude to remove the highlighted items.

From the PCs that remain, select the ones to deploy to. To include all machines click Select – All Clients or highlight the PCs individually using Shift-Click, Ctrl-Click.

With the required PCs selected, click Deploy.

### **Select Type Of Deployment**

#### **Setup**

Select this option if you want users at the remote machine to be able to access the NetSupport Protect Interface, change settings and create new configurations. At the same time as deploying the setup package you can optionally include a new License File and/or a specific Configuration file.

#### **Uninstall**

Enables you to remotely uninstall NetSupport Protect from the selected machines.

#### **Configuration**

Deploy a stored NetSupport Protect configuration (lockdown.dat file).

#### **License**

Deploy a NetSupport Protect License file. (nsp.lic)

Click Start. Depending on the type of deployment you will be prompted to provide additional information such as the location of license and configuration files, and the NetSupport Protect Admin password.

## Deploy Setup Options

When deploying a NetSupport Protect Setup you will be prompted to provide additional information.



### Prompt User Before Commencing Installation

If the target PCs are likely to be in use at the time of the deployment you can display a prompt at the machines before commencing. The user can then start the installation when ready. The message can be sent to Logged On machines only.

### Retry Failed Deploys

Indicate if the deployment should be automatically retried in the event of a failure. Specify the number of retry attempts and the interval between.

### **(Optional) Deploy License and Configuration Files**

At the same time as deploying the setup you can also include a specific License file (nsp.lic) and/or Configuration file (lockdown.dat). Click Select to browse for the appropriate files.

### **Other Options**

Disables the uninstall option in Add/Remove Programs, ensuring the user is unable to remove the deployed items.

### **Disk Recovery**

#### **Install Disk Recovery**

Installs the disk recovery feature, this is enabled by default. To complete the installation of this option the selected machines will be rebooted.

#### **Automatically remove restore point on upgrade**

This option allows you to remove an existing roll back point when performing an upgrade. If you are upgrading from a previous version of Protect you will be unable to proceed with the upgrade if there is an active roll back point.

## Contact Us

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