



## Remote Training and Distance Learning with NetSupport Manager

The concept and demand for distance learning has been in place for many years. Based initially around the postal mechanism for interaction. However with the advent of accessible Internet connectivity, data and resources have moved to Electronic formats to provide on demand information.

Over the last three years Remote Control software products have provided for a more hands on, one to one interaction between two PCs and as such, in concept at least, the base for distance learning. With the US market now boasting 60% of households having Internet access the opportunity for distance learning is enormous.

The issues facing organizations wishing to enter this market has been, and still is the means for delivery of the information. The Internet has been positioned as the medium for storing and accessing suitable information as the backbone of distance learning. NetSupport Manager allows organizations to utilize the Internet Infrastructure as the pathway for more focused and interactive tuition. To that end both iOn-Demand and iDirect delivery methods are now truly accessible.

For those organizations wishing to offer On-Demand instruction, the NetSupport Manager Active-X Client is the complete solution. A PC is installed with the NetSupport Manager Client, Web extensions are enabled and the coursework applications are installed. Assuming that appropriate steps have been taken with Network Security, the PC is now available for connection, dynamically over the Internet. The Client can restrict the type of connection, providing for Watch only mode or true hands on Control mode. The number of simultaneous connections can also be controlled.

A scheduled lesson can now be published and Internet Users can connect, through their browser, to the Teacher's PC to View and Interact with the lesson. On connection the Student's web browser will install a NetSupport Plug-in (250k) for ongoing Remote Control Support. For the First time, Students have the ability to see exactly how applications are used and interact with the Tutor, irrespective of Geographical limitations. As

always, Students will require different levels of instruction and ultimately the Teacher will need the ability to Connect to the Student's PC and highlight problems or issues the student may have. This is made available by installing the NetSupport Client software onto the Student PC; this can be done either from Physical Media or directly from an Internet Download site.

Once installed, can the Teacher connect to the Student PC and interact with him within his own documents and applications? The answer with NetSupport Manager is yes, but with most Remote Control software applications the answer is still No. The means of communicating and locating a Client PC is by address, in the case of the Internet, via IP address. And here lies the problem. Home users generally rely on an ISP to provide Dial-Up Internet access, and as such will be configured to use Dynamic IP addressing. Each time they connect to their ISP they will be allocated a new IP address for the duration of the connection. So how do you locate and connect to a Student who has a constantly changing IP address?

The Solution is to use NetSupport Manager's unique Client Connect utility. In simple terms the Client knows where the Teacher is, he is always static, so the Student can send a Message to his known address, informing the Teacher of his current dynamic IP address and that he requires support. On receipt the Teacher is alerted via a Warning box and can simply accept the request to initiate connection to the Student.

So utilizing both components within NetSupport Manager, Distance Learning is a practical and affordable objective that can be delivered today.

It is perhaps worth highlighting that using the Active-X (On-Demand) technology, NetSupport Manager is also perfect for the Software Sales Company. When a potential customer visits your website, rather than the traditional request their details and post and evaluation copy of the product to them (allowing for the customer interest to cool), the tools now exist to allow them to Control a PC at the Vendor's offices and evaluate the product there and then. This facilitates faster and more responsive delivery of purchasing based information to the customer.