# Centrally configuring and deploying the NetSupport Browser app for iOS

In this document, we will outline how to centrally configure and push out the required NetSupport Browser app settings to your managed iOS devices using a typical MDM application. It is always good-practice to manage apps centrally to ensure the app's configuration is 'locked-down' on assigned devices and this is especially true in the case of the NetSupport Browser where, to ensure a safe and fully monitored browsing experience, you do not want users to by-pass your security and access or install different apps.

Please note: This new and enhanced app brings together the functionality previously available separately in the NetSupport DNA Browser and NetSupport School Student apps for iOS.
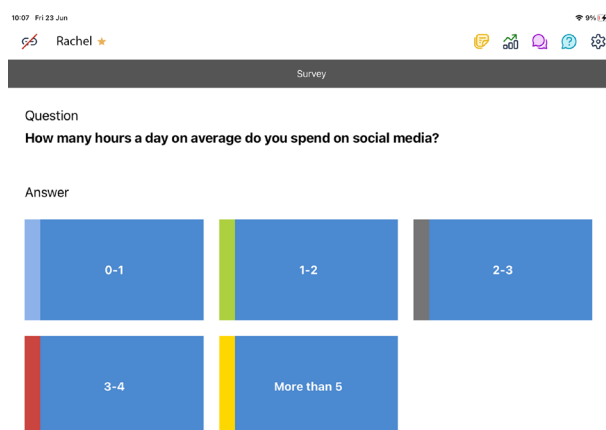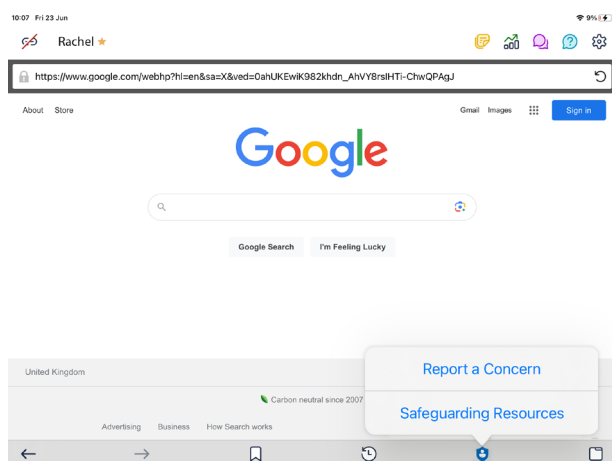
App overview

This mobile Browser app (for iOS9 and above) combines the very best of NetSupport's IT asset management, classroom management, internet safety and student safeguarding tools and is for use in your existing NetSupport-managed* environment.

* Browser functionality requires NetSupport DNA v4.70 and above. Classroom management functionality requires NetSupport School v12 and above. If the full NetSupport Education suite has not been purchased, the app can still be configured to work with either product as required.

When launched, the app interrogates the iOS device (tablet or phone) to gather key system inventory details and monitor online activity. The data collected is dynamically sent to your local NetSupport DNA Server and is then available for reporting within the NetSupport DNA Management Console.

In addition, when connected to a NetSupport School Tutor, the app also supports NetSupport School's core classroom management tools, enabling real-time student interaction and support during a lesson. (Tablet support only.)

Supported Browser features:
If NetSupport DNA is installed, the following features are supported:

Real-time monitoring - Via the DNA Console, an Administrator or teacher can view a real-time summary of all devices. Selected devices can be viewed either in a detailed list view or via real-time thumbnails of each device screen.

Internet metering - A summary of internet activity via the app is recorded, including start and finish times for each URL visited and the active time spent on a page.

Internet restrictions - Internet usage can be fully managed with the enforcement of approved and restricted website lists across the school site.

Safeguarding Keyword Monitoring (DNA Education version) - This tool helps schools protect students from being exposed to inappropriate online content. It alerts staff when students type or search for any terms that match with those in the DNA keyword database, providing safeguarding and internet safety indicators for self-harm, bullying, radicalisation, Child Sexual Exploitation - and much more.

Safeguarding Report a Concern (DNA Education version) - Vulnerable students can report concerns directly and discreetly to nominated school staff.

Safeguarding resources (DNA Education version) - Provides vulnerable students with instant access to a list of appropriate online support resources.

Hardware inventory - When the Browser is launched on a device, an inventory is dynamically sent to the NetSupport DNA Server.

Enterprise alerting - Real-time alerts enable DNA Console operators to immediately identify any user who has attempted to access a restricted website or triggered a safeguarding keyword.

Activity - DNA Console operators can see a chronological view of device activity for a selected time period.

Collect roaming data - If devices are used away from the network, the app can be configured to record activity in the background with the stored data collected by the central DNA Server once re-connected.

Supported classroom management features:

If a NetSupport School is installed, the following features are supported when the iOS device connects:

Student register - The teacher can request standard and/or custom information from each student at the start of each class and create a detailed register from the information provided.

Lesson objectives - If provided by the teacher, once connected, students are presented with details of the current lesson, together with overall objectives and their expected learning outcomes.

Sending messages - The teacher can broadcast messages to one, selected, or all devices.

Chat - Both the student and the teacher can initiate a 1:1 chat session. The teacher can also invite students to participate in group discussions.

Request help - Students can discreetly alert the teacher when they require assistance. This sends an alert to the teacher's desktop, enabling them to interact with the student concerned.

Lock screen - The teacher can lock the app to gain attention.

Internet restrictions - The teacher can allow only approved websites to be used during the lesson or simply prevent restricted ones from being opened. (Any school-wide restrictions already set in NetSupport DNA still apply and cannot be over ruled in NetSupport School.)

Question and Answer module - Enables the teacher to conduct instant student and peer assessment. Deliver questions verbally to the class, then select students to answer – randomly, first to answer or in teams. Bounce questions to multiple students, ask the class to peer assess a response and score responses throughout the process.

Class surveys - As part of student and classroom assessment, teachers can conduct on-the-fly surveys to gauge student knowledge and understanding. Students are able to respond in real time to the survey questions posed and the teacher can then show results to the whole class, enabling students to receive instant feedback on their progress.

Show screen - While presenting, the teacher can show their desktop to connected devices, at which point students are able to use touch-screen gestures to pinch, pan and zoom in order to highlight key information when needed.

Pre-requisites/assumptions

1. MDM specific profile is installed onto the iOS Device and relevant permissions granted.
2. iOS device is enrolled into the MDM environment.
3. MDM specific Client application is installed on the device.
4. User is familiar with the Meraki or AirWatch web interface/configuration.
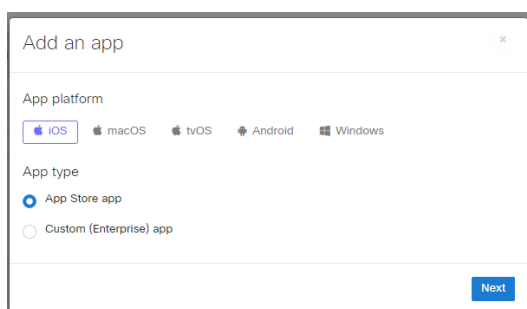
Cisco Meraki
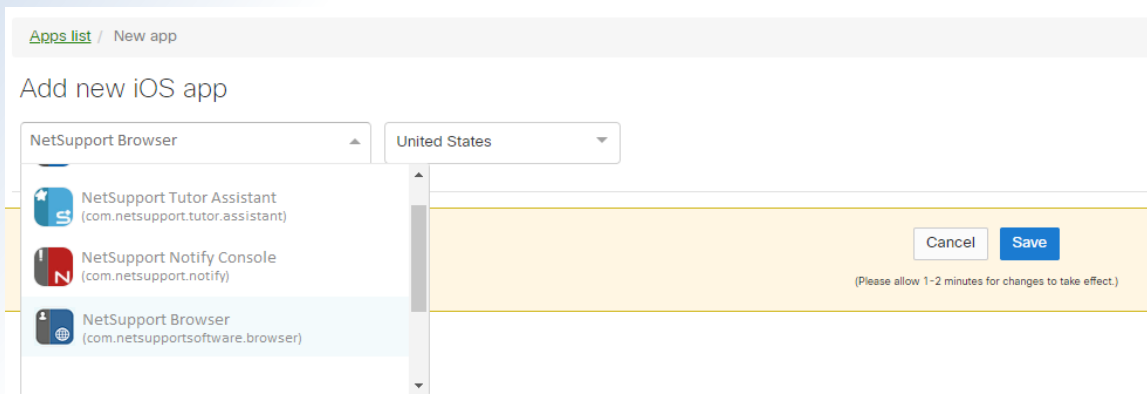### Step 1of 2: Adding/deploying the application

1. Login to your Meraki interface and choose **Systems Manager** – **Apps**.
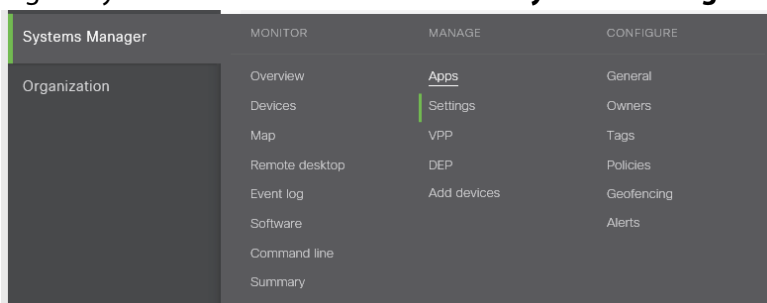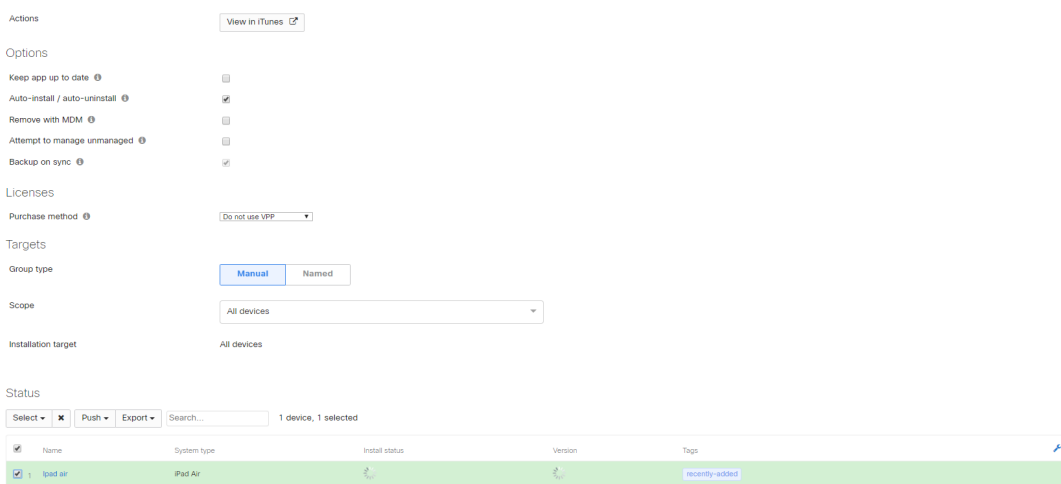

2. Select **Add App**. Confirm that the app platform is **iOS** and the app type is **App Store**.
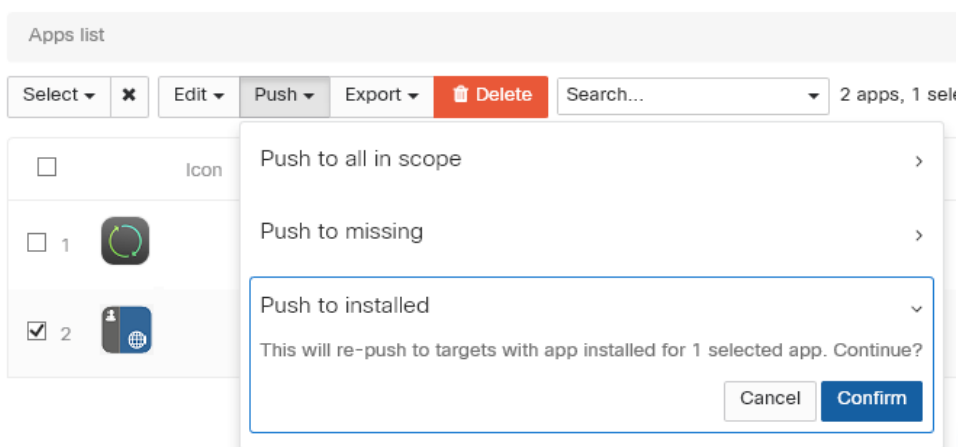
3. Search for the NetSupport Browser app and select from the list of found NetSupport iOS apps.

4. Complete any settings you require and confirm the target devices for the app installation. Click **Save** when complete.
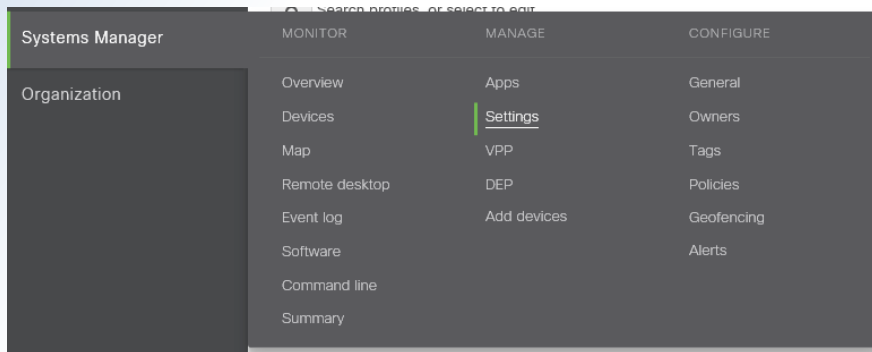

5. The app will auto install if configured to do so. If at a later date you need to force install the app again, return to the **Systems Manager – Apps**.
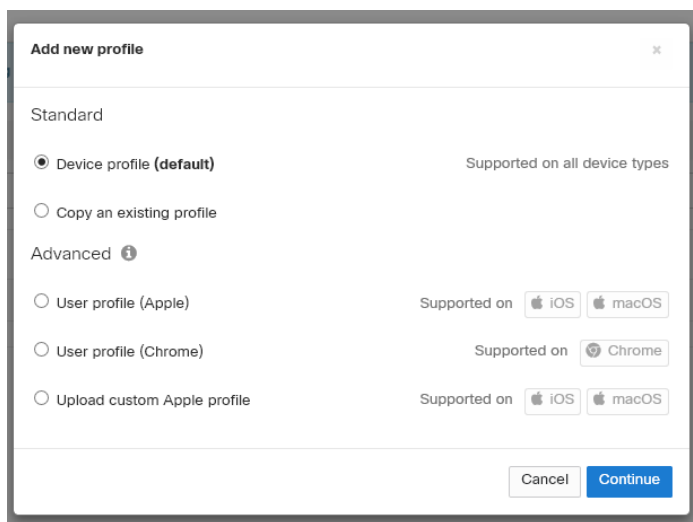
Step 2 of 2: Configuring the application
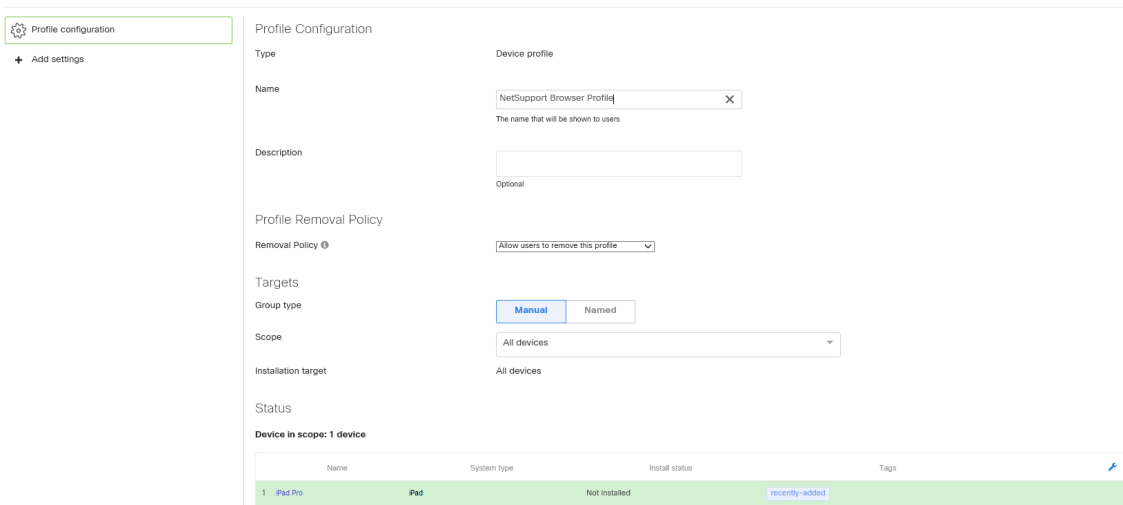
1. In the Meraki interface, select **Systems Manager – Settings**.

2. Select **Add Profile**. Ensure **Device Profile (default)** is selected and click **Continue**.

3. On the **Profile Configuration** page, assign a suitable name to the new profile and in the **Targets** section confirm the devices to be included in the **scope** of the deployment. Click **Save** when complete.
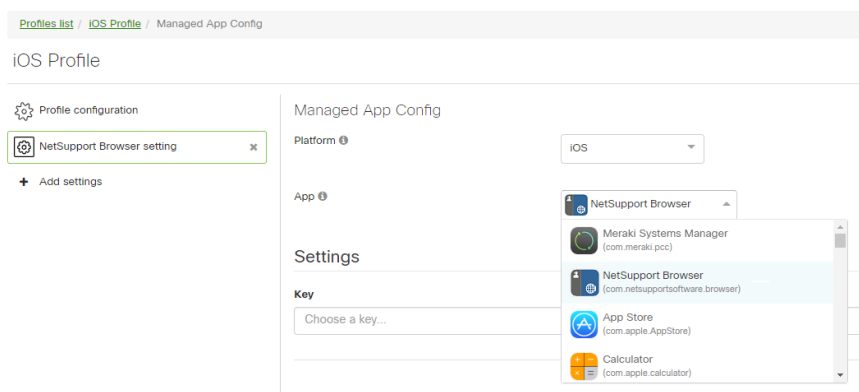
4. Select the **+ Add settings** option. Confirm that the device type is **iOS** and in the **Managed App Config** section, also confirm that the platform is iOS.
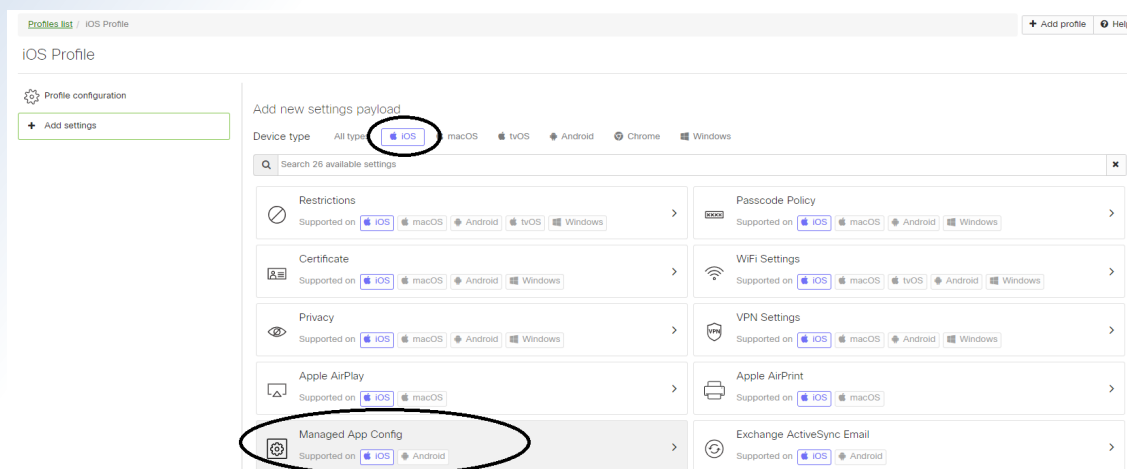
5. Confirm the profile details by selecting **iOS** as the platform and **NetSupport Browser** as the app.

6. You can now configure the required NetSupport parameters to facilitate connections between the iOS devices and, depending on which NetSupport products you have installed, your central NetSupport DNA Server and/ or NetSupport School Tutor. For each parameter, see below for a full list of available commands, enter the **Key**, **Type** and **Value**. Click the **blue plus icon** to add additional settings. Click **Save** when complete.
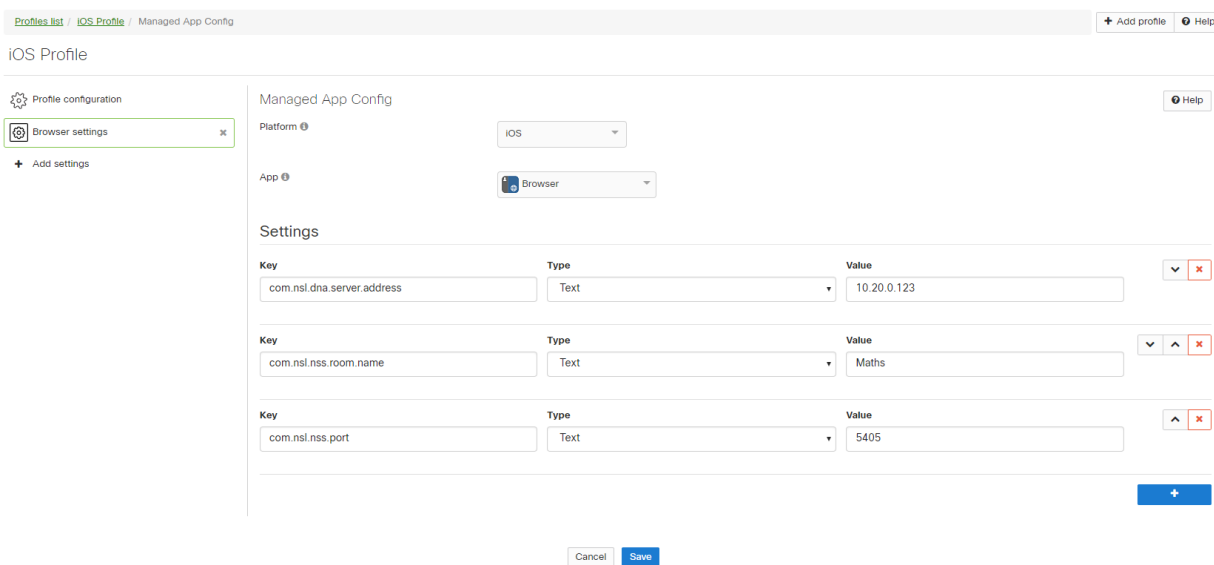
The following settings can be applied to the configure both NetSupport DNA and NetSupport School Student components. As a minimum requirement, you should specify your DNA Server address and port, and if connecting to a NetSupport School Tutor, the required connectivity settings such as the NetSupport Connectivity Server (Gateway) address and key if in use and if using Room mode, the Room Name(s):

Available NetSupport DNA settings

Setting	Key	Value Type	Example Value	Notes
Enable/Disable DNA	com.nsl.dna.agent.enabled	Boolean	True/False	Enables or disables NetSupport DNA functionality.
Server Address	com.nsl.dna.server.address	Text	10.20.0.123	Sets the DNA Server IP address.
Server Port	com.nsl.dna.server.port	Text	1743	Sets the DNA port number.
Allow Roaming User	com.nsl.dna.roaming.user.allowed	Boolean	True/False	Enables or disables login to the app when not connected to the DNA Server/off-site.
Collect Roaming Data	com.nsl.dna.roaming.data.collect	Boolean	True/False	The app will continue to collect Browser data when not connected to the DNA Server/off-site.
Use Password Authentication	com.nsl.dna.authentication.password	Boolean	True/False	For use in non Active Directory environments where users do not have a username/password login.

Available NetSupport School settings

Enable/Disable School	com.nsl.nss.student.enabled	Boolean	True/False	Enables or disables NetSupport School functionality.
Fixed Room Name	com.nsl.nss.room.name	Text	Maths	Locks room mode to a fixed room name.
List of Rooms	com.nsl.nss.room.list	Text	Maths, English, Science	Comma separated room names as a selectable list.
Port	com.nsl.nss.port	Text	5405	Sets port number for NetSupport School connections.

Multicast Address	com.nsl.nss. multicast.address	Text	225.16.8.68	Sets the multicast address for NetSupport School.
Gateway Address	com.nsl.nss. gateway.address	Text	10.20.0.123	NetSupport School Connectivity Server IP address.
Gateway Port	com.nsl.nss. gateway.port	Text	443	NetSupport School Connectivity Server port number.
Gateway Key	com.nsl.nss. gateway.key	Text	Password	Enter the Connectivity Server key/ password.
Use Gateway	com.nsl.nss. gateway.enabled	Boolean	True/False	Enables or disables the NetSupport Connectivity Server component.

General settings				
Default URL	com.nsl.browser. defaulturl	String	Valid URL address	Set the default web page for the browser.
Auto Sign-Out	com.nsl.session. timeout	Number	0 = Never 2 = 2 minutes 5 = 5 minutes 10 = 10 minutes 15 = 15 minutes 30 = 30 minutes 60 = 60 minutes	Other number values will be rounded to nearest highest value.
Remember Login Username	com.nsl.login.user. remember	Boolean	True/False	Set the app to remember the login credentials.
Use Anonymous Sign In	com.nsl.login.user. anonymous	Boolean	True/False	Allow users to sign in without domain credentials.

Conclusion

By following the steps above, the NetSupport Browser app should now be installed on the required iOS devices and configured to connect to your central NetSupport DNA Server and/or NetSupport School Tutor installation.

On the iOS devices themselves, the app settings will confirm, where applicable, that the apps configuration has been 'locked-down' by a central policy and can't be edited by users.
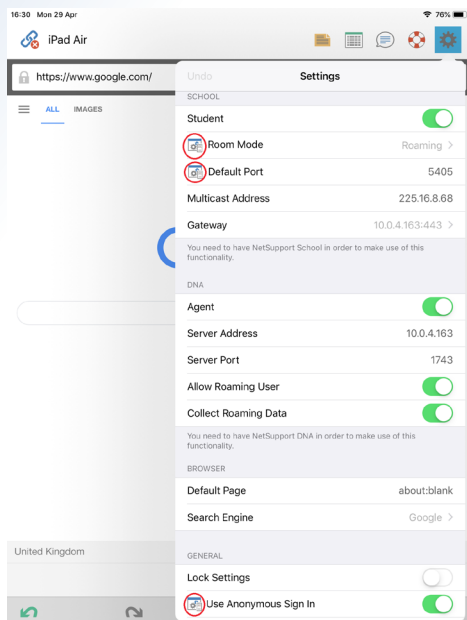

If you need to re-deploy the app or a configured profile you can do so by selecting, **Systems Manager – Devices**. Selecting the device will provide additional configuration options. For example, allowing you to block device users from accessing other applications such as the App Store and preventing them from uninstalling apps.

To uninstall the app from devices, select **Systems Manager – Apps**. Select the app and scroll down to the Status section, use the checkboxes to select which devices you want to apply the command to, then select **Push** followed by **Uninstall**.
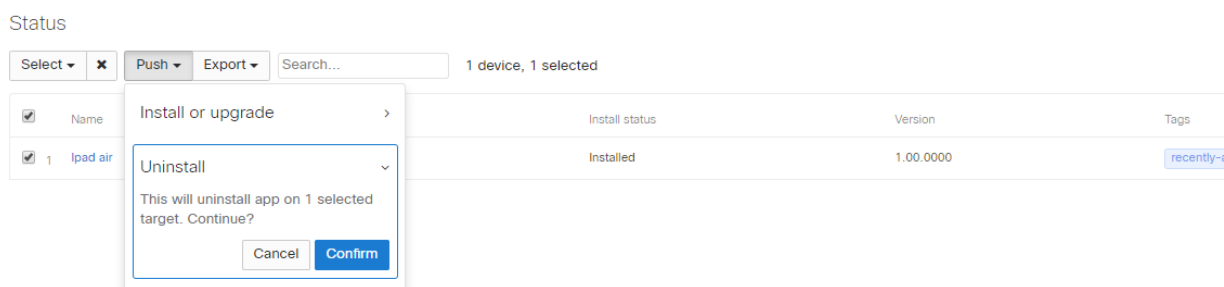
To remove the configuration profile, select **Systems Manager – Settings**, select the **Profile** and click the **red cross** to delete. Click **Save** to complete.
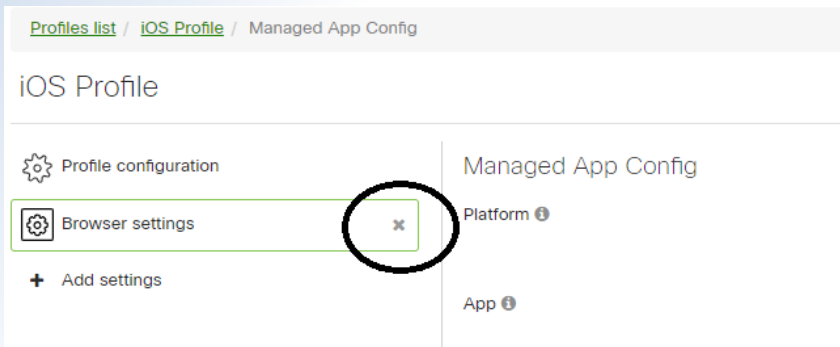
VMware Airwatch
Adding/deploying the application

1. Login to your **Workspace ONE UEM** (VMware airwatch) interface and choose **Apps and Books**. Select **Public** and choose **Add application**.
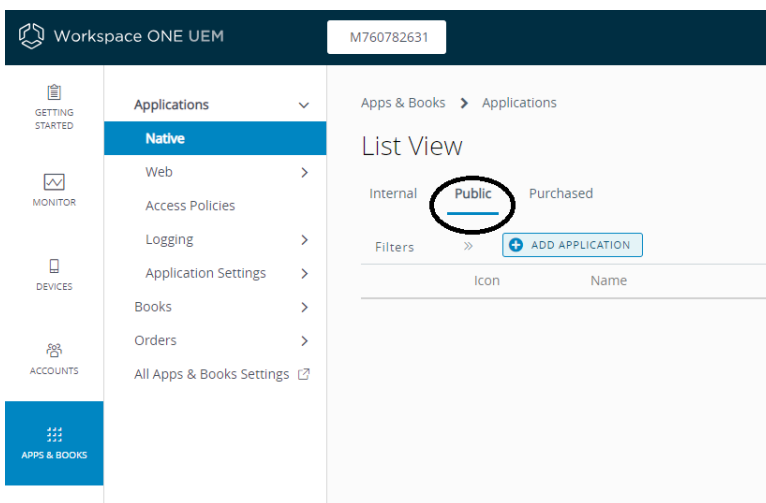
2. Select **Apple iOS** as the platform. Leave the **Search App Store** option selected and enter the app name, **NetSupport Browser**. Click **Next**.

3. Select **NetSupport Browser** from the list of displayed NetSupport apps.

4. When the selected app loads, configure the required options and select **Save and Assign**.

5. Add an assignment using the **Add Assignment** button or select from the list of existing assignments if already displayed. Complete the settings as required and ensure **Applications Configuration** is set to **Enabled**. A form loads allowing you to enter the app's required configuration settings. Enter the required options to confirm how the app connects to your central DNA Server and/or NetSupport School Tutor. (A list of available NetSupport settings follows below.) Click **Add**.

NetSupport Browser - Add Assignment ✕

To prevent data loss on this application, make it ""Managed Access"" and create ""Restriction"" profile policies for desired device types

CONFIGURE

Managed Access	ENABLED **DISABLED**	ⓘ
Remove On Unenroll	ENABLED **DISABLED**	ⓘ
Prevent Application Backup	ENABLED **DISABLED**	ⓘ
Make App MDM Managed if User Installed	ENABLED **DISABLED**	ⓘ
App Tunneling	ENABLED **DISABLED**	ⓘ iOS 7+
Application Configuration	**ENABLED** DISABLED	ⓘ

UPLOAD XML ⓘ

ⓘ Enter Key-Value pairs to configure applications for users:

Application Configuration

Configuration Key	Value Type	Configuration Value	
	String ▾		✖ ⊕ Insert Lookup Value

⊕ Add

ADD CANCEL

Available NetSupport DNA settings				
Setting	Key	Value Type	Example Value	Notes
Enable/Disable DNA	com.nsl.dna.agent.enabled	Boolean	True/False	Enables or disables NetSupport DNA functionality.
Server Address	com.nsl.dna.server.address	Text	10.20.0.123	Sets the DNA Server IP address.
Server Port	com.nsl.dna.server.port	Text	1743	Sets the DNA port number.
Allow Roaming User	com.nsl.dna.roaming.user. allowed	Boolean	True/False	Enables or disables login to the app when not connected to the DNA Server/off-site.
Collect Roaming Data	com.nsl.dna.roaming.data. collect	Boolean	True/False	The app will continue to collect Browser data when not connected to the DNA Server/off-site.
Use Password Authentication	com.nsl.dna.authentication. password	Boolean	True/False	For use in non Active Directory environments where users do not have a username/password login.

Available NetSupport School settings				
Enable/Disable School	com.nsl.nss.student. enabled	Boolean	True/False	Enables or disables NetSupport School functionality.
Fixed Room Name	com.nsl.nss.room. name	Text	Maths	Locks room mode to a fixed Room name.
List of Rooms	com.nsl.nss.room. list	Text	Maths, English, Science	Comma separated room names as a selectable list.
Port	com.nsl.nss.port	Text	5405	Sets port number for NetSupport School connections.
Multicast Address	com.nsl.nss. multicast.address	Text	225.16.8.68	Sets the multicast address for NetSupport School.
Gateway Address	com.nsl.nss. gateway.address	Text	10.20.0.123	NetSupport School Connectivity Server IP address.
Gateway Port	com.nsl.nss. gateway.port	Text	443	NetSupport School Connectivity Server port number.
Gateway Key	com.nsl.nss. gateway.key	Text	Password	Enter the Connectivity Server key/ password.
Use Gateway	com.nsl.nss. gateway.enabled	Boolean	True/False	Enables or disables the NetSupport Connectivity Server component.

General settings				
Default URL	com.nsl.browser. defaulturl	String	Valid URL address	Set the default web page for the browser.
Auto Sign-Out	com.nsl.session. timeout	Number	0 = Never 2 = 2 minutes 5 = 5 minutes 10 = 10 minutes 15 = 15 minutes 30 = 30 minutes 60 = 60 minutes	Other number values will be rounded to nearest highest value.
Remember Login Username	com.nsl.login.user. remember	Boolean	True/False	Set the app to remember the login credentials.
Use Anonymous Sign In	com.nsl.login.user. anonymous	Boolean	True/False	Allow users to sign in without domain credentials.

6. Confirm the devices to be included in the scope of the deployment and click **Save and Publish** followed by **Publish**. The NetSupport Browser app should now be installed on the selected devices along with the specified NetSupport configuration settings.

Conclusion
By following the steps above, the NetSupport Browser app should now be installed on the required iOS devices and configured to connect to your central NetSupport DNA Server and/or NetSupport School Tutor installation.

On the iOS devices themselves, the app settings will confirm, where applicable, that the app's configuration has been 'locked-down' by a central policy and can't be edited by users.

If you need to re-deploy the app or a configured profile you can do so by selecting, **Apps & Books** and selecting the app you want to edit. Select the app followed by **Assign** or **Delete**. Deleting the app will uninstall it from the assigned devices.

You can also block access to other apps, for example the App Store, and prevent users from uninstalling the app.

We hope that by following these instructions it will help ensure a smooth deployment of the NetSupport DNA Browser app for iOS. However, if you require additional help, our *Support team* will be pleased to answer any questions you may have.