



Creating multiple

Client profiles within NetSupport Manager

Within NetSupport Manager, you can create multiple Client profiles, each with different settings and restrictions, that are applied depending on which Control user is trying to connect to the Client. This means that it's possible to use Client profiles at the Client to assign different Client configurations to different Control user groups.

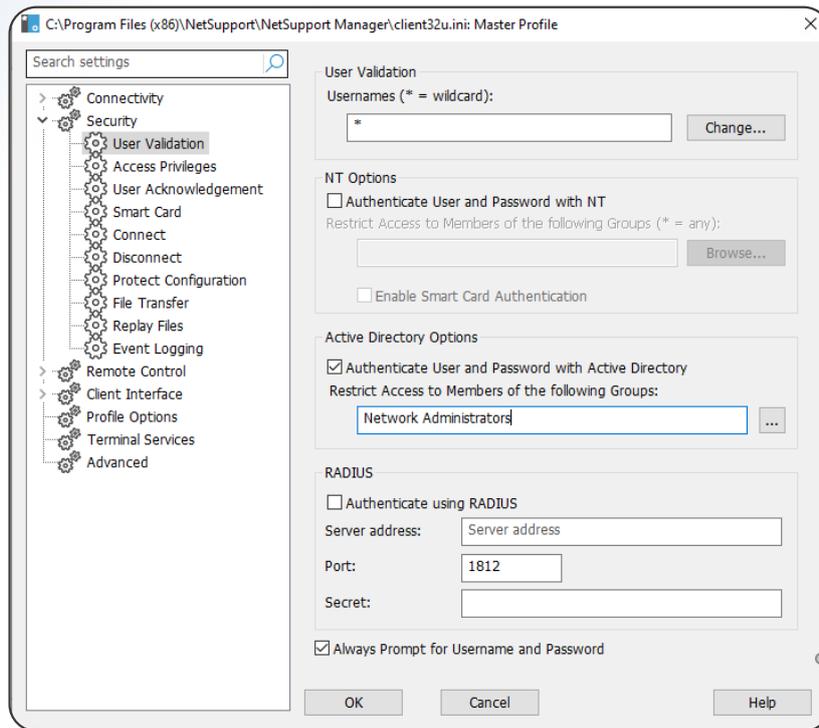
For example, you can configure one Client profile that applies to Network Administrators to have user acknowledgement disabled and full access and another Client profile that applies to Helpdesk Control users that has user acknowledgement configured and restricted access to the Clients.

So, when the Network Administrator Control users connect to the Client, user acknowledgement is not enforced, but when the Helpdesk users connect, user acknowledgement is enforced.

Configuring the Client to use two Client profiles

Step 1 – Configuring the Master Profile

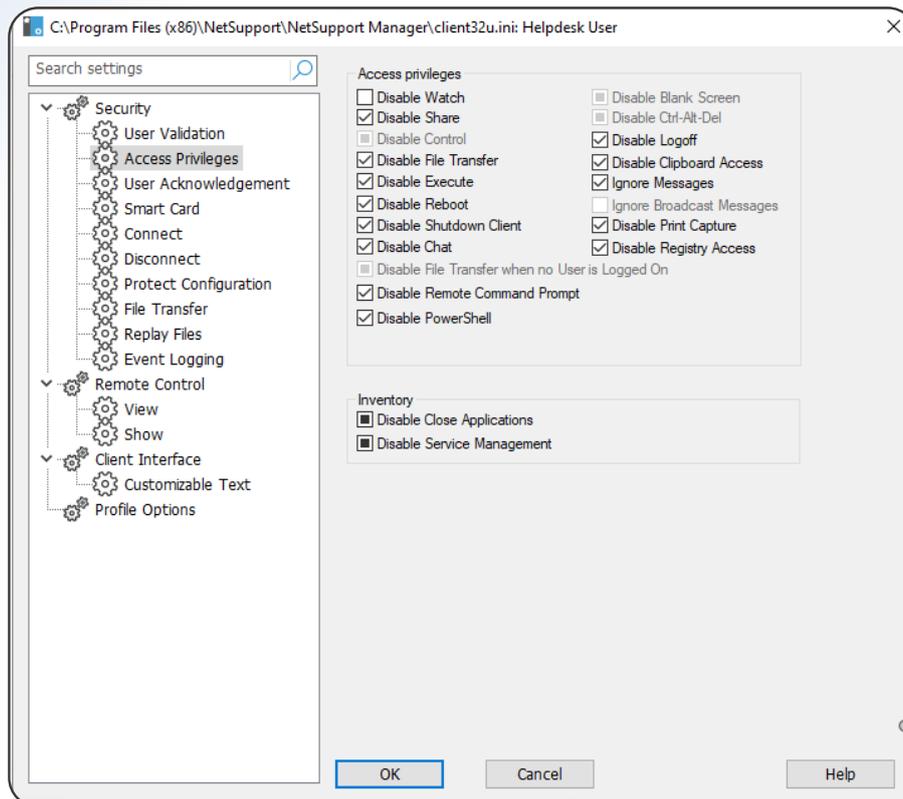
1. On the NetSupport Client machine, open the NetSupport Manager Configurator (pcicfgui.exe) and select **Advanced**.
2. Double-click the Master Profile and navigate to **Security – User Validation – Active Directory Options**.
3. Enable the option **Authenticate User and Password with Active Directory**.
4. Select , then click **Add** to browse and select the AD Group of users you want this profile settings applied to.
5. Select the **Always prompt for Username and Password** option.
Gateway Key: This must match the one entered when configuring the NetSupport Connectivity Server.



6. Under **Security – Access Privileges**, ensure that none of the options are selected.
7. Under the **Security – User Acknowledgement** section, ensure that User Acknowledgement is not enabled.
8. Click **OK** and **OK**.

Step 2 – Creating and configuring the second profile

1. Highlight the Master Profile and click  from the menu bar.
2. In the New Profile dialog, enter a profile name (e.g. Helpdesk) and click **OK**.
Note: The newly created profile will inherit some configuration settings from the Master Profile.
3. Double-click the profile you just created and navigate to the **Security – User Acknowledgement** section to enable user acknowledgement.
4. Select **Security – User Validation – Active Directory Options**.
5. Enable the option **Authenticate User and Password with Active Directory**.
6. Select , then click **Add** and select the AD Group(s) of users you want this profile settings applied to.
7. Select the **Always prompt for Username and Password** option.
8. Under **Security – Access privileges**, select the options you wish to disable for the profile. For example, if you want the users of this profile to only be able to watch the screens of the Clients but not interact, disable everything but **Disable Watch**.



Note: By default, all the boxes will be filled in black. This means that the options are not configured or inherited from the Master Profile. You will need to click until the tick symbol appears.

9. Click **OK** and then **Save** to save both profiles configurations.
10. Close the NetSupport Manager Client Configurator and restart the Client service when prompted.

You can then deploy the modified configuration files to the Client machines on the network to apply the new Client Profile settings.

When next connecting to a Client machine, the Control user will be prompted to enter a username and password.

Entering the username and password of a user that is a member of the AD Group that was configured in the Master Profile will allow the Control to connect to the Client with no user acknowledgement required and with full access to it.

Entering the username and password of a user that is a member of the AD Group that was configured against the Helpdesk profile will require the user on the Client machine to accept the connection from the Control machine. It will only allow the Control user to watch the screen.