

# 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 reconnected.

#### 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 1 of 2: Adding/deploying the application

Login to your Meraki interface and choose Systems Manager - Apps.

Systems Manager			
Organization	Overview	Apps	
	Devices	Settings	Owners
	Мар		
		DEP	Policies
	Event log	Add devices	
	Command line		
	Summary		

Select Add App. Confirm that the app platform is **iOS** and the app type is App Store.

Add an app	×
App platform          Image: Insert of the second	
	Next

Search for the NetSupport Browser app and select from the list of found NetSupport iOS apps.

Apps list / New app				
Ndd new iOS app				
NetSupport Browser	۸	United States	Ŧ	
NetSupport Notify Console (com.netsupport.Notify)				Cancel Save (Please allow 1-2 minutes for changes to take
NetSupport Browser (com.netsupportsoftware.browser)				
		-		

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

Actions	View in iTunes $  {\mathbb S}^{\! \rm s}$				
Options					
Keep app up to date 📵					
Auto-install / auto-uninstall ()					
Remove with MDM (1)					
Attempt to manage unmanaged (					
Backup on sync (9)	8				
Licenses					
Purchase method	Do not use VPP V				
Targets					
Group type	Manual Named				
Scope	All devices	¥			
Installation target	All devices				
Status					
Select • X Push • Export • Search	1 device, 1 selected	1			
Name System type	2	Install status	Version	Tags	×
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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**.

Apps list	
Select 🕶 🗶 Edit 🕶	Push ▼     Export ▼     Image: Delete     Search     Image: Delete
□ Icon	Push to all in scope
🗆 1 🜔	Push to missing
☑ 2	Push to installed ~ This will re-push to targets with app installed for 1 selected app. Continue?
	Cancel Confirm

#### Step 2 of 2: Configuring the application

In the Meraki interface, select Systems Manager - Settings.

Systems Manager					
Organization	Overview	Apps			
		Settings	Owners		
		DEP			
	Event log	Add devices			
	Command line				

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

Add new profile	×
Standard	
Device profile (default)	Supported on all device types
O Copy an existing profile	
Advanced 🚯	
O User profile (Apple)	Supported on 🗰 iOS 🗰 macOS
O User profile (Chrome)	Supported on Supported on
O Upload custom Apple profile	Supported on 🗯 iOS 🗯 macOS
	Cancel Continue

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.

Profile configuration	Profile Configuration				
Add settings	Туре	Device profile			
	Name	NetSupport Browser Profile	×		
		The name that will be shown to users	^		
	Description				
		Optional			
	Profile Removal Policy				
	Removal Policy ()	Allow users to remove this profile	×		
	Targets				
	Group type	Manual Named			
	Scope	All devices		v	
	Installation target	All devices			
	Status				
	Device in scope: 1 device				
	Name	System type	Install status	Tags	×

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.

Profiles list / IOS Profile		+ Add profile	O Help
iOS Profile			
နီလို Profile configuration	Add new settings payload		
+ Add settings	Device type All type	III Windows	
	Q Search 26 available settings		×
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	Certificate Supported on Control Contr	WiFi Settings Supported on toos twos Android Windows	>
	Privacy Supported on et IOS a macOS Android all Windows	VPN Settings Supported on Control Cont	>
	Apple AirPlay Supported on to to the second	Apple AirPrint Supported on Contractor	>
	Managed App Config Supported on ( 105) ( Android	Exchange ActiveSync Email Supported on Marcol	>

Confirm the profile details by selecting **iOS** as the platform and **NetSupport Browser** as the app.

Profiles list / IOS Profile / Managed App Config			
iOS Profile			
နိုလ္ခ်ို Profile configuration	Managed App Config		
NetSupport Browser setting	Platform	IOS 👻	
+ Add settings	App 🖲	NetSupport Browser	
	Settings	Meraki Systems Manager (com.meraki.pcc)	<b>*</b>
	Кеу	NetSupport Browser     (com.netsupportsoftware.browser)	
	Choose a key	App Store (com.apple.AppStore)	
		Calculator	•

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.

Profiles list / IOS Profile / Managed App Config IOS Profile				+ Add profile O Help
Fortile configuration	Managed App Config Platom 0 Ios App 0 Config	v towser v		• Help
	Key com.nsl.dna.server.address	Type Text •	Value 10.20.0.123	<b>v x</b>
	Key com.nsl.nss.room.name	Type Text •	Value Maths	<b>v A X</b>
	Key com.nsl.nss.port	Type Text •	Value 5405	<b>^</b> X
				•
		Cancel Save		

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):

				-
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 DNA settings**

#### Available NetSupport School settings

				i
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.

	G	eneral 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**.

Status					
Select - X	Push - Export -	Search	1 device, 1 selected		
<ul> <li>Name</li> </ul>	Install or upgrad	e >	Install status	Version	Tags
🕑 <sub>1</sub> Ipad air	Uninstall	~	Installed	1.00.0000	recently-a
	This will uninstall and target. Continue?	pp on 1 selected ancel Confirm			

To remove the configuration profile, select **Systems Manager – Settings**, select the **Profile** and click the **red cross** to delete. Click **Save** to complete.

Profiles list / iOS Profile / Managed App Config	
iOS Profile	
နိုင္ရဲနဲ့ Profile configuration	Managed App Config
Browser settings	Platform
+ Add settings	Арр 🖲

#### VMware Airwatch Adding/deploying the application

Login to your **Workspace ONE UEM** (VMware airwatch) interface and choose **Apps and Books**. Select **Public** and choose **Add application**.



Select **Apple iOS** as the platform. Leave the **Search App Store** option selected and enter the app name, **NetSupport Browser**. Click **Next**.

Add Appli	cation			×
	Managed By	M760782631		
	Platform *	Apple iOS	×	
	Source	SEARCH APP STORE ENTER URL		
	Name *	NetSupport		
			NEXT	CANCEL

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

Search						×
			NetSupport	Country United	d States	·
м	NetSupport Manager Control commetsupport numcerited Free Category: Productivity Current Version: 2.11.0002	The NetSupport Manager Control for IOS provides mobile remote control for existing NetSupport Manager remote control users remotely from any iPad, iPhone or IPad. The mobile Control allows a user to quickly search and connect to both local computers by either IP address or PC name, or to browset, connect and view remote computers utilizing the free NetSupport Manager Internet Gateway: component. The NetSupport Manager Control provides full remote control, chat and message capabilities of any				SELECT
5	NetSupport Tutor Assistant commercupport.tutor assistant Free Category: Education Current Version: 1.06.0000	For use in your existing NetSupport-managed classroom environment, (NetSupport School v11 and above desktop Turor application required) the NetSupport Turor Assistant delivers greater mobility for teachers around he IT suite and is also the ideal or too allow teaching assistants to help with monitoring student progress. Plad, IPhone and IPod compatible, when paired with your NetSupport desktop Tutor console, the Tutor Assistant helps you retain key control and monitoring of all student workst.				SELECT
N	NetSupport Notify Console commetsupport.netfy Free Category: Business Current Version: 1.3.0000	NetSupport Notify is from Remote Control and Desktop Management software specialists, NetSupport. The Mobile Console, a free of charge extension to the traditional NetSupport Notify desktop version, enables; you to deliver instant and attention grabing alerts and notifications direct to Windows, Mac and Linux desktops or unattended information displays across your organization from your tablet or smartphone. A focused solution for on-demand desktop alerts, emergency notifications, popula etc				SELECT
	NetSupport Browser commetsupport.browser Free Category: Education Current Version: 1.00.0000	This mobile Browser app brings together NetSupport's IT asset management, classroom instruction, internet safety and student safeguarding tools and is for use in your existing NetSupport DNA (vA), above) and/or NetSupport School (VI2 and above) environment. When launched, the app interroga IOS device to gather key system inventory details and monitor online activity. The data collected is dynamically seen to your local NetSupport DNA Server and is then available for reporting within the NetSupport DNA Management Console. When connected to a NetSupport School Tutor, the app als NetSupport core classroom instruction tools.	, tes the o offers			SELECT
	NetSupport DNA Console com.netsupportsoftware.dna.console Free Category: Business	This app is provided as a supporting tool for NetSupport DNA, a complete IT Asset Management solution, delivering a suite of features to help support the management and maintenance of IT assets across any company or school enterprists. The DNA mobile app abilities a Technician, when away from their desk, to search for and view a detailed Hardware and Software Inventory for any PC on the network. The mobile and also Includes a OR does scnner to help instanthy identify and the standard school and the standard school and the standard school and the scho				SELECT

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

Edit A	pplication - NetSupport Browser   Status: Active   Managed By: M760782631   Application ID: com.netsupport.browser   App Size: 3221 KB
Details Terms of Use	2 SDK
UPLOAD	Name* NetSupport Browser View in App Store Created on 18/02/2019 at 3:59 PM by m.jones@kingsleyacademy.com Modified on 20/02/2019 at 11:15 AM by t.murray@kingsleyacademy.com
Categories	Start Typing to Select Category
Supported Models	IPad ① IPhone IPod Touch
Size	3221 КВ
Managed By	M760782631
Rating	0
Comments	
	SAVE & ASSIGN CANCEL

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**.

To produce desired	ent data loss on this application, make it ""Managed Ac device types	cess"" and create ""Restriction"" profile policies for
Managed Access	ENABLED DISABLED	CONFIGURE
Remove On Unenroll	ENABLED DISABLED	
Prevent Application Backup	ENABLED DISABLED	
Make App MDM Managed if User Installed	ENABLED DISABLED	
App Tunneling	ENABLED ()	IOS 7+
Application Configuration	ENABLED ()	
UPLOAD XML		
Enter Key-Value pairs to configure a	ications for users:	
pplication Configuration		
onfiguration Key	Value Type Configuration Value	

ADD CANCEL

# Available NetSupport DNA settings

Setting	Кеу	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.

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.

ssignments	Exclusio	ons					
ices will receive a	application	based on the below config	uration. will receive policies fr	com the ecouning with his	hast priority (/) being highest prior	rity)	
		ng te manged groups, they	ministerie policies il	our are grouping warring	reading in which had been been		
ADD ASSIGNMENT							
10IT X 0	aun (	* MOVE OF					
LDIT X D	Priority	+ Move of + Mo	Managed Access	Remove On Unenroll	Prevent Application Backup	VPN Access	Send Config
LDIT X D Name All Devices	Priority 0	+ wore on App Delivery Method On Demand	Managed Access	Remove On Unenroll Disabled	Prevent Application Backup Oisabled	VPN Access O Disabled	Send Config Enable
Name All Devices	Priority 0	MOVE OF     App Delivery Method     On Demand	Managed Access	Remove On Unenroll Disabled	Prevent Application Backup O Disabled	VPN Access O Disabled	Send Config O Enable
Name	Priority 0	Kon, or     App Delivery Method     On Demand	Managed Access	Remove On Unenroll O Disabled	Prevent Application Backup Oisabled	VPN Access O Disabled	Send Config Senable

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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.

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https://www.google.com/	Undo Setting	js	
	SCHOOL		
ALL IMAGES	Student		
	Room Mode	Roaming >	
	Default Port	5405	
	Multicast Address	225.16.8.68	
	Gateway	10.0.4.163:443 >	
(	You need to have NetSupport School in order to make use of this functionality.		
	DNA		
	Agent		
	Server Address	10.0.4.163	
	Server Port	1743	
	Allow Roaming User		
	Collect Roaming Data		
	You need to have NetSupport DNA in order to make use of this functionality.		
	BROWSER		
	Default Page	about:blank	
	Search Engine	Google >	
	GENERAL		
nited Kingdom	en recent		

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.