



NetSupport Protect
Getting Started Guide

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INTRODUCTION

Desktop Security, Lockdown and Content Protection

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 computing 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.

For added peace of mind, NetSupport Protect also offers integrated hard disk protection and recovery so, if an error should occur, you can perform a full system restore quickly and transparently.

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.

FEATURES

Key feature highlights in NetSupport Protect are:

- Disable access to the Windows Store.
- Prevent uninstall from Windows 8 Start Menu.
- Restrict user-defined apps for Windows 8 from running.
- 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 from running.
- Restrict creation and deletion of system printers.
- Control access to USB and CD/DVD devices.
- Disable USB storage 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.
- Centrally deploy NetSupport Protect across your LAN/WAN to all computers.
- Centrally manage and update security configurations.
- Integrated roll back and recovery technology.
- Compatible with [NetSupport School](#) classroom management.

Disk Recovery



Integrated hard disk protection and roll back technology

NetSupport Protect includes (as standard) integrated hard disk protection and roll back technology. In addition to the existing functionality that keeps users on-task by locking down desktop configuration, NetSupport Protect effortlessly protects your operating system and associated files from accidental or malicious deletion and provides a mechanism for automatic restoration on re-boot.

When Disk Recovery is enabled, all system files and folders will be continuously monitored and, when required, the system will restore back to a previous point in time quickly and transparently. NetSupport Protect's recovery functionality also allows you to specify folders that are excluded from roll back monitoring and, as such, are always preserved. Whether it's a complete software failure requiring total restoration or specific files, the hard disk recovery feature provides complete flexibility. Needless to say, system administrators can also install, manage and perform software restoration remotely.

Unlike alternative disk protection systems, NetSupport Protect monitors the disk for changes rather than initially taking a complete snapshot of a computer system. This process results in the almost instantaneous creation and restoration of an image.

For Disk Recovery to be available, certain operating system dependencies need to be satisfied. Please refer to the System Requirements section below for further details. If these pre-requisites are not met, NetSupport Protect can still be installed but Disk Recovery will report as being unavailable.

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.
 - 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 Server, Windows 2008 Server, Windows Server 2012 and Windows Server 2012 R2.
 - When using the NetSupport Protect Deploy utility or performing a silent installation, you will need to ensure the required pre-requisites for Disk Recovery are met prior to installing.
 - When you have an active NetSupport Protect Disk Recovery partition, you will be unable to use the Windows 8 Operating Recovery options.
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Summary of key features:

- Instantly restores your hard disk to an earlier point in time.
- Offers do-it-yourself disaster recovery.
- Helps users stay productive - even if their operating system will not boot.
- Rescues and restores lost or damaged files, folders and corrupted programs.
- Works with your existing security products, such as anti-virus programs.
- Provides a secure test platform.
- Restrict user-defined applications from running.



- Uses minimal system resources and hard drive storage.
- Easy to install and centrally manage.

INSTALLATION

System Requirements

30Mb free disk space.

Microsoft Windows 8 and 8.1 (32bit and 64bit), Windows Server 2012 (and R2), Windows 7 (32bit and 64bit), 2008 (32bit, 64bit and R2), Vista (32bit and 64bit), 2003, XP (Service Pack 3 and above).

Pre-requisites for Disk Recovery

For Disk Recovery to be installed, the following pre-requisites are required:

NTFS file system

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

Windows Vista and above Bitlocker must be disabled.

It is not recommend that NetSupport Protect disk recovery is used on more than one boot partition on Dual Boot systems. Disk Recovery is not supported on RAID-based systems.

If you are upgrading from a previous version of NetSupport Protect, it's recommended that the recovery point is re-taken to contain the upgraded version.

Disk Recovery is not supported on Windows 2003 Server, Windows 2008 Server, Windows Server 2012 and Windows Server 2012 R2.

To turn off system restore

Windows XP

Open System Properties. Choose **Start - Control Panel** and double-click **System**.

The System Properties dialog will appear. To turn off System Protection for a hard disk, clear the check box next to the disk and click **OK**.

Windows Vista and Windows 7

Open System Properties. Choose **Start - Control Panel** and double-click **System**.

In the left pane, click **System Protection**.

To turn off System Protection for a hard disk, clear the check box next to the disk and click **OK**.

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.

Alternatively, you can download your copy of NetSupport Protect from www.netsupportprotect.com/downloads.asp

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 Licence Agreement

The NetSupport Licence Agreement will be displayed. Please read the Licence Agreement carefully and select 'I accept the terms in the Licence Agreement' and click **Next** to continue.

If you reject the Licence Agreement, ('I do not accept the terms in the Licence Agreement') click **Cancel**. NetSupport Protect will not be installed and you will be directed to exit from the install program.

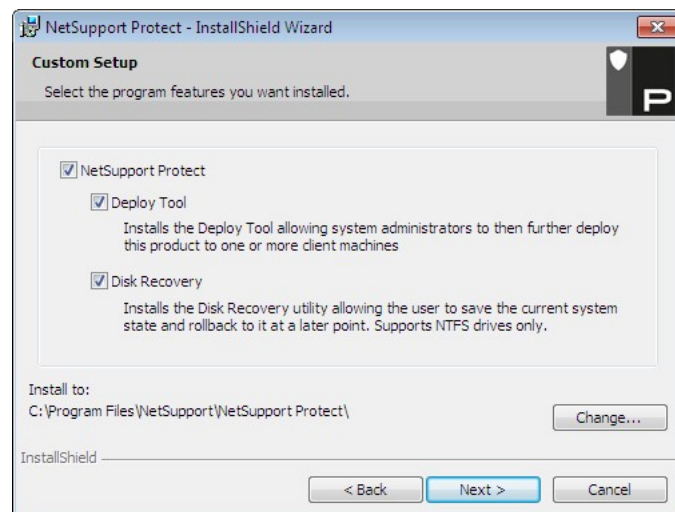
Licence Information

Select **Register** and enter the licence details you have been provided with.

If you are evaluating NetSupport Protect, select **14 day evaluation** 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.

Install to:

By default, NetSupport Protect 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**.

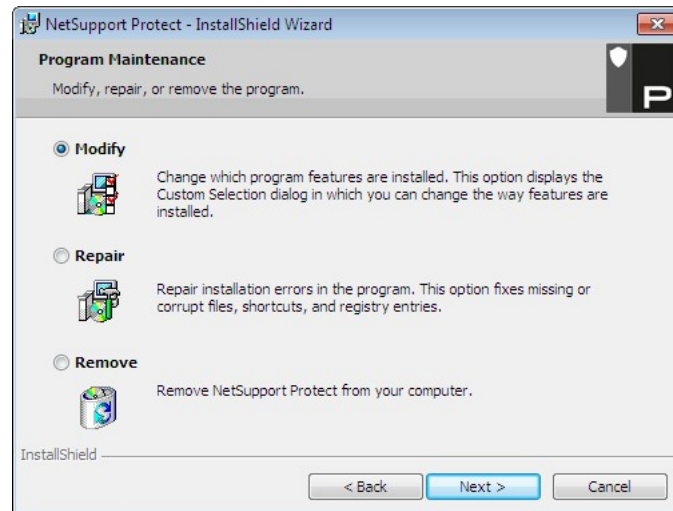
Installation Complete

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



Existing Installation Detected

This screen will appear if a copy of NetSupport Protect 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**.

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.

LIMITATIONS/KNOWN ISSUES

- It is important, when using the Disk Recovery, feature to take the recovery point during periods of inactivity. Taking a recovery point while system updates are in progress could result in a registry recovery error being displayed when performing a roll back. If this occurs, you will need to use the Update option to take a new recovery point to rectify this.
- When using the Disk Recovery feature within an Active Directory environment, there are automatic machine account password considerations. For further information, visit www.netsupportsoftware.com/support.
- Deploying the current version of NetSupport Protect over an earlier version of NetSupport Protect will require a manual restart to complete the installation.

CONTACTING NETSUPPORT

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