

Apple Network Assistant 3.5

The all-in-one solution for managing Mac OS-based systems.

If you manage a network of Mac OS-based computers, Apple Network Assistant 3.5 software has the tools you need to keep your workstations running efficiently—and users productive.

With this all-in-one solution, you can provide assistance to end users, get system profiles, reconfigure system settings, and distribute applications across hundreds of computers—all from a central location, and over both TCP/IP and AppleTalk networks.* It's an ideal tool for system administrators, technical support groups, lab supervisors, and teachers.

Apple Network Assistant 3.5 supports up to five levels of administrator access, each with its own password. That means you can safely allow teachers or department-level administrators to assist users and generate reports while restricting privileges for deleting items or changing system settings to authorized support personnel.

With Apple Network Assistant, you can give personal assistance to users anywhere on your network. You can monitor as many as 250 workstations, viewing one or more screens at a time. When you spot a problem, you can choose the best way to help. Share your screen with one or more users as you demonstrate the correct steps. Share one user's screen with everyone else. Or take control of a user's system to perform a task. Apple Network Assistant also supports real-time voice and text communication.

Want to make sure your systems are running efficiently? Apple Network Assistant gives you a wealth of information about your users' computers—and even lets you reconfigure them remotely.

Start with comprehensive hardware and software profiles. Once you know the status of every workstation, you can bring each one up to its optimum configuration. Apple Network Assistant 3.5 helps you with this by letting you change system settings and distribute applications remotely. Simply create a list of machines to be updated, click the mouse—and Apple Network Assistant does the rest.

For example, get new users up and running on the Internet quickly by configuring IP addresses, router addresses, and other TCP/IP settings for them. Apple Network Assistant 3.5 works with all major Mac OS—compatible TCP/IP software, including Open Transport and Internet Config.

When you're copying software or other files, a special broadcast protocol makes the job fast even if you're dealing with hundreds of computers. You can also easily remove unneeded files.

Apple Network Assistant 3.5 software: It's your all-in-one solution for remote assistance, system profiling and configuration, and software distribution on Mac OS-based systems.

Key Features

Versatile management

- Manage systems over both TCP/IP and AppleTalk networks
- Define as many as five different levels of administrator access
- Store and track asset information about client workstations
- Access your managed systems via a dial-up connection

Powerful remote assistance

- View what users are seeing on their screens
- · Help users by sharing your screen with them
- Take control of users' screens to show them how to perform tasks
- Converse with users via text or voice
- Receive requests for attention from users needing assistance
- · Start up and shut down systems remotely

Comprehensive system profiling and configuration

- Get thorough hardware and software information on every Mac OS—based system in your network
- Search for outdated applications and other files on remote systems
- Configure TCP/IP settings and other Internet and system settings
- Test network performance

Fast, easy software distribution

- Copy new or updated applications to multiple systems with drag-and-drop simplicity
- Distribute software to all your systems quickly
- Delete applications and other files from multiple systems easily





^{*}Administration workstation must have connections to all applicable networks.

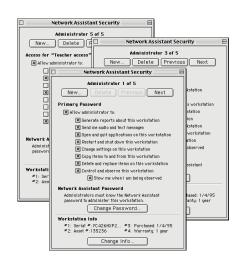


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Features	Benefits	Features	Benefits
Versatile management		Screen control	Show users how to perform a task by
Support for TCP/IP and AppleTalk networks	 Change configurations, copy applications, and help users on remote systems just as easily as on local systems 		Share control of a user's screen, or take complete remote control of the user's
	 Quickly collect multiple systems on TCP/IP networks for administration 	Tout and value	keyboard and mouse
Five levels of administrator access	Define different access privileges for each type of administrator in your business or school	Text and voice communications	 Carry on interactive text-based chats with users to help them with problems
			Send a text message to one or more users
			Broadcast audio messages to multiple users
Accet management	Restrict access to sensitive commands Store and track client system purchase		Carry on a two-way voice conversation with an individual user
Asset management	dates, serial numbers, and so on	Request Attention command	Allow users to ask for help by sending a text message to the network administrator
Support for 28.8-kilobit- per-second modems	Access systems via dial-up connections by using PPP or Apple Remote Access software	Screen locking	Get the attention of users in a lab or class- room by locking their screens
Powerful remote assistan System monitoring	Spot problems by viewing what users are seeing on their screens. (Users can be notified when their screens are being observed.) Observe up to 250 screens in a rotating cycle of four screens at a time		Display a text message and/or picture on the locked screen
		Application open/quit	Remotely launch applications that users need for a particular task, or close applica- tions to reset shared systems for their next users
Screen sharing	Help users by sharing your screen or another user's screen with them	System shutdown/restart	 Make sure that all systems in a lab are turned off at the end of the day, or restart individual systems to help users overcome problems
			Schedule systems to start up in the morning and shut down in the evening



Apple Network Assistant lets you observe up to 250 remote computer screens. Screens appear four at a time in a rotating cycle.

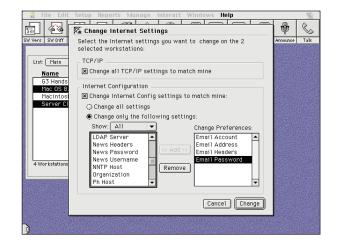


Set up five different levels of administrator access, each with its own password.

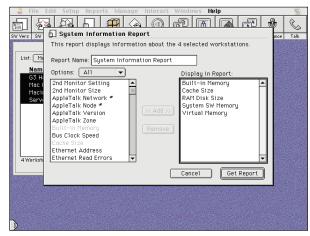


Manage all your networked Mac OS-based systems at once with this powerful application—update software on multiple systems with a single click; share your screen with users you're assisting; and much more. This all-in-one solution can make your job easier from the moment you start using it.

Features	Benefits	Features	Benefits
Comprehensive system profiling and configuration		System configuration	Change these settings on workstations you
Hardware profiles	Capture vital information about processors, memory, hard disks, network connections, and other system hardware	— Selected printer — Current date and time — Keyboard settings — Mouse settings — TV settings — Apple servers at startup — Energy saver settings Fast, easy software distribution	— Set monitor bit depth— Set sound volume
	 Identify problems or verify system configu- rations before adding new applications 		stations to match the administrative system: — Selected printer — Current date and time — Keyboard settings — Mouse settings — TV settings — Apple servers at startup
Software search	 Search remote systems for specific files and folders Perform application auditing 		
Software version reports	Ensure that all users have the latest applica- tion releases appropriate for their systems		
Software difference reports	Compare application versions on different systems to fix or prevent compatibility problems		
Network performance tests	Make sure that the network is operating properly between the administrative system and all the user systems it manages		 Copy files from the administrative system to multiple user systems quickly and easily
Internet configuration	Remotely set up and modify TCP/IP settings and other Internet and system settings		Copy files from one or more user systems to other user systems
			 Enjoy fast performance even when copying to hundreds of systems
		Copy Hard Disk command	Configure new systems quickly by mirroring a master hard disk to an entire department or lab
		Software de-installation	Find and delete applications and other files easily



Remotely configure essential system settings such as Internet connections.



Get comprehensive software and hardware information about every Mac OS-based computer on your network.



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The all-in-one solution for managing Mac OS-based systems.

Top 10 Reasons to Buy

- 1. Keep your networked Mac OS-based systems running smoothly and efficiently
- Configure TCP/IP settings, other Internet settings, and system settings remotely
- 3. Support systems over both TCP/IP and AppleTalk networks
- 4. Provide direct assistance to users anywhere on your network
- 5. Monitor users' screens to spot problems
- 6. Help users via screen sharing, screen control, text messaging, or voice messaging
- 7. Copy applications and documents quickly even to hundreds of systems
- Ensure that each system has the RAM, hard disk capacity, and other hardware it needs to perform its best
- Check application versions on different systems to ensure that everyone has the latest releases and to prevent file compatibility problems
- 10. Assign different access privileges to different levels of administrators

Product Details

User system management

- Maximum number of workstation lists: 20
- Maximum number of workstations per list: 250
- Maximum number of workstations: 5,000

Networking support

- Protocols: TCP/IP and AppleTalk
- Software: Open Transport and Internet Config 1.4

Remote assistance

- Observe command supports up to 250 workstations
- Share Screen command supports up to 100 workstations
- Lock Screen command supports up to 250 workstations
- Announce command supports up to 50 workstations

System profiling

Memory

- Built-in memory
- Cache size
- RAM disk size
- System software memory
- · Virtual memory

Hardware

- · Bus clock speed
- Free disk space
- · Hardware vendor
- · Keyboard connected
- Monitor setting
- Monitor size
- · Mouse connected
- Printer name
- Printer typePrinter version
- Processor type
- · Processor clock speed
- · Second monitor setting
- Second monitor size
- · Total disk space
- TV tuner
- · Video digitizer

Network

- AppleTalk network number
- AppleTalk node number
- · AppleTalk version
- AppleTalk zone
- Ethernet addressNetwork type
- Open Transport version
- TCP/IP address
- TCP/IP version

Software distribution and configuration

- Copy entire hard disks to as many as 250 workstations at once
- Copy software to as many as 250 workstations at once
- Configure system settings on as many as 250 workstations at once

Asset management

 Store and track asset information about client systems (four fields; up to 31 characters per field)

System Requirements

Administration system

- Mac OS-based computer with a 68030 or later processor (including PowerPC processors)
- 8MB of RAM
- · Mac OS 7.6.1 or later
- Display with at least 640- by 480-pixel resolution
- CD-ROM drive (on administration system or server)

 Network connection (Ethernet recommended; required for Talk, Announce, and Share Screen functions)

Client systems

- Mac OS-based computer with a 68020 or later processor (including PowerPC processors)
- 4MB of RAM
- · Mac OS 7.1 or later

- Network connection (Ethernet recommended; required for Talk, Announce, and Share Screen functions)
- Talk and Announce functions require a dualchannel sound chip (which allows you to play and record at the same time)
- Energy Saver version 2.0.4 or later required for scheduled startup command

Ordering Information

Apple Network Assistant 3.5

Order No. M6557Z/A

For more information about this product, or to find out where to buy Apple products—through a reseller or from the Apple Store—visit www.apple.com or call 1-800-538-9696.

To order this product from the Apple Software Order Center, call 1-800-293-6617.

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