



# 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.

\*Administration workstation must have connections to all applicable networks.

## 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

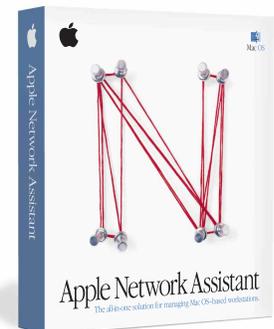
- View what users are seeing on their screens
- Help users by sharing your screen with them
- Take control of users' screens to show them how to perform tasks
- Converse with users via text or voice
- Receive requests for attention from users needing assistance
- Start up and shut down systems remotely

### 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



Mac OS



# Apple Network Assistant 3.5

## Features

## Benefits

### Versatile management

Support for TCP/IP and AppleTalk networks

- Change configurations, copy applications, and help users on remote systems just as easily as on local systems
- Quickly collect multiple systems on TCP/IP networks for administration

Five levels of administrator access

- Define different access privileges for each type of administrator in your business or school
- Restrict access to sensitive commands

Asset management

- Store and track client system purchase dates, serial numbers, and so on

Support for 28.8-kilobit-per-second modems

- Access systems via dial-up connections by using PPP or Apple Remote Access software

### Powerful remote assistance

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

Screen sharing

- Help users by sharing your screen or another user's screen with them

## Features

## Benefits

Screen control

- Show users how to perform a task by controlling their screen from your computer
- Share control of a user's screen, or take complete remote control of the user's keyboard and mouse

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
- Carry on a two-way voice conversation with an individual user

Request Attention command

- Allow users to ask for help by sending a text message to the network administrator

Screen locking

- Get the attention of users in a lab or classroom by locking their screens
- Display a text message and/or picture on the locked screen

Application open/quit

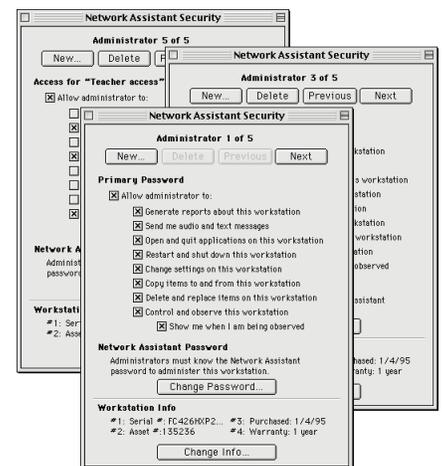
- Remotely launch applications that users need for a particular task, or close applications to reset shared systems for their next users

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

### Comprehensive system profiling and configuration

Hardware profiles	<ul style="list-style-type: none"> <li>• Capture vital information about processors, memory, hard disks, network connections, and other system hardware</li> <li>• Identify problems or verify system configurations before adding new applications</li> </ul>
Software search	<ul style="list-style-type: none"> <li>• Search remote systems for specific files and folders</li> <li>• Perform application auditing</li> </ul>
Software version reports	<ul style="list-style-type: none"> <li>• Ensure that all users have the latest application releases appropriate for their systems</li> </ul>
Software difference reports	<ul style="list-style-type: none"> <li>• Compare application versions on different systems to fix or prevent compatibility problems</li> </ul>
Network performance tests	<ul style="list-style-type: none"> <li>• Make sure that the network is operating properly between the administrative system and all the user systems it manages</li> </ul>
Internet configuration	<ul style="list-style-type: none"> <li>• Remotely set up and modify TCP/IP settings and other Internet and system settings</li> </ul>

## Features

## Benefits

### System configuration

- Change these settings on workstations you are managing remotely:
  - Set monitor bit depth
  - Set sound volume
  - Turn Personal File Sharing on/off
- Change these settings on remote workstations to match the administrative system:
  - Selected printer
  - Current date and time
  - Keyboard settings
  - Mouse settings
  - TV settings
  - Apple servers at startup
  - Energy saver settings

### Fast, easy software distribution

#### Drag-and-drop software copying

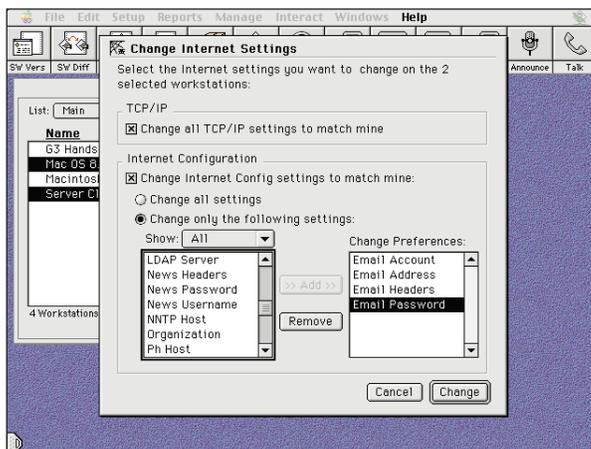
- Copy files from the administrative system to multiple user systems quickly and easily
- Copy files from one or more user systems to the administrative system
- Copy files from one or more user systems to other user systems
- Enjoy fast performance even when copying to hundreds of systems

#### Copy Hard Disk command

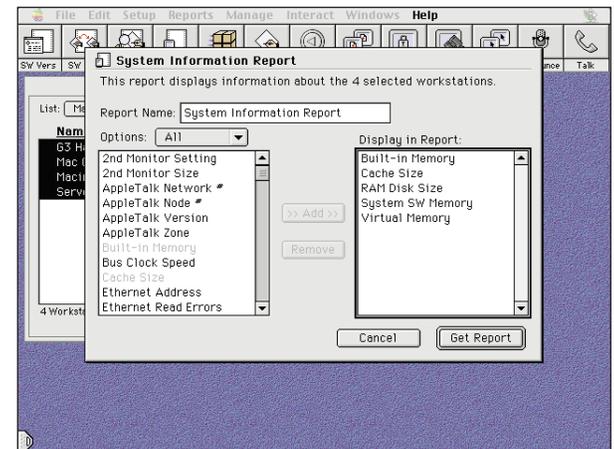
- Configure new systems quickly by mirroring a master hard disk to an entire department or lab

#### 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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## Top 10 Reasons to Buy

1. Keep your networked Mac OS-based systems running smoothly and efficiently
2. 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
8. Ensure that each system has the RAM, hard disk capacity, and other hardware it needs to perform its best
9. 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 type
- Printer 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 address
- Network 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 dual-channel 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](http://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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