**Part 3
Contents**

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1 Introduction to Apple Network Assistant

Apple Network Assistant lets you manage workstations on a network from your workstation. Using Network Assistant, you can

- create reports about workstation software and hardware
- maintain the software and systems on the workstations
- interact with users working on the workstations

This part of the manual describes how you use the Network Assistant program and the Network Assistant workstation software. This part also includes instructions for workstation users on how to use the Network Assistant workstation software when collaborating with you.

This chapter introduces this part of the manual and provides general information about Network Assistant and how it works.

What's in this part of the manual

Here's what you'll find in the remaining chapters of this part:

■ Chapter 2, "Starting to Use Apple Network Assistant," describes how to set up user workstations to work with Network Assistant using the Network Assistant Security program. It also describes how to start the Network Assistant program the first time and select the initial group of workstations that you want to manage.

■ Chapter 3, "Setting Up the Apple Network Assistant Application," describes how to use the commands in the Setup menu to change your password, create and manage lists of workstations, and customize the Network Assistant toolbar.

■ Chapter 4, "Creating Network Reports," explains how to create reports about the software and systems on your network.

■ Chapter 5, "Managing Workstations," explains how to copy items to other workstations, delete items on other workstations, open applications and other items on other workstations, and restart or shut down other workstations.

■ Chapter 6, "Interacting With Workstation Users," describes how to share screens with other workstations; lock the screens on other workstations; observe and control other workstations; talk with users at other workstations using a microphone connected to your workstation; send text messages to other workstations; and respond to attention requests you receive from other workstations.

■ Chapter 7, "Accomplishing Tasks With Apple Network Assistant," provides an overview of how to use the report, manage, and interactive features of Network Assistant to manage workstations on your network.

■ Appendix A, "Instructions for Workstation Users," explains how workstation users can use the Network Assistant workstation software.

■ Appendix B, "Interpreting Status Messages," explains the status and error messages you may see in the Workstation Status window.

What is Network Assistant?

Network Assistant allows you to manage workstations on your network and interact with users working on those workstations from your workstation. Network Assistant consists of three software components that must be installed on your workstation and the workstations you want to administer. (For information about installing the Network Assistant software, see Chapter 2, "Installing the Apple Network Administrator Toolkit," in Part 1 of this manual.)

The three components of Network Assistant are described in the following sections.

Network Assistant application

You use the Network Assistant application to administer workstations and interact with users. You can have one or more administrator workstations from which you take command of the user workstations.

When you install the Network Assistant administrator software, the Installer places the application in a folder named Network Administrator Toolkit at the top level of the disk you selected.

Each time you open Network Assistant, you are required to enter a password. This password prevents unauthorized users from using Network Assistant. Network Assistant comes with a preset default password, but you can change the password.

To administer a workstation using the Network Assistant application, it must appear in the Workstation Status window. The Workstation Status window shows workstations that are in a workstation list. The first time you open Network Assistant, you must create the list of workstations that you want to administer. Later, you can add workstations to the list and create additional lists.

You can create up to 20 workstation lists and each list can include up to 250 workstations, so you can administer as many as 5000 workstations. However, workstations can appear in more than one list. In addition, workstations from different network zones can appear in the same list.

Network Assistant Startup

The Network Assistant Startup extension allows the Network Assistant application and the workstation to communicate with each other. When you install the administrator or workstation software, the Installer places the file in the Extensions folder in the System Folder of the workstation.

You can install the Network Assistant Startup software on any workstation, including servers, that you want to administer with the Network Assistant application. You use the Network Assistant Security application, described next, to set up the Network Assistant workstation software.

Network Assistant Security

The Network Assistant Security application allows you to set the password and the administrator access privileges for a workstation. When you install the Network Assistant workstation software, the Installer places the Network Assistant Security application in a folder named Network Administrator Toolkit at the top level of the disk you selected.

Each time you open Network Assistant Security, you are required to enter a password. This password prevents unauthorized users from using Network Assistant Security to change the access privileges for the workstation. Network Assistant Security comes with a preset default password, but you can change the password.

Whether or not you allow workstation users to use Network Assistant Security depends on your needs:

- If you are administering workstations in a computer lab or similar environment, you will probably want complete control of the access privileges and password for the workstations.

- If you are administering workstations in a business or similar environment, you probably need to allow users to use Network Assistant Security to control access to their workstations. For information on how users can use Network Assistant Security, see Appendix A, "Instructions for Workstation Users."

How you can use Network Assistant

Network Assistant allows you to perform administrative tasks and to interact with users. You can use these capabilities for managing your network, for helping users, and for instructional purposes.

For more information on how you can use Network Assistant, see Chapter 7, "Accomplishing Tasks With Apple Network Assistant."

Administrative features

To use Network Assistant to administer your network, you can

- create reports about workstation software and hardware
- create a report about the performance of your network
- print reports
- export reports so that you can import the information to other applications
- copy files from your workstation to other workstations, allowing you to distribute software over the network rather than going to each workstation individually
- copy the entire contents of a hard disk connected to your workstation to other workstations
- delete individual files on other workstations
- delete the entire contents (except the System Folder) of a workstation's hard disk
- locate and open applications, documents, and other files on other workstations; also quit applications on other workstations
- restart or shut down other workstations
- change certain system settings on other workstations and rebuild the desktop on other workstations

Interactive features

To use Network Assistant to interact with users, you can

- receive attention requests with text messages from users who need your help

- send text messages to users

- talk with a user using microphones connected to your workstations

- make announcements to other workstations using a microphone connected to your workstation

- share the screen of any workstation with other workstations

- lock the screens of any workstations

- observe one or more screens on other workstations

- control the screen of another workstation

2 Starting to Use Apple Network Assistant

To use Apple Network Assistant, you must install the administrator software on your workstation and the workstation software on any workstations you want to administer. In addition, you must set up the software on all the workstations where you install it.

This chapter tells you what software each workstation requires. It describes how to set up the user workstation software. It also describes how to start and set up the administrator software the first time you open the Network Assistant application.

The last section describes some special features for using Network Assistant with At Ease for Workgroups.

What you need to install

You must install the appropriate Network Assistant software on a workstation before you can set it up. The software you need to install on a workstation depends on whether the workstation will be used as an administrator workstation or a user workstation.

To install the software, you use the Installer located in the Workstation/Admin Install folder on the *Apple Network Administrator Toolkit* CD-ROM disc. For more information about installing the software, see Chapter 2, "Installing the Apple Network Administrator Toolkit," in Part 1 of this manual.

On administrator workstations

You can use any workstation as an administrator workstation, and you can have more than one administrator workstation on the network. Each administrator workstation must have the following software installed:

■ **Network Assistant** The Installer places this application in the Network Administrator Toolkit folder on your hard disk.

■ **Network Assistant Startup** The Installer places this extension in the Extensions folder in your System Folder.

■ **Network Assistant Security** The Installer places this application in the Network Administrator Toolkit folder on your hard disk.

You can use Network Assistant Security to set the password for the workstation and to set administrator access privileges for the workstation, if you want to administer it from another workstation.

On user workstations

Each user workstation must have the following software installed:

■ **Network Assistant Startup** The Installer places this extension in the Extensions folder in your System Folder.

■ **Network Assistant Security** The Installer places this application in the Network Administrator Toolkit folder on your hard disk.

Setting up Network Assistant on the user workstations

To set up Network Assistant, you need to perform the following tasks on each user workstation. You'll use the Network Assistant Security application and the Sharing Setup control panel in the Apple (⌘) menu of each computer to do these tasks:

■ **Name the workstation** This identifies the workstation on the network and within Network Assistant.

Note: If the workstation already has a name that you want to continue using, you can skip this task and go on to the next task.

■ **Set the administrator access privileges for the workstation** These are the privileges you will have with this workstation.

■ **Enter a new Network Assistant password for the workstation** This protects the workstation from being accessed by an unauthorized user.

You need to carry out these tasks while sitting at each workstation; you can't accomplish them over the network.

Naming the workstation

To administer a workstation with Network Assistant, you must enter a name for the workstation in the Macintosh Name box of the Sharing Setup control panel. When naming a workstation, you should assign a name that will help you recognize the workstation in Network Assistant.

To name a workstation:

1 **Choose Control Panels from the Apple menu and open the Sharing Setup control panel.**

The Sharing Setup window appears.

2 **Enter a name for the computer in the Macintosh Name box.**

3 **Close the window.**

The name is entered on the network immediately. You do not need to restart the computer.

Setting administrator access privileges

To administer a workstation using Network Assistant, you must set administrator access privileges to the workstation. How you set up the access privileges depends on the function of the workstation:

- For workstations in a computer lab or similar environment, you are likely to allow all access privileges to the workstations so that you or another administrator can take control of the screens, delete files or folders, and use the other features of Network Assistant.

- For a workstation used by an individual, such as a school administrator or business colleague, you probably won't give yourself all access privileges. You may allow the user to set the access privileges to his or her workstation.

You set access privileges by using the Network Assistant Security application. Follow these steps to set access privileges for a workstation:

1 Locate the Network Assistant Security application.

Network Assistant Security

Unless you have moved it, the application is located in the Network Administrator Toolkit folder on your hard disk.

2 Double-click the Network Assistant Security icon to open the program.

The password dialog box appears.

Network Assistant Security

Please enter the Network Assistant password.

Password: [   ]

Clue: See the administrator's guide.

[Quit]   [OK]

3 **Type the preset password, which is *XYZZY*, and click OK.**

You'll be changing the password later in this chapter to prevent someone who has seen the password in the manual from using it to open the Network Assistant Security application without authorization.

The Network Assistant Security window appears.

Network Assistant Security

Administrator Access

☐ Allow administrators to:

☐ Get information about this workstation
☐ Send me audio and text messages
☐ Open and quit applications on this workstation
☐ Restart and shut down this workstation
☐ Change system settings on this workstation
☐ Copy items to this workstation
☐ Delete and replace items on this workstation
☐ Control and observe this workstation

Network Assistant Password

Administrators must know the Network Assistant password to administer this workstation.

[Change Password...]

You'll use this window to set privileges for this workstation. Click the checkbox next to each privilege you want to allow. Click it again to disallow the privilege.

4 **Select "Allow administrators to."**

You must select this privilege to administer the workstation using Network Assistant.

5   **Select the access privileges you want to have for this workstation.**

Get information about this workstation This option allows you to include the workstation in reports and status windows.

Send me audio and text messages This option allows you to send text messages to the workstation, and to talk to the user at the workstation using a microphone connected to an administrator workstation.

Open and quit applications on this workstation This option allows you to open and quit applications on the workstation from an administrator workstation.

Restart and shut down this workstation This option allows you to restart and shut down the workstation from an administrator workstation.

Change system settings on this workstation This option allows you to change settings on this workstation, such as the screen display and the sound volume, from an administrator workstation.

Copy items to this workstation This option allows you to copy files, folders, utilities, and applications from an administrator workstation to this one.

Delete and replace items on this workstation This option allows you to delete and replace files and folders on the workstation from an administrator workstation.

Control and observe this workstation This option allows you to display the workstation's screen on an administrator workstation and to control this workstation from an administrator workstation.

When you select an option, the access privilege takes effect immediately.
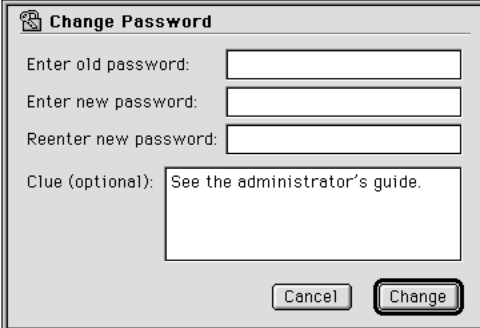
Changing the workstation password

To open Network Assistant Security, you must enter a password. This password prevents unauthorized users from opening Network Assistant Security and changing the administrator access privileges to a workstation. You also need this password to access a workstation in Network Assistant. The password prevents unauthorized users from accessing the workstation.

Because the default password, *XYZZY,* is printed in this manual, you should change the password for all user workstations as soon as possible. You can assign a different password to each workstation. You may want to do this if each user wants to control access to his or her workstation. However, if you assign the same password to all user workstations, when you access the workstations in Network Assistant, you only have to enter the password once.

Note: If you assign the same password to the user workstations that you assign to the administrator workstation, you do not have to enter a password when you access the workstations in Network Assistant. However, doing this may be less secure.

1   Open Network Assistant Security, if it isn't already open.

2   Click Change Password at the bottom of the Network Assistant Security window.

The Change Password dialog box appears.

```
┌─────────────────────────────────────────────┐
│ 🗓 Change Password                            │
│                                              │
│ Enter old password:    [                  ]  │
│                                              │
│ Enter new password:    [                  ]  │
│                                              │
│ Reenter new password:  [                  ]  │
│                                              │
│ Clue (optional):  ┌──────────────────────┐  │
│                   │ See the administrator's guide. │
│                   │                      │  │
│                   │                      │  │
│                   └──────────────────────┘  │
│                          [ Cancel ] [ Change ] │
└─────────────────────────────────────────────┘
```

3   Type *XYZZY* in the "Enter old password" box.

4 Type the new password in the "Enter new password" and "Reenter new password" boxes.

Note: Network Assistant Security does not distinguish between uppercase and lowercase characters in passwords.

5 If you wish, type a clue in the "Clue (optional)" box.

You can type any text you wish in this box to help you remember your password. This text appears in the password dialog box when you open Network Assistant Security.

6 Click Change.

Network Assistant Security changes the password for the workstation immediately.

Note: If you did not enter the old password correctly, or you did not type the same password in both the "Enter new password" box and the "Reenter new password" box, a message appears to explain the problem.

Completing the workstation setup

When you've finished setting up the workstation, you can quit Network Assistant Security and go to the other workstations to perform the same setup tasks.

Once you've set up a workstation, you can remove Network Assistant Security to prevent unauthorized access to the workstation. If you need to change the access privileges or password for the workstation later, you can copy the program back onto the workstation from an administrator workstation.

If you forget the password for a workstation, you can return the password to the default, *XYZZY,* by deleting the file called Network Assistant Preferences in the Preferences folder in the workstation's System Folder. If you do this, you'll need to set up the workstation again so that you can access it.

Opening Network Assistant the first time

The first time you open Network Assistant, you must select the initial list of workstations with which you want to work. Because the default password for Network Assistant, *XYZZY,* is printed in this manual, you should also change the password immediately.

To start using Network Assistant:

1   Locate the Network Assistant application.

Network Assistant

Unless you have moved it, the application is in the Network Administrator Toolkit folder on your hard disk.

2   Double-click the Network Assistant icon to open the program.

The password dialog box appears.

3   **Enter the default password, *XYZZY,* and click OK.**

A message appears to explain the procedure you need to perform to access workstations.

4   **Click OK.**

The Workstations dialog box appears.

Select workstations here.

Select zones here.
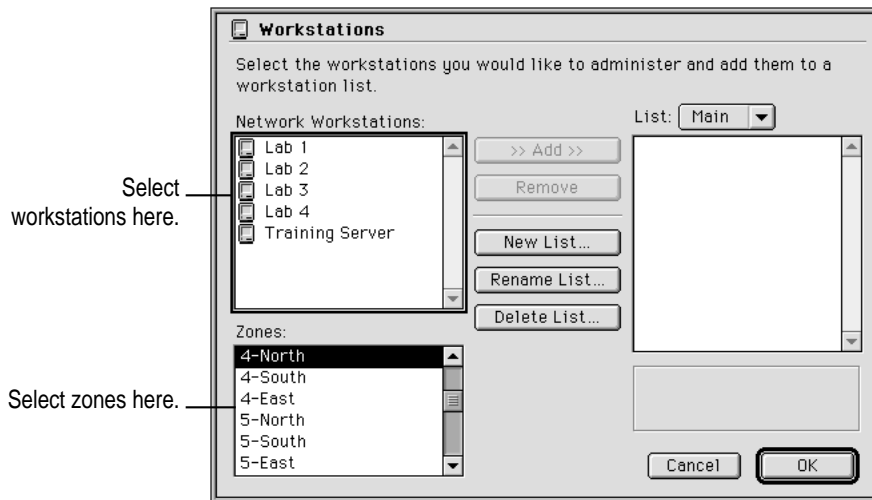
You use this dialog box to select the workstations with which you want to work in Network Assistant. In the following instructions, you will add workstations to the Main list of workstations. However, you can create other lists of workstations using the Workstations dialog box. For more information about using this dialog box, see "Using Workstation Lists" in Chapter 3, "Setting Up the Apple Network Assistant Application."

Creating the Main workstation list

To create the Main workstation list:

1   If your network has multiple zones, select a zone in the Zones list.

All the workstations in that zone that have the Network Assistant workstation software installed appear in the Network Workstations list. If a workstation that you want to add to the Main list does not appear in the Network Workstations list, try selecting a different zone. Also, be sure the workstation is turned on and that the workstation software is installed.

If the text •*no name*• appears in the Network Workstations list, the workstation does not have a Macintosh Name entered in the Sharing Setup control panel. For information on how to enter a name, see "Naming the Workstation" earlier in this chapter.

2   Select the workstations you want to add to the Main list.

3   Click Add.

You can also double-click the name of a workstation to add it to the list.

If the Network Assistant password for the selected workstations is different from the password for your workstation, the Workstation Password dialog box appears.
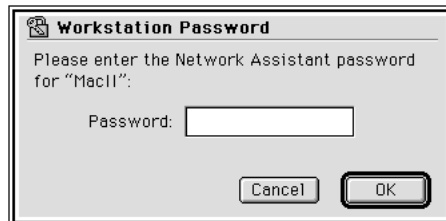
4 **If requested, type the password for the workstation and click OK.**

If each workstation has a different password, the Workstation Password dialog box appears for each one. If the workstations have the same password, then the dialog box appears only once.
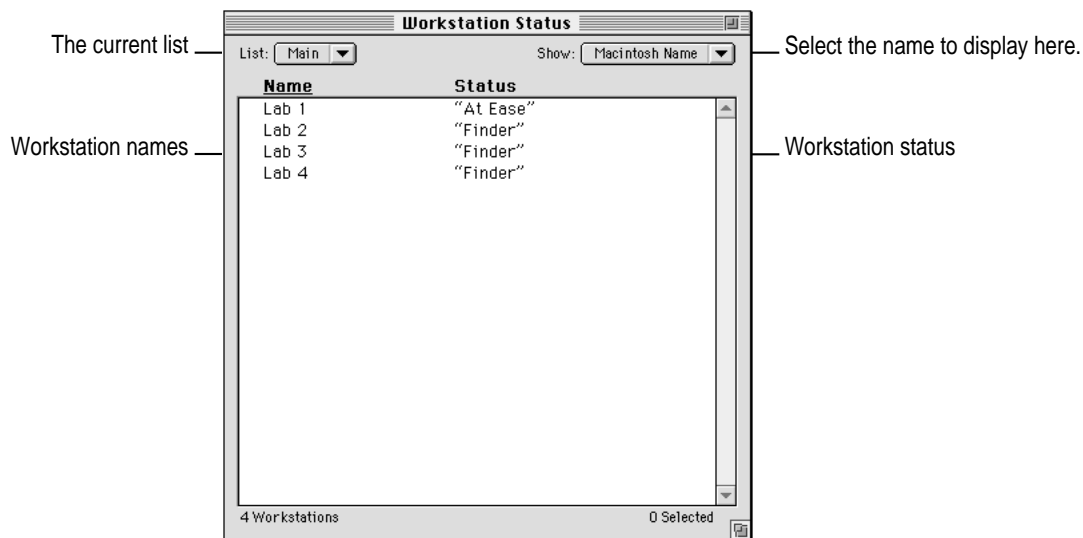
5 **If you want to add workstations from other zones, repeat steps 1 through 4.**

6 **Click OK.**

The Workstation Status window opens with the Main list selected. The workstations you added to the Main list appear in the window.

The Workstation Status window shows the name of each workstation. Using the Show pop-up menu, you can select one of these names to display for each workstation:

■ **At Ease Name** The At Ease name of the workstation user

■ **Macintosh Name** The Macintosh Name set in the Sharing Setup control panel on the workstation

■ **Owner Name** The Owner Name set in the Sharing Setup control panel on the workstation

The window also shows the status of each workstation, which is usually the name of the application open on the workstation. If you see a different status message for a workstation, there may be a problem with the workstation. See Appendix B, "Interpreting Status Messages," for an explanation of the message.

Changing the administrator workstation password

Before you continue using Network Assistant, you should change your password.

1   Choose Password from the Setup menu.

The Password dialog box appears.
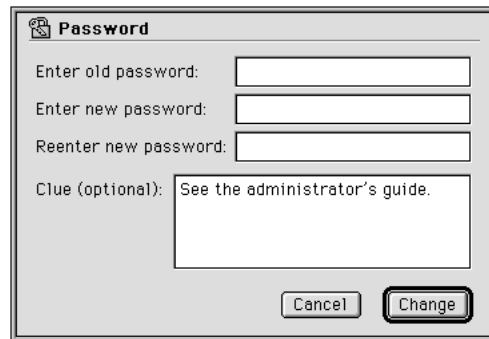
2   Type XYZZY in the "Enter old password" box.

3   Type the new password in the "Enter new password" and "Reenter new password" boxes.

Note: Network Assistant does not distinguish between uppercase and lowercase characters in passwords.

4   If you wish, type a clue in the "Clue (optional)" box.

You can type any text you wish in this box to help you remember your password. This text appears in the password dialog box when you open Network Assistant.

5   **Click Change.**

Network Assistant changes the password for the workstation immediately.

Note: If you did not enter the old password correctly, or you did not type the same password in both the "Enter new password" box and the "Reenter new password" box, a message appears to explain the problem.

You are now ready to use Network Assistant to administer other workstations on your network. See Chapter 3, "Setting Up the Apple Network Assistant Application," for more information about setting up Network Assistant.

Using Network Assistant with At Ease for Workgroups

If you have installed an At Ease server and are using Network Assistant with At Ease workgroups, there are a number of special features available to you:

■ In the Workstation Status window, you can display workstations by the At Ease user names used to log in at each workstation.

■ For security, an At Ease user who is not an Administrator or Workgroup Administrator is not allowed to use Network Assistant, even if it is available to the user's workgroup. An At Ease Administrator can allow an At Ease Workgroup Administrator to use some or all of the features of Network Assistant. For information on setting up a Workgroup Administrator, see Part 2 of this manual.

■ When an At Ease user sends an attention request to a Network Assistant administrator, that user's At Ease user name appears in the message box on the administrator's workstation.

3 Setting Up the Apple Network Assistant Application

This chapter describes how to set some of the features of the Network Assistant application that affect its overall appearance and general use. Those features include

■ changing the password for the administrator workstation

■ grouping workstations into lists for easier management

    This is useful when managing a large number of workstations, or for any situation in which you find it helpful to group workstations together.

■ customizing the toolbar

    Do this to place frequently used menu commands in the toolbar for easier access.

This chapter also describes how to use the Workstation Status window.

Changing the Network Assistant password

To open Network Assistant, you must enter a password. This password is the Network Assistant password for the administrator workstation. It prevents unauthorized use of Network Assistant to access other workstations. If you have enabled administrator access privileges using Network Assistant Security, this password also prevents unauthorized access of your administrator workstation from another workstation using Network Assistant.
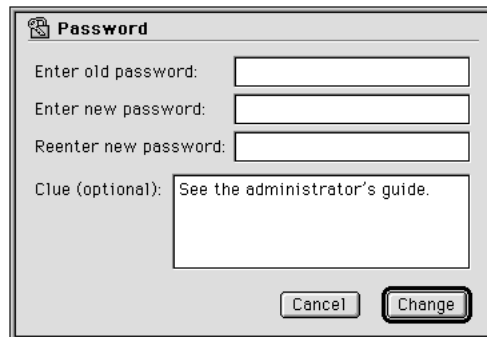
The default password is *XYZZY.* If you followed the instructions in "Opening Network Assistant the First Time" in Chapter 2, you have already changed the password. However, you may want to change the password at other times by using the Password command.

Note: You can also change the password for your workstation using Network Assistant Security.

To change the password:

1   Choose Password from the Setup menu.

The Password dialog box appears.

2   Type the old password for the workstation in the "Enter old password" box.

3   Type the new password in the "Enter new password" and "Reenter new password" boxes.

Note: Network Assistant does not distinguish between uppercase and lowercase characters in passwords.

4 **If you wish, type a clue in the "Clue (optional)" box.**

You can type any text you wish in this box to help you remember your password. This text appears in the password dialog box when you open Network Assistant.

5 **Click Change.**

The new password for your workstation takes effect immediately.

Note: If you did not enter the old password correctly, or you did not type the same password in both the "Enter new password" box and the "Reenter new password" box, a message appears to explain the problem.

Using workstation lists

Network Assistant displays workstations in lists in the Workstation Status window. The default list is called Main. You can create other lists to group the workstations on your network in any way you wish. You can create up to 20 lists with up to 250 workstations in each. Workstations can appear in more than one list, and workstations from different zones can appear in the same list.

To create and manage lists of workstations, you use the Workstations command to display the Workstations dialog box. The Workstations dialog box lets you locate workstations on your network and add them to a list. Using the dialog box, you can also remove workstations from a list, create new lists, rename existing lists, or delete lists.

This section describes how to use the Workstations dialog box to create and manage lists.

Creating a workstation list

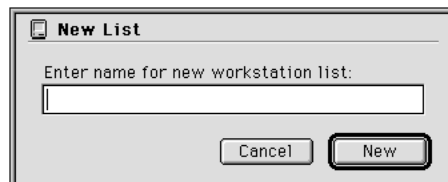Follow these steps to create a list of workstations:

1   **Choose Workstations from the Setup menu.**

The Workstations dialog box appears.
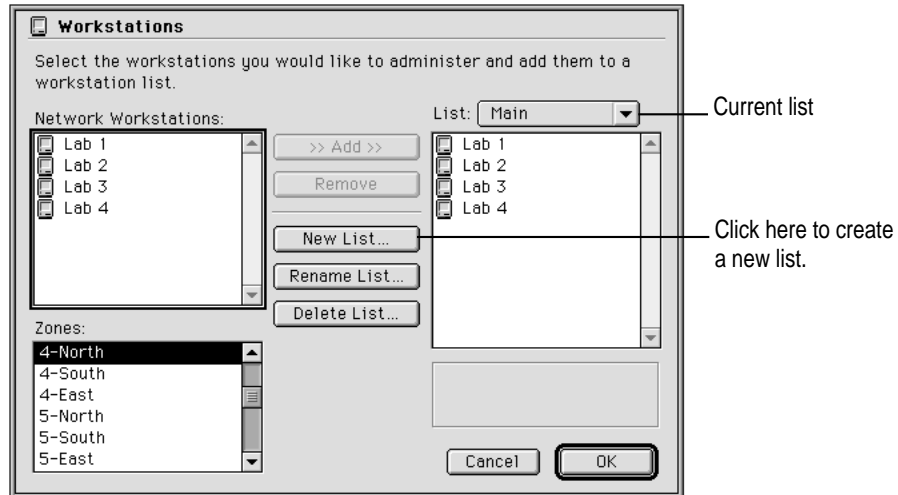
2   **Click New List.**

The New List dialog box appears.

3   **Type a name for the list and click New.**

The name of the new list appears in the List pop-up menu.

4   If your network has multiple zones, select a zone in the Zones list.

All the workstations in that zone that have the Network Assistant workstation
software installed appear in the Network Workstations list. If a workstation
that you want to add to your new list does not appear in the Network
Workstations list, try selecting a different zone. Also, be sure the workstation
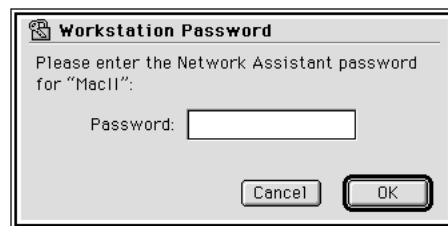is turned on and that the workstation software is installed.

If the text •*no name*• appears in the Network Workstations list, the
workstation does not have a Macintosh Name entered in the Sharing Setup
control panel. For information on how to enter a name, see "Naming the
Workstation" in Chapter 2.

5   Select the workstations you want to add to the new list.

6   Click Add.

You can also double-click the name of a workstation to add it to the list.

If the Network Assistant password for the selected workstations is different
from the password for your workstation, the Workstation Password dialog
box appears.

```
┌─────────────────────────────────────────┐
│ 🖳 Workstation Password                   │
├─────────────────────────────────────────┤
│ Please enter the Network Assistant password │
│ for "MacII":                             │
│                                          │
│     Password: ┌──────────────────┐       │
│               └──────────────────┘       │
│                                          │
│              ┌─────────┐  ┌────────┐     │
│              │ Cancel  │  │   OK   │     │
│              └─────────┘  └────────┘     │
└─────────────────────────────────────────┘
```

7   If requested, type the password for the workstation and click OK.

If each workstation has a different password, the Workstation Password dialog
box appears for each one. If the workstations have the same password, then
the dialog box appears only once.

8 **If you want to add workstations from other zones, repeat steps 4 through 7.**

9 **Click OK.**

The list is now selected in the Workstation Status window. The workstations you added to the list appear in the window.

IMPORTANT If you change a workstation's Macintosh Name in the Sharing Setup control panel after you have added it to a workstation list, or if you change the workstation's Network Assistant password, you must remove the workstation from any list it is on and add it to the list again to access it from Network Assistant.

Adding a workstation to an existing list

Follow these steps to add a workstation to a list:

1 **Choose Workstations from the Setup menu.**

The Workstations dialog box appears.

2 **Choose the list to which you want to add the workstation from the List pop-up menu.**

3 **If necessary, locate the workstation's zone using the Zones list.**

4 **Select the workstation in the Network Workstations list.**

5 **Click Add.**

You can also double-click the name of a workstation to add it to the list.

6 **If the workstation password is different from your administrator workstation password, enter the password in the Workstation Password dialog box that appears and click OK.**

7 **Click OK.**

The list is now selected in the Workstation Status window. The new workstation appears in the list.

IMPORTANT If you change a workstation's Macintosh Name in the Sharing Setup control panel after you have added it to a workstation list, or if you change the workstation's Network Assistant password, you must remove the workstation from any list it is on and add it to the list again to access it from Network Assistant.

Removing workstations from a list

Follow these instructions to remove workstations from a list:

1 Choose Workstations from the Setup menu.

The Workstations dialog box appears.

2 Choose the list from which you want to remove the workstation from the List pop-up menu.

3 Select the workstation or workstations you want to remove from the workstation list.

4 Click Remove.

You can also double-click the name of a workstation to remove it from the list.

5 Click OK.

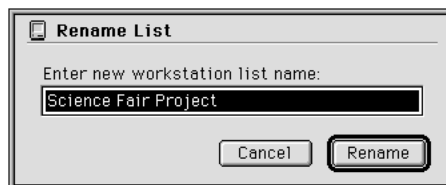The list is now selected in the Workstation Status window.

Note: A workstation list must have at least one workstation in it. If you remove the only workstation in a list, a message appears to explain the problem.

Renaming a workstation list

Follow these instructions to rename a list of workstations:

1 Choose Workstations from the Setup menu.

The Workstations dialog box appears.

2 Choose the list you want to rename from the List pop-up menu.

3 Click Rename.

The Rename List dialog box appears.

```
┌─────────────────────────────────────────┐
│ 🖳  Rename List                          │
│ ─────────────────────────────────────── │
│  Enter new workstation list name:        │
│  ┌─────────────────────────────────────┐ │
│  │ Science Fair Project                │ │
│  └─────────────────────────────────────┘ │
│                    ┌────────┐ ┌────────┐  │
│                    │ Cancel │ │ Rename │  │
│                    └────────┘ └────────┘  │
└─────────────────────────────────────────┘
```

4   **Type a new name for the list.**

5   **Click Rename.**

6   **Click OK.**

The list is now selected in the Workstation Status window.

Deleting a workstation list

Follow these instructions to delete a list of workstations:

1   **Choose Workstations from the Setup menu.**

The Workstations dialog box appears.

2   **Choose the list you want to delete from the List pop-up menu.**

3   **Click Delete.**

A message appears for you to confirm that you want to delete the list.

4   **Click Delete.**

5   **Click OK.**

The list should no longer appear in the List pop-up menu in the Workstation Status window.

Customizing the toolbar

The toolbar is a handy place to keep the commands you use frequently. You can show all of the commands in the Reports, Manage, and Interact menus as buttons in the toolbar. The number of buttons you can display in the toolbar is determined by the size of your monitor.

Adding and removing commands

Follow these steps to add commands to the toolbar and remove commands from the toolbar:

1 **Choose Toolbar from the Setup menu.**

The Toolbar dialog box appears.
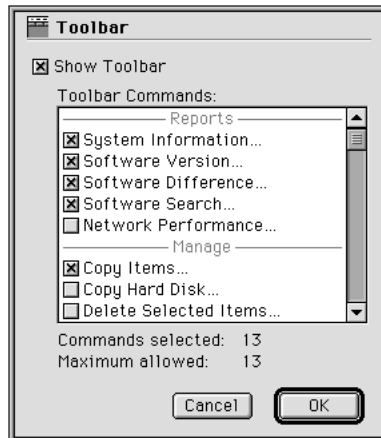
2 **In the Toolbar Commands list, click the checkbox next to each menu command you want to add to the toolbar. Click the checkbox again if you want to remove the command from the toolbar.**

As you select commands, the "Commands selected" field shows the number of commands you have selected. The "Maximum allowed" field shows the maximum number of commands you can add to the toolbar. If "Commands selected" is greater than "Maximum allowed," when you click OK, a message appears telling you that you have selected too many commands.

3 **Make sure the Show Toolbar option at the top of the dialog box is checked if you want to see the toolbar.**

4 **Click OK.**

The toolbar is updated to show your changes.

Showing and hiding the toolbar

You can show the toolbar on your screen or hide the toolbar. When you hide the toolbar, you have access to the Network Assistant commands only from the menus.

Follow these steps to edit the toolbar:
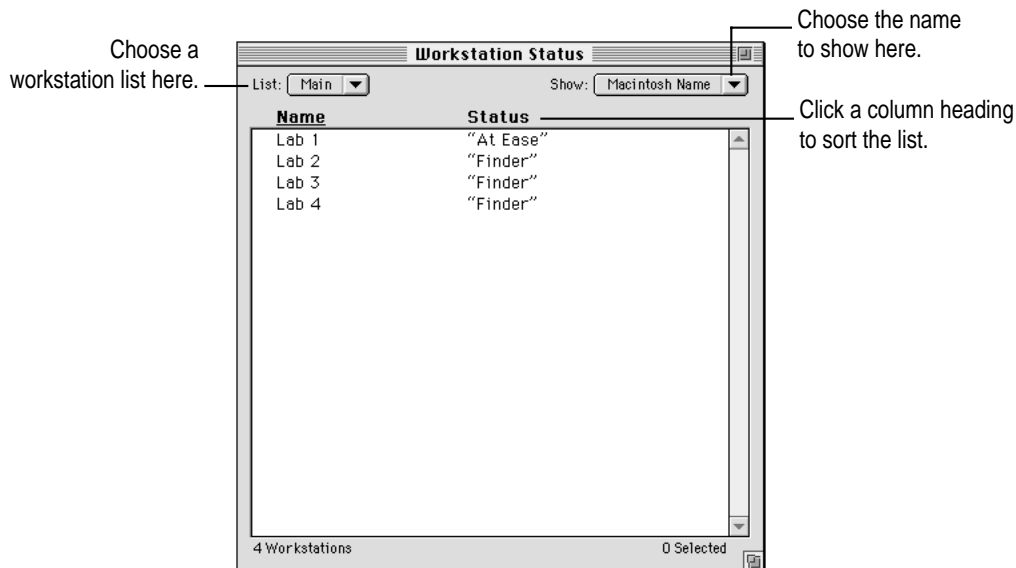
1   Choose Toolbar from the Setup menu.

The Toolbar dialog box appears.

2   To show the toolbar, click the Show Toolbar checkbox at the top of the dialog box to select it. To hide the toolbar, click the Show Toolbar checkbox again to deselect it.

The toolbar is removed or redisplayed on your screen.

Using the Workstation Status window

The Workstation Status window shows the name and status of the workstations in the selected workstation list. The Workstation Status window looks similar to the one shown below.

Choose a
workstation list here.

Choose the name
to show here.

Click a column heading
to sort the list.

Name	Status
Lab 1	"At Ease"
Lab 2	"Finder"
Lab 3	"Finder"
Lab 4	"Finder"

List: Main   Show: Macintosh Name

4 Workstations   0 Selected

The Workstation Status window shows the name of each workstation. Using the Show pop-up menu, you can select one of these names to display for each workstation:

- **At Ease Name** The At Ease name of the workstation user.

- **Macintosh Name** The Macintosh Name set in the Sharing Setup control panel on the workstation.

- **Owner Name** The Owner Name set in the Sharing Setup control panel on the workstation.

The window also shows the status of each workstation, which is usually the name of the application open on the workstation. If you see a different status message for a workstation, there may be a problem with the workstation. See Appendix B, "Interpreting Status Messages," for an explanation of the message.

The window shows the workstations in the workstation list selected in the List pop-up menu. You can choose a different list from the pop-up menu.

Note: When you close the Workstations dialog box, the list selected in the dialog box becomes the current list in the Workstation Status window.

To sort the list of workstations, you can click a column heading (Name or Status).

When you are using the Announce feature with a group of workstations, an icon appears to the right of each workstation's name and above the workstation list. To select all the workstations to which you are announcing, click the icon that appears above the list.

When you are using the Talk feature with a workstation, an icon appears to right of the workstation's name and above the workstation list. To select the workstation, click the icon that appears above the list.

When you receive an attention request from a user at a workstation, an icon appears to the left of the workstation's name and above the workstation list. To select the current attention request, click the icon that appears above the list.

4 Creating Network Reports

With Network Assistant, you can use the commands in the Reports menu to create reports that provide information about your network and the workstations in the network. You can create reports showing information about

- workstation systems
- version numbers of the software installed on workstations
- how the software on other workstations differs from the software on your computer
- specific software on other workstations
- the way your network is performing

After you create a report, you can select items in the report and perform other tasks with them. For example, you can delete items that appear in a Software Version Report, Software Difference Report, or Software Search Report.

You can also print a report, or you can export it to a text file. You can then import the text file into another application.

This chapter explains how to use the commands in the Reports menu to create these reports.

Creating a report on system information

The System Information Report provides detailed information about the hardware and system settings on workstations. You can use this information to verify that the workstations are set up correctly, or to identify problems with the workstations.
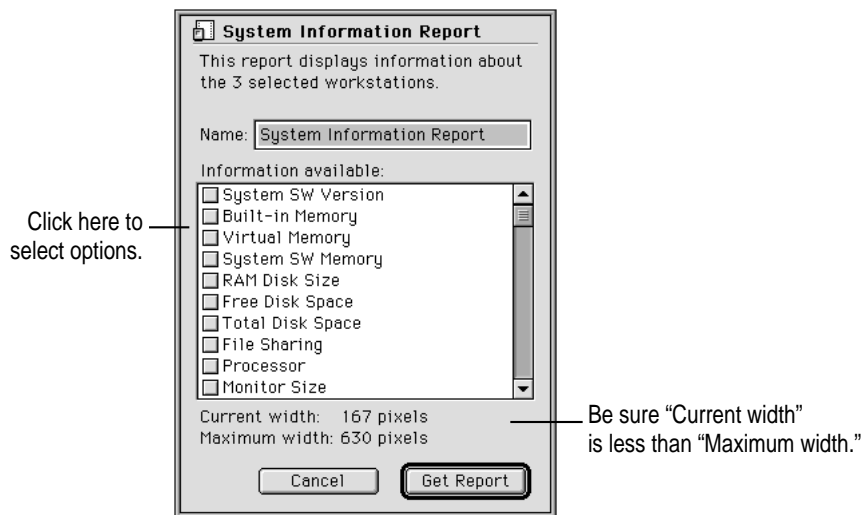
To create a System Information Report:

1 **Select the workstations to include in the report.**

You can select workstations in the Workstation Status window or any report window.

2 **Choose System Information from the Reports menu.**

The System Information Report dialog box appears.

Click here to
select options.

Be sure "Current width"
is less than "Maximum width."

3 **Type a new name for the report, if you wish.**

4 **Click the options in the "Information available" list to select the information you want in the report.**

If you do not want the information in the report, click again to deselect these options.

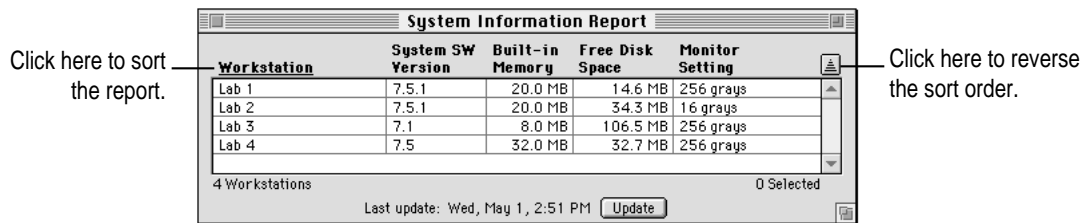You'll need to scroll down to view all the available options in the list.

You can select the following information to appear in the report:

Option	Description
System SW Version	The version number of the system software
Built-in Memory	The amount of random-access memory (RAM)
Virtual Memory	The Virtual Memory setting in the Memory control panel
System SW Memory	The amount of RAM used by the system software
RAM Disk Space	The amount of RAM used by the RAM disk
Free Disk Space	The amount of free space on the hard disks connected to the workstation
Total Disk Space	The total space on the hard disks connected to the workstation
File Sharing	Whether or not Personal File Sharing is turned on
Processor	The type of processor
Monitor Size	The width and height in pixels of the main monitor
Monitor Setting	The monitor depth setting in the Monitors control panel for the main monitor
2nd Monitor Size	The width and height in pixels of the second monitor, if any
2nd Monitor Setting	The monitor depth setting in the Monitors control panel for the second monitor, if any
Mouse Connected	Whether or not a mouse is connected
Keyboard Connected	Whether or not the keyboard is connected
Printer Type	The type of printer selected in the Chooser
Printer Version	The version of the printer software installed on the workstation
Printer Name	The name of the printer selected in the Chooser
Network Type	The type of network hardware to which the workstation is connected
AppleTalk Version	The version of AppleTalk installed on the workstation
AppleTalk Zone	The name of the AppleTalk zone where the workstation is located
AppleTalk Network #	A number from 0 to 65535 used to identify the AppleTalk network to which the workstation is connected
AppleTalk Node #	A number from 0 to 255 that uniquely identifies the workstation in an AppleTalk network
TCP/IP Address	The unique TCP/IP address of the workstation (The report shows "n/a" if the TCP/IP software is not installed on a workstation.)

As you select options, "Current width" shows the width the report must be to display the information you have selected. "Maximum width" shows the maximum width allowed for the report, which is determined by the size of your monitor. If the "Current width" is greater than the "Maximum width," a message appears when you click Get Report that tells you the report is too wide.

5 **Click Get Report.**

When Network Assistant finishes creating the report, the System Information Report window opens.

Click here to sort the report. ——

Workstation	System SW Version	Built-in Memory	Free Disk Space	Monitor Setting
Lab 1	7.5.1	20.0 MB	14.6 MB	256 grays
Lab 2	7.5.1	20.0 MB	34.3 MB	16 grays
Lab 3	7.1	8.0 MB	106.5 MB	256 grays
Lab 4	7.5	32.0 MB	32.7 MB	256 grays

—— Click here to reverse the sort order.

4 Workstations   0 Selected

Last update: Wed, May 1, 2:51 PM [Update]

The window shows the information you requested for each workstation. It also shows the number of workstations included in the report, and the date and time the report was last updated.

You can perform these tasks with the System Information Report window:

- Click a column heading to sort the report by that column.

- Click the sort order button to change the order in which items are listed.

- Click Update to redo the report. The "Last update" field shows the date and time of the update.

- Select one or more workstations in the list with which to perform such tasks as copying software to the workstations. The Selected field shows the number of workstations you have selected.

- Select one or more workstations in the report to which you want to copy software from your workstation. Choose Copy Items from the Manage menu, or drag the items from the Finder to the window to copy the software to the selected workstations.

You can also print or export the report. For information on how to do this, see "Printing and Exporting Reports" later in this chapter.

Creating reports about software

Network Assistant allows you to get several types of reports about the software on other workstations in your network. You can use these reports to verify that the workstations have the correct software installed, then use the reports to delete items on the workstations or copy items to the workstations.

Creating a report comparing software version numbers

A Software Version Report compares the version number of software installed on your workstation with the version number of the same software installed on other workstations in your network. You can check the version number of an application, system extension, or control panel to locate workstations that do not have the current version of software. You can then choose to delete the out-of-date software and copy a new version to the workstations.

To create a Software Version Report:

1   Select the workstations to include in the report.

You can select workstations in the Workstation Status window or any report window.

2   Choose Software Version from the Reports menu.

The Software Version Report dialog box appears.

Select a disk here. ⎯⎯

Click here to select ⎯⎯
the software to check.
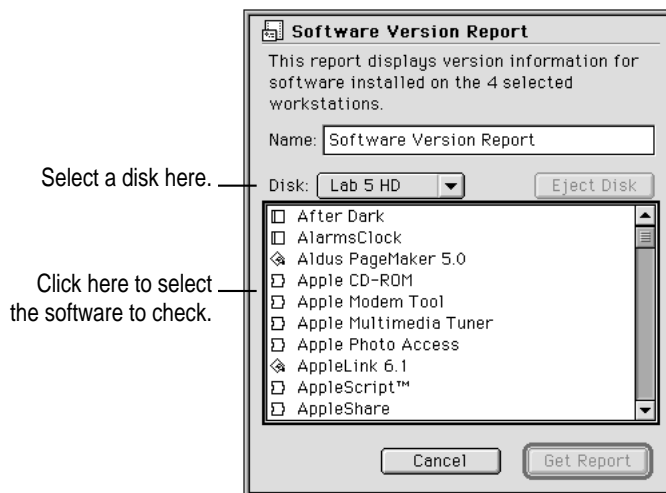
The dialog box lists by name all the applications, system extensions, and control panels installed on your workstation's startup disk. The icon to the left of the name of an item indicates the type of software:
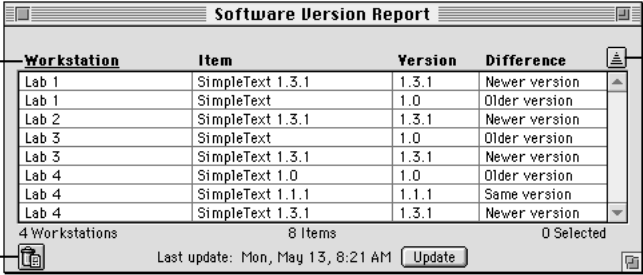
◈   applications

▢   control panels

▢   system extensions

If you have another disk connected to your workstation, you can display the items on the disk by choosing the disk's name from the Disk pop-up menu.

3   Type a new name for the report, if you wish.

4   Select the software item in the list that you want to check.

5   Click Get Report.

A progress dialog box appears while Network Assistant creates the report. You can click Stop if you don't want to wait for the report to finish.

When Network Assistant finishes creating the report, the Software Version Report window appears.

Click here to sort the report.

Click here to reverse the sort order.

Software Version Report				
Workstation	**Item**	**Version**	**Difference**	
Lab 1	SimpleText 1.3.1	1.3.1	Newer version	
Lab 1	SimpleText	1.0	Older version	
Lab 2	SimpleText 1.3.1	1.3.1	Newer version	
Lab 3	SimpleText	1.0	Older version	
Lab 3	SimpleText 1.3.1	1.3.1	Newer version	
Lab 4	SimpleText 1.0	1.0	Older version	
Lab 4	SimpleText 1.1.1	1.1.1	Same version	
Lab 4	SimpleText 1.3.1	1.3.1	Newer version	

4 Workstations   8 Items   0 Selected

Last update: Mon, May 13, 8:21 AM [Update]

Click here to delete selected items.

The report lists each occurrence on each workstation of the software item you selected. The information is grouped under the following headings:

Workstation	The name of the workstation
Item	The name of the software item you selected
Version	The version number of the item ("n/a" appears if the version number for the item is not available)
Difference	The result of the comparison

The result of the comparison shown in the Difference column can be one of these:

Newer version	The version of the software on the workstation is newer than the version on your workstation.
Not installed	The software is not installed on the workstation.
Older version	The version of the software on the workstation is older than the version on your workstation.
Same version	The version of the software on the workstation is the same as the version on your workstation.

The window shows the number of workstations included in the report and the number of items found on all workstations. It also shows the date and time of the report. The Selected field shows the number of selected workstations.

You can perform these tasks with the Software Version Report window:

■ Click a column heading to sort the report by that column.

■ Click the sort order button to change the order in which items are listed.

■ Click Update to redo the report. The "Last update" field shows the date and time of the update.

■ Select items in the report you wish to delete, then click the delete button. The Delete Selected Items dialog box appears for you to confirm that you want to delete the items.

■ Select one or more workstations in the report to which you want to copy software from your workstation. Choose Copy Items from the Manage menu, or drag the items from the Finder to the window to copy the software to the selected workstations.

You can also print or export the report. For information on how to do this, see "Printing and Exporting Reports" later in this chapter.

Creating a report comparing software differences

A Software Difference Report allows you to compare the software on your workstation with the software on other workstations in your network. You can compare applications, control panels, extensions, fonts, and items in the Shutdown Items folder and Startup Items folder in your System Folder.

You can use the Software Difference Report to locate workstations that do not have the correct versions of the software. You can then choose to delete the out-of-date software and copy a new version to the workstations.

To create a Software Difference Report:

1   Select the workstations to include in the report.

You can select workstations in the Workstation Status window or any report window.

2   Choose Software Difference from the Reports menu.

The Software Difference Report dialog box appears.

Select the items to compare here.
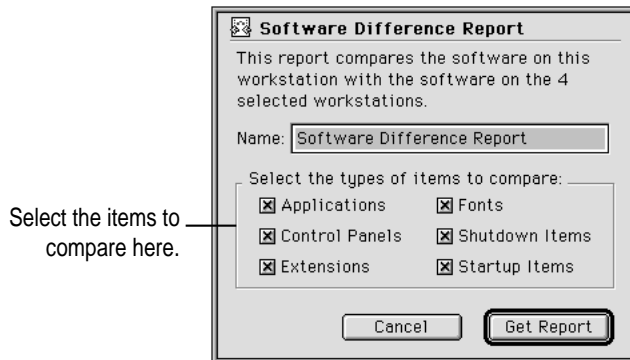
3   Type a new name for the report, if you wish.

4   Select the types of software you want to compare.

You can select these types of software to include in the report:

Applications	Application programs
Control Panels	Control panels in the Control Panels folder in the System Folder
Extensions	System extensions in the Extensions folder in the System Folder
Fonts	Fonts in the Fonts folder in the System Folder
Shutdown Items	Items in the Shutdown Items folder in the System Folder
Startup Items	Items in the Startup Items folder in the System Folder

5 **Click Get Report.**

A progress dialog box appears while Network Assistant creates the report. You can click Stop if you don't want to wait for the report to finish.

When Network Assistant finishes creating the report, the Software Difference Report window appears.

Click here to sort the report.

Click here to reverse the sort order.

Click here to delete selected items.

The report lists items with these differences from the software on your workstation:

■ items that have a different version number

■ items that are not installed on the other workstations

■ items that are installed on other workstations but not on your workstation

The report lists only items that are different from the items on your workstation. It does not list the software items installed on the other workstations that have the same version number as the items on your workstation.

The report includes the following information for each item:

Workstation	The name of the workstation
Item	The name of the software item
Kind	The type of item
Version	The version number of the item ("n/a" appears if the version number for the item is not available)
Difference	The result of the comparison

The result of the comparison shown in the Difference column can be one of these:

Extra	The item is installed on the workstation but not on your workstation.
Newer version	The version of the software on the workstation is newer than the version on your workstation.
Not installed	The software is not installed on the workstation.
Older version	The version of the software on the workstation is older than the version on your workstation.
Same version	The version of the software on the workstation is the same as the version on your workstation.

The window shows the number of workstations included in the report and the number of items found on all workstations. It also shows the date and time of the report. The Selected field shows the number of selected workstations.

You can perform these tasks with the Software Difference Report window:

- Click a column heading to sort the report by that column.
- Click the sort order button to change the order in which items are listed.
- Click Update to redo the report. The "Last update" field shows the date and time of the update.

■ Select items in the report to delete, then click the delete button. The Delete Selected Items dialog box appears for you to confirm that you want to delete the items.

■ Select one or more workstations in the report to which you want to copy software from your workstation. Choose Copy Items from the Manage menu, or drag the items from the Finder to the window to copy the software to the selected workstations.

You can also print or export the report. For information on how to do this, see "Printing and Exporting Reports" later in this chapter.

Searching for software on other workstations

The Software Search Report allows you to search for specific items on other workstations in your network. You can search for any type of item, including documents. You can use the Software Search Report to verify that a specific file, such as an application or a template document, is located on the other workstations.
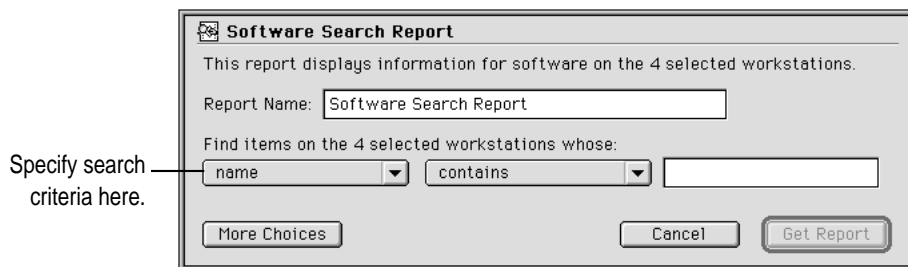
To create a Software Search Report:

1 Select the workstations to include in the report.

You can select workstations in the Workstation Status window or any report window.

2 Choose Software Search from the Reports menu.

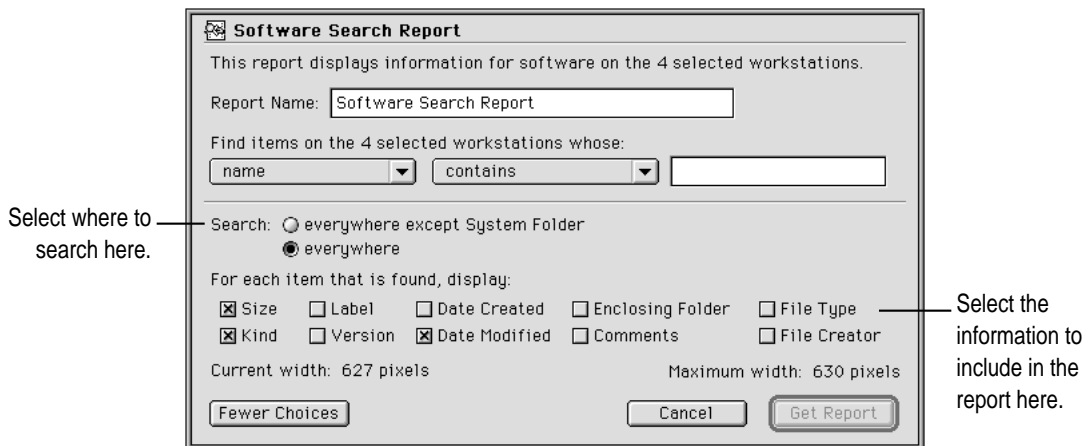The Software Search Report dialog box appears.

Specify search criteria here.

```
┌──────────────────────────────────────────────────────────┐
│ ▧ Software Search Report                                  │
├──────────────────────────────────────────────────────────┤
│ This report displays information for software on the 4 selected workstations. │
│                                                          │
│ Report Name: │Software Search Report            │         │
│                                                          │
│ Find items on the 4 selected workstations whose:          │
│ │ name            ▼│  │ contains       ▼│  │            │  │
│                                                          │
│ │ More Choices │              │ Cancel │  │ Get Report │ │
└──────────────────────────────────────────────────────────┘
```

3 Type a new name for the report, if you wish.

4 **Specify how to search for the item by using the pop-up menus below the report name. If a text box appears to the right of the pop-up menus, enter the text necessary for the search.**

For example, if you choose "name" in the first pop-up menu and "contains" in the second, and type *Simple* in the text box, the report will list all the files on the selected workstations that have *Simple* anywhere in their names.

5 **To specify where to search on the other workstations, and what information to display in the report, click More Choices.**

The dialog box displays the additional options.

Select where to search here.

Select the information to include in the report here.

```
┌─────────────────────────────────────────────────────────────┐
│ 🖹 Software Search Report                                    │
│ This report displays information for software on the 4 selected workstations. │
│ Report Name: │Software Search Report              │        │
│ Find items on the 4 selected workstations whose:            │
│ │name            ▼│  │contains        ▼│  │              │  │
│ Search: ○ everywhere except System Folder                   │
│         ● everywhere                                         │
│ For each item that is found, display:                       │
│ ☒ Size   □ Label   □ Date Created   □ Enclosing Folder   □ File Type │
│ ☒ Kind   □ Version ☒ Date Modified  □ Comments          □ File Creator │
│ Current width: 627 pixels          Maximum width: 630 pixels │
│ │Fewer Choices│              │Cancel│  │Get Report│         │
└─────────────────────────────────────────────────────────────┘
```

By default, Network Assistant searches the entire disk of the selected workstations, and displays the name, kind, size, and last modified date for each item that matches the search criteria you specify.

Select the "everywhere except System Folder" search option if you don't want Network Assistant to search in the System Folder on the other workstations.

You can select this information to include in the report:

Size	The size of the item on the disk
Kind	The type of the item
Label	The label assigned to the item in the Finder
Version	The version number of the item
Date Created	The date the item was created
Date Modified	The date the item was last changed
Enclosing Folder	The name of the folder that contains the item
Comments	Text in the Comments field of the item's Get Info window
File Type	A four-character code that identifies the file's type
File Creator	A four-character code that identifies the application used to create the file

As you select options, "Current width" shows the width the report must be to display all the information you have selected. "Maximum width" shows the maximum width allowed for the report, which is determined by the size of your monitor. If the "Current width" is greater than the "Maximum width," a message appears when you click Get Report that tells you the report is too wide.

6 **Click Get Report.**

A progress dialog box appears while Network Assistant creates the report. You can click Stop if you do not want to wait for the report to finish.

When Network Assistant finishes creating the report, the Software Search Report window appears.

Click here to reverse the sort order.

Click here to sort the report.

Workstation	Item	Size	Kind	Last Modification
Lab 1	SimpleText	75K	application program	8/22/94, 6:05 PM
Lab 3	SimpleText	75K	application program	8/22/94, 6:05 PM
Lab 4	SimpleText 1.1.1	54K	application program	7/25/94, 6:00 PM
Lab 4	SimpleText	75K	application program	8/22/94, 6:05 PM

4 Workstations   4 Items   0 Selected
Last update: Wed, May 1, 2:45 PM [Update]

Click here to delete selected items.

The report lists each occurrence of the item on each workstation with the workstation's name, the item's name, and the other information you selected.

The window shows the number of workstations included in the report and the number of items found on all workstations. It also shows the date and time of the report. The Selected field shows the number of selected workstations.

You can perform these tasks with the Software Search Report window:

- Click a column heading to sort the report by that column.

- Click the sort order button to change the order in which items are listed.

- Click Update to redo the report. The "Last update" field shows the date and time of the update.

- Select items in the report you wish to delete, then click the delete button. The Delete Selected Items dialog box appears for you to confirm that you want to delete the items.

- Select one or more workstations in the report to which you want to copy software from your workstation. Choose Copy Items from the Manage menu, or drag the items from the Finder to the window to copy the software to the selected workstations.

You can also print or export the report. For information on how to do this, see "Printing and Exporting Reports" later in this chapter.

Creating a report on network performance

The Network Performance Report allows you to check the performance and reliability of the network. You can use this report to identify problems with your network, such as workstations that are not connected properly to the network.

To check the performance of the network, Network Assistant sends packets of information to the workstations you select and measures how long it takes for the packets to return. If a packet does not return from a workstation within a specified time, Network Assistant counts the packet as lost.

To create a Network Performance Report:

1 **Select the workstations to include in the report.**

You can select workstations in the Workstation Status window or any report window.

2 **Choose Network Performance from the Reports menu.**

The Network Performance Report dialog box appears.
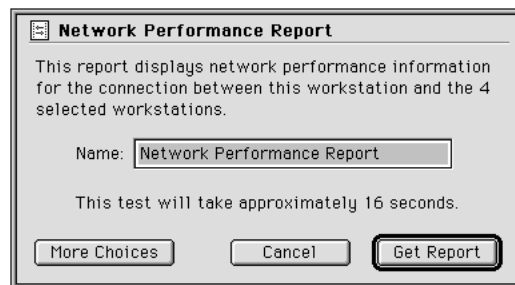
3 **Type a new name for the report, if you wish.**

4 **To specify the report criteria, click More Choices.**

The dialog box displays the additional options.
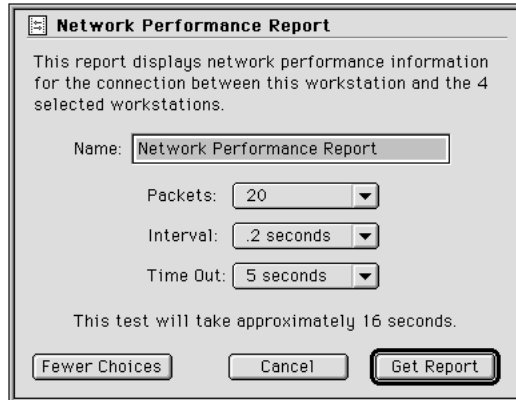
By default, Network Assistant sends 20 packets to each workstation. It sends one packet every .2 seconds and waits 5 seconds for the packets to return.

You can select these parameters for the report:

Packets	The number of packets (from 10 to 500) to send
Interval	The interval of time (from .05 to 5 seconds) between each packet
Time Out	The maximum amount of time (from 1 to 10 seconds) to wait for a packet to return

5 **Click Get Report.**

A progress dialog box appears while Network Assistant checks the network and creates the report. You can click Stop if you don't want to wait for the report to finish.

When Network Assistant finishes creating the report, the Network Performance Report window appears.

Click here to sort the report.

Click here to reverse the sort order.
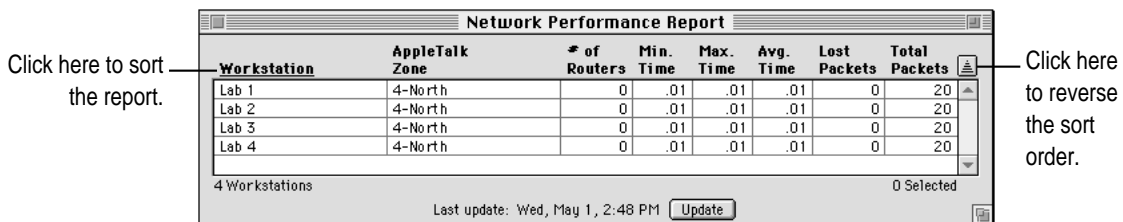
The report lists the following information for each workstation:

Workstation	The name of the workstation
Zone	The name of the workstation's zone (The column does not appear in the report if there are no zones.)
# of Routers	The number of network routers, if any, between your workstation and the other workstation (The column does not appear in the report if there are no routers.)
Min. Time	The minimum amount of time a packet took to return
Max. Time	The maximum amount of time a packet took to return
Avg. Time	The average amount of time the packets took to return
Lost Packets	The number of packets that did not return within the Time Out time
Total Packets	The total number of packets sent to the workstation

The report shows the number of workstations included in the report. It also shows the date and time of the report. The Selected field shows the number of selected workstations.

You can perform these tasks with the Network Performance Report window:

■ Click a column heading to sort the report by that column.

■ Click the sort order button to change the order in which items are listed.

■ Click Update to redo the report. The "Last update" field shows the date and time of the update.

You can also print or export the report. For information, see "Printing and Exporting Reports" later in this chapter.

Using the Network Performance Report

The Network Performance Report includes information that you can use to evaluate the performance of your network. Here are some suggestions for using the Network Performance Report:

■ The number of routers between your workstation and another workstation can affect the time the packets take to return. When you evaluate the times for a workstation, you should compare them to the times for a workstation in the same area of the network or with the same number of intervening routers.

■ If the number of routers is not what you expect, there may be a problem with your network.

■ If the maximum time for a packet to return from a workstation is significantly greater than the times for other workstations in the same area of your network, there may be a problem with the workstation.

■ If a single workstation has a large number of lost packets, there may be a problem with the network connection to that workstation.

■ If several workstations in the same area of the network have a large number of lost packets, there may be a network connection problem or a problem with an intervening router or bridge.

Printing and exporting reports

After Network Assistant produces a report, you can print it or export the information to a text file.

Printing a report

To print a report:

1   **Create the report you want to print.**

Note: The width of a report may affect the appearance of the information when you print it.

2   **If you want, choose Page Setup from the File menu to specify how to print the report.**

3   **If you want to print only certain items in the report, select them.**

4   **Choose Print Report from the File menu.**

If you have selected items in the report, the Print Report dialog box appears for you to select the items you want to print.
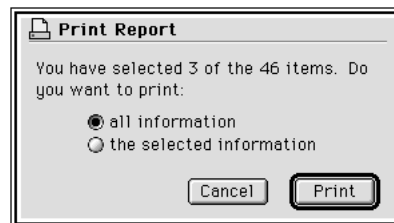
You can select one of these options:

all information	To print all the information in the report
the selected information	To print information for just the selected items

5   **When you are ready, click Print.**

The Print dialog box appears.

6   **Click Print.**

Exporting a report to a text file

To export a report to a text file:

1   **Create the report you want to export.**

Note: The width of a report may affect the appearance of the information when you import it to another application.

2   **If you want to export only certain items in the report, select them.**

3   **Choose Export Report from the File menu.**

The Export Report dialog box appears.

```
┌─────────────────────────────────────────────┐
│ ⬈ Export Report                              │
│         ┌─────────────────┐      ▭ Lab 5 HD  │
│         │ 🗀 Inventory  ▼  │                  │
│         ├─────────────────┬─┐  ┌──────────┐  │
│         │                 │⇧│  │  Eject   │  │
│         │                 │ │  └──────────┘  │
│         │                 │ │  ┌──────────┐  │
│         │                 │ │  │ Desktop  │  │
│         │                 │ │  └──────────┘  │
│         │                 │ │  ┌──────────┐  │
│         │                 │⇩│  │ New  🗀  │  │
│         ├─────────────────┴─┘  └──────────┘  │
│         Export as:               ┌─────────┐ │
│         ┌─────────────────────┐  │ Cancel  │ │
│         │ System Information Report│ └─────────┘ │
│         └─────────────────────┘  ┌─────────┐ │
│                                  │ Export  │ │
│         Export: ⦿ all information └─────────┘ │
│                 ○ selected information        │
└─────────────────────────────────────────────┘
```
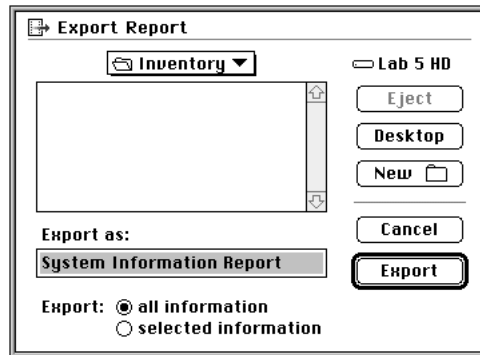
4   **Type a name for the export file.**

5   **If you want to export only the selected items in the report, click "selected information."**

6   **Click Export.**

You can now open the text file in another application, such as a word-processor, to work with the information. You can also import the text file to another application, such as a spreadsheet or database application.

Network Assistant exports the information in this way:

■ Columns in the report are exported as fields of information. Fields are separated by tab characters.

■ Items in the report are exported as lines. Lines are separated by carriage return characters.

5 Managing Workstations

Network Assistant allows you to manage the workstations on your network in a number of ways. Using Network Assistant, you can

■ copy files and folders, or an entire hard disk, to other workstations

■ delete files or the contents of the hard disk (except the System Folder) on other workstations

■ open applications and documents and quit applications on other workstations

■ restart or shut down other workstations

■ change common system settings and rebuild the desktop on other workstations

Network Assistant allows you to perform these tasks from your workstation rather than going to each workstation. In addition, you can perform the same task with several workstations at the same time.

This chapter explains how to use the commands in the Manage menu to manage other workstations on your network.

Copying and deleting items on other workstations

Network Assistant allows you to copy items to other workstations, and copy the contents of a disk connected to your workstation to other workstations. It also allows you to delete items on other workstations and the contents (except for the System Folder) of disks connected to other workstations.

Copying an item to other workstations

You can copy items, such as files, applications, and folders, to other workstations in your network. This allows you to distribute software to workstations throughout your network from your workstation.

WARNING Before copying an item, you should know whether the item is copyrighted. Distributing copyrighted software without the appropriate multiple-user license agreement is a violation of copyright law.
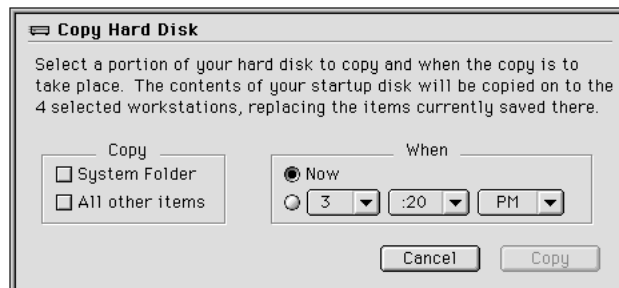
To copy an item to a workstation:

1 **Select the workstations to which you want to copy the item.**

You can select workstations in the Workstation Status window or any report window.

2 **Choose Copy Items from the Manage menu.**

The Copy Items dialog box appears.
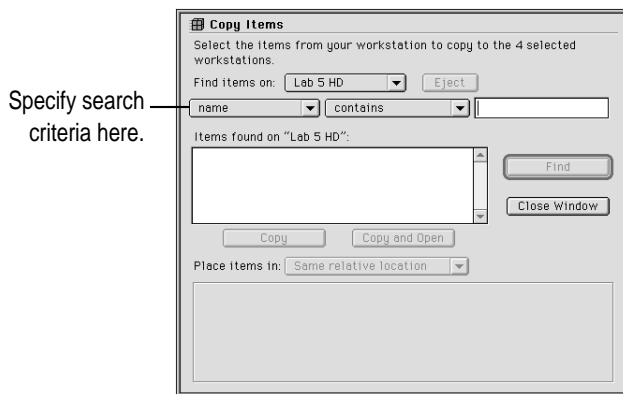
Specify search criteria here.

3   **Use the "Find items on" pop-up menu to select the disk on your workstation where the item is located.**

4   **Specify how to search for the item by using the pop-up menus below the "Find items on" pop-up menu. If a text box appears to the right of the pop-up menus, enter the text necessary for the search.**

For example, if you choose "name" in the first pop-up menu and "contains" in the second, and type *Simple* in the text box, the report will list all the files on the selected disk that have *Simple* anywhere in their names.

5   **Click Find.**

All the items that match your search criteria appear in the list.

6   **Select the name of the item you want to copy.**

The dialog box now looks like this:
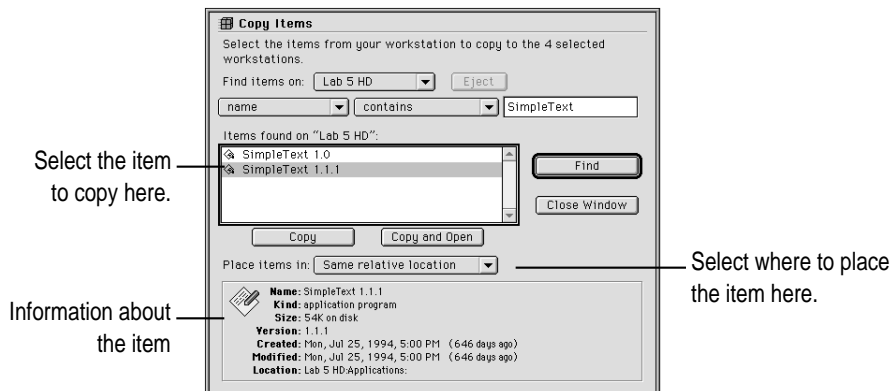
Select the item to copy here.

Select where to place the item here.

Information about the item

7   **Check the information panel at the bottom of the dialog box to make sure you've selected the correct item.**

8 **Choose the destination for the item from the "Place items in" pop-up menu.**

You can choose from these options:

Same relative location	To copy the item to the same place on the other workstations that it occupies on your workstation
Other locations	To copy the item to a specific folder on the other workstations. The options include the startup disk folder and folders in the System Folder.

9 **Click Copy or Copy and Open.**

A progress dialog box appears while Network Assistant copies the item to the other workstations. You can click Stop if you don't want to finish copying the item.

If you selected "Same relative location," and the location does not exist on a workstation, Network Assistant creates the location. If you clicked Copy and Open, Network Assistant opens the item on the other workstations.

The Copy Items dialog box remains open so that you can copy additional items to the workstations you have selected. When you're finished copying items, click Close Window.

Dragging to copy items

You can also copy items by dragging them from the Finder to a window in Network Assistant.

Note: To use this feature, you must be using system software version 7.1.2 or later.

To copy items by dragging:

1 **Select the workstations to which you want to copy the items.**

You can select workstations in the Workstation Status window or any report window.

2 **In the Finder, locate the items that you want to copy and select them.**

3   **Drag the selected items to the Network Assistant window that contains the selected workstations.**

The Copy Items dialog box appears.

```
┌─────────────────────────────────────────────────┐
│ ⊞ Copy Items                                     │
├─────────────────────────────────────────────────┤
│ Are you sure you want to copy "SimpleText 1.3.1" to │
│ the 4 selected workstations?                     │
│                                                   │
│   Place items in: │ Same relative location  │ ▼ │ │
│                                                   │
│                        [ Cancel ]  [[ Copy ]]    │
└─────────────────────────────────────────────────┘
```
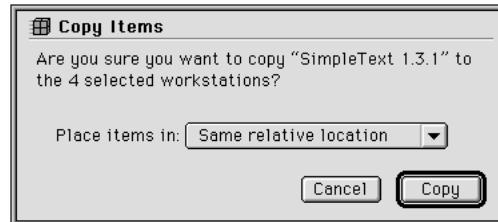
4   **Choose the destination for the items from the "Place items in" pop-up menu.**

You can choose from these options:

Same relative location	To copy the items to the same place on the other workstations that they occupy on your workstation
Other locations	To copy the items to a specific folder on the other workstations. The options include the startup disk folder and folders in the System Folder.

5   **Click Copy.**

A progress dialog box appears while Network Assistant copies the items to the other workstations. You can click Stop if you don't want to finish copying the items.

Copying disk contents to other workstations

You can copy the contents of the startup disk on your workstation to selected workstations. You might do this to be sure that the startup disks on workstations in a training lab are set up correctly.

You can also specify the time when Network Assistant should copy the disk to the other workstations. This allows you to schedule the copy when the workstations are not in use, such as late at night.

> **WARNING** Before copying items on a disk, you should know whether the items are copyrighted. Distributing copyrighted items without the appropriate multiple-user license agreement is a violation of copyright law.

To copy disk contents to other workstations:

1 Select the workstations to which you want to copy the disk contents.

You can select workstations in the Workstation Status window or any report window.

2 Choose Copy Hard Disk from the Manage menu.

The Copy Hard Disk dialog box appears.

```
┌─────────────────────────────────────────────────────┐
│ ⊟ Copy Hard Disk                                     │
│                                                       │
│ Select a portion of your hard disk to copy and when  │
│ the copy is to take place. The contents of your       │
│ startup disk will be copied on to the 4 selected      │
│ workstations, replacing the items currently saved     │
│ there.                                                 │
│                                                       │
│  ┌─── Copy ──────┐   ┌──────── When ─────────────┐   │
│  │ ☐ System Folder│   │ ◉ Now                     │   │
│  │ ☐ All other items│  │ ○ [ 3 ▼] [:20 ▼] [PM ▼]  │   │
│  └───────────────┘   └───────────────────────────┘   │
│                                                       │
│                          [ Cancel ]    [ Copy ]      │
└─────────────────────────────────────────────────────┘
```

3   **Select the items you want to copy.**

You can select these options:

System Folder	To copy the contents of the System Folder
All other items	To copy everything on the disk but the System Folder

Select both options to copy the entire contents of your startup disk to the
other workstations.

4   **Select a time when you want Network Assistant to copy the items.**

You can select one of these options:

Now	To copy the items immediately
Specified time	To copy the items at a specified time. Use the pop-up menus to specify the time.

5   **Click Copy.**

If any files on the other workstations will be deleted when you copy the disk
contents to these workstations, the Copy Hard Disk dialog box appears, listing
all the items that will be deleted.

Click here to sort —— the list.

Click here to reverse —— the sort order.

Copy Hard Disk

This command will PERMANENTLY delete and
replace all items on the 4 selected workstations
except for the System Folder.

Workstation	Items	Size
Lab 1	290	25.7 MB
Lab 2	142	13.3 MB
Lab 3	252	19.6 MB
Lab 4	302	35.1 MB

Are you sure you want to replace these items?

[Cancel] [Replace]
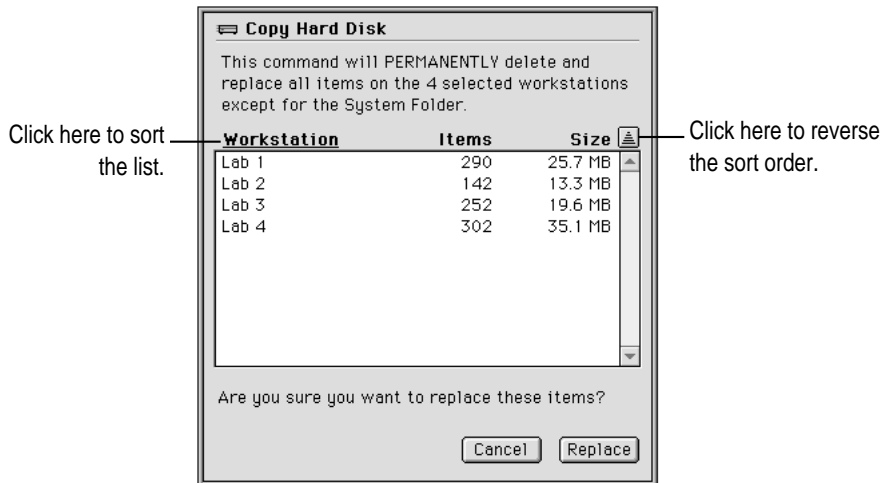
6 **Click Replace.**

> **WARNING** Clicking Replace *deletes and replaces* the items on the destination workstations.

If a problem occurs—for example, if the destination disk on a workstation does not have enough free space—a message appears to explain the problem. A message also appears next to the workstation in the Workstation Status window.

If you have selected a specific time to copy the hard disk, a message appears for you to confirm the time. If you click OK, Network Assistant copies the hard disk at the specified time.

Deleting items from other workstations

You can delete items from selected workstations if you no longer want them to be used or need to free disk space. You might delete out-of-date software from workstations before you copy the current version to the workstations.

Note: Deleting items requires that you first create a Software Version Report, Software Difference Report, or Software Search Report.

To delete items from other workstations:

1 **Select the workstations where you want to delete items.**

You can select workstations in the Workstation Status window or any report window.

2 **Create a Software Version Report, Software Difference Report, or Software Search Report that shows the items you want to delete.**

For more information on how to do this, see Chapter 4, "Creating Network Reports."

3 **In the report, select the items you want to delete.**

4   **Choose Delete Selected Items from the Manage menu.**

You can also click the delete button that appears in the report window.

The Delete Selected Items dialog box appears for you to confirm that you want to delete the items.

Click here to sort the list. ———

Click here to reverse the sort order.

```
┌─────────────────────────────────────────────┐
│ ▣ Delete Selected Items                      │
│                                              │
│ You are about to PERMANENTLY delete items from│
│ 4 workstations.                              │
│                                              │
│ Workstation          Items        Size ▣     │
│ ┌──────────────────────────────────────┐▲   │
│ │ Lab 1                2          4K    ││   │
│ │ Lab 2                2          4K    ││   │
│ │ Lab 3                1          3K    ││   │
│ │ Lab 4                3          6K    ││   │
│ │                                      ││   │
│ │                                      ││   │
│ │                                      ││   │
│ │                                      ││▼   │
│ └──────────────────────────────────────┘    │
│ Are you sure you want to delete these items? │
│                                              │
│               [ Cancel ]  [ Delete ]         │
└─────────────────────────────────────────────┘
```
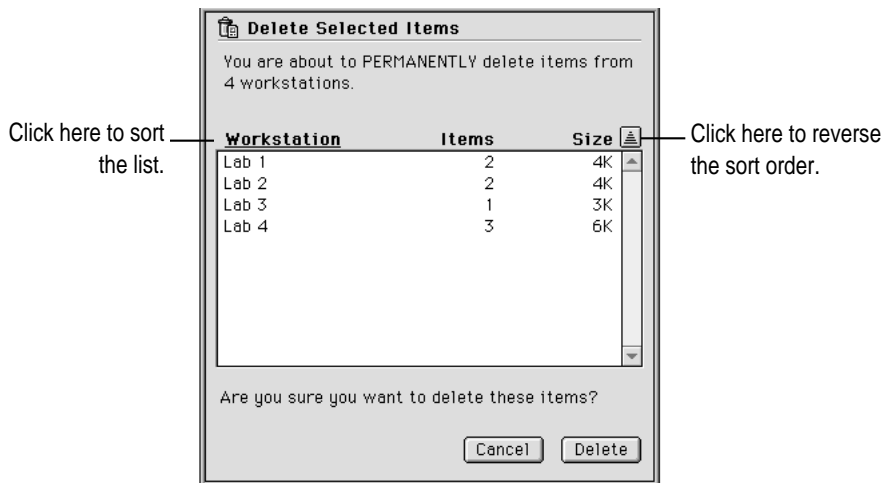
5   **Click Delete.**

Click Cancel if you don't want to delete the items.

Deleting the contents of other workstation disks

You can delete the entire contents (except for the System Folder) of disks connected to other workstations. You might do this to prepare workstations before you install new versions of application programs.

To delete disk contents:

1   **Select the workstations whose disk contents you want to delete.**

You can select workstations in the Workstation Status window or any report window.

2 **Choose Delete Hard Disk from the Manage menu.**

The Delete Hard Disk dialog box appears.

```
🗐 Delete Hard Disk

This command will PERMANENTLY
delete all items on the 4 selected
workstations except for the System
Folder.

  Delete all items on:
     ◉ Only the startup disk
     ○ All hard disks


              [ Cancel ]  [ Delete ]
```

3 **Select which disks you want to delete.**

You can choose one of these options:

Only the startup disk	To delete only the startup disk on the workstations
All hard disks	To delete all disks connected to the workstations

4 **Click Delete.**

The Delete Hard Disk dialog box appears for you to confirm that you want to delete the hard disks on the other workstations.

Click here to sort the list.

Click here to reverse the sort order.

```
🗐 Delete Hard Disk

You are about to PERMANENTLY delete all items
on the 2 selected workstations except for the
System Folder.

Workstation          Items        Size ▲
Lab 1                 289        25.7 MB  ▲
Lab 2                 141        13.3 MB

                                         ▼

Are you sure you want to delete these items?

                        [ Cancel ]  [ Delete ]
```
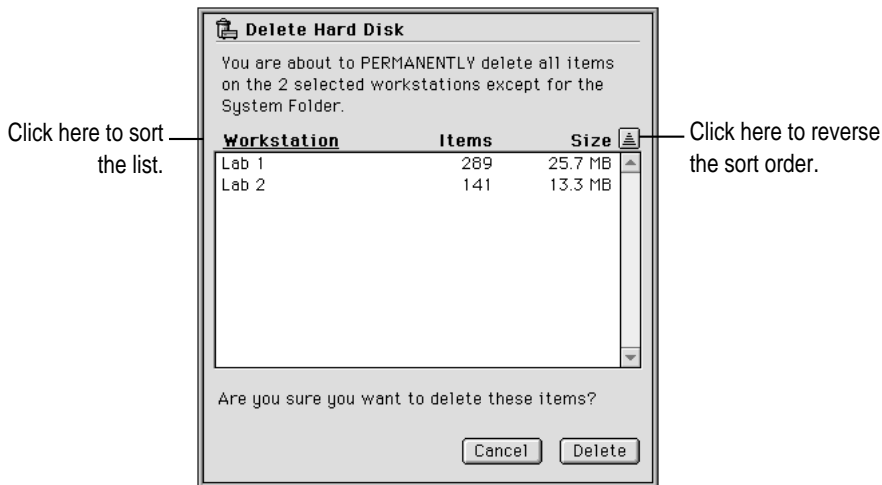
5 **Click Delete.**

> **WARNING** This deletes the entire contents of the disks on the workstations, except for the System Folder. Click Cancel if you change your mind.

Opening items on other workstations

Network Assistant allows you to open items, such as documents and applications, on other workstations. For example, you can open an application on all the workstations in a training lab before you start a demonstration. Because you open the application from your workstation, you can be sure that the users have the correct application open.

IMPORTANT The application or item you want to open must be available on each workstation.

Opening an application on other workstations

If the same application program is present on both your workstation and other workstations, you can open the application on the other workstations.

To open an application on other workstations:

1 **Select the workstations on which you want to open the application.**

You can select workstations in the Workstation Status window or any report window.

2 Choose Open Application from the Manage menu.

The Open Application dialog box appears, listing all the applications on the startup disk of your workstation.

Select a disk here. ⎯⎯⎯⎯⎯⎯

Select an ⎯⎯⎯⎯⎯⎯
application here.
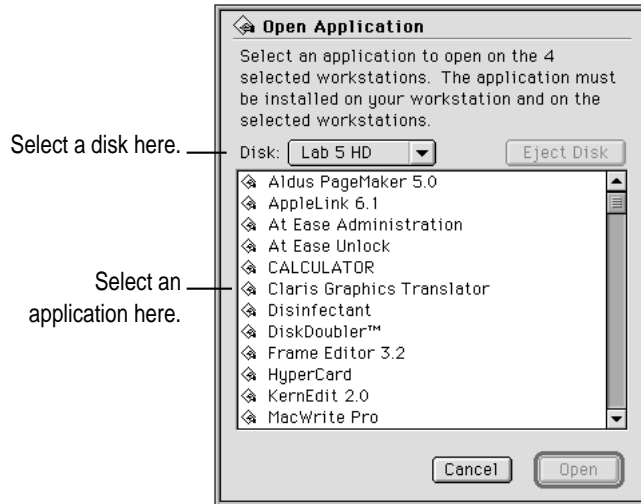
3 If necessary, choose a different disk from the Disk pop-up menu.

4 Select the application you want to open and click Open.

The application opens on the selected workstations.

If there is a problem (for example, if the application is not present on a workstation), a message appears to explain the problem. A message also appears in the Workstation Status window. (See Appendix B, "Interpreting Status Messages," for an explanation of the status messages.)

Opening an item on other workstations

You can open a specific item that is located on both your workstation and other workstations. The item can be a document, application, or applet. For example, you can use this feature to open template documents on workstations in a training lab before a demonstration.

To open an item on other workstations:

1   Select the workstations on which you want to open the item.

You can select workstations in the Workstation Status window or any report window.

2   Choose Open Item from the Manage menu.

The Open Item dialog box appears.
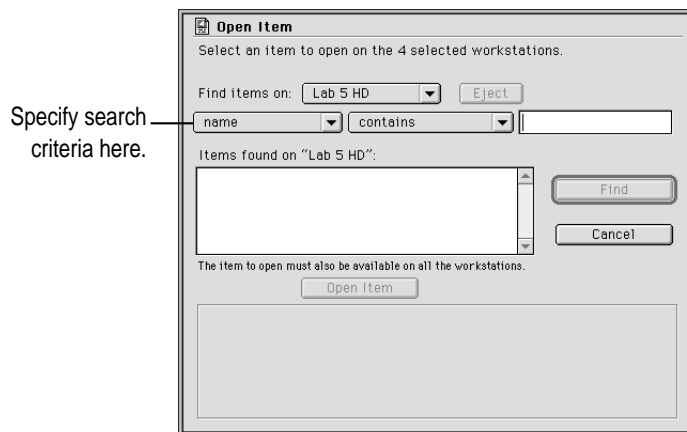
Specify search criteria here.

3   Use the "Find items on" pop-up menu to select the disk on your workstation where the item is located.

4   Specify how to search for the item by using the pop-up menus below the "Find items on" pop-up menu. If a text box appears to the right of the pop-up menus, enter the text necessary for the search.

For example, if you choose "name" in the first pop-up menu and "contains" in the second, and type *Simple* in the text box, the report will list all the files on the selected disk that have *Simple* anywhere in their names.

5   Click Find.

All the items that match the search criteria appear in the list.

6   Select the name of the item you want to open.
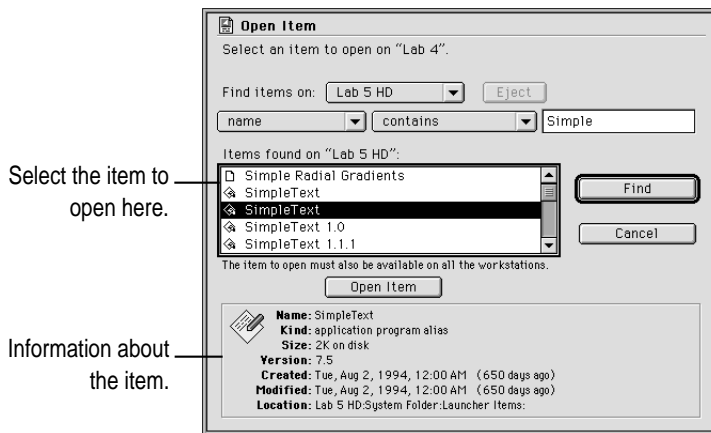
Select the item to
open here. —————————

Information about ————————
the item.

7   Check the information panel at the bottom of the dialog box to make sure you've selected the correct item.

8   Click the Open Item button.

The item opens on the selected workstations. If there is a problem (for example, if the item is not on a workstation), a message appears to explain the problem. A message also appears in the Workstation Status window. (See Appendix B, "Interpreting Status Messages," for an explanation of the status messages.)

Quitting applications on other workstations

You can quit all the applications running on other workstations from your workstation. You might do this at the end of a class to prepare the workstations for the next class.

To quit applications running on other workstations:

1 Select the workstations where the applications are running.

You can select workstations in the Workstation Status window or any report window.

2 Choose Quit Applications from the Manage menu.

A message appears for you to confirm that you want to quit all the applications open on the selected workstations.

3 Click Quit to quit all applications, or click Cancel if you change your mind.

If a user at one of the selected workstations has made any changes to a document that have not been saved, an alert box appears that allows the user to save the document before the application quits.

Note: If the user cancels out of the alert box, the application remains open on the workstation and the Workstation Status window continues to show that the application is open on the workstation. If this occurs, you can choose Control from the Interact menu to take control of the workstation and quit the application.

Restarting other workstations

You can use Network Assistant to restart other workstations in your network. When you restart workstations, you can give users a chance to save their work, or you can restart the workstations immediately. You may want to restart workstations in a computer lab to prepare them for the next class.

To restart workstations:

1   Select the workstations that you want to restart.

You can select workstations in the Workstation Status window or any report window.

2   Choose Restart from the Manage menu.

The Restart dialog box appears.

3   Select the restart option you want to use.

You can select one of these options:

Let users save their work	Select this option to allow users to save their work before restarting. This is the same as choosing Restart from the Special menu in the Finder.
Restart immediately	Select this option to restart the workstations without allowing users to save their work.

4   Click Restart.

Note: If you select "Restart immediately" and Network Assistant is unable to do so, a message appears to explain the problem.

Shutting down other workstations

You can use Network Assistant to shut down other workstations in your network. When you do, you can give users an opportunity to save their work, or you can shut down the workstations immediately. You may want to shut down workstations on a network at the end of the day.

To shut down workstations:

1 **Select the workstations that you want to shut down.**

You can select workstations in the Workstation Status window or any report window.

2 **Choose Shut Down from the Manage menu.**

The Shut Down dialog box appears.
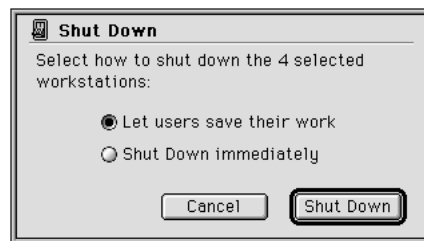
3 **Select the shut down option you want.**

You can select one of these options:

Let users save their work	Select this option to allow users to save their work before shutting down. This is the same as choosing Shut Down from the Special menu in the Finder.
Shut Down immediately	Select this option to shut down the workstations without allowing users to save their work.

4 **Click Shut Down.**

Note: If you select "Shut Down immediately" and Network Assistant is unable to do so, a message appears to explain the problem.

Changing system settings on other workstations

You can change certain common system settings on the workstations in your network. You can also reset some options to match those in effect on your own computer, such as the selected printer or the time on the clock.

To change system settings:

1 **Select the workstations for which you want to change settings.**

You can select workstations in the Workstation Status window or any report window.

2 **Choose Change System Settings from the Manage menu.**

The Change System Settings dialog box appears.
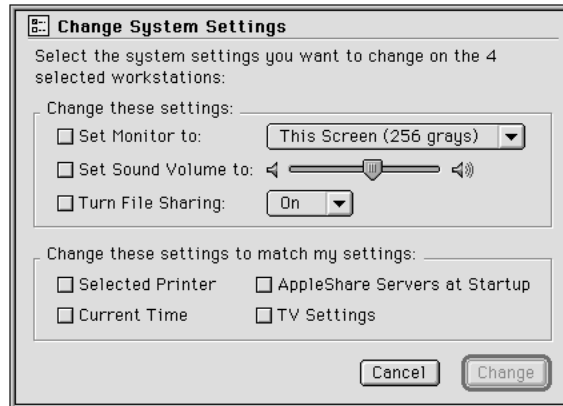
3 **Select the system settings you want to change on the other workstations.**

You can select these options:

Set Monitor to	Select this option and choose an item from the pop-up menu to change the number of colors or shades of gray on workstation monitors.
Set Sound Volume to	Select this option and move the slider to change the sound volume on the workstations.
Turn File Sharing	Select this option and choose On from the pop-up menu to turn on Personal File Sharing on the workstations, or choose Off to turn off file sharing.
Selected Printer	Select this option to change the printer selected for the workstations to the printer currently selected in the Chooser for your workstation.
Current Time	Select this option to change the time set on the workstations to the time set on your workstation.
AppleShare Servers at Startup	Select this option to mount at startup on each workstation the same AppleShare servers that you have selected to mount at startup for your workstation.
TV Settings	Select this option to use the same Apple Video Player settings for your workstation on the other workstations.

4 **Click Change.**

Network Assistant changes the system settings on the selected workstations.

Rebuilding the desktop on other workstations

Occasionally workstation users may report that documents are not opening even though an application is available, or that document icons are not correct. In these cases, you may need to rebuild the desktop database on the workstations in your network.

Note: The desktop database is a set of hidden files that the Finder uses to store information about the applications on a disk.

With Network Assistant, you can rebuild the desktop database on other workstations without restarting each computer.

To rebuild the desktop database on other workstations:

1 Select the workstations on which you want to rebuild the desktop database.
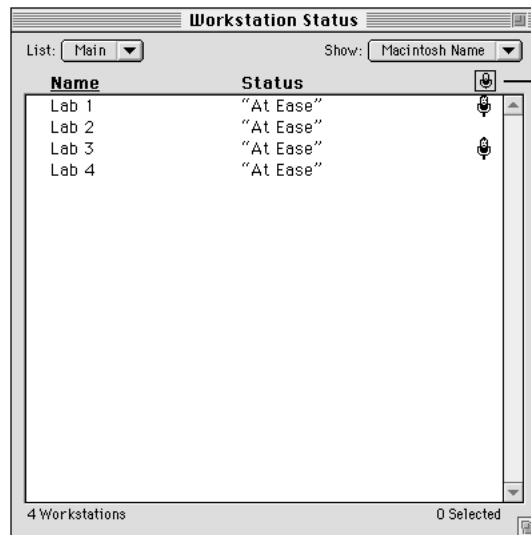
You can select workstations in the Workstation Status window or any report window.

2 Choose Rebuild Desktop from the Manage menu.

A message appears for you to confirm that you want to rebuild the desktop database on the selected workstations.

Note: Rebuilding the desktop database deletes comments in the Get Info window.

3 Click Rebuild.

A message appears on the workstations to tell the users that their desktop database is being rebuilt.

6 Interacting With Workstation Users

Network Assistant allows you to interact with users at other workstations from your workstation. Using these capabilities, you can teach students in a computer lab or help users located throughout a building solve problems without leaving your workstation.

You can interact with a single user or with groups of users. To interact with a single user at another workstation, you can

- observe and control the other workstation's screen
- talk with the user using microphones connected to the workstations
- send a text message to the other workstation
- receive an attention request with a text message from the user, and respond to that request

To interact with several users at other workstations, you can

- share screens with the other workstations
- lock the screens on the other workstations
- observe the screens on the other workstations
- make an announcement using a microphone connected to your workstation
- send a text message to the other workstations

This chapter describes how to use the commands of the Interact menu to interact with other users on your network.

Working with the screens on other workstations

Network Assistant allows you to share, lock, observe, and control the screens on other workstations. This section describes how to use these features.

Sharing a workstation screen with other workstations

You can display what appears on any workstation screen in your network, including your own, on the other workstations on the network. Sharing screens can be useful when you want to demonstrate to several users the way a program works.

IMPORTANT Sharing a screen requires several hundred kilobytes of memory on the destination workstation. You may need to quit applications on that workstation to make more memory available.

IMPORTANT To share screens, all the workstations must be connected to Ethernet or another network of similar performance.

Follow these steps to share a workstation screen with other workstations:

1 **Select the workstations with which you want to share a screen.**

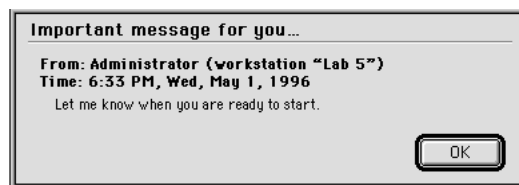You can select workstations in the Workstation Status window or any report window.

2 **Choose Share Screen from the Interact menu.**

The Share Screen dialog box appears.
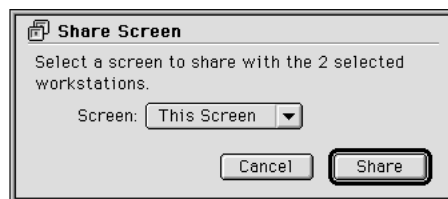
3   **Choose the screen you want to share from the Share Screen pop-up menu.**

You can choose your workstation screen (This Screen) or the screen of any workstation that appears in the Workstation Status window.
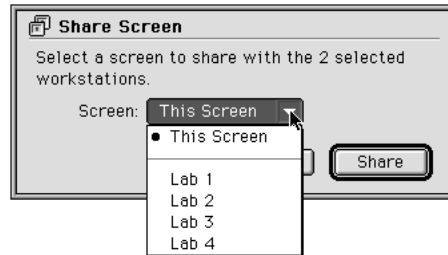
4   **Click Share.**

The shared screen appears on the other workstations so that users can observe the screen and see all the actions being performed on the shared screen. Open programs on the observing workstations remain open, but the workstation users cannot see or use them.

Note: The time required for the shared screen to appear depends on the monitor settings on the workstation whose screen is being shared.

To stop sharing a screen or change the screen you are sharing with the other workstations:

1   **Choose Share Screen from the Interact menu.**

The Share Screen dialog box appears.
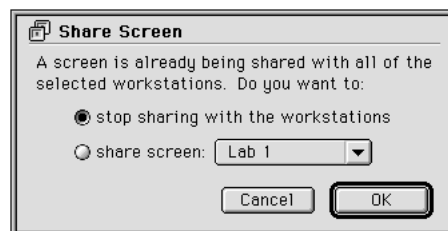
2 **To stop sharing the screen, select "stop sharing with the workstations."**

To change the shared screen, select "share screen" and choose another screen from the pop-up menu.
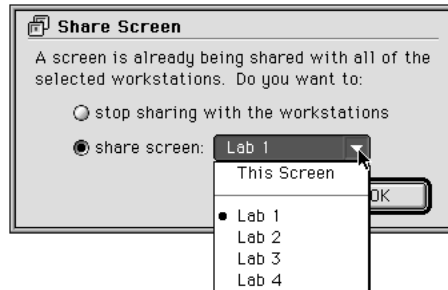
3 **Click OK.**

Locking the screens on other workstations

When working with groups of workstations, such as in a computer lab, you may find times when you want to prevent users from using their computers entirely. Network Assistant allows you to lock the screens of workstations so that users cannot see the desktop or use the mouse and keyboard.

To lock workstation screens:

1 **Select the workstations on which you want to lock screens.**

You can select workstations in the Workstation Status window or any report window.

2 **Choose Lock Screen from the Interact menu.**

A message appears for you to confirm that you want to lock the screens on the other workstations.

3 **Click Lock.**

The screens turn black and a message appears telling the users that their screens are locked.

To unlock screens:

1   **Select the workstations for which you want to unlock screens.**

2   **Choose Lock Screen from the Interact menu.**

A message appears for you to confirm that you want to unlock the screens.

3   **Click Unlock.**

Observing the screens of other workstations

Network Assistant allows you to observe the screens of other workstations from your workstation. You might do this to observe students while they work or to watch a user demonstrate a problem so that you can help the user.

IMPORTANT To observe screens, all the workstations must be connected to Ethernet or another network of similar performance.

To observe the screens on other workstations:

1   **Select the workstations whose screens you want to observe.**

You can select workstations in the Workstation Status window or any report window.

2   **Choose Observe from the Interact menu.**

The screen or screens appear on your workstation's screen. Your pointer appears as a white arrow. This pointer does not appear on the other workstations and it has no effect on those workstations. A close box appears in the upper-left corner of the screen. While you are observing screens, you cannot use other applications on your workstation.

Note: The time required for the screen or screens to appear depends on the monitor settings on the workstations whose screens you are observing.

If you selected one workstation to observe, its screen appears on your screen.

Click here to stop
observing.
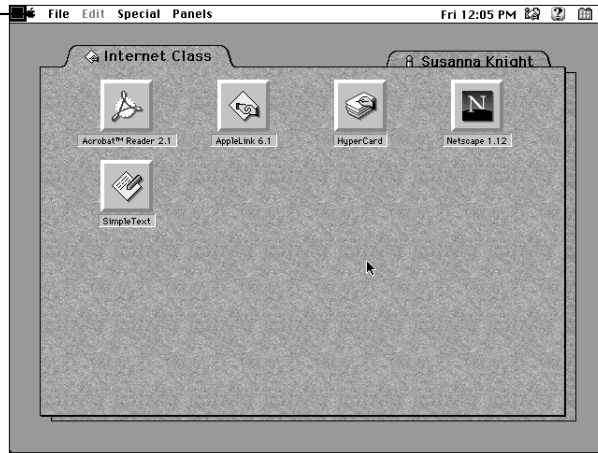
If you selected more than one workstation to observe, up to four screens
appear on your workstation at a time. The name of each workstation and the
name of the active program appear beneath each screen.

Click here to stop
observing.
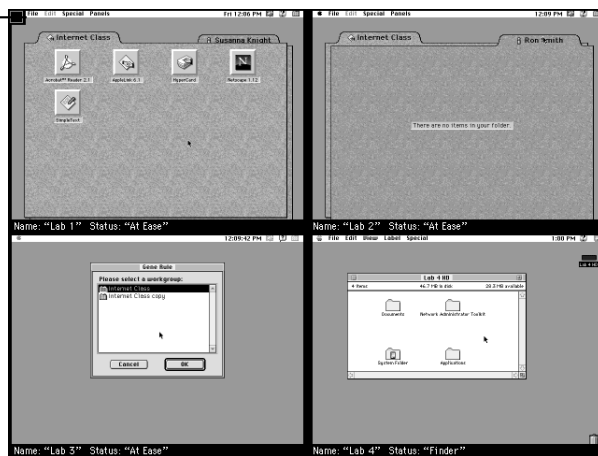
Workstation name and
active program

If you selected more than four workstations, Network Assistant changes the screens that appear on your screen every few seconds. To control the screens that appear on your workstation, you can

■ press the right arrow (→) to see the next four screens

■ press the left arrow (←) to see the previous four screens

■ press the Space bar once to stop changing screens; press it again to resume changing screens

You can also perform these tasks while observing several screens:

■ To observe a single workstation screen, click the screen. To observe more than one screen again, click the close box in the upper-left corner of your screen.

■ To control a workstation screen, press the Option or Control key and click the screen. The screen completely fills your screen, and you can use your mouse and keyboard to control the workstation. To stop controlling the workstation and to see more than one screen again, click the close box in the upper-left corner of your screen.

3 **When you're finished observing the workstations, click the close box in the upper-left corner of your screen.**

Controlling another workstation

Network Assistant allows you to control one other workstation. You might use this feature when you want to demonstrate a procedure to a user.

IMPORTANT To control another workstation, both workstations must be connected to Ethernet or another network of similar performance.

To control a workstation:

1 **Select the workstation that you want to control.**

You can select a workstation in the Workstation Status window or any report window.

2 **Choose Control from the Interact menu.**

The screen of the other workstation appears on your screen.

Click here to stop controlling.
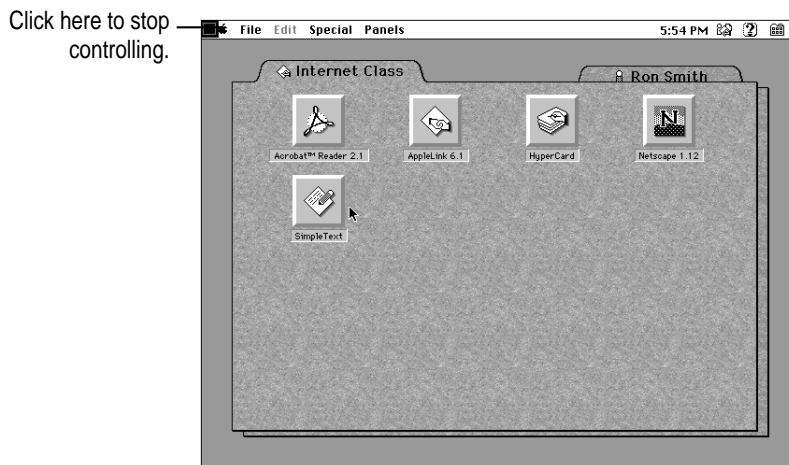
Note: The time required for the screen to appear depends on the monitor setting on the workstation whose screen you are controlling.

You can perform tasks on the other workstation by using the mouse and keyboard on your workstation. When you are using the mouse on your workstation, the user cannot use his or her mouse. You cannot use other applications on your workstation while using the Control feature.

4 **When you're finished, click the close box in the upper-left corner of your screen.**

Exchanging messages with other workstations

Network Assistant allows you to communicate with other users by making announcements to groups of users, talking with another user, and sending text messages.

Making announcements

If you have an external microphone connected to your workstation, you can use it to make an announcement to other workstations in your network.

To make an announcement to other workstations:

1 **Select the workstations to which you want to make an announcement.**

You can select workstations in the Workstation Status window or any report window.

2 **Choose Announce from the Interact menu.**

A message appears for you to confirm that you want to start announcing to the selected workstations.

3 **Click Announce.**

A microphone icon appears next to each workstation that you selected.

Click here to select workstations you are announcing to.

You can now speak into the microphone to make your announcement. The users hear your announcement through headphones or through their workstation speakers.

To stop announcing to other workstations:

1   Select the workstations to which you are announcing.

You can select all the workstations to which you are announcing by clicking the microphone icon above the workstations list in the Workstation Status window.

2   Choose Announce from the Interact menu.

A message appears for you to confirm that you want to stop announcing.

3   Click Stop.

Talking with a workstation user

If you have external microphones connected to the workstations in your network, both you and a workstation user can use microphones to talk with each other. You might use this feature to talk with a user who has sent an attention request.

Note: You can talk with only one other workstation at a time.

To talk with a user at another workstation:

1   Select the workstation to which you want to talk.

You can select workstations in the Workstation Status window or any report window.

2   Choose Talk from the Interact menu.

A message appears for you to confirm that you want to talk to the workstation user.

3   **Click Talk.**

A telephone icon appears to the right of the workstation name in the
Workstation Status window.
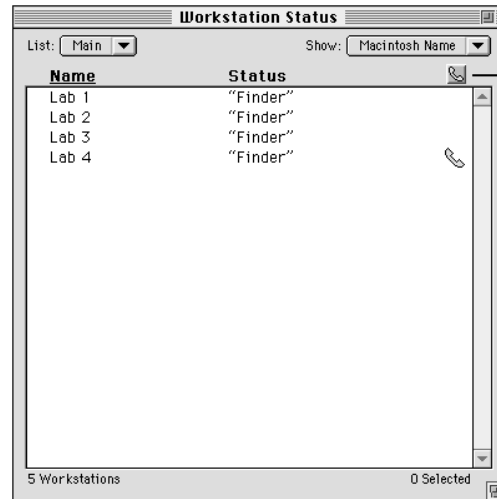
Click here to select the
workstation you are talking to.

To stop talking with a user at another workstation:

1   **Select the workstation to which you are talking.**

2   **Choose Talk from the Interact menu.**

A message appears for you to confirm that you want to stop talking to the
workstation user.

3   **Click Stop.**

The telephone icon is removed from the workstation name in the Workstation
Status window.

Sending text messages to other workstations

You can send text messages to other workstations. You might do this to make a general announcement to a group of users or to respond to an attention request from a user.

To send a text message to other workstations:

1   Select the workstations to which you want to send a text message.

You can select workstations in the Workstation Status window or any report window.

2   Choose Send Text Message from the Interact menu.

The Send Text Message dialog box appears.

```
┌──────────────────────────────────────────────────────────┐
│ ▣ Send Text Message                                       │
├──────────────────────────────────────────────────────────┤
│ Enter the message to send to "Lab 1".                     │
│ ┌────────────────────────────────────────────────────┐   │
│ │ |                                                    │   │
│ │                                                      │   │
│ │                                                      │   │
│ │                                                      │   │
│ └────────────────────────────────────────────────────┘   │
│                                    ┌────────┐ ┌────────┐   │
│                                    │ Cancel │ │  Send  │   │
│                                    └────────┘ └────────┘   │
└──────────────────────────────────────────────────────────┘
```
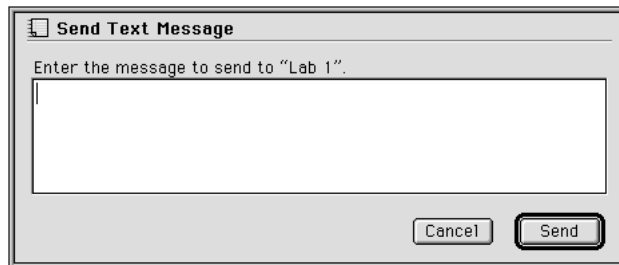
3   Type the text of the message and click Send.

The message appears in a dialog box on the other workstations. The users must click OK to close the dialog box.

```
┌──────────────────────────────────────────────────────────┐
│ Important message for you…                                │
├──────────────────────────────────────────────────────────┤
│ From: Administrator (workstation "Lab 5")                 │
│ Time: 6:33 PM, Wed, May 1, 1996                           │
│   Let me know when you are ready to start.                │
│                                        ┌────────┐          │
│                                        │   OK   │          │
│                                        └────────┘          │
└──────────────────────────────────────────────────────────┘
```

Receiving and clearing attention requests

Workstation users can request your attention by choosing Request Attention from the Guide (❷) menu. When they do, the Request Attention dialog box appears on their screens. In the dialog box, they can type the text of their messages and use the "Send request to" pop-up menu to choose an administrator workstation to which to send the request.

```
┌─────────────────────────────────────────────────┐
│ Request Attention                                │
│                                                  │
│ Send request to:  [ Lab 5  ▼ ]                   │
│                                                  │
│ You may also send a text message to the          │
│ administrator:                                   │
│ ┌──────────────────────────────────────────────┐│
│ │ │                                            ││
│ │                                              ││
│ │                                              ││
│ └──────────────────────────────────────────────┘│
│                                                  │
│                        [ Cancel ]  (( OK ))      │
└─────────────────────────────────────────────────┘
```

When a user sends a request to you, a sound plays on your workstation and a dialog box appears with information about the workstation requesting your attention and the text of any message the user wrote.

```
┌─────────────────────────────────────────────────┐
│ Important message for you…                       │
│ From: Internet Class Administrator (workstation "Lab 4") │
│ Time: 5:42 PM, Wed, May 1, 1996                  │
│   Please call. I have a question.                │
│                              (( OK ))            │
└─────────────────────────────────────────────────┘
```
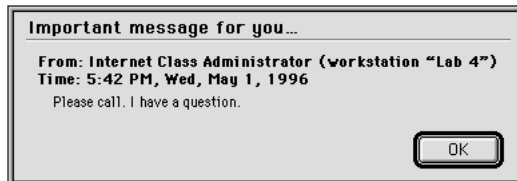
When a user sends an attention request, an icon appears next to the workstation name in the Workstation Status window. If other users send attention requests, an icon appears next to their workstation names indicating that they are waiting for you to respond.

Click here to select the current request.

Current request
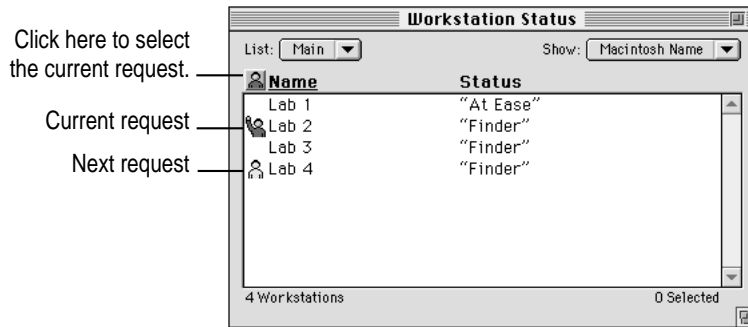
Next request

You can respond to the current request, or to any other pending request. You can respond to the user in several ways. Depending on the nature of the request, you might need to talk with the user, send a file or folder to the user, or use the Control feature.

When you have responded to an attention request, you can clear the request by

■ using one of these Network Assistant features with the workstation that sent the attention request: Announce, Talk, Control, or Observe

■ selecting the workstation name in the Workstation Status window and choosing Clear Attention Request from the Interact menu

Note: The user can choose Cancel Attention Request from the Guide (☻) menu to clear the attention request.

If you have other attention requests pending when you clear the current request, the icon for the next request you received changes to the current request icon.

7 Accomplishing Tasks With Apple Network Assistant

To accomplish many network management tasks using Apple Network Assistant, you need to use the commands in the Reports, Manage, and Interact menus together. This chapter provides an overview of how you might use these commands to accomplish these tasks.

For detailed instructions for using these commands, see the appropriate chapter in this part of the handbook:

- For more information about the commands in the Reports menu, see Chapter 4.

- For more information about the commands in the Manage menu, see Chapter 5.

- For more information about the commands in the Interact menu, see Chapter 6.

Using Network Assistant in a computer lab

A typical use of Network Assistant is to manage workstations in a computer lab, either in a school or business, and to interact with students during the class. This section describes several ways you can use Network Assistant in this type of environment.

Preparing the workstations in the computer lab

Network Assistant can help you accomplish many of the tasks involved in preparing the workstations from your workstation, rather than going to each workstation.

■ Use reports to make sure that each workstation has the correct software. Create a Software Search Report to verify that each workstation has a specific piece of software installed, such as ClarisWorks. Create a Software Version Report or Software Difference Report to compare applications or the system software on your workstation with those on the other workstations.

■ Copy software to the workstations by choosing Copy Items from the Manage menu. You can also select items in the Finder and drag them to one of the workstations in the report window to copy the items to the workstation. Copy the entire contents of a hard disk to the other workstations by choosing Copy Hard Disk from the Manage menu.

■ Create a System Information Report to verify that workstations are set up correctly. For each workstation, you can

  ■ check the Monitor Size and Monitor Setting options to verify that the monitor is set up correctly

  ■ check the Mouse Connected and Keyboard Connected options to be sure they are connected

  ■ check the Free Disk Space option to be sure the workstation has enough disk space available

  ■ check the Built-in Memory and Virtual Memory options to be sure the workstation's memory configuration is correct

  ■ check the TCP/IP Address option to make sure the workstation has a correct TCP/IP address, if the students need to connect to the Internet

  ■ check the Printer Name option if the students will be using a printer

Using Network Assistant during the class

Network Assistant allows you to interact with students during a class. You can work with a single student, a group of students, or the entire class. Network Assistant lets you interact with the class in these ways:

- Prevent students from using their workstations by choosing Lock Screen from the Interact menu. Choose Lock Screen again to let students use their workstations.

- From your workstation, demonstrate software or make other presentations to students on their workstations by choosing Share Screen from the Interact menu.

- Get students started with an assignment by opening applications or other items on their workstations. To open an application, choose Open Application from the Manage menu. To open any item on the workstations, choose Open Item from the Manage menu.

- Observe students while they are working by choosing Observe from the Interact menu.

- Control a student's workstation by choosing Control from the Interact menu. If you are observing a group of workstations, you can also press the Option or Control key on the keyboard and click a screen to take control of the workstation.

- Receive attention requests from students when they have problems. To respond, you can send a text message by choosing Send Text Message from the Interact menu. You can talk with the student by choosing Talk from the Interact menu, if you both have external microphones connected to your workstations.

- When the students are finished with an assignment, you can quit the applications on their workstations by choosing Quit Applications from the Manage menu.

At the end of a class, at the end of the day

At the end of a class, you may have several tasks that you need to do to prepare for the next class. Network Assistant will help you do these tasks:

■ Delete any items on the workstations by choosing Delete Selected Items from the Manage menu.

■ Close any applications on the workstations by choosing Quit Applications from the Manage menu.

■ Restart the workstations by choosing Restart from the Manage menu. A dialog box appears that allows you to choose whether to let users save changes on the workstations first, or restart without saving changes.

At the end of the day, Network Assistant will help you do these tasks:

■ Set up the workstations by choosing Copy Hard Disk from the Manage menu.

■ Shut down the workstations by choosing Shut Down from the Manage menu. As with the Restart command, a dialog box appears that allows you to choose whether to let users save changes on the workstations first, or shut them down without saving changes.

Using Network Assistant throughout a building

Network Assistant can help you accomplish many network management tasks in a business or school where the network is distributed throughout a building. This section describes some possible ways you can use Network Assistant to manage workstations over such a network.

Providing help to workstation users

The network administrator may need to help users with questions or problems. When workstations are located throughout a building, helping users with their problems in person can be difficult. Network Assistant helps you assist users in a number of ways.

■ Workstation users can send you an attention request when they need help or have a question. Network Assistant alerts you when the request arrives, displays a message with information about the request, and displays an icon next to the workstation's name in the Workstation Status window.

■ To respond to an attention request you can

■ select the user's workstation and choose Send Text Message from the Interact menu to send a message to the user

■ watch the user's actions (while he or she explains the problem over the telephone), by choosing Observe from the Interact menu

■ choose Talk from the Interact menu to speak with the user, if you have external microphones connected to both computers

■ take control of the workstation, to correct the problem or demonstrate what to do, by choosing Control from the Interact menu

Using Network Assistant to maintain your network

Network Assistant helps you maintain the software on the workstations in your network and perform routine maintenance checks.

■ To identify software compatibility problems, create a Software Difference Report to locate system extensions and other software installed on workstations that may not be appropriate. To delete inappropriate software, choose Delete Selected Items from the Manage menu. You can choose Delete Hard Disk from the Manage menu to delete the entire contents of a hard disk (except the System Folder).

■ To locate out-of-date software installed on workstations, create a Software Version Report. To copy the current version to the workstations, choose Copy Items from the Manage menu.

■ To help you keep a record of the information about workstations on your network, create a System Information Report. You can export the information from Network Assistant to a text file so that you can import it into another application, such as an inventory database.

■ To check the performance of your network, create a Network Performance Report. Using this information, you can identify certain types of problems on your network. For example, you can find out if a workstation is not connected to the network properly, or if there is a problem with the network wiring.

Appendix A
Instructions for Workstation Users

The Network Assistant user workstation software provides several features for workstation users. Workstation users can

- send attention requests, which can include a text message, to an administrator, and cancel attention requests after they have sent them

- receive text messages from an administrator

In addition, you can allow workstation users to set the password and administrator access privileges for their workstations using the Network Assistant Security program.

This appendix provides instructions for workstation users. You can photocopy this appendix to share with your users. You can also print this appendix using the Adobe Acrobat file named Network Assistant located in the Net Admin Electronic Library folder on the *Apple Network Administrator Toolkit* CD-ROM disc.

Requesting an administrator's attention

When you need help from a Network Assistant administrator, you can send an attention request to the administrator from your workstation.

To request an administrator's attention:

1 **Choose Request Attention from the Guide (⍰) menu, which is located in the upper-right corner of your menu bar.**
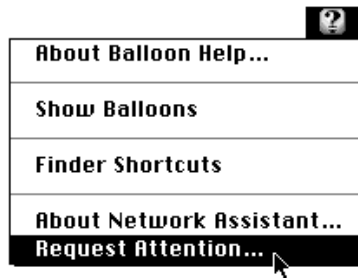
Request Attention appears in the Guide (⍰) menu only if the Network Assistant program is open on at least one administrator's workstation.

After you choose the command, the Request Attention dialog box appears.

2 **If your network has more than one Network Assistant administrator available, choose the administrator to whom you want to send the request from the "Send request to" pop-up menu.**

The pop-up menu shows the Macintosh Name of the administrators' workstations, which is defined in the Sharing Setup control panel on the administrators' workstations. An administrator must have the Network Assistant program open on his or her workstation for the workstation name to appear in the Request Attention dialog box.

3 **If you wish, type a message in the text box.**

4 **Click OK.**

The Network Assistant workstation software sends your attention request to the administrator. At the administrator's workstation, Network Assistant sounds a chime and displays a dialog box that shows the name of your workstation, the date and time you sent your attention request, and the text of your message, if any.

The administrator can then respond to your request in a number of ways. For example, he or she can send you a text message. (See "Receiving a Message From an Administrator" later in this appendix.)

Canceling a request for attention

If you decide that you don't need the administrator's attention, you can cancel your attention request after you have sent it. To do this:

■ **Choose Cancel Attention Request from the Guide (⍰) menu.**
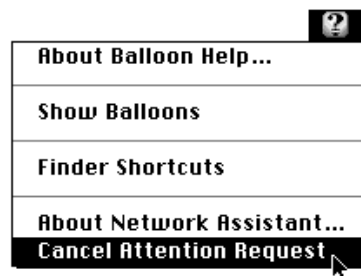
Receiving a message from an administrator

An administrator can send you a text message using Network Assistant. He or she may do this in response to an attention request you have sent, or to provide you with other information.

When the administrator sends the message, Network Assistant sounds a system beep on your workstation and displays the "Important message for you" dialog box.

```
Important message for you...

From: Administrator (workstation "Lab Administrator")
Time: 9:21 AM, Mon, May 13, 1996
   I'll call you in 5 minutes.

                                              [   OK   ]
```
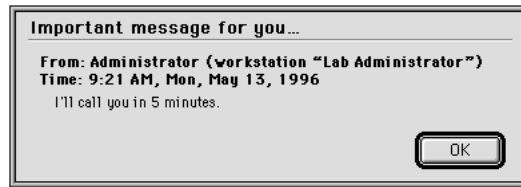
This dialog box shows the Owner Name and Macintosh Name defined in the Sharing Setup control panel on the administrator's workstation, the date and time the administrator sent the message, and the text of the message.

When you are finished reading the message, click OK to close the dialog box.

Using Network Assistant Security

The Network Assistant administrator may allow you to change the password and set the administrator's access privileges for your workstation. To do this, you use the Network Assistant Security application.

IMPORTANT To use the Network Assistant Security application, you must know the current Network Assistant password for your workstation. If you do not know this password, see your Network Assistant administrator.

Starting Network Assistant Security

To start the Network Assistant Security program:

1   Locate the Network Assistant Security program and double-click the icon.

Network Assistant Security

When the administrator installs the Network Assistant software on your workstation, the Installer places the program in a folder called Network Administrator Toolkit, so the program may be located there. However, the program may have been moved to another location.

Note: If you cannot locate the Network Assistant Security program on your workstation, the administrator may have removed it. Contact your administrator for help.

When the program opens, a dialog box appears for you to enter the password for your workstation.

2   Type the password for your workstation.

The Clue field can help you remember the password you need to enter.

3   Click OK.

The Network Assistant Security window appears. The next section describes the options you can select in the window.

Setting administrator access privileges

You can use the Network Assistant Security program to set the administrator's access privileges for your workstation. The Network Assistant Security window looks like this:

```
┌─────────────────────────────────────────────┐
│ ▤ ▤▤▤   Network Assistant Security  ▤▤▤▤ │
├─────────────────────────────────────────────┤
│ Administrator Access                         │
│   ☒ Allow administrators to:                 │
│       ☒ Get information about this workstation│
│       ☒ Send me audio and text messages      │
│       ☒ Open and quit applications on this workstation│
│       ☒ Restart and shut down this workstation│
│       ☒ Change system settings on this workstation│
│       ☒ Copy items to this workstation       │
│       ☒ Delete and replace items on this workstation│
│       ☒ Control and observe this workstation │
│                                              │
│ Network Assistant Password                   │
│   Administrators must know the Network Assistant│
│   password to administer this workstation.   │
│         ┌────────────────────┐               │
│         │  Change Password... │               │
│         └────────────────────┘               │
└─────────────────────────────────────────────┘
```

Here's a description of the options in the Network Assistant Security window:

Allow administrators to

This option allows an administrator to perform the other tasks with your workstation. If this option is not selected, the other options are unavailable and the administrator cannot perform any tasks with your workstation.

Get information about this workstation

This option allows an administrator to include your workstation in reports.

Send me audio and text messages

This option allows the administrator to send text messages to your workstation, and to talk to you through your workstation speaker.

Open and quit applications on this workstation

This option allows the administrator to open and quit applications on your workstation from the administrator workstation.

Restart and shut down this workstation

This option allows the administrator to restart or shut down your workstation from the administrator workstation. When an administrator restarts or shuts down your workstation, he or she may not allow you to save changes first.

Change system settings on this workstation

This option allows the administrator to change settings, such as the monitor settings, of your workstation from the administrator workstation.

Copy items to this workstation

This option allows the administrator to copy files and folders to your workstation from the administrator workstation.

Delete and replace items on this workstation

This option allows the administrator to delete and replace files and folders on your workstation.

Control and observe this workstation

This option allows the administrator to control or observe your workstation on the administrator workstation.

Set the administrator's access privileges to your workstation:

■ **To allow an administrator to perform a task with your workstation, click the checkbox next to the option to put an "x" in it.**

■ **To prevent an administrator from performing a task with your workstation, click the checkbox to remove the "x."**

The access privileges you select take effect immediately.
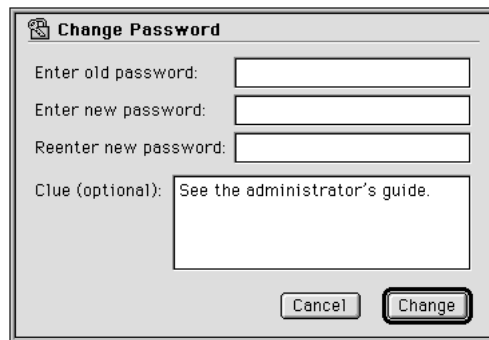
Changing your workstation password

To make your workstation more secure, you can change your workstation password. Changing the password can prevent other users from changing the administrator access privileges you have set. In addition, administrators cannot work with your workstation unless they know your password.

To change the password for your workstation:

1   Click the Change Password button in the Network Assistant Security window.

The Change Password dialog box appears.

```
🐌 Change Password

Enter old password:     [                    ]
Enter new password:     [                    ]
Reenter new password:   [                    ]
Clue (optional):        [ See the administrator's guide.  ]
                        [                                  ]
                        [                                  ]

                              [ Cancel ]  [ Change ]
```

2   Type the old password for your workstation in the "Enter old password" box.

3   Type the new password in the "Enter new password" and "Reenter new password" boxes.

4   If you wish, type a clue in the "Clue (optional)" box.

You can type any text you wish in this box to help you remember your password. This text appears in the password dialog box when you open Network Assistant Security.

5   Click Change.

Network Assistant changes your password immediately.

Note: If you did not enter the old password correctly, or you did not type the same password in both the "Enter new password" box and the "Reenter new password" box, a message appears to explain the problem.

Appendix B
Interpreting Status Messages

The Workstation Status window shows you the name and the status of each workstation in a list of workstations. Usually the status is the name of the application program running on each workstation, but other messages may appear in the Status column. This appendix explains what these messages mean and how to respond to them.

If a message appears in red, the last command you tried to execute on a particular workstation failed. These messages remain in the Status column for about 30 seconds, or until you perform another command on the workstation.

Access denied

The password for this workstation is no longer valid. If you know the new password for the workstation, choose Workstations from the Setup menu and use the Workstations dialog box to remove the workstation from the list then add it to the list again, entering the new password when requested.

Applications are open

You tried to replace the System Folder or delete all of the other items on a workstation's hard disk when an application was open on the workstation. You must first quit all of the open applications on the workstation. Ask the user to quit all of the applications, or choose Quit Applications from the Manage menu to quit the applications. You can also choose Control from the Interact menu, then quit any open applications.

Application not found

You tried to open an application or a document of an application that isn't installed on the workstation. Use the Copy Items command to copy the application to the workstation. (Make sure that your licensing agreement allows you to copy the application.)

AVP: Channel *XX*

The workstation is displaying TV channel *XX* using the Apple Video Player.

Command failed

The last command failed to execute on the workstation. This may be because of the applications that are open on the workstation. Ask the user to quit all of the applications, or choose Quit Applications from the Manage menu to quit the applications. You can also choose Control from the Interact menu, then quit any open applications. After you quit the applications, try the command again. If the command still fails, try restarting the workstation.

Command not authorized

You don't have permission to perform the command you tried on the workstation. Before you can use the command, either you or the user must change your access privileges on the workstation using Network Assistant Security. You may have permission to perform other commands on the workstation.

Communication error

Network Assistant was unable to send the last command to the workstation because the workstation isn't operating properly or there was a high level of network activity. Create a Network Performance Report for this workstation and several workstations near it to determine whether there are problems communicating with this particular workstation. If the report indicates that all the workstations are performing at the same level, try the command again. If the command continues to fail, try restarting the workstation. If this problem occurs often, there may be a problem with your network.

Copying Items

This message appears when items are being copied to a workstation using Network Assistant. If the message is dimmed, the Copy Items or Copy Hard Disk command is being executed from another administrator's workstation.

Deleting Items

This message appears when items are being deleted from a workstation using Network Assistant. If the message is dimmed, the Delete Disk or Delete Selected Items command is being executed from another administrator's workstation. The workstation won't be available for other commands until it has finished deleting the items.

Disk Full

You tried to copy items to the workstation, using the Copy Items or Copy Hard Disk command, and it doesn't have enough free disk space for the new items. To determine how much free disk space is available on the workstation, create a System Information Report. If you want to delete items from the workstation, you can create a Software Search Report and delete any unnecessary items. You can also choose Control from the Interact menu, then delete items from the workstation's hard disk.

File transfer error

An error prevented you from copying items to this workstation. Restart the workstation and try the command again. If this problem continues, use the Disk First Aid application (available on the *Disk Tools* disk or the system software CD-ROM that came with your computer) to check the workstation's hard disk.

Generating Report

This message appears when Network Assistant is creating a report that includes the workstation. If this message is dimmed, the report is being created from another administrator's workstation. The workstation won't be available for other commands until the report is complete.

Incompatible hardware

You tried to copy system software to a workstation that can't support this software. You can copy the System Folder from a 680XX workstation only to other 680XX workstations. You can copy the System Folder from a Power Macintosh only to other Power Macintosh computers.

Incompatible printer

You tried to update printer settings on a workstation that has printing software different from that on your workstation. You can update the printer settings only on workstations that have the same printing software as your workstation. For example, if your workstation has QuickDraw GX installed, the other workstation must have QuickDraw GX installed.

Item exists

You tried to copy an item to a location on the workstation that has an item with the same name. After you cancel the copy command, this message indicates which workstations already have the item. Create a Software Search Report to find out more information about the item. You can then delete or replace it.

Item not found

You tried to open or delete an item that couldn't be found on the workstation. If you want to open the item on the workstation, choose Copy Items from the Manage menu to copy the item to the workstation.

Item in use

You tried to delete or replace an item on the workstation when the item is open or in use by an application. Ask the user to close the item or quit the application, or choose Quit Applications from the Manage menu to quit the application. You can also choose Control from the Interact menu, then close the item or quit the application. After you have closed the item or quit the application, try the command again. If the command continues to fail, try restarting the workstation.

Locked Screen

This message appears when a workstation's screen is locked using Network Assistant. Choose Lock Screen to unlock the screen. If the message is dimmed, the screen was locked from another administrator's workstation.

Modal dialog on screen

A dialog box appears on the workstation's screen and must be closed before the command can be performed on the workstation. Ask the user to close the dialog box. You can also choose Control from the Interact menu, then close the dialog box. Once the dialog box is closed, try the command again.

Monitor setting invalid

You tried to change the monitor settings for a workstation (using the Change System Settings command) to a number of colors that isn't supported by that workstation.

Network Assistant open

Certain commands, such as Restart, Control, and Share Screen, cannot be executed on a workstation where Network Assistant is open. Ask the user to quit Network Assistant.

Not enough memory

There is not enough free random-access memory (RAM) on the workstation to execute the last command. Many of the commands you can perform on another workstation using Network Assistant require some memory on the other workstation. For example, sharing a screen can require several hundred kilobytes of free memory. To free memory on the workstation, ask the user to quit all open applications, or choose Quit Applications from the Manage menu to quit the applications. You may be able to choose Control from the Interact menu, then quit open applications. After you have quit the applications, try the command again.

Old Assistant software

This message appears when a workstation has a version of the Network Assistant workstation software that is older than the version of Network Assistant you are using. You must install the new version of the workstation software on the workstation before you can administer it.

Rebuilding Desktop

This message appears when the workstation's desktop database is being rebuilt using Network Assistant. If the message is dimmed, the Rebuild Desktop command was executed from another administrator's workstation. The workstation will not be available for other commands until rebuilding the desktop database is finished.

Screen: *name*

This message appears when the screen of workstation *name* is being displayed on this workstation's screen. Choose Share Screen to stop sharing the screen on the workstation. If the message is dimmed, the Share Screen command was executed from another administrator's workstation.

Screen sharing active

Certain Network Assistant commands can't be executed on a workstation that is currently using screen sharing. Before you can use this command, you must choose Share Screen from the Interact menu to stop screen sharing on the workstation.

Slow network connection

Your network connection doesn't support screen sharing, controlling, or observing. To use these features of Network Assistant, the workstations must be connected to Ethernet or another network of similar performance.

Sound hardware in use

You tried to talk to a workstation where an application is recording a sound using the computer's sound input hardware. Ask the user to stop recording sound on the workstation, then choose Talk from the Interact menu again.

Talk not supported

You tried to talk to a workstation that doesn't have a built-in microphone or doesn't allow you to play a sound while it is recording a sound. You can still use the announce feature of Network Assistant with the workstation.

Unable to delete item

The command to delete an item failed for an unknown reason. You may be able to choose Control from the Interact menu, then delete the item. If this fails, use the Disk First Aid application (available on the *Disk Tools* disk or the system software CD-ROM that came with your computer) to check the workstation's hard disk for problems.

Unavailable

This message appears when Network Assistant is unable to communicate with a workstation; for example, if the workstation is turned off. The message also appears in these cases:

- if the Network Assistant software has been removed from the workstation

- if there is a problem with the workstation's network connection

- if the workstation has moved to a different zone on the network

- if the workstation's Macintosh name has been changed

To fix these problems, perform the following procedures:

- Open Network Assistant Security on the workstation to determine whether the Network Assistant software is installed correctly. If the software is not installed correctly, a message appears when you open the program telling you that there is a problem.

- Open the Chooser on the workstation to see if the workstation is connected to the network and to verify that the workstation is in the zone it was in when you added it to the workstation list. If the workstation is in a different zone, choose Workstations from the Setup menu and use the Workstations dialog box to remove the workstation from the list then add it to the list again.

■ Open the Sharing Setup control panel on the workstation to verify that the Macintosh name hasn't changed since you added it to the workstation list. If the workstation's Macintosh name has changed, choose Workstations from the Setup menu and use the Workstations dialog box to remove the workstation from the list, then add it to the list again.

If you cannot identify the problem or the workstation continues to be unavailable, try restarting the workstation.

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