

Getting Started With Apple Network Assistant 4

Includes installation and setup information for
administrator and user workstations



Contents

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administrator and user workstations

 **Apple Computer, Inc.**

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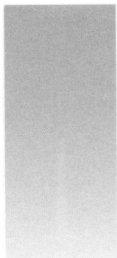
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Welcome to Apple Network Assistant

This book is for Apple Network Assistant administrators. It explains how to get started using Network Assistant, including an overview of the software, installation instructions, setup instructions, and how to use the application the first time. Instructions on how to use Network Assistant software are provided in Network Assistant Help, available after you install and set up the software.

This chapter provides an overview of Network Assistant.

Sharing This Information

If other administrators will be installing and using Network Assistant, they will need installation instructions. Instead of distributing this manual, you can give them a copy of the onscreen help, which contains installation and setup instructions (in addition to usage instructions).

After you've installed Network Assistant, give other administrators a copy of the Network Assistant Help folder, located in the Help folder in the System Folder on your computer. They should copy the Network Assistant Help folder to the same location on their computers. To view the help, they need to choose Help Center from the Help menu (in the Finder) and click Network Assistant Help.

About Apple Network Assistant

What Is Network Assistant?

Apple Network Assistant is software that helps you manage computer workstations and collaborate with other users on the network without leaving your computer. Some of the tasks you can perform with Network Assistant include

- creating reports about workstation hardware and software, user documents, and the performance of the network
- managing workstations, maintaining their software, and repairing their hard disks

- opening and quitting applications
- shutting down and restarting workstations
- interacting with workstation users by exchanging text messages, observing and controlling workstation screens, and sharing a screen with other workstations

Who Uses Network Assistant?

Administrators use the Network Assistant application to create reports, and manage and interact with workstations and users. These administrators include network administrators who are responsible for managing an entire network and performing technical tasks, and those who only use a subset of features to work with a group of users.

Workstation users can use Network Assistant workstation software to request help and communicate with an administrator. They can also create logs that show a list of administrators who have accessed their workstations, and if given the access to Network Assistant Security, they can set access privileges to their workstations.

What Does Network Assistant Include?

Network Assistant includes administration software installed on an administrator's computer, and workstation software installed on computers that are administered.

Administration Software

Administrators use the Network Assistant administration software:

- the Network Assistant application, used to create reports, manage and maintain workstations, and interact with users
- Network Assistant Startup, a system extension that lets administrators and workstation users interact

The administration software also includes Network Assistant Security, which is only necessary if the administrator's computer needs to be administered from another computer.

Workstation Software

Workstation users need the workstation (or client) software:

- Network Assistant Security, the application used to assign passwords, access privileges, and other information for a workstation
- Network Assistant Startup, a system extension that lets administrators and workstation users interact

What Can I Do With Network Assistant?

Network Assistant provides a convenient, time-saving way to perform many tasks. For example, you can use combinations of commands to maintain workstations and the network, help users and troubleshoot problems, control your own computer remotely, prepare a computer lab between classes, demonstrate software over a network, and create an inventory record of workstation hardware and software. You access most of Network Assistant's features through the Report, Manage, Interact, and Server menus.

See “What can I do with Network Assistant?” in Network Assistant Help for more ideas on how to use the software.

What's New in This Version?

Using Network Assistant 4 with a server, you can

- schedule tasks to be performed on a daily basis on hundreds of workstations:
 - copy software, including System Folder items, from the server to workstations
 - verify and repair workstation hard disks
 - rebuild workstation desktops
 - make a record of software that was changed on workstations
- view a log about the status of server commands and any errors that occurred when the commands were performed, or a log showing the software that changed

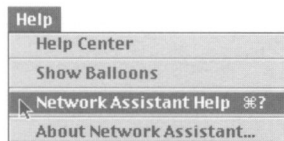
With Network Assistant 4, you can also

- rename multiple workstations simultaneously
- repair a workstation hard disk after verifying it
- create a report about hard disks mounted on a workstation
- create new workstation lists from selected workstations in report windows

Network Assistant 4 also provides performance improvements and enhancements to make the software even easier to use.

Where Can I Find More Information?

After you've installed Network Assistant, you can find help on how to use the software by choosing Network Assistant Help from the Help menu when the Network Assistant application is open and active.



You'll also find more information in the About Network Assistant 4 file (in the Network Assistant folder) and on the Network Assistant Web site:

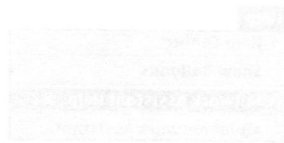
<http://www.apple.com/networking/ana/>

If you still need help, see the support card that came with your software for Apple's support phone number.

Important Have information on your administrator and workstation hardware and software handy before phoning. After you've installed Network Assistant, an easy way to gather information on workstations is to create a System Information report and a Software Difference report and print both reports for easy reference. See Network Assistant Help for instructions on how to create these reports.

How Do I Use Network Assistant With NetBoot Computers?

Though Network Assistant is designed primarily to work with workstations that start up from their own hard disks, you can use several features to administer NetBoot computers (that start up from a server on a NetBoot network). For more information on NetBoot computers, see the documentation that came with your NetBoot Server software. For installation information, see "Installing and Setting Up on NetBoot Computers" on page 15.



Installing and Setting Up

This chapter provides installation and setup instructions and describes what to do when you open the Network Assistant application the first time.

Installing the Software

The license agreement that came with your software specifies the number of computers on which you can install Network Assistant. You may make one backup copy of the software. You are not permitted to distribute additional copies of the software. (For more details, see the software license agreement.)

System Requirements

Administrator Computers and User Workstations

- Power Macintosh computer
- at least 2.5 MB of free space on the hard disk
- Ethernet (or better) network connection
- Mac OS 9 or later

File Servers (for Server Menu Commands)

- Must provide AFP service. (Compatible servers include AppleShare 3 or 4, or AppleShare IP 5 and later, and most Novell and NT servers.) For the best performance, an AppleShare IP server is recommended.

See “What’s New in This Version?” on page 7 for information on the new server commands.

Installing for the First Time

If you've never installed Network Assistant before, follow these instructions. If you're upgrading, see "Upgrading" on page 12.

Installing the Administration or Workstation Software

This section provides basic instructions to install either the administration or workstation software. You can also install the workstation software by installing Mac OS 9 directly or remotely; see "Installing the Mac OS and Workstation Software" on page 11.

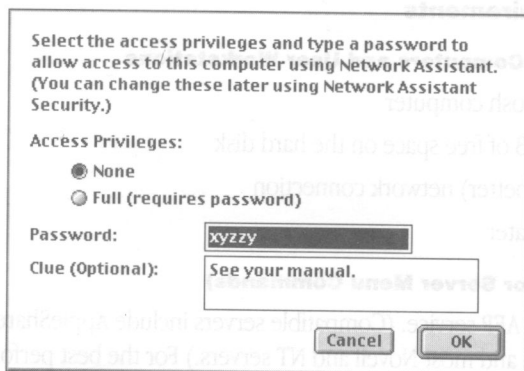
You may find it easiest to install the software on a workstation, and then immediately set up the workstation following the instructions in "Setting Up Workstations on the Network" on page 16 while you're sitting at the workstation.

To install the software:

- 1 Insert the Apple Network Assistant CD-ROM disc into the CD-ROM drive on the computer.
- 2 Read the About Network Assistant 4 file. Quit when you're finished.
- 3 Open the Installer and follow the instructions onscreen.
- 4 Select options to have the administration or workstation software installed.

Note: The administration software requires Mac OS 9 or later.

- 5 If the following window appears, follow one of the options below:



- Select Full and enter a new password if you want this computer to be administered from other computers using Network Assistant. You can also enter text in the Clue box that will appear when you're asked to enter the password in Network Assistant Security.
- Select None if you don't want this computer to be administered from another computer. Change the password to one you want to use in the Network Assistant application.

If this window doesn't appear, you already have a previous version of Network Assistant software installed, and your current password and privileges are kept, stored in the Network Assistant Preferences file.

Warning If you have selected Full access, it is especially important that you have a secure password. (Otherwise, any administrator using Network Assistant who is connected to this workstation through a network or the Internet and who knows the default password could access the workstation.)

For tips on choosing a password, see "About Passwords" on page 15.

6 When you see a message that installation is complete, click Restart.

If you've set up this computer to be administered from other computers, you need to use Network Assistant Security to set up the workstation on the network. See page 16.

Installing the Mac OS and Workstation Software

You can install workstation software onto workstations following the procedure in the previous section, or you can install Mac OS 9 or later on workstations, and select the customized installation of Network Assistant software. If you want all workstations to have the same access privileges and password, you can use a server to remotely install the system software (after you've set up a Network Assistant Preferences file in the Mac OS CD folder). See "Remotely Installing the Mac OS" on page 11.

After you've installed Network Assistant workstation software onto user workstations, follow the instructions in "Setting Up Workstations on the Network" on page 16.

Remotely Installing the Mac OS

You can ask workstation users to install Mac OS 9 or later system software from a server, and have their workstations automatically set up with the same Network Assistant password and privileges. You need an AppleShare or AppleShare IP server to do this.

You can purchase a Mac OS system software license for any number of workstations by contacting an Apple-authorized dealer, or visiting The Apple Store Web site:

<http://store.apple.com/>

Follow these steps:

- 1** Copy the Mac OS CD to an AppleShare server, then set up the Mac OS CD folder to allow guest access.
- 2** Open Mac OS Install and create a set of the software to install. Make sure you select a customized installation of Network Assistant software. Save the set in the Mac OS CD folder.
- 3** On any user workstation, install the Network Assistant workstation software following the procedure in "Installing the Administration or Workstation Software" on page 10.

- 4 Use Network Assistant Security to define privileges and a password as you want them to be on all workstations. (See “Setting Up Workstations on the Network” on page 16.) Close Network Assistant Security.
- 5 Copy the Network Assistant Preferences file (in the Preferences folder in the System Folder on the workstation) to the Network Assistant Parts folder in the Network Assistant Client folder in the Software Installers folder in the Mac OS CD folder on the server.
- 6 When users are ready to install the Mac OS software on their workstations, ask them to log in to the server as a guest and double-click the Mac OS Installer in the Mac OS CD folder.

The Mac OS system software is upgraded, and the Network Assistant workstation software is installed with the appropriate privileges set. For the best results when using the Copy commands, turn off file sharing and Personal Web Sharing and give all of the workstation hard disks the same name.

Upgrading

If you have a previous version of Network Assistant, you can upgrade your workstations by installing the software on each computer, but using Network Assistant to upgrade all workstations or groups of workstations at once is much faster, especially if you want many workstations to have the same password and access privileges.

Note: To upgrade this way, you must have privileges to copy and delete items on each workstation and to restart each workstation. To see if you have these privileges, create an Administrator Access report.

If you are using Network Assistant 3.5.x or later and are running Mac OS 8.1 through 8.6, you can upgrade your Network Assistant client workstations to Network Assistant 3.6. The Network Assistant 4 administration application can manage both Network Assistant 4 and Network Assistant 3.6 workstations. However, some new features of Network Assistant 4 (hard disk reports, server schedule commands) are available only with Network Assistant 4 running Mac OS 9. To upgrade your workstations to Network Assistant 3.6, see “Managing Client Workstations Running Mac OS 8.1 Through 8.6” on page 14.

Important Upgrade your Network Assistant workstations to version 3.6 only if you will be using Network Assistant 4 to manage them. Previous versions of the Network Assistant administrator application cannot manage Network Assistant 3.6 workstations.

To upgrade workstations using Network Assistant:

- 1 On your administrator computer, insert the Apple Network Assistant 4 CD-ROM disc into the CD-ROM drive. Then read the About Network Assistant 4 file.
- 2 Open the version of Network Assistant you already have installed.
- 3 Select the workstations you want to upgrade in the Workstation Status window or any report window.
- 4 Copy the Network Assistant startup extension from the Network Assistant Parts folder in the Apple Network Assistant 4 CD to the workstations' Extensions folder. (In the Copy Items dialog box, choose Extensions Folder from the pop-up menu.)
- 5 If you want to put Network Assistant Security on user workstations (which provides a direct way to change the access privileges you have with each workstation), copy Network Assistant Security from the Apple Network Assistant 4 CD to the workstations. (In the Copy Items dialog box, choose the "Specify a full path" option and type ":Network Assistant Folder".)
- 6 If the workstations you are upgrading are also used to administer other workstations:
 - Copy Network Assistant from the Apple Network Assistant 4 CD to the workstations.
 - Copy Network Assistant Help from the Apple Network Assistant 4 CD to the workstations. (In the Copy Items dialog box, choose the "Specify a full path" option and type ":System Folder: Help".)
- 7 Choose Restart from the Manage menu to restart the workstations.
- 8 Upgrade your administrator computer.

If you need help, see "Installing for the First Time" on page 10.

Note: The preferences and workstation lists from your previous software are kept.

- 9 To assign the same password and access privileges to a group of workstations, do the following:
 - Use Network Assistant Security on your computer to set the password and privileges the way you want them to be on the user workstations. They are saved in the Network Assistant Preferences file (in the Preferences folder in the System Folder) when you quit. If you need help, see "Setting Up Workstations on the Network" on page 16. For information on choosing passwords, see "About Passwords" on page 15.

Note: You do not have to enter workstation information; the information from the previous software on workstations is kept.
 - Use Network Assistant to copy the Network Assistant Preferences file on your computer to the same location on the workstations you are upgrading. (In the Copy Items dialog box, choose the "Same location" option.)
- 10 Use Network Assistant Security again to change the password and privileges back to the way you want them on your computer.

Managing Client Workstations Running Mac OS 8.1 Through 8.6

To upgrade workstations to Network Assistant 3.6 using Network Assistant:

- 1 On your administrator computer, insert the Apple Network Assistant CD-ROM disc.
- 2 Double-click the Network Assistant 3.6.smi file.
- 3 Read the license agreement and click Agree if you agree to the terms of the agreement.
- 4 Use your current Network Assistant administrator application to gather the desired Network Assistant workstations.
- 5 Use the Copy and Replace command to copy the Network Assistant Startup extension, version 3.6, to the Extensions folder in the System Folder on the selected hard drives.
- 6 Use the Software Search command to find the Network Assistant Security application on the selected hard drives, and then delete these old versions.
- 7 Use the Copy command to copy the Network Assistant Security application, version 3.6, to the selected hard drives.
- 8 Choose Restart from the Manage menu to restart the workstations.
- 9 Update your administration application to Network Assistant 4 by double-clicking the Network Assistant 4 installer.

If you don't have enough privileges to perform the procedure above, follow these steps to install Network Assistant 3.6 workstation software:

- 1 On your administrator computer, insert the Apple Network Assistant 4 CD-ROM disc.
- 2 Double-click the Network Assistant 3.6.smi file.
- 3 Read the license agreement and click Agree if you agree to the terms of the agreement.
- 4 Drag the Network Assistant Startup extension to each workstation's Extensions folder (in the System Folder).
- 5 Drag the Network Assistant Security application, version 3.6, to each workstation's hard disk.
- 6 Drag the old Network Assistant Security application from the workstation's hard disk to the Trash.
- 7 Restart the workstations.

Installing and Setting Up on NetBoot Computers

To install and set up Network Assistant software on NetBoot computers, you must follow special procedures. See the documentation that came with your NetBoot Server software. You need to use Network Assistant Security to change the password and privileges, and you need to add the altered Network Assistant Preferences file to the System image for each user using NetBoot Desktop Admin.

Important If you install Network Assistant administration software onto a NetBoot computer, Network Assistant Help is installed into the System Folder (in the Help folder) to which NetBoot users have access. The files in the help describe how to use Network Assistant to administer other workstations. Take extra security measures to make sure NetBoot users do not have access to the Network Assistant application.

When you use Network Assistant with NetBoot computers, all NetBoot computers have the same privileges and password. When an administrator uses Network Assistant on a NetBoot computer, however, he or she can define a different password used for opening Network Assistant.

About Passwords

The following information explains how passwords are used, some guidelines for choosing them, and what to do if you forget a password.

How You Use Passwords

You must enter the workstation password in the following situations:

- when you open Network Assistant Security to change privileges on a user workstation
- when you add a workstation to a workstation list in Network Assistant

Note: If the workstation is in a workstation list when you change the password, you must remove it, then add it to the list again (and enter the new password) before you can work with it. (The workstation will appear with “access denied” in the Workstation Status window.)

You must enter the administrator password when you open the Network Assistant application.

Choosing User Workstation Passwords

You can assign a different password to each computer or assign the same password to all the computers on your network.

- If users will be able to control access to their workstations, you may want to assign a different password to each workstation, so users who have the same password won't be able to change each other's privileges.
- Assigning the same password to all the computers on the network is slightly more convenient for you, because you only have to enter the password once when you add a group of workstations to a workstation list in Network Assistant. But using the same password for all workstations is less secure.

Choosing Administrator Passwords

For the highest security, assign a password to each administrator computer that is different from the passwords on user workstations.

If You Forget a Password

If you forget the password for a user or administrator workstation, you can restore the default password.

To restore the default password (xyzzz):

- Delete the file called Network Assistant Preferences in the Preferences folder in the workstation's System Folder.

Deleting this file also deletes all other passwords and access privileges for the workstation, and all information entered for the workstation. If the workstation has the administration software installed, workstation lists and Toolbar settings are also deleted. You will need to create them again using Network Assistant (see Network Assistant Help for more information).

Setting Up Workstations on the Network

After you've installed the workstation software, follow the steps in this section for each workstation on your network.

For the best results when using the Copy commands in Network Assistant, do the following:

- Turn off file sharing in the File Sharing control panel and Personal Web Sharing in the Web Sharing control panel.
- Give the hard disk the same name as that of all other workstations you're managing.

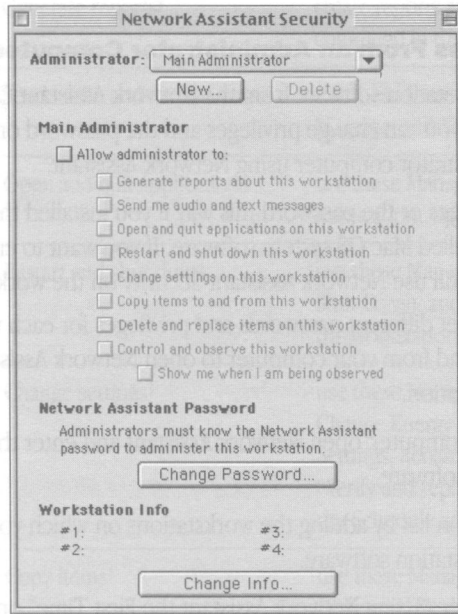
Next, you need to set access privileges for each user workstation using Network Assistant Security. You can change privileges and the password for workstations on each individual workstation or from an administrator computer.

Changing Privileges Directly on a Workstation

Follow these steps on each workstation:

- 1 Open Network Assistant Security and enter the password you used when you installed the software.

The following window appears:



- 2 Make changes to access privileges and the password. When you select an option, the access privilege takes effect immediately.

The recommended access privileges for a workstation depend on how it's used.

- If a workstation is used in a public area—for example, in a computer lab—you may want to allow administrators full access privileges to the workstation.
- If a workstation is used by one person, you may not want to give administrators full access privileges. Also, you may want the user to take responsibility for creating passwords and setting the access privileges for the workstation.

You can use the New button to define up to five sets of administrator privileges, each with its own password to the workstations. You may want to create several sets that give several administrators different privileges with the workstation.

See “About the Access Privileges” on page 19 for more information.

- 3 If you want, enter information about the workstation.

You can enter information about a computer to appear in Network Assistant reports and in the Get Info box in Network Assistant. For example, you can enter an inventory number for the computer, a serial number, or a user's name and telephone number.

After you are finished, you can delete the application from the workstation as an extra security measure.

Changing Privileges From an Administrator Computer

If you installed the workstation software from the Network Assistant CD and you selected "Full" access privileges, you can change privileges and the password on multiple workstations at once from an administrator computer using Network Assistant.

You can't change privileges or the password this way if you installed the Network Assistant software when you installed Mac OS system software. If you want to enter workstation information, you must still use Network Assistant Security on the workstation.

Note: If you prefer to set different passwords and privileges for each workstation, you can use the Control command from your computer to open Network Assistant Security and make changes on each workstation.

- 1 On your administrator computer, open Network Assistant and enter the password you used when you installed the software.
- 2 Create a main workstation list by adding the workstations on which you installed the Network Assistant workstation software.

For more information, see "Using Network Assistant the First Time" on page 20.

- 3 Open Network Assistant Security and enter the password you used when you installed the software.
- 4 Make changes to the password and access privileges as you want them to be on the workstations.

See "About the Access Privileges" on page 19 for more information.

- 5 Use the Copy Items command in Network Assistant to copy the Network Assistant Security Preferences file from your hard disk to the workstations whose privileges and password you want to change.

For more information on using the Copy Items command, see Network Assistant Help.

- 6 Use Network Assistant Security to change the password and privileges back to the way you want them on your workstation.

After you're finished, you can delete the Network Assistant Security application from workstations as an extra security measure.

About the Access Privileges

Select	To allow administrators to . . .
Allow administrators to	select any other privileges. (If you select only this box, the administrator can see the workstation in the Workstation Status window and include it in Network Performance reports.)
Generate reports ¹	create reports and record software changes using the Schedule command in the Server menu
Send audio and text messages	use these Interact menu commands: Announce, Talk, Send Text Message, and Text Chat
Open and quit applications	use these Manage menu commands: Open Selected, Open Application, Open Item, and Quit Application
Restart and shut down	use these Manage menu commands: Sleep, Wake Up, Restart, Shut Down, and Schedule Restart (if Energy Saver is installed on the workstation)
Change settings ¹	use these Manage menu commands: Change System Settings, Change Energy Saver, Change TCP/IP Address, Change Internet Settings, Rename Workstation, and Rebuild Desktop; and use the “Verify and repair hard disks” and “Rebuild desktop” options of the Schedule command in the Server menu
Copy items ¹	use these Manage menu commands: Copy Items and Copy Hard Disk; and use the “Copy items” option of the Schedule command in the Server menu
Delete and replace items	use these Manage menu commands: Delete Selected, Delete Hard Disk, and Empty Trash
Control and observe	use these Interact menu commands: Observe, Control, and Share Screen

¹ Hard disk reports and server schedule commands are available only to workstations with Mac OS 9 or later.

User privilege**Description**

Show me when I am being observed

This icon appears in the menu bar on the workstation when an administrator is observing the screen:



Also, when a user sends an attention request, the user can see the last time the administrator used his or her computer.

Using Network Assistant the First Time

Unless you have upgraded from a previous version of Network Assistant, follow these steps after you open the Network Assistant application the first time:

Step 1: In the dialog box that appears, enter the password you assigned when you installed the software.

If you didn't assign a password, enter the default password, *xyzyx*, then change the password in step 3.

Step 2: Create a main list of workstations by adding at least one workstation to the list.

Make sure you've installed and set up workstations with the Network Assistant workstation software before trying to add them to a list.

Using AppleTalk

- 1 Make sure AppleTalk is selected in the "Find using" pop-up menu.
- 2 Select the workstation's zone and name, then click Add.
 - If you can't find a workstation, try selecting a different zone. If you still can't find the workstation, be sure it is turned on and has the workstation software installed on it.
 - If you see a name you don't recognize, Network Assistant may have named that workstation. Network Assistant automatically assigns a name to any workstation that doesn't have a computer name (in the File Sharing control panel). The name includes the processor type and amount of RAM, such as "PowerPC 604 32 MB." To rename the workstation, use the Rename command in the Manage menu (see Network Assistant Help for more information), or enter the name in the File Sharing control panel on the computer.

Using TCP/IP

To add a workstation to a list using TCP/IP:

- 1 Make sure TCP/IP is selected in the “Find using” pop-up menu.
- 2 Select the workstation’s name, then click Add.

If you are prompted to enter a range of addresses, you’ve added workstations with dynamic TCP/IP addresses that change over time. Network Assistant will search the range of addresses you enter each time you choose the list in the Workstation Status window.

Important If workstations on your network have dynamic TCP/IP addresses, do not put workstations from different gateway servers in the same workstation list.

If you don’t see the workstation you’re looking for, do one of the following:

- Use the Add By Name button to add a workstation by entering its TCP/IP address (listed in the workstation’s TCP/IP control panel).
- Use the Search button to look for a workstation on a local network, a remote network (connected to your computer across a router), or a range of addresses.

Note: If you enter a range that contains many addresses, the search may take several minutes.

Step 3: If you haven’t changed the administrator password, do so now.

It’s very important to change the primary administrator’s password right away to a secure one. You can also create other passwords that give other administrators restricted access.

Changing the Primary Administrator’s Password

To change the primary administrator’s password, do one of the following:

- Use the Password command in the Setup menu in Network Assistant.
- Use Network Assistant Security to change the password.

When you change the password in one of these applications, the password in the other application is updated automatically.

Setting Up Passwords for Restricted Access

You can give another administrator access to a subset of Network Assistant commands. You might do this for an instructor who needs to share screens and exchange messages with users, but who won't be managing the network.

To create a restricted access password:

- Use the Restricted Access command in the Setup menu.

If you want more restricted access accounts:

- You can use the New button to define up to five sets of administrator privileges, each with its own password to the workstations. You may want to create several sets that give several administrators different privileges with the workstation.

What's Next?

With the Network Assistant application open and active, choose Network Assistant Help from the Help menu to learn how to use the application.

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