

TeleMate.Net Software
5555 Triangle Parkway, NW
Suite 150
Norcross, GA 30092
Tel: 678.589.7100
Fax: 678.589.7110

www.telemate.net

TeleMate.Net Software Announces NetSpective 5.3 with a Chrome Extension for Chromebooks

TeleMate.Net Software released NetSpective version 5.3 today. Version 5.3 is available to customers running NetSpective version 5.0 or later by accessing the NetSpective Update screen. From the Update screen, select the “Get Updates” button, and then press the “Install Update” button. NetSpective will need to reboot to complete the install process. If your NetSpective version is not on a version 5.0 or newer, please contact Technical Support to discuss upgrade options.

If you are still running version 4.x and wish to upgrade to version 5.2 please review the following details:

Version 5.2 is available to customers upon request to TeleMate Technical Support, Registration Services, or your NetSpective Sales Representative. The primary reason for the change in process for deploying version 5.2 as compared to prior versions is due to a new user interface, improved handling of Google Services, and enhanced remote agents.

Before we begin, version 5.0 introduced a new interface and added features that require additional performance. Older appliances designated as Models 6D and 6Q that were purchased more than 6 years ago do not meet the performance requirements. If you have an older model or are not sure please contact Technical Support or your Sales Representative for assistance.

Appliances designated as Model 12D, 12Q, and 12H are compatible with version 5.0 performance requirements, yet as stated in prior notifications are not capable of leveraging all of Version 5.0 Inline or Proxy SSL Inspection capabilities. Models 15R and 15HI support all Version 5.0 features, as well as planned road mapped features for the next three years. If clarification is needed please contact TeleMate’s Technical Support or your Sales Representative for assistance. We are here to help.

To address the transition, TeleMate.Net Software is providing several methods for educating administrators and system managers on the new interface. First, easy to follow videos have been created and are available for viewing by navigating to [NetSpective Training Videos](#). Secondly, a private or group based WebEx session can be scheduled to walk through the new user interface and features. Select [Schedule a NetSpective Webinar](#) to choose a date and time that works best for your schedule.

TeleMate.Net Software
5555 Triangle Parkway, NW
Suite 150
Norcross, GA 30092
Tel: 678.589.7100
Fax: 678.589.7110

www.telemate.net

TeleMate.Net Software feels it is important to address customer recommendations and feature requests promptly. NetSpective Version 5.3 introduces web filtering support through a Chrome Extension as well as an update to the Remote Agent for macOS running Sophos Endpoint Security.

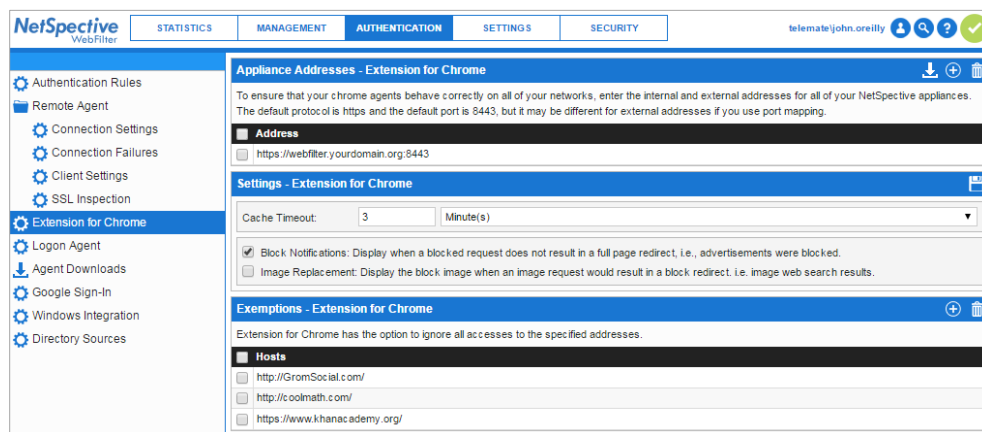
Chrome Extension for Chromebooks

To provide administrators a lower cost and more flexible web filter, Version 5.3 introduces a Chrome extension for Chromebooks. This addition benefits customers by eliminating the need of a proxy server for OFF-Network policy control and by providing enhanced policy enforcement with shared Chromebooks.

Keep in mind that the Chrome Extension, unlike the Windows and macOS agent, is a browser extension. Since it lives in the web browser, decryption is not a part of the Chrome Extension and is not necessary. Living in the browser, the Chrome Extension can see inside all SSL traffic and modify it as needed. Communication for the extension is entirely HTTPS. This means that any NetSpective appliances that are configured to use the Chrome Extension must have a trusted website certificate configured.

Second, since the Chromebooks itself is an Internet aware device the Chrome Extension fails OPEN in the event it cannot communicate with the NetSpective.

To begin using the Chrome Extension navigate to 'Authentication' and select 'Extension for Chrome'. From here you can download and configure the extension setting. Once deployed changes to settings replicate to all Chromebooks automatically.



Detail step-by-step instructions can be obtained in the system help or by accessing the [NetSpective Extension for Chrome Setup Guide](#). For deployments of greater than 5000 Chromebooks it is recommended that you contact Technical Support for guidance.

TeleMate.Net Software
5555 Triangle Parkway, NW
Suite 150
Norcross, GA 30092
Tel: 678.589.7100
Fax: 678.589.7110

www.telemate.net

Remote Agent for macOS

NetSpective Version 5.3 includes an update for the Remote Agent for macOS. Changes have been made to improve compatibility with Sophos Endpoint Security. Based on configured Remote Agent Client Settings the updated Agent will automatically propagate. To review your setting navigate to 'Authentication->Remote Agent'.

If additional assistance is required, please contact TeleMate.Net Software Technical Support at +1(678) 589-7100 or NetSpectiveSupport@telemate.net, or visit our web site at <http://www.getnetspective.com/support>. Thank you for allowing us to serve your Internet content management needs.

John O'Reilly
COO/President, TeleMate.Net Software