



NetSupport Manager v11

NetSupport Manager has been helping organisations optimise the delivery of their IT support services since 1989 and while the use of Remote Control software is now commonplace, unlike 20 years ago the diverse range of platforms, protocols and physical assets now in use provide PC Management and Remote Control Software solutions with the continuous challenge of being able to offer support to a variety of configurations.

The success of NetSupport Manager lies in its ability to continually evolve to meet the needs of any environment. Combining comprehensive multi-platform support for Windows, Linux, MAC, CE, Pocket PC and Windows Mobile systems, with a range of PC Management tools designed to ensure that critical IT infrastructure is available when needed most, NetSupport Manager offers complete compatibility for today's corporate networks.

With over 8,000,000 systems worldwide supported by NetSupport technology, NetSupport Manager is a proven solution for any environment.

Whats New

NetSupport Manager v11 offers a fresh user experience with a restyled interface, performance improvements and a range of shortcut features that now make it even easier for you to support the diverse range of systems now in use across the modern enterprise.

Need help planning for upgrades and the rollout of new technology? New Dynamic Auto-Grouping of machines by operating system and platform provide an instant overview of your IT environment.

With a growing number of manufacturers shipping servers, laptops and desktops that support Intel® vPro™ technology, version 11 can now be configured to browse for this capability, enabling a range of diagnostic functions to be performed remotely where previously a physical visit to the machine would have been required.

The new Quick Access Toolbar provides instant access to recently viewed Clients and with several efficiency improvements added to File Transfer, including the ability to drag and drop files directly onto the remote desktop, there's never been a better time to find out why NetSupport Manager remains the market leader.

Key Features:

- PC Remote Control
- Multi-Platform Support
- Intel® vPro™ Technology Support
- Thin and Zero Client Support
- Delta File Transfer and Distribution
- Internet Gateway
- Scripting and Scheduling
- Hardware and Software Inventories
- Launch Applications
- Workstation Monitoring
- Interactive Thumbnail View
- Remote Deployment
- Chat and Audio Support

NetSupport Manager offers comprehensive multi-platform support for Windows, Linux*, MAC*, CE, Pocket PC and Windows Mobile systems, providing complete compatibility to match today's business environment. In addition, NetSupport Manager now offers support for 64 bit Intel and AMD platforms, including Windows XP 64 and Windows 2003 64. The support is available for x64-based systems.

*Please visit www.netsupportmanager.com/resources to view the Linux and Mac brochure.



Windows Support

Environment

- Browse, locate and connect to all systems across your LAN or WAN.
- Fully integrated remote deployment utility.
- Connect over TCP/IP, IPX/SPX, NETBIOS, NETBEUI or HTTP protocols.
- Communicate over LAN, WAN, Internet, PSTN, ISDN, CAPI/TAPI, GSM, GPRS, 3G or Wireless connections.
- Support for 64 bit Intel and AMD processors.
- Communicate seamlessly between systems that are all located behind different firewalls using the included NetSupport Internet Gateway component.

Remote Control

- Watch, Share or Control the screen, keyboard and mouse of a workstation irrespective of colour resolution, network protocol or operating system.
- Optimise the Remote Control colour quality when managing systems over very slow connections.
- Monitor the screens of all connected systems with real time thumbnails. Mouse over a selected PC to Zoom your view.
- Scan multiple systems, cycle through one or multiple workstations displaying their screens on your Control console.
- Show your screen, a selected Monitor or just a selected application to any number of connected computers for real-time instruction.
- Annotate your screen with a range of drawing tools during a Remote Control or Show session.
- Full Text Chat and Messaging between two or multiple systems.
- Full Audio Chat during a Remote Control session.
- To both aid training and the effectiveness of support, a Whiteboard feature is also provided from within a chat session.

Support Tools

- Gather a full Hardware and Software inventory from the client PC to aid in remote support.
- Gather details of all hotfixes installed on the client PC.
- View and Control Applications, Processes and Services running on the client.
- Edit the registry of a remote system.
- Launch a local Command Prompt from the Remote System on your PC.
- Remotely Power On / Off, Log On / Off or Reboot a client PC.
- Request Help - users can create help requests that can be sent direct to all or specific Control systems based on custom criteria.

Move Information

- Transfer Files between the Control and Client computer, synchronise folders and more, even drop a file directly onto a remote desktop.
- File Distribution - move files from the Control PC to any number of connected systems in a single action.
- Launch applications on remote computers. Capture and redirect the remote computer's Print Queue to the Control PC.
- Powerful Scripting and Scheduling suite to automate frequent tasks.

Flexibility

- Seamless desktop integration with Explorer, allowing you to launch key functionality direct from your system without needing to first start NetSupport Manager.
- Connect back to a known PC from any Web-browser using the Active-X based Control.
- Browse and locate PCs that have Intel® vPro™ capability and perform a variety of remote tasks even where a NetSupport Manager Client isn't installed.

For Microsoft based systems NetSupport Manager supports: DOS, Windows 95, 98, ME, NT 4.0, 2000, 2003, XP, Vista, Windows 7.



Connectivity

Connecting to Systems with NetSupport Manager

The key to successful remote support solutions is the ability to locate and connect to devices no matter where they are, NetSupport Manager provides a range of connectivity methods, all as standard. These include:

Local or Wide Area Networks

- Browse and locate computers over a LAN using TCP/IP, IPX/SPX, NetBIOS or NetBEUI protocols.
- Store all discovered systems in a company hierarchy or in defined groups either locally or centrally.
- Define a range of subnets for extended network browsing capabilities.
- Connect directly to known computers by PC Name, DNS Name or Address.
- NetSupport Manager is registered for use on port 5405. This can be configured as required.

Remote Devices

- Connect to a remote network over Dialup (PSTN) or ISDN utilising the included NetSupport Dialup Bridge.
- Connect to individual remote devices over Dialup, ISDN, GSM, GPRS, 3G or Wireless.

Complete compatibility for today's diverse networks.



Utilising the Internet

Delivering seamless Remote Control between PCs that may be located behind different firewalls, the NetSupport Gateway provides a stable and secure method for NetSupport enabled systems to locate and communicate via http. The Gateway component needs to be installed on a PC allocated with a static IP and which is accessible to both Control & Client PCs, even though both the Control and Client systems will be securely located behind their respective firewalls. The Gateway will only allow connections from computers using the same NetSupport Manager Licence Key.

The Netsupport Internet Gateway Provides

- Seamless and secure remote support between secure, firewalled networks or computers.
- No requirement to make any changes to your existing network or firewall security.
- Secure encrypted communications.
- Support for up to 5,000 simultaneous client connections per gateway.
- Security key access control.
- User authenticated access control.
- Multi-Gateway redundancy removing a single point of failure for your connectivity.
- Full transaction logging.



Security

Full and comprehensive security is built into all modules. Everything from simple password protection through to integration with NT Security, Active Directory and 256 bit AES encryption. Record and Replay remote sessions for audit purposes. You can even profile individual Control users and Client workstations to provide different security levels and capabilities.

Key Security Features

- Password Protection of all systems.
- User acknowledgement (User must be present and authorise each inbound connection request).
- Data Encryption - configurable options from 56 bit DES to 256 bit AES.
- Security Keys (makes the licensed copy of NetSupport Manager unique to the organisation and non-compatible with other copies of the software).
- Record and Replay remote control sessions to keep history of all activity during a session.
- Limit connectivity by user account or originating IP Address (only allow connections from known locations).
- Blank client screen when performing confidential actions.
- Auto logout of a remote system on disconnect (avoids a system being mistakenly left in a logged in state).
- User defined Inactivity Timeout on open connections.
- Dialback security for dialup connections.
- Centrally deploy and manage security configurations from a single location.

Integrated Security

- Integrate with existing NT User profiles to validate inbound user before a connection request is accepted.
- Integrate directly with Active Directory profiles for user validation.
- Supplied with Active Directory templates to enable system wide compliance with pre-defined client configurations.
- Profiled functionality - allow different functionality to be available depending on the authenticated user making a connection.
- Full event and history logs including integration with OS event logs.



Mobile Support

NetSupport Manager provides full Remote Control capabilities for Windows CE (4.2 and later), Pocket PC (2003 and later) and Windows Mobile (5.0 and later) devices. The latest mobile platform support provides a wealth of new uses:

- Connect back to the office server from your PDA and perform an update or restart.
- Access information directly on your office PC while on the road.
- Provide a seamless way of managing your Pocket PC, CE and Windows Mobile devices from a central location.
- Deliver updates or changes to your salesforce's smartphones.
- Deliver remote support of your POS or inventory gathering devices.

Key features when connecting from a mobile device include:

- Browse and Discover systems across your network.
- Full Remote Control of the remote system (any supported platform).
- Two way Chat between the Control and Client Systems.
- Send Messages to one, selected or all Client Systems.
- Send Ctrl+Alt+Del to remote system.
- Remotely Power On or Off a remote system.
- Remotely Reboot a system.
- Scale remote screen to fit on mobile device.
- Apply security keys to make NetSupport Manager unique to your organisation.

Key features when connecting to a mobile device include:

- Browse and Discover systems across your network.
- Full Remote Control of the device.
- Automatically scale the remote screen.
- Downsample colour depth transmission for optimised performance.
- Scan Multiple clients, allowing you to monitor up to 16 systems at a time.
- Two way Chat between the Control and Client Systems.
- Send Messages to one, selected or all Client Systems.
- Full two-way File Transfer.
- An easy-to-use Client Configurator.
- Remotely Power On or Off a CE device.
- Gather a dynamic Inventory of the connected device.
- Monitor remote battery life and signal strength.
- View real time thumbnails of all connected systems.
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.
- Access over LAN, WAN, Internet, Wireless, GSM, GPRS or 3G connections.
- Connect directly via Active-Sync connection.
- Configurable data encryption from 56 bit DES to 256 bit AES.
- Apply security keys to make NetSupport Manager unique to your organisation.
- Restrict connections by IP Address, User Names and Passwords.
- Fully configurable security allowing all features to be enabled or disabled.

SYSTEM REQUIREMENTS

PC REQUIREMENTS: DOS, Win 95/8, Win NT, Win ME, Win 2000, Win 2003, Win XP, Vista and Windows 7.

LINUX REQUIREMENTS: The NetSupport Manager Linux client supports at the time of release, SuSE, Red Hat 9 / Enterprise and Fedora distributions.

MAC REQUIREMENTS: NetSupport Manager client compatible with MAC OSX and carries Mac Universal certification.

POCKET PC: Pocket PC 2003 or Windows Mobile 2003 and above

Strong ARM processors.
ActiveSync / WiFi wireless LAN capabilities.
Device RAM: 32Mb (64Mb Recommended).
Storage: Minimum 2Mb, full Install 10Mb required.

WINDOWS CE: Processor: Strong ARM processors, X86 Compatible
Operating System: Windows CE 4.2 or above ActiveSync capabilities.
Device RAM: 32Mb (64Mb Recommended).
Storage: 5Mb free space required.

MAC AND LINUX



NetSupport Manager's extensive multi-platform support provides full remote control capabilities for Apple Mac and Linux systems. Browse and Discover systems across your network, view real time thumbnails of all connected systems and automatically group machines by OS and Distribution for an instant overview of your IT infrastructure.



For more information please visit www.netsupportmanager.com



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