



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, 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® and a range of mobile systems, with a host 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 11 million systems worldwide supported by NetSupport technology, NetSupport Manager is a proven solution for any environment.

Key Features:

- **NEW** Mac Control
- **NEW** Mobile Control for iOS and Android
- **ENHANCED** Mac and Linux support
- **NEW** Windows 8 support
- 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

What's 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 provides 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 a better time to find out why NetSupport Manager remains the market leader.

NetSupport Manager offers comprehensive multi-platform support for Windows, Linux*, Mac* and a range of mobile systems. NetSupport Manager supports 64 bit Intel and AMD platforms, including Windows XP 64, Windows 2003/2008/2012 64 and 2008 R2. The support is available for x64-based systems.

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



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 Manager 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.
- 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.

NetSupport Manager supports: Windows 8, 7, Vista, XP, 2000 and Server 2003/2008/2012. Legacy support is also provided for DOS, 9x, ME and NT.



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. NetSupport Manager requires the pre-installation of a Client (Host) component and a Control (Remote) component to initiate a remote control connection.

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.

Utilising the Internet

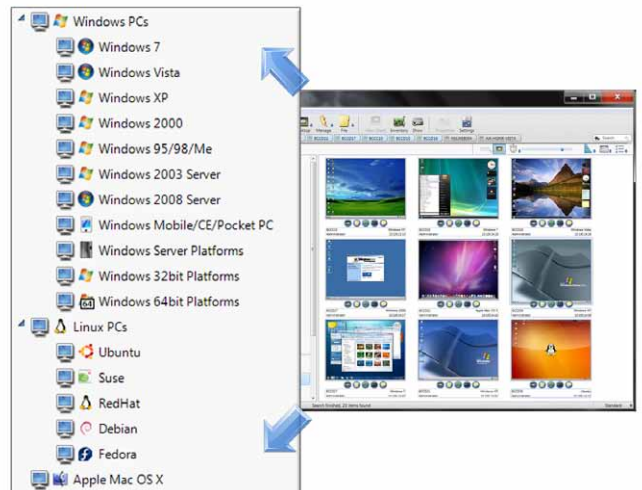
Delivering seamless Remote Control between PCs that may be located behind different firewalls, the NetSupport Manager Gateway provides a stable and secure method for NetSupport-enabled systems to locate and communicate via http. The Gateway component needs to be installed on a PC allocated with a static IP and which is accessible to both Control and 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 Manager 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, you can record and replay remote sessions for audit purposes, and 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).
- 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 a 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.



Learn more about our new Mobile Control for iOS and Android:
www.netsupportmanager.com/mobile.asp



SYSTEM REQUIREMENTS

PC REQUIREMENTS:

Windows 8, 7, Vista, XP, 2000 and Server 2003/2008/2012. Legacy support is also provided for DOS, 9x, ME and NT.

LINUX REQUIREMENTS:

The NetSupport Manager Linux client supports at the time of release: OpenSuSE 11.2 and later, SuSE Enterprise 11, SuSE Enterprise Server 11, CentOS 6 and later, Ubuntu/Edubuntu 9.04 and later, Debian 5 and 6, Red Hat Enterprise Linux 6, Linux Mint 9 and later and Fedora 12 and later. Desktop Managers: GNOME, KDE, Unity 2D, Ubuntu Classic (No Effects Only), MATE and Cinnamon.

MAC REQUIREMENTS:

The NetSupport Manager Mac Control/Client supports Mac OS X version 10.5 and later, Leopard, Snow Leopard, Lion and Mountain Lion, on Intel platforms.

MOBILE:

The NetSupport Manager Mobile Control is available for FREE download from appropriate App Stores. Visit www.netsupportmanager.com/mobile.asp for more information.

ADDITIONAL PLATFORM SUPPORT



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.



The NetSupport Manager Control for iOS and Android provides mobile remote control for existing NetSupport Manager users from any Apple iOS/Android tablet and smartphone or Kindle Fire.

Learn more about the support provided for these platforms by downloading a brochure from:
www.netsupportmanager.com/resources.asp



NetSupport

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Authorised Partner:



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Apple Mac Support

The NetSupport Manager Mac Control and Client supports Mac OS X version 10.5 and later, Leopard, Snow Leopard, Lion and Mountain Lion, on Intel platforms.

Key features when connecting from an Apple Mac include:

- Browse, locate and connect to NetSupport-managed systems across your network.
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.
- Communicate over LAN, WAN, Internet, GPRS, 3G or Wireless connections.
- Watch and Share control of the screen, keyboard and mouse of the remote workstation.
- Monitor the screens of all connected systems with real-time thumbnails of each connected system.
- Gather a full Hardware and Software inventory from the client PC to aid in remote support.
- Transfer Files between the Control and Client computer.
- 'Show' your screen to any number of connected computers for real-time instruction.
- Remotely Power On or Off.
- Remotely Reboot a system.
- Remotely Logout a system.
- Full Text Chat and Messaging between two or multiple systems.
- Launch applications at the remote machines.
- Request Help - users can create help requests that can be directed to all or specific Control systems based on custom criteria.
- Fully configurable security allowing all features to be enabled or disabled.
- Configurable data encryption from 56 bit DES to 256 bit AES.



Now Includes
Control from
Mac
or
Mobile



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Linux Support

NetSupport Manager Linux Client is compatible with OpenSuSE 11.2 and later, SuSE Enterprise 11, SuSE Enterprise Server 11, Ubuntu/Edubuntu 9.04 and later, Debian 5 and 6, Red Hat Enterprise Linux 6, CentOS, Linux Mint 9 and later and Fedora 12 and later. Desktop Managers: Gnome, KDE, Unity 2D, Ubuntu Classic (No Effects Only), MATE and Cinnamon.

Key features when connecting to a Linux system include:

- **NEW** - Perform Remote File Transfer to and from Linux Systems.
- Browse and Discover systems across your network.
- Full Remote Control of the Linux System.
- 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.
- An easy to use Client Configurator.
- Remotely Power On or Off a Linux System.
- Remotely Logout a Linux system.
- Remotely Reboot a System.
- View real time thumbnails of all connected systems.
- 'Show' Control screen to Mac Client systems
- Launch Applications and Scripts remotely for Mac systems
- Dynamically gather a full "real-time" Hardware and Software inventory from any Linux system to aid in problem resolution.
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.
- Configurable data encryption from 56 bit DES to 256 bit AES.
- Restrict connections by IP Address, User Names and Passwords.
- Fully configurable security allowing all features to be enabled or disabled.
- A powerful diagnostics tool providing all relevant system information should support be required.

**NETSUPPORT
MANAGER***Remote Control
for iOS & Android*

*Remote Control any PC, Mac or Linux desktop from
anywhere with your iOS or Android device*



The NetSupport Manager Control for iOS and Android provides mobile remote control for existing NetSupport Manager remote control users remotely from any iPad, iPod, iPhone, Android Tablet or Kindle Fire.

The mobile Control allows a user to quickly search and connect to both local computers by either IP address or PC name, or to browse, connect and view remote computers utilizing the free NetSupport Manager Internet Gateway component.

The NetSupport Manager Control provides full remote control, chat and message capabilities of any remote PC running an existing NetSupport Manager Client (version 11.04 or later).

Key Features When Using Your Mobile Device To Remote Control A NetSupport Manager Client:

- Browse your local network or an established NetSupport Internet Gateway to find remote NetSupport Clients.
- See a list of previously connected Clients for instant ongoing connectivity.
- Remote Control – Watch (view only), Share (both parties can view and interact) or Control (remote screen and keyboard are locked) any NetSupport Manager enabled remote PC.
- View the remote PC using pinch, pan and zoom to highlight key screen information.
- Adjust color depth during remote control sessions from full color, to 256, 16 or just 2 color when reading remote documents.
- Conduct a text chat session with the remote user.
- Send a NetSupport message to the remote user with an optional time-out facility. Ideal for alerting your users of impending server or email maintenance.
- Includes powerful compression to minimize data usage.
- Use 64, 128 or 256-bit encryption for each session.
- Utilize Unique Security keys to ensure your copy of NetSupport Manager is only accessible to your users.
- One click - Send Ctrl+Alt+Delete for remote login or PC management.
- Moveable auto-hide toolbar during remote control sessions.

Getting Started

Install the free NetSupport Manager Control app on your device. Available from Google Play, Apple iTunes and the Amazon app store.

Visit www.netsupportmanager.com and download the NetSupport Manager Client setup file for installation on each of the computers that you want to remote control.

Wirelessly connect your device to the same network as the client computers. (Or for anywhere access, refer to www.netsupportmanager.com for details on setting up and configuring the free NetSupport Gateway – designed to support this scenario).

From the NetSupport Manager Control browse and find your Clients.

Select a Client and choose to View, Chat or send a Message.

Any Questions?

Visit: www.netsupportmanager.com/mobile.asp where you'll find answers to any initial questions you may have.

View a product tour at:
www.netsupportsoftware.com/webinars/tours.asp