

EXCLUSIVE

NetSupport Manager 11

NetSupport Manager sets the standard for remote control, and this latest version delivers even more valuable features

NetSupport Manager (NSM) has always stood out from other remote control software with its keen focus on remote support functions. Version 11 continues this tradition, adding a redesigned management console, auto-dynamic grouping, support for systems with Intel's vPro technology, and easier access to managed systems.

Installation is swift: just load the main NSM control component and use the deployment tool to install the client on your networked systems. Profiles determine how NSM functions on each client system, a configuration tool is used to customise silent installations, and you can limit user interaction.

For testing, we used a mix of Windows XP, Vista, 7, 2003 and 2008 systems, and NSM had no problems picking them up and deploying the client to them. NetSupport also provides clients for Mac, Linux and, uniquely, Windows CE devices.

The management console sees a minor redesign, but it's always been easy to use. Groups of systems are

maintained in a tree view in the left pane, which now includes an entry for the auto-dynamic grouping function.

Selecting a group shows all its members opposite and the monitor mode displays thumbnails of their screens. Views can also now be customised to show client details such as their wireless status, battery charge levels and installed OS.

Firing up a remote control session simply a matter of double-clicking a client's thumbnail. This loads the main View window that shows their screen, and gives access to file transfer,

text and audio chats, inventory and keyboard commands.

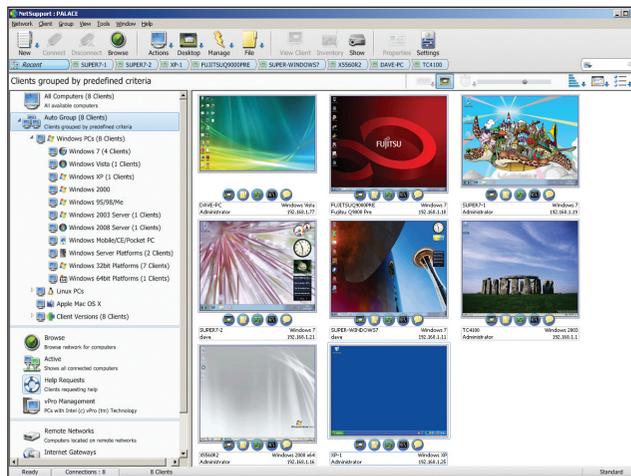
The new quick-access toolbar is available on recently accessed systems, where the client's thumbnail has a bunch of icons beneath allowing you to

quickly fire up view, file transfer, registry edit, chat or inventory tools. Integration with Windows Explorer also means you can view the network on a Control system and directly run remote control, chat and inventory.

Security is good. There's a choice of four encryption schemes and you can use Active Directory policies. NSM also integrates with NetSupport's Protect software, which prevents unauthorised changes being made to client systems.

NSM can search for and control vPro-enabled systems, even if the client isn't installed. We tested this with a Dell Latitude XT2 tablet PC, and we could remotely power it off and on, reset it and boot it into its BIOS menu. We could also access the Latitude's vPro web interface directly from NSM and view all of its hardware settings, and remotely control its power settings.

If you're in the market for a remote support solution, NetSupport Manager is easy to deploy and use, offers an unbeatable range of features, and is competitively priced. **DAVE MITCHELL**



NSM's Control offers a superbly designed interface showing all the action on managed systems via handy thumbnails.



REMOTE CONTROL

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