Multi-platform Remote Control | Mobile Control from iOS and Android | Windows 10 support | Interactive Thumbnail Views
Systems Management and Inventory | LAN, WAN and Internet enabled | One time license purchase

NetSupport Manager v12.7 delivers the very latest in remote PC support and desktop management capabilities. From a desktop, laptop, tablet or smartphone, monitor multiple systems in a single action, deliver hands-on remote support, collaborate and even record or playback sessions. When needed, gather real-time hardware and software inventory, monitor services and even view system config remotely to help resolve issues quickly.

Designed to operate over your LAN, WAN or the internet, securely and without the need for firewall configuration, NetSupport Manager provides a single solution for remote support - without the need for a third-party service or ongoing subscription costs.

Over 29 years' development and 17,000,000+ PC install base = Industry recognised, the most stable, feature rich and secure Remote Control solution available.

PC PRO RECOMMENDED

Redmond MVP Most Valuable Product

CANADIAN BUSINESS AWARDS 2017 — CV MAGAZINE

NTA National Technology Awards 2018 SHORTLISTED

2018 UK IT INDUSTRY AWARDS — bcs computing — FINALIST

NETWORKcomputing AWARDS 2018 ★ FINALIST ★

NetSupport Manager offers comprehensive multi-platform support from Windows, Mac, iOS and Android to any Windows, Android, Mac, Linux and Google Chrome OS devices.

For a general overview of NetSupport Manager's key features, see below. Alternatively, to find out more about the features specific to each platform, please visit www.netsupportmanager.com.

Key Features Overview

Environment

• Browse, locate and connect to all systems across your LAN, WAN or over the internet.

• Fully integrated remote deployment utility.

• Connect over TCP/IP or HTTP protocols. (legacy support provided for IPX and NetBIOS).

• Communicate over LAN, WAN, Internet, PSTN, ISDN or mobile connections.

• Support for 64bit 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 session or Show session.

• Full Text and Audio Chat and Messaging between two or multiple systems.

• Full Audio Chat during a Remote Control session.

• Capture screenshots during a session for future reference.

• Record screen activity to a video "replay file" for training or security.

• To aid both 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.

• Remotely 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 directed to all or specific Control systems based on custom criteria.

• Support for Intel vPro technology is also provided as standard.

• Identify the approximate location of a remote device and automatically group by region.

Move Information

• Transfer files between the Control and Client computer, synchronise folders and more.

• File Distribution - Drag and drop files from the Control PC to any number of connected systems in a single action.

• Identify and access folders currently in use on the Client PC within the File Transfer tree view.

• Remotely launch applications on remote computers.

• Capture and redirect the remote computer's print queue to the Control PC.

• Copy the content of the clipboard between Control and Client PCs.

Flexibility

• PIN Connect feature enables a technician to instantly locate a user anywhere across the enterprise, simply by both parties entering a matching PIN code, via a central PIN server module.

• A full scripting and scheduling suite to automate tasks.

• Auto-Group systems based on pre-defined criteria, including Operating System, Geolocation, Case Type and Client version.

• Touch-enabled UI for use on Windows tablets, including portrait and landscape display modes.

Connectivity Options

NetSupport Manager provides a range of connectivity methods to ensure devices are accessible no matter where they are located. First and foremost, NetSupport Manager requires the pre-installation of a "Client" component on any device you wish to connect to, and a "Control" component / app on any device you wish to initiate a remote control connection from.

Local or Wide Area Networks

• Browse and locate computers over a LAN or WAN using TCP/IP or HTTP (legacy support for IPX and NetBIOS).

• Store all discovered devices in a company hierarchy, use auto or manually defined groups, either locally or stored centrally.

• Define a range of subnets for extended network browsing capabilities locally.

• Connect directly to known computers by PC name, DNS name or network address.

• Discover and connect to any number of devices in real-time across differing environments.

• Optimised performance for both wired and wireless connections.

Utilising the Internet

When you want to deliver seamless Remote Control between PCs that may be in different geographic locations and behind different firewalls, then the NetSupport Manager Communications Gateway module provides a stable and secure method for NetSupport-enabled systems to locate and communicate over HTTP. The Gateway module needs to be installed on a PC allocated with a static IP and accessible to both Control and Client PCs, even though both the Control and Client systems can be securely located behind their respective firewalls. The Gateway will only allow connections from computers using the same Gateway Security Key and is used to support staff or customers across different sites or where staff on the road need access to office resources. The Gateway is not needed for LAN/WAN-based communications.

The NetSupport Manager Gateway module provides:

• Seamless and secure remote support between secure, firewalled networks and computers.

• No requirement to make any changes to your existing network or firewall security.

• Secure encrypted communications.

• Support for up to 6,000 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.

• No dependency on an external third party service.

PIN Connect

The latest version includes a unique new PIN connect feature. In essence, a technician can locate a user anywhere across the enterprise instantly, simply by both parties entering a matching and unique PIN code. Rather than browsing to discover the user's PC and needing to know their PC Name, address details etc, the PIN process allows both parties to handshake seamlessly. The new PIN server module can run alone or alongside the Gateway module and is included as standard with NetSupport Manager. (See the "What's new in version 12" page for more details).

Intel vPro Support

NetSupport Manager can be configured to browse for and locate PCs that have Intel vPro capability, enabling a variety of remote tasks to be performed, even where a NetSupport Client is not installed.

These include the ability to power on, power off and restart the remote machine when performing out-of-hours maintenance; view and reconfigure BIOS information; and, if necessary, boot from a remote operating system image.

When plugged into AC power, the above can be performed wirelessly on a notebook system.

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.
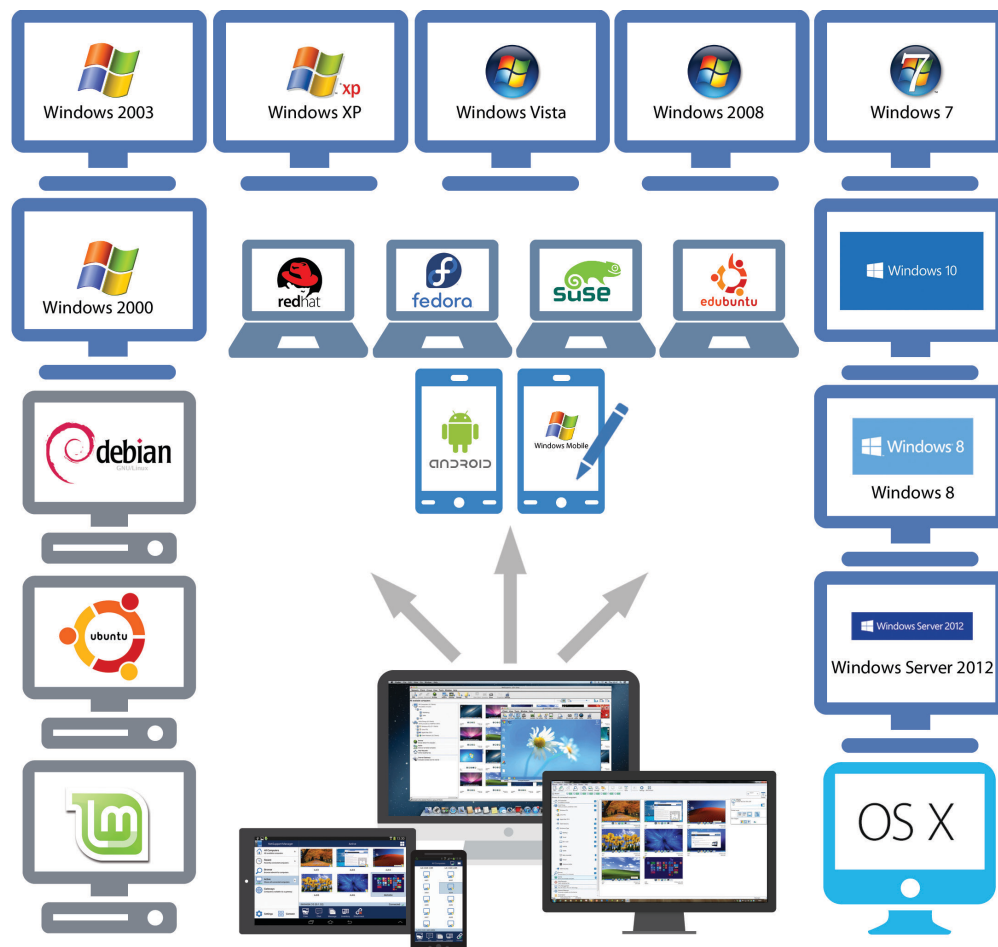
Key Security Features

• 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.

Windows 2003 · Windows XP · Windows Vista · Windows 2008 · Windows 7 · Windows 2000 · redhat · fedora · suse · edubuntu · Windows 10 · debian · android · Windows Mobile · Windows 8 · ubuntu · Windows Server 2012 · OS X

SYSTEM REQUIREMENTS

PC REQUIREMENTS:

Windows 10, 8 and 8.1 (32bit and 64bit), Windows Server 2012, Windows 7 (32bit and 64bit), 2008 (32bit, 64bit and R2), Vista (32bit and 64bit), 2003, XP (Service Pack 3 and above). Legacy support provided for Windows 2000 and earlier, Pocket PC and Windows CE.

LINUX REQUIREMENTS:

The NetSupport Manager Linux client supports at the time of release: OpenSuSE 11.2, 11.3, 11.4 and 12.1, SuSE Enterprise Desktop 11, SuSE Enterprise Server 11, Ubuntu 9.04, 9.10, 10.04, 10.10, 11.04, 11.10 and 12.04 , Debian 5 and 6, Red Hat Enterprise Linux 6, CentOS 6 and 7, Linux Mint 9, 10, 11, 12, 13 and 14 and Fedora 11, 12, 13, 14, 15, 16 and 17.

MAC REQUIREMENTS:

The NetSupport Manager Mac Control/ Client supports Mac OS X version 10.9 to 10.13 (Mavericks, Leopard, Snow Leopard, Lion, Mountain Lion and Yosemite) on Intel platforms.

MOBILE:

The NetSupport Manager Mobile Control is available for FREE download from appropriate App Stores. The NetSupport Manager Client for Android can be installed on each Android device (4 or later) and connected from the Windows Control (12.5 or above).

For more information visit: www.netsupportmanager.com/mobile.asp

CHROME OS:

A NetSupport Manager Control can communicate, via HTTP, with Google Chrome OS devices that are running the NetSupport Manager for Chrome Client extension.

For more information visit: www. netsupportmanager.com/chrome.asp

PLATFORM FLEXIBILITY

NetSupport Manager's extensive multi-platform support provides full remote control capabilities for Apple Mac, Android, Linux and Chrome OS 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

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