NetSupport Manager

Remote Support
for Google Chrome

NetSupport Manager v12.7

The complete solution for remote support

For over 30 years, NetSupport Manager has delivered the very latest in remote PC support and desktop management capabilities. Flexibility is key in the modern IT environment and adding to the products existing multi-platform support capabilities, you can now remotely manage any Google Chrome OS device.

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

Key features when connecting to Chrome OS 'Client' systems include:

- A crystal clear thumbnail of each Chrome OS Client screen can be viewed by the Control in a single view.
- The Client's screen can be discreetly monitored (Watch Mode) or remote controlled in real time (Share Mode).
- For real-time instruction or demonstrations, the Chrome OS Client can be shown the Control (Windows or Mac) screen - in a browser tab, or in full screen mode.
- The Client can also be shown an application running on the Control desktop.
- Multi-monitor support – monitor Chrome OS devices running multiple monitors.
- User Acknowledgement – the Client can authorise each inbound connection request.

- The Client's mouse and keyboard can be 'locked' remotely.
- Chrome OS Clients can join a text 'chat' session initiated by the Control.
- Chrome OS Clients can receive messages sent by the Control.
- Remote Clipboard - the content of the Client's clipboard can be remotely retrieved by the Control during a view session. Clients can also be sent a copy of the Control's clipboard.
- Request Help facility - Clients can send a request for help to a Control.
- PIN Connect - the Client can initiate an instant connection with a Control simply by both parties entering a matching PIN code, via a central PIN server module.