



## Remote Support for any environment

### NetSupport Manager v12.8

#### The complete solution for remote support

For over 31 years, NetSupport Manager has consistently led the way with innovative features to aid in remote PC management.

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, high speed solution for the remote management of multi-platform computers – without the need for a third-party service or ongoing subscription costs.

What makes NetSupport Manager unique is its range of supporting tools to ensure maximum efficiency and, most importantly, the minimum level of system downtime and lost productivity as support issues are being addressed – making it the perfect tool of choice for any IT team.

#### What's new?

In V12.8, new features and enhancements have been included, such as displaying applications in a separate window to end users, allowing them to continue using their own screen as normal and helping to maintain productivity levels. To help find and connect to clients quickly and efficiently, IT teams can now filter the Gateway's list of clients by name, username, address and description. Plus, new features have been added to NetSupport School (the free classroom instruction/training solution within NetSupport Manager), including a new Feedback feature and console user mode, helping to ensure that tools are accessible to all users.





## Key Features

### Environment

- Browse, locate and connect to all systems across your LAN, WAN or over the internet.
- 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.
- Fully integrated remote deployment utility.
  - Quickly locate machines local to the Control.
  - Send a Wake on LAN command to machines not turned on.

### 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.

### 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.
- Automate tasks using a full scripting and scheduling suite.
- 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.

### 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 commands:
  - A local command prompt from a remote system on your PC.
  - A PowerShell window to execute commands at a selected client.
- 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.

## 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.

## 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.

## 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.



## 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.





## NetSupport School - Free Classroom Instruction and Training tools

Included free within NetSupport Manager is Classroom Instruction and Training solution, NetSupport School. Available from the NetSupport Manager installer package, NetSupport School includes a range of award-winning tools to monitor, control, assess and collaborate with a class, whether it's in a **corporate training** environment or a **school lesson**.

### System Requirements

#### PC Requirements:

Windows 10, 8 and 8.1 (32bit and 64bit), Windows Server 2012, 2016 and 2019, 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:

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, Linux Mint 9, 10, 11, 12, 13 and 14 and Fedora 11, 12, 13, 14, 15, 16 and 17.

**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 10.9 to 10.14 on Intel platforms.

#### Mobile Requirements:

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 (4.0 or later) and connected from the Windows Control (v12.5 or above).

**For more information visit:** [www.netsupportmanager.com/mobile.asp](http://www.netsupportmanager.com/mobile.asp)

#### Chrome OS Requirements:

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

**For more information visit:** [www.netsupportmanager.com/chrome.asp](http://www.netsupportmanager.com/chrome.asp)