NetSupport Manager 11 Feature Comparison

NetSupport Manager offers far more functionality, performance and flexibility than Windows Remote Desktop. This summary highlights the main areas of differentiation between the solutions.

Remote Control	Remote Desktop	NetSupport Manager
Support different screen resolutions	Yes	Yes
Support different screen colour depth	Yes	Yes
Browse for available Client systems	Yes	Yes
Remote clipboard	Yes	Yes
Remote Registry Editor included	No	Yes
Simultaneous Multi-Protocol (IP, NetBIOS, IPX, HTTP)	No	Yes
Simultaneous Multi-Platform connections	No	Yes
Simultaneous Control and Client on the same PC	No	Yes
Multiple Controls	Terminal Services only	Yes
View multiple Clients	Yes	Yes
Monitor Mode (many screen thumbnails in a single view)	No	Yes
Printer redirection	Yes	Yes
Scalable View windows	Yes	Yes
Disable remote PC wallpaper to reduce data sent	Yes	Yes
Record & Replay a remote control session	No	Yes
Watch, Share, Control a Client PC	No	Yes
Remotely Reboot a PC or group of PCs	No	Yes
End User (Client) Help Request feature	No	Yes
Gather a Remote Software Inventory	No	Yes
Software Inventory – control active processes	No	Yes
Software Inventory – control active services	No	Yes
Software Inventory – control active tasks	No	Yes
Software Inventory – view installed hot fixes	No	Yes
Gather a Remote Hardware Inventory	No	Yes
Show the Control screen to multiple users (training tool)	No	Yes
Blank the remote PC screen while connected	N/A	Yes
Windows Explorer integration	No	Yes
Show a selected user's screen to other users (training tool)	No	Yes
Gateway - connect through firewalls	Terminal Services only	Yes
Multiple monitor support	Yes	Yes
Remote Command Prompt utility provided	No	Yes

File Transfer:	Remote Desktop	NetSupport Manager
File Transfer (from one PC to one other)	Yes	Yes
File Distribution (from one PC to a group in a single action)	No	Yes
File Manipulation (copy, delete, rename etc)	Yes	Yes
Launch remote applications	At start-up only	Yes
Delta file transfer (transmit only changed portions of file)	No	Yes

Security:	Remote Desktop	NetSupport Manager
Password encryption	Standard Windows	Yes
Dial Back support (when using legacy PSTN and ISDN)	No	Yes
Use Windows Profiles	Yes	Yes
User acknowledgement at Client	Yes	Yes
Password protection at Client/Control	No	Yes
256bit AES Encryption	56 or 128 bit	Yes
DES Encryption	No	Yes
NT authentication settings interface	Yes	Yes
Capability to bind to the network interfaces	No	Yes
Blank user screen support	No	Yes
Remote printing support	Yes	Yes
Log file name changes	No	Yes
Ability to log events to the log file and event log simultaneously	No	Yes

Other Feature:	Remote Desktop	NetSupport Manager
Group Clients by company hierarchy or platforms	No	Yes
Tool for the Remote Deployment of software	No	Yes
Group Connect at start-up	No (single connection)	Yes
View multiple Clients	Yes	Yes
Send a text-based message to a PC	No	Yes
Send a text-based message to defined group	No	Yes
Broadcast a text-based message across the network	No	Yes
Chat 1-1 chat (including audio)	No	Yes
Multi chat (chat with a group of users for collaboration)	No	Yes
Scan Group Only	No	Yes
Job Scheduler – automate repetitive tasks	No	Yes
Scripting – create automated routines	No	Yes
Silent Installation	Yes	Yes
Remote Power On/Off computers	No	Yes
User Connection Messages for security feedback	No	Yes
Explorer-like tree view window	Yes	Yes
Scan for running computers	No	Yes
Monitor Mode – view unlimited PC screens in real-time	No	Yes
Virtual Whiteboard – to aid collaboration	No	Yes

Multimedia Features:	Remote Desktop	NetSupport Manager
Video support	Yes	Yes
Audio Announce to selected user PC	No	Yes
Audio Announce to all selected user PCs	No	Yes
Two way Audio Chat	Yes	Yes
Audio Codecs and Bandwidth Configurable	No	Yes
Listen Only Mode (desktop sounds) when connected to a PC	No	Yes
Synchronise Video	No	Yes

PC PRO Magazine said :

"NetSupport Manager has always stood out from other remote control software with its keen focus on remote support functions. Version 11 continues this tradition. 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."

PC PRO RECOMMENDED

NETWORKcomputing AWARDS 2012 ★ FINALIST ★

NetWork Computing said :

"In our view remote control software simply doesn't get any better than this. NetSupport Manager 11 provides everything a support department could possibly need as it's very simple to deploy, delivers a wealth of highly accessible features and combines these with extreme ease of use and good value."

Just a few of our valued NetSupport Customers ….

Real world feedback on NetSupport Manager 11....

"NetSupport Manager has been a fantastic solution because it has very minimal demand of system resources, extreme flexibility for supporting from several locations and a great set of features for identifying system issues on the remote machines, specifically the Inventory component which helps us monitor hardware and installed software."
Insuring America Inc

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Network Computing Magazine

"AAL have been working will NetSupport Manager for some years now. We believe that having the advantage of maintenance workers being able to log in to our BMS through NetSupport Manager gives us the edge to provide a prompt response to airport breakdowns and thereby affording greater confidence in our clients and the travelling public. In addition to client satisfaction, and from a corporate view, we can reduce call out time, travel time and the necessity to even attend the breakdown. This obviously results in cost savings for staff, vehicles and general equipment efficiency through the ability to random monitor as a tool of 'Whole of Life' philosophy."
Australian Airports

"I would certainly recommend NSM to anyone who needs to support machines that are off-site. In my opinion, no other product even comes close. And even if your furthermost machine is only 5 minutes walk away, I would still recommend NSM, because if there is one thing worse than your PC not working, it's not being able to find the IT support person either! I find it difficult to stop talking about NSM once I start. It's such a great product, I couldn't even imagine supporting any IT network without it now. Perhaps that's the best testimonial of all!"
Counties Power Ltd

"We continue to have very a good experience with NetSupport Manager. The investment was worthwhile because it allows us to remotely manage and monitor all our servers and workstations at our location with great speed and we also appreciate the software's file transfer capability that has helped out in many situations. Prior to NetSupport we used VNC. Even through the VPN, I found NetSupport Manager almost 75% faster than VNC."
The United Nations

"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. 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."
PC PRO Magazine

"Most appreciated is the security the product provides considering it gives access to the desktop view of the remote machine. Product performs outstanding for speed to display remote screens. The price range we had for the licenses was paid back within 2 weeks by avoiding trips to distant locations. We were able to service the remote sites almost like we were there."
Canadian Helicopters

"I'm pleased to report, probably as no surprise to you, that our rollout of NetSupport Manager has been a resounding success. Our users have had nothing but great things to say about it, as we've had plenty of opportunities to quickly address and resolve calls that normally would have taken a great deal more time to address with an in-person visit. In fact, we're in the process of re-organizing our help desk model to better take advantage of our newly freed-up time and manpower."
Harvard University