# Do you know what makes NetSupport Manager so unique?

NetSupport Manager is recognised internationally as the market-leading Remote Control solution for Enterprises large and small. Over the last 20 years NetSupport Manager has consistently led the way with innovative features to aid in remote PC management.

You may think that NetSupport Manager is simply a product offering high speed PC Remote Control, but there is actually a great deal more to the product, and to aid your review we thought we should highlight just a few of the product's unique and differentiating features.

Systems Management

Within NetSupport Manager you can instantly perform a hardware inventory of any remote PC recovering over 80 items of system information and gather a full software inventory covering all applications and hot-fixes installed on the computer.

To aid with remote support, an operator can also view and manage applications in memory, processes running as well as remote management of services running. Where greater input is needed, NetSupport Manager also provides a remote command prompt and a remote registry editor, ensuring a system can be fully supported remotely.
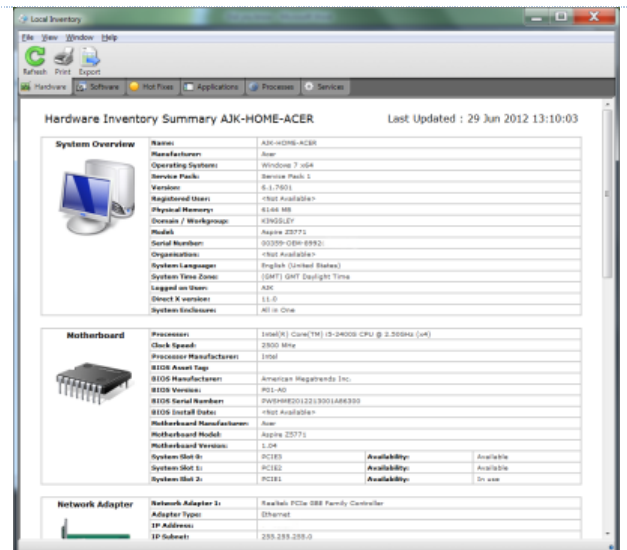
Remote Training

Some people assume Remote Control products are designed specifically for remote support, but NetSupport Manager is unique; it is also designed to be a training and instruction solution.

Not only can you view a Remote PC Screen, but you can also Show your screen, in real time, to any number of selected computers. Instantly, you have a powerful training and instruction tool, with supporting screen annotation features.

Going a step further, NetSupport Manager also allows you to record Remote Control sessions and save these as "Replay" files. Each time a request for assistance is received, a technician can record the steps they took to resolve the issue and quickly build a library of solutions to share with other users who encounter a similar issue.

NetSupport Manager includes full bi-directional audio support so that throughout a remote session users can discuss what is being done and why.

For a complete training solution, NetSupport Manager also includes as standard our training and instruction suite, NetSupport School; delivering a dedicated and specialised solution for any training suite or classroom.
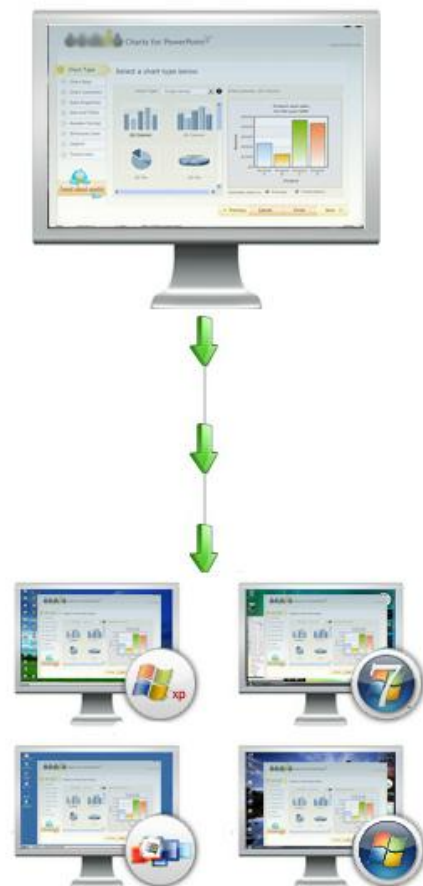
Multi-System Monitoring

Most Remote Control solutions were developed around the concept of 1:1 support; NetSupport Manager is unique in its focus of 1:many support.

NetSupport Manager allows you to remotely monitor any number of systems to simultaneously, view real-time thumbnails of all target systems, send commands to all computers in a single action - and much more.

Even our file transfer offers not just the traditional copy files from PC "A" to PC "B", but a powerful file distribution mode, allowing files or updates to be sent to multiple computers in a single action - and yes, that's unique too.

Security and AD integration

We are stating the obvious, but the more power a product provides, the greater the need for robust security and management. NetSupport Manager has been built from the ground up with security in mind.

When you purchase NetSupport Manager you can immediately secure your software against its unique licence number (ensuring only computers with the same licence are able to connect), or by utilising a security key, which makes your copy of NetSupport Manager incompatible with any others. It may seem obvious, but many products don't offer this and without it you are potentially vulnerable to users downloading a trial copy of the software and being able to locate other computers.

NetSupport Manager then adds user-based controls, passwords can be set on all computers, user acknowledgement can be required, ensuring the Finance department for example, can close any confidential documents on screen before a technician connects and so on. NetSupport even offers support for users and systems with smart card authentication. Connectivity can also be controlled and restricted based on a network address range.

Security is also profiled, allowing for functionality to be structured depending on the individual attempting to control a PC. Technicians can be given access to only certain computers, or when connecting, specific features within NetSupport Manager can be disabled. NetSupport Manager offers full integration with AD, so that users can be authenticated centrally, and to aid in management, AD templates are provided to ensure any new installation of NetSupport on a PC is automatically applied with the company security settings.

NetSupport Manger includes multi-level DES and AES encryption as standard and provides full logging capabilities to record connection details and activities undertaken.
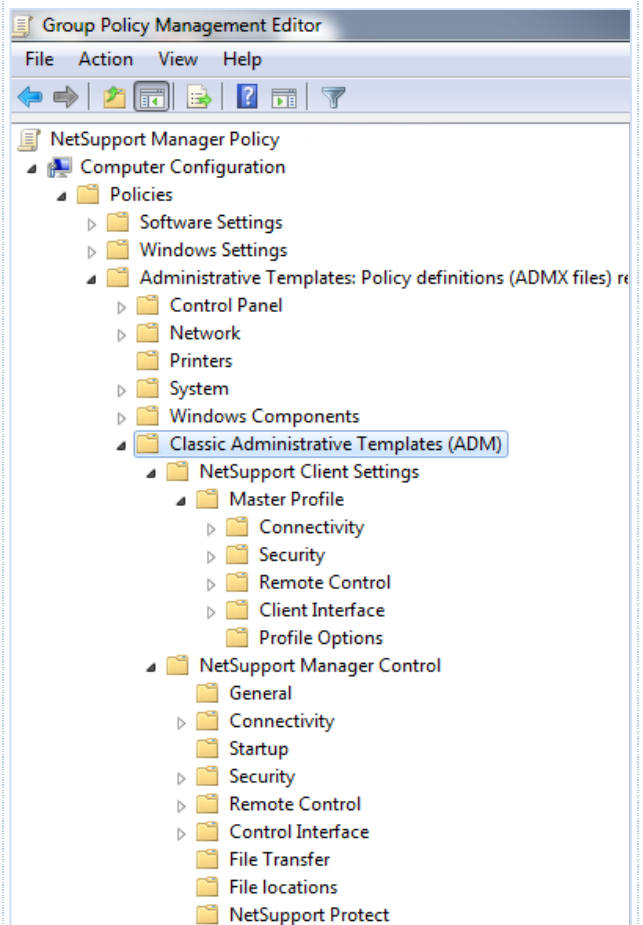
Remote Access without using a third party

For most, there are generally two types of Remote Control solution: a local LAN Based tool for PC management or an online browser-based solution hosted by a third party. Both have merits: a local solution is fast, doesn't have a single point of service failure and doesn't require your data to be directed via third party servers. An online solution of course provides the means for locating and managing computers that are outside of the local network, but is solely dependent on remote services being available.

NetSupport Manager offers both approaches, but always, 100%, under your control and without the need for your data to be sent via or utilise a third party.

Not only can you browse your local network and provide traditional LAN-based remote support, but NetSupport Manager also includes as standard a secure HTTP gateway module. Once installed, you can deliver remote connectivity to your entire organisation's IT equipment irrespective of its location. Sales staff on the road, home-workers and so on, are all instantly and securely accessible. You control your gateway, you manage the access rights, security, and connection logs and your data always remains 100% with you.

Using the gateway, not only can you manage remote IT assets, but if you choose, selected remote staff can have a secure means of accessing their own resources back in the office too.
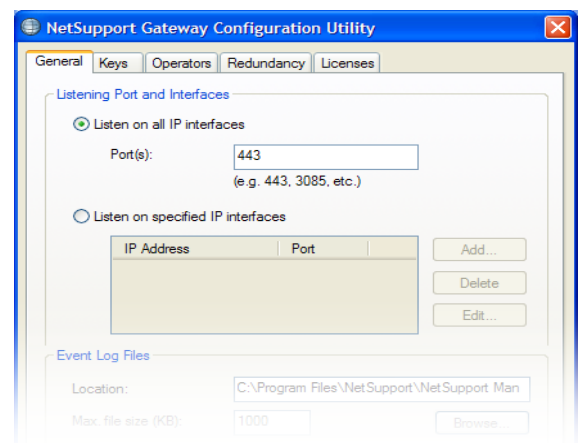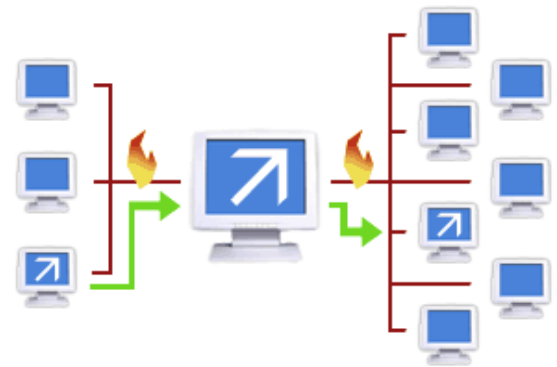
Integration with other systems

As fully featured as NetSupport Manager is, we know it's not the only tool likely to be used by an IT Manager or your Help Desk. With that in mind, NetSupport Manager can be easily integrated into existing systems for seamless use. The product can be launched or deployed using a command line, can be launched and set to automatically view the target system as well as supporting the supply of variables (such as PC name) within a command line, so that everything is seamless to the operator. A full set of options are included in the help file.

/C switch to connect to selected PC
(*NAME*) = IP Address, PC Name or a token

e.g.
PCICTLUI /C (*NAME*) /V

/V – View
/VC - View in Control mode (also /VW and /VS)
/E – open the view window without loading UI
/G – connect to a group
/I – gather a remote inventory

and many more options are supported

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.

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 on a notebook system wirelessly.

Multi-platform and legacy support

We recognise it's highly unlikely that a corporate network will only have one platform present, even less unlikely that every desktop, system and server will be running the same OS versions. NetSupport Manager is designed to ensure maximum system support from a single console.

From your NetSupport Manager console, you can support Windows 2000, XP, 2003, 2008 and Windows 7 systems (32 and 64 bit). We provide legacy versions for Windows 9x systems and even a DOS client. NetSupport Manager also supports connections to Mac OSX systems, SuSE, Ubuntu, Debian, RedHat and Fedora Linux systems, Pocket PC, Windows Mobile, Windows CE and Windows embedded systems.

NetSupport Manager also offers full integration with Thin and Zero client environments, including full compatibility with Microsoft, WYSE, HP, NComputing and MiniFrame solutions to name but a few.

In the next few months, maintained customers will also be able to use NetSupport Manager from their iPhone, iPad, Android Phone and Android Tablets to access computers back at the office or home.
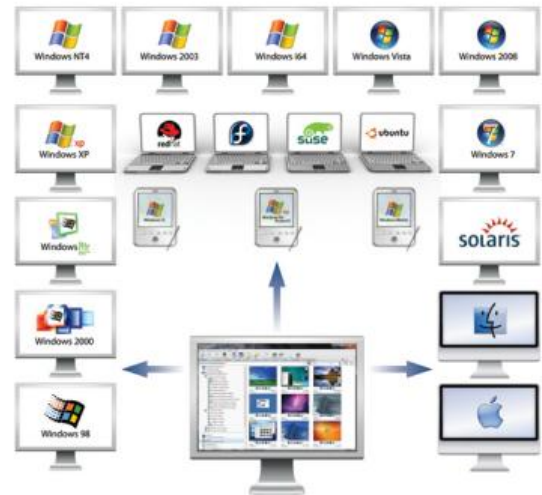
PC PRO Magazine said :

"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."

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."

This summary is intended to highlight just a few of the features in NetSupport Manager that set it apart from other Remote Control solutions. The summary is by no means exhaustive; we could have covered our automation capabilities for routine tasks using our Scripting and Scheduling module, audio support within all view modes, customisable request help features, interactive text chat sessions with whiteboard, remote deployment tools, remote power management, remote printer redirection and many others, but we hope this is a starting point to encourage you to find out more.

Finally, great supporting features are all well and good, but the reason NetSupport Manager has retained its market-leading status for so long is its fundamental principle of offering the fastest, highest quality, lowest bandwidth, and securest remote screen control available. Try us for yourself and compare.

Just a few of our loyal NetSupport Manager customers......