

For over 25 years, NetSupport Manager has been recognised as delivering the most secure remote control available. Designed to operate over your LAN, WAN or the internet, securely and without the need for firewall configuration, the latest version continues to expand our security from activity logs to user acknowledgement, 256-bit encryption to Smartcard support, AD integration and much more.



"NetSupport Manager 12 makes one of the best remote support tools on the market even better."

OVERALL ★★★★★
EASE OF USE ★★★★★
FEATURES & DESIGN ★★★★★
VALUE FOR MONEY ★★★★★

Key security features:

A key differentiator of NetSupport Manager is that it doesn't require you to use or send data via third-party servers and doesn't need remote hosting. As a pre-installed solution, rather than one that requires the installation of a 'temporary' Client, you are in control of the data and the configuration of appropriate security measures. The risk of a breach is more likely when access is granted through third-party servers. This allows the provider to store traffic and logging data – and potentially access confidential information.

Once you go beyond your own LAN and connect to off-site devices across the Internet, there is clearly the potential for increased risk. NetSupport Manager's unique communications **Gateway** technology allows for secure connection between different sites over the internet, guaranteeing that all machines requiring support can be located and connected to seamlessly, and ensuring that all data transmitted across the network (local or remote) carries the highest levels of security and encryption.

NetSupport Manager offers encryption from 56-bit DES through to 256-bit AES security levels and is used by many leading financial and military establishments, so it has been tested and approved by many of the most security-conscious organisations.

Access to the NetSupport Manager Control and remote Client PCs can be password protected.

Use security keys to restrict connections between Control and Client machines to computers using the same key. (This makes the licensed copy of NetSupport Manager unique to the organisation and non-compatible with other copies of the software).

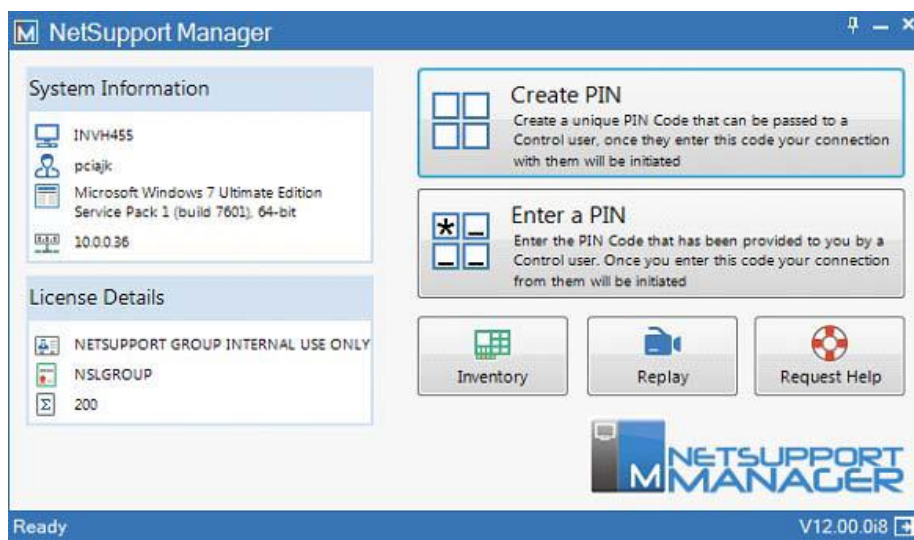
Limit connectivity by user account or originating IP address (only allow connections from known locations).

Create an audit trail of each remote control session by recording all activity that takes place and then saving it in a video file (**Replay File**) for future playback. This option can be configured to run for all remote sessions. The video can be shown to the Client, if needed.

Full **event logging** records the activity that takes place at a Client machine while it is being remote controlled. Standard information includes the name of the Control that initiated the connection and the date and time that the session started and ended.

Request **User Acknowledgement** for each remote connection. The user must be present and authorise each in-bound connection request.

The new **PIN Connect** facility enables instant and secure connectivity between the remote user and technician simply by entering a matching code.



NetSupport Manager integrates directly with **Active Directory** profiles for user validation. (AD integration ensures not only control of which domain users have the rights to use the product and perform connectivity to desktop PCs, but also that the configuration of the technology on each desktop PC is always maintained to ensure full and maximum security at all times. NetSupport Manager is supplied with Active Directory (ADMX) templates to enable system-wide compliance with pre-defined client configurations.)

Integrate with existing NT User profiles to validate an in-bound user before a connection request is accepted.

NetSupport Manager provides support for **Smartcard** logins - any login performed on the Control PC is re-directed and applied on the Client PC.



Blank the screen of the Client PC when performing confidential actions.

Fully customisable user profiles allow different features to be available, depending on the user making a connection.

Avoid systems being mistakenly left in a logged in state (when the Client PC is unattended) by setting to auto-logout of the remote system on disconnect.

Set a user-defined **Inactivity Timeout** on open connections.

Use the supplied Deploy tool to centrally deploy and manage security configurations from a single location.

RedmondRating	
Installation: 20%	10.0
Features: 20%	10.0
Ease of use: 20%	8.0
Administration: 20%	8.5
Documentation: 20%	10.0
Overall:	9.3

Real world feedback on NetSupport Manager

"NetSupport Manager has always stood out from other remote control software with its keen focus on remote support functions. Security is good. There's a choice of four encryption schemes and you can use Active Directory policies."

PC PRO Magazine

"In our view, remote control software simply doesn't get any better than this. Installation and deployment couldn't be easier, as you choose whether to load both the Control and Client components and use profiles to determine how NSM will function on each managed system."

Network Computing Magazine

"The level of control is wonderful and the seamless integration into Active Directory is very useful. As a Manager, I can now see all 30 servers that the business unit uses at a glance, we can support remote users, including those in locations where we did not think it possible and also know that it is totally secure."

Nikken UK

"It is without doubt, a robust and reliable product, which is very easy to use and saves valuable IT time, in preventing travel to remote sites. It's also very easy to install and distribute, with many useful features and excellent security."

Benford LTD

"Most appreciated is the security the product provides, considering it gives access to the desktop view of the remote machine."

Canadian Helicopters

