

NetSupport Manager 10.5

Networks continue to evolve, growing in capability and complexity. A diverse range of platforms, protocols and physical assets provides PC Management and Remote Control Software solutions with the continuous challenge of being able to offer support to a variety of configurations and to ensure that critical IT infrastructure is available when needed most.

Historically, Remote Control and PC Management software focused on removing the need for support staff to physically visit a remote users PC to resolve technical issues. Consequently, users receive a quicker response, resulting in less down time of critical applications. However, organisations now require multi-tasking solutions that offer effective economies of scale and that can perform a broad range of functions, which traditionally would have required multiple applications. Emphasis is now placed not just on providing more efficient technical support but also in simplifying management tasks and in offering secure remote and mobile working possibilities.

NetSupport Manager combines powerful PC remote control with advanced desktop management functionality leading to one of the fastest levels of ROI available on the market today, specifically in improving user productivity, customer satisfaction and organisational flexibility. With over 6,000,000 systems worldwide supported by NetSupport technology and over 15 years development, NetSupport Manager is a proven solution for any environment.

Available fully localised in English, French, German, Spanish, Italian, Dutch, Brazilian Portuguese, Japanese and Arabic, NetSupport Manager is consistently voted "best of breed" by the leading IT publications.

FEATURES:

- PC Remote Control**
- Multi-Platform Support**
- Delta File Transfer and Distribution**
- Internet Gateway**
- Show Function**
- Scripting and Scheduling**
- Hardware and Software Inventories**
- Launch Applications**
- Workstation Monitoring**
- Interactive Thumbnail View**
- Remote Deployment**
- Chat and Audio Support**
- Interactive Whiteboard**



Connect

NetSupport Manager provides a range of options for connecting to servers and end-user workstations, so it does not matter if you are operating over a LAN, WAN, dialup or the Internet. NSM's Internet Gateway even facilitates seamless Remote Control between PCs that may both be located behind different firewalls. In addition, its multi-platform cross operation capabilities provide exceptional flexibility.

Command

Having connected to your target workstation or server, NetSupport Manager provides you with a host of functions for managing it. File transfer and distribution, registry editing and snapshot inventory to name just a few. There is even a sophisticated scripting and scheduling language for automating tasks or unattended operations.

Control

NetSupport Manager puts you in total control. You can elect to watch, share or take total control of the target workstation. If you have multi-media workstations, full two-way audio support is available as standard, enabling you to make yet more savings on telephone costs.

WINDOWS SUPPORT



NetSupport Manager offers comprehensive multi-platform support for Windows, Linux, MAC, Solaris, CE, Pocket PC and Windows Mobile systems, providing complete compatibility to match today's business environment. In addition, NetSupport Manager now offers support for 64 bit Intel and AMD platforms, including Windows XP 64 and Windows 2003 64. The support is available for x64-based systems.

For Microsoft based systems NetSupport Manager supports: DOS, Windows 95, 98, ME, NT 4.0, 2000, 2003, XP and Vista.

FEATURES AVAILABLE FOR ALL WINDOWS DEVICES INCLUDE: ENVIRONMENT

- Browse, locate and connect to all systems across your LAN or WAN.
- Fully integrated remote deployment utility.
- Connect over TCP/IP, IPX/SPX, NETBIOS, NETBEUI or HTTP protocols.
- Communicate over LAN, WAN, Internet, PSTN, ISDN, CAPI/TAPI, GSM, GPRS, 3G or Wireless connections.
- Support for 64 bit Intel and AMD processors.
- Communicate seamlessly between systems that are all located behind different firewalls using the included NetSupport Internet Gateway component.

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 of each connected system. 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 Chat and Messaging between two or multiple systems.
- Full Audio Chat during a Remote Control session.
- To both aid training and the effectiveness of support, a Whiteboard feature is also provided from within a chat session.

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 a local Command Prompt from the Remote System on your PC.
- Remotely Power On / Off, Log On / Off or Reboot a client PC.
- Request Help - users can create help requests that can be sent direct to all or specific Control systems based on custom criteria.

MOVE INFORMATION

- Transfer Files between the Control and Client computer, synchronise folders and more.
- File Distribution - move files from the Control PC to any number of connected systems in a single action.
- Remotely launch applications on remote computers.
- Capture and redirect the remote computers Print Queue to the Control PC.
- Powerful Scripting and Scheduling suite to automate frequent tasks.

FLEXIBILITY

- Seamless desktop integration with explorer allowing you to launch key functionality direct from your system without needing to first start NetSupport.
- Connect back to a known PC from any Web-browser using the Active-X based Control.



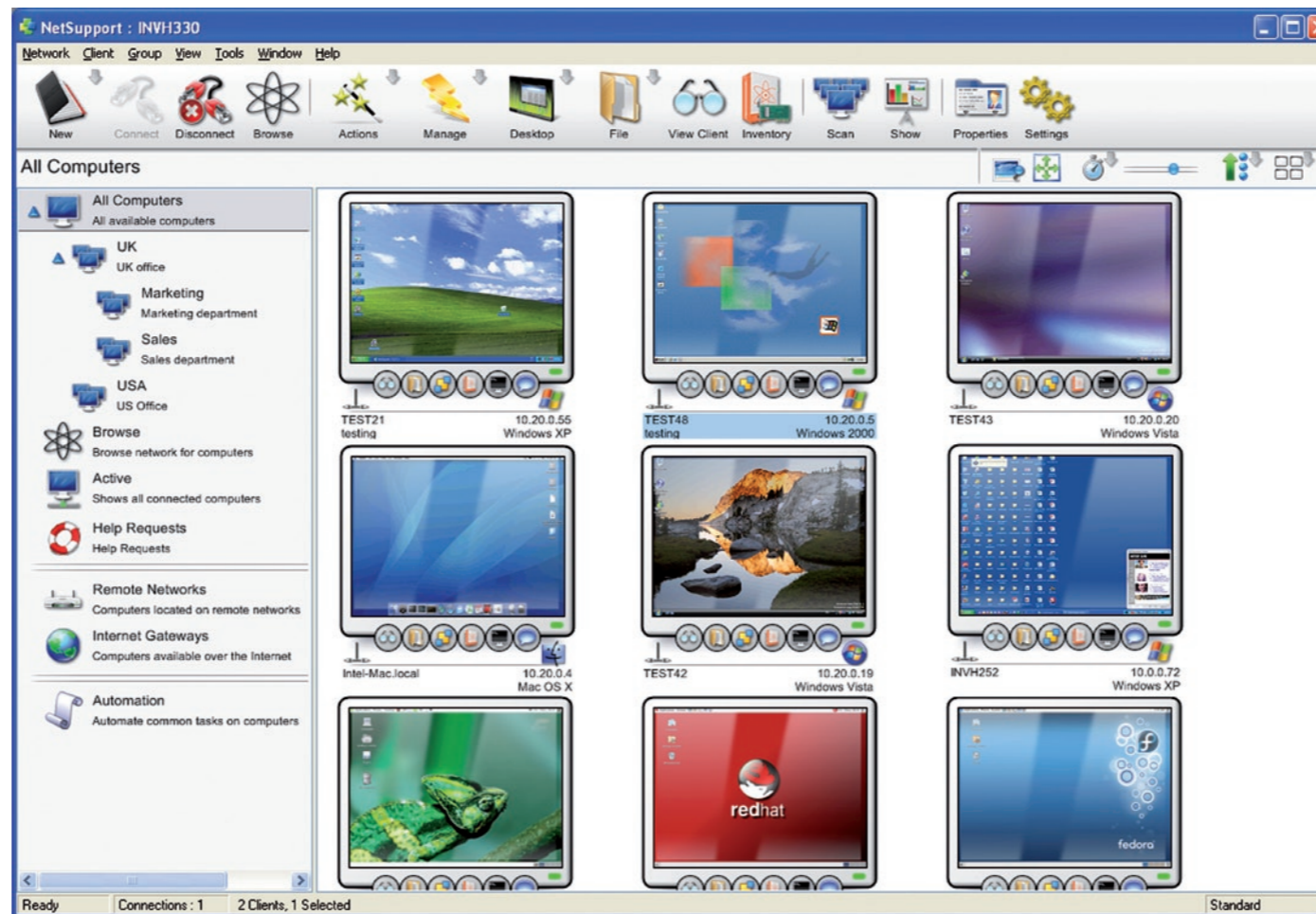
"CRN Test Center Recommends NSM...receiving 8 out of 10 stars."

CRN Test Center



As a support package, NetSupport Manager looks to have all the angles. It offers a comprehensive range of tools, with the majority neatly integrated into a single, intuitive interface.

PC Pro Labs Winner



MOBILE SUPPORT



NetSupport Manager provides full Remote Control capabilities for Windows CE (4.2 and later), Pocket PC (2003 and later) and Windows Mobile (5.0 and later) devices. The latest mobile platform support provides a wealth of new uses:

- Connect back to the office server from your PDA and perform an update or restart.
- Access information directly on your office PC while on the road.
- Provide a seamless way of managing your Pocket PC, CE and Windows Mobile devices from a central location.
- Deliver updates or changes to your sales forces smartphones.
- Deliver remote support of your POS or inventory gathering devices.

KEY FEATURES WHEN CONNECTING FROM A MOBILE DEVICE INCLUDE:

- Browse and Discover systems across your network.
- Full Remote Control of the remote system (any supported platform).
- Two way Chat between the Control and Client Systems.
- Send Messages to one, selected or all Client Systems.
- Send Ctrl+Alt+Del to remote system.
- Remotely Power On or Off a remote system.
- Remotely Reboot a remote system.
- Scale remote screen to fit on mobile device.
- Apply security keys to make NetSupport Manager unique to your organisation.
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.
- Access over LAN, WAN, Internet, Wireless, GSM, GPRS or 3G connections.

KEY FEATURES WHEN CONNECTING TO A MOBILE DEVICE INCLUDE:

- Browse and Discover systems across your network.
- Full Remote Control of the device.
- Automatically scale the remote screen.
- Downsample colour depth transmission for optimised performance.
- Scan Multiple clients, allowing you to monitor up to 16 systems at a time.
- Two way Chat between the Control and Client Systems.
- Send Messages to one, selected or all Client Systems.
- Full two-way File Transfer.
- An easy to use Client Configurator.
- Remotely Power On or Off a CE device.
- Gather a dynamic Inventory of the connected device.
- Monitor remote Battery Life and Signal strength.
- View real time thumbnails of all connected systems.
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.
- Access over LAN, WAN, Internet, Wireless, GSM, GPRS or 3G connections.
- Connect directly via Active-Sync connection.
- Configurable data encryption from 56 bit DES to 256 bit AES.
- Apply security keys to make NetSupport Manager unique to your organisation.
- Restrict connections by IP Address, User Names and Passwords.
- Fully configurable security allowing all features to be enabled or disabled.

APPLE MAC SUPPORT



NetSupport Manager provides full remote control capabilities for Apple Mac systems. The NetSupport Manager Mac client supports OS 10.39 to 10.4.x and carries full Mac universal certification including support for all new Intel based systems.

KEY FEATURES WHEN CONNECTING TO A MAC SYSTEM INCLUDE:

- Browse and Discover systems across your network
- Full Remote Control of the MAC System.
- Scan Multiple client systems, allowing you to monitor up to 16 systems at a time.
- Two way Chat between the Control and Client Systems.
- Send Messages to one, selected or all Client Systems.
- An easy to use Client Configurator.
- Remotely Power On or Off a MAC System.
- Remotely Reboot a System.
- View real time thumbnails of all connected systems.
- Dynamically gather a full "real-time" Hardware and Software inventory from any MAC to aid in problem resolution.
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.
- Configurable data encryption from 56 bit DES to 256 bit AES.
- Restrict connections by IP Address, User Names and Passwords.
- Fully configurable security allowing all features to be enabled or disabled.
- A powerful diagnostics tool providing all relevant system information should support be required.

LINUX / SOLARIS SUPPORT



NetSupport Manager provides full Remote Control capabilities for Linux and Solaris systems. The NetSupport Manager Linux client supports SuSE 9 and later, Red Hat 9 / Enterprise and Fedora distributions.

KEY FEATURES WHEN CONNECTING TO A LINUX SYSTEM INCLUDE:

- Browse and Discover systems across your network.
- Full Remote Control of the Linux System.
- Scan Multiple clients, allowing you to monitor up to 16 systems at a time.
- Two way Chat between the Control and Client Systems.
- Send Messages to one, selected or all Client Systems.
- An easy to use Client Configurator.
- Remotely Power On or Off a Linux System.
- Remotely Reboot a System.
- View real time thumbnails of all connected systems.
- Dynamically gather a full "real-time" Hardware and Software inventory from any Linux system to aid in problem resolution.
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.
- Configurable data encryption from 56 bit DES to 256 bit AES.
- Restrict connections by IP Address, User Names and Passwords.
- Fully configurable security allowing all features to be enabled or disabled.
- A powerful diagnostics tool providing all relevant system information should support be required.

KEY FEATURES WHEN CONNECTING TO A SOLARIS (SUN SPARC) SYSTEM INCLUDE:

- Full Remote Control of the Solaris System.
- Two way Chat between the Control and Client Systems.
- Send Messages to one, selected or all Client Systems.
- Remotely Power On or Off a Linux System.
- View real time thumbnails of all connected systems
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.

"NSM is feature rich and easy to use. I would highly recommend it if you're looking for a comprehensive and capable remote management solution."

Redmond: Most Valuable Product



"Exhaustive documentation, many useful integrated features with an advanced gateway feature for PCs located behind a firewall."

PC Magazine



CONNECTIVITY:

CONNECTING TO SYSTEMS WITH NETSUPPORT MANAGER

The key to successful remote support solutions is the ability to locate and connect to devices no matter where they are. NetSupport Manager provides a range of connectivity methods, all as standard. These include:

LOCAL OR WIDE AREA NETWORKS

- Browse and locate computers over a LAN using TCP/IP, IPX/SPX, NetBIOS or NetBEUI protocols.
- Store all discovered systems in a company hierarchy or in defined groups either locally or centrally.
- Define a range of subnets for extended network browsing capabilities.
- Connect directly to known computers by PC Name, DNS Name or Address.
- NetSupport Manager is registered for use on port 5405, this however can be configured as required.

REMOTE DEVICES

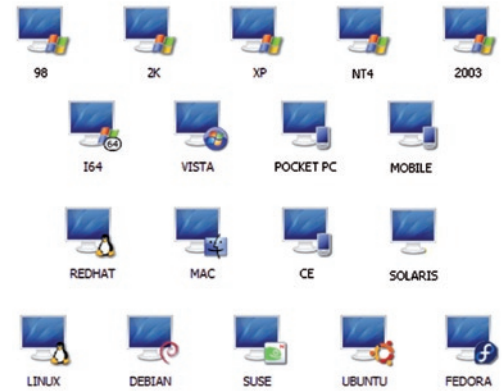
- Connect to a remote network over Dialup (PSTN) or ISDN utilising the included NetSupport Dialup Bridge.
- Connect to individual remote devices over Dialup, ISDN, GSM, GPRS, 3G or Wireless.

UTILISING THE INTERNET

Delivering seamless Remote Control between PCs that may be located behind different firewalls, the NetSupport Gateway provides a stable and secure method for NetSupport enabled systems to locate and communicate via http. The Gateway component needs to be installed on a PC allocated with a static IP and which is accessible to both Control & Client PCs, even though both the Control and Client systems will be securely located behind their respective firewalls. The Gateway will only allow connections from computers using the same NetSupport Licence Key.

THE NETSUPPORT INTERNET GATEWAY PROVIDES:

- Seamless and secure remote support between secure, firewalled networks or computers.
- No requirement to make any changes to your existing network or firewall security.
- Secure encrypted communications.
- Support for up to 5,000 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.



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. Record and Replay remote sessions for audit purposes. You can 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).
- Data Encryption - configurable options from 56 bit DES to 256 bit AES.
- Security Keys (makes the licensed copy of NetSupport unique to the organisation and non-compatible with other copies of the software).
- Record and Replay remote control sessions to keep 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.

SYSTEM REQUIREMENTS

PC REQUIREMENTS:

DOS, Win 95/8, Win NT, Win ME, Win 2000, Win 2003, Win XP and Vista

LINUX REQUIREMENTS:

The NetSupport Manager Linux client supports at the time of release, SuSE, Red Hat 9 / Enterprise and Fedora distributions.

MAC REQUIREMENTS:

NetSupport Manager client compatible with MAC OSX and carries Mac Universal certification.

SOLARIS REQUIREMENTS:

The Solaris OS release is available for SUN SPARC systems.

POCKET PC:

Pocket PC 2003 or Windows Mobile 2003 and above

Strong ARM processors
ActiveSync / WiFi wireless LAN capabilities
Device RAM: 32Mb (64Mb Recommended)
Storage: Minimum 2Mb, full Install 10Mb required

WINDOWS CE

Processor: Strong ARM processors, X86 Compatible

Operating System: Windows CE 4.2 or above
ActiveSync capabilities
Device RAM: 32Mb (64Mb Recommended)
Storage: 5Mb free space required