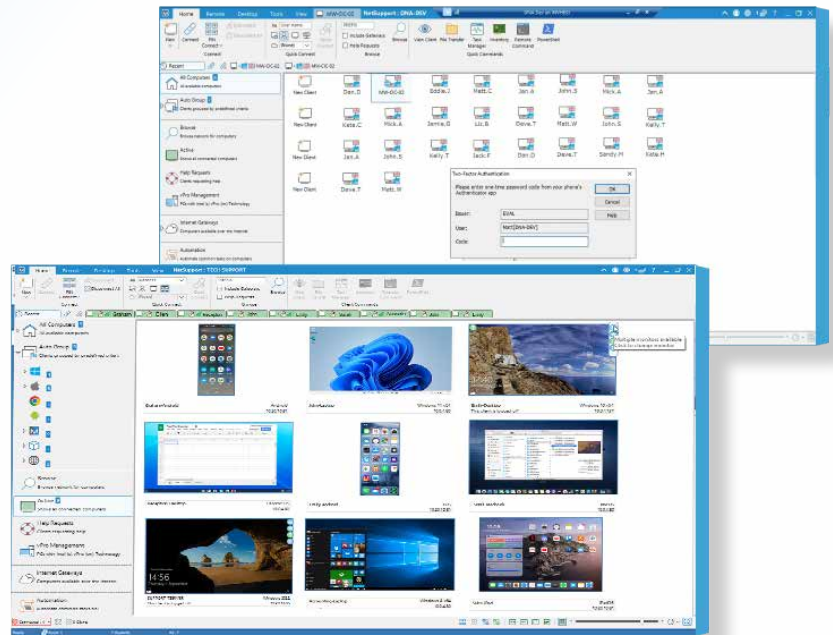# NetSupport Manager

Remote Support
for any environment

Brought to you by

The complete solution for remote support

For over 33 years, NetSupport Manager has consistently led the way with innovative features to aid in remote PC management. 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?

Version 14 has been co-produced directly with businesses to meet their current and changing needs. It includes a brand-new user interface with an intuitive layout and ribbon bar to help users navigate the tools more quickly and easily. Meanwhile, new security features include full two-factor authentication (2FA) to fortify security at the point of connection, RADIUS authentication, plus new Gateway encryption with SSL/TLS certificates – while security strongholds such as gateways, security keys and operator passwords have been boosted with higher levels of encryption. To accommodate the ever-changing work landscape, new Load Balancing Gateways are available to proactively manage Client connections across multiple gateways to maximise performance and reliability.

Key features

- ✓ Fast and secure connection
- ✓ Watch, share, or control the screen
- ✓ View estimated location of devices
- ✓ 2FA, plus a range of encryption levels
- ✓ Gateway encryption with SSL/ TLS certificates
- ✓ Secure Gateway with load balancing options
- ✓ Screen annotation and recording
- ✓ Chat, message, and interact with users
- ✓ System management tools
- ✓ Unique PIN Connect feature
- ✓ Real-time hardware/software inventory
- ✓ Supports Windows 11
- ✓ Buy once, own forever
- ✓ Plus much more!

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 theControl 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 browsingcapabilities 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:
- ✓ Load Balancing Gateways to proactively manage Client connections across multiple gateways.
- ✓ To help ensure that all data sent across the Gateway is encrypted, SSL/TLS certificates can be used.
- ✓ 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.
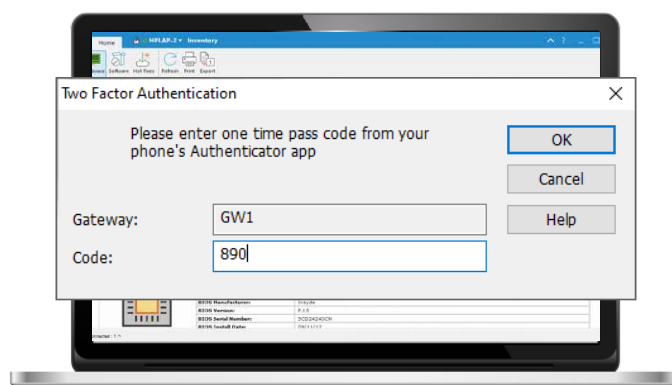- ✓ No dependency on an external third-party service.

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
- ✓ Two-factor authentication (2FA) using time-based OTP (TOTP) or DUO Push to authenticate the operator for up to 12 hours.
- ✓ Supports RADIUS authentication.
- ✓ SSL/TLS certificates.
- ✓ If the name of the Client executable changes, it will be prevented from running to help combat and protect against exploits and malware.
- ✓ The Client log file can be edited to only show selected information to further support data protection.
- ✓ 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 to 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 PIN Connect feature. In essence, a technician can locate a user anywhere across the enterprise instantly, simply by both parties ent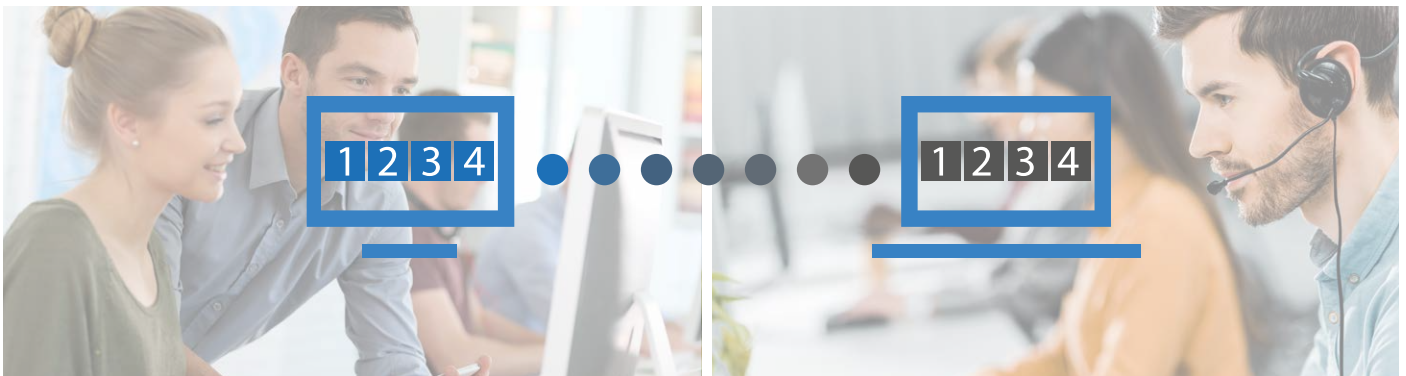ering a matching and unique PIN code. Rather than browsing to discover the user's PC and needing to know their PC name, address details etc, the PIN process allows both parties to handshake seamlessly. The PIN server module can run alone or alongside the Gateway module and is included as standard with 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 - Classroom Instruction and Training

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 11, 11SE, 10, 8 and 8.1 (32bit and 64bit), Windows Server 2022, 2019, 2016 and 2012. Windows 7 (32bit and 64bit), 2008 (32bit, 64bit and R2), Vista (32bit and 64bit).
Legacy support is provided for Windows XP and 2000 and earlier when using NetSupport Manager V12.80.

macOS Requirements:
The NetSupport Manager macOS Control/Client supports macOS version 10.14 -11 via a specific 'Client' which is now available. (Versions 10.9 – 10.13 are still supported)

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

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

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.