

# NetSupport Manager v9

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 require multi-tasking solutions that offer effective economies of scale, where an "out of the box" application can be relied upon to perform a whole range of functions, which traditionally, were handled by multiple software vendors.

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.

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

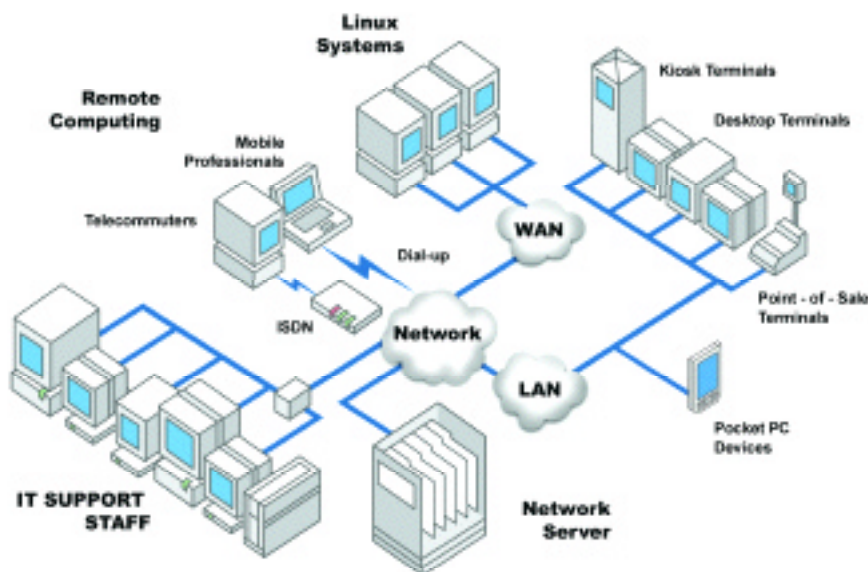
## NSM FEATURES:

- REMOTE CONTROL
- FILE TRANSFER
- FILE DISTRIBUTION
- SCRIPTING & SCHEDULING
- HARDWARE INVENTORY
- SOFTWARE INVENTORY
- REMOTE DEPLOYMENT
- SHOW FUNCTION
- MONITORING
- INTERNET GATEWAY

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.



*"Our Editor's Choice award goes to NetSupport Manager. NetSupport offers optimal performance in a full-featured remote-control application with plenty of enterprise-level configuration, installation and management options."*



Schematic representing the extended connectivity of NSM

## Connect

NetSupport 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, DIAL-up or the Internet. NetSupports 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.

## Connect

### REMOTE COMMUNICATIONS

Dial-up, ISDN, CAPI and Internet support is included as standard and at no extra cost.

### MULTI-PROTOCOL SUPPORT

Multi-protocol support including TCP/IP, IPX, HTTP and NetBIOS

### MULTI-PLATFORM SUPPORT

NetSupport Manager offers comprehensive multi-platform support for Windows, Linux, Pocket PC and Mac\* systems, providing complete compatibility to match today's business environment.

### INTERNET GATEWAY

Internet gateway delivering seamless Remote Control between multiple PCs that may be located behind different firewalls. The gateway provides a stable and secure method for NetSupport enabled systems to locate and communicate via http.

### COMPREHENSIVE SECURITY

Full and comprehensive security is built in to all modules. Everything from simple password protection through to integration with NT Security and AES encryption up to 256 Bit.

Allocate individual profiles for different types of users, setting bespoke security levels, privileges and capabilities.

### WEB BROWSER INTEGRATION

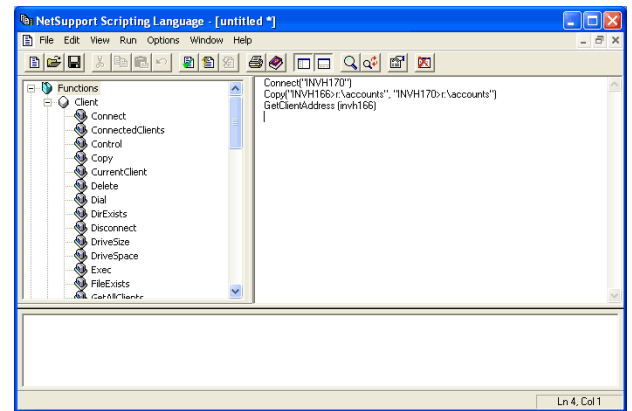
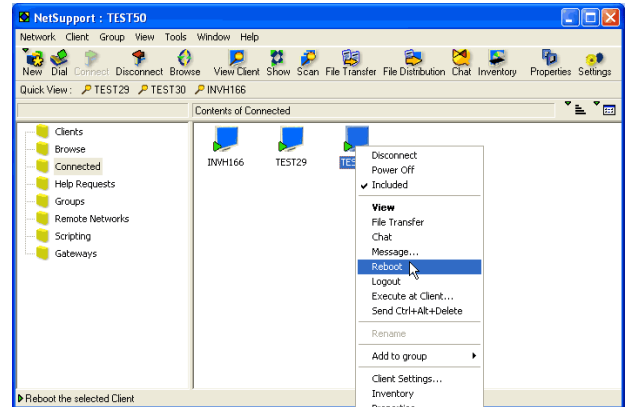
Connect to and control any suitably configured NetSupport Client, anywhere in the world, over the Internet through your Internet Browser.

### REMOTE DEPLOYMENT

Provides the facility to install and configure NetSupport Manager on multiple workstations simultaneously without the need to physically visit each machine individually.

### DESKTOP INTEGRATION

NSM integrates directly with your desktop / network neighbourhood, providing one click dynamic Control of Target PCs.



## Command

### FILE DISTRIBUTION

Distribute files and data from a central NetSupport workstation to multiple Client workstations simultaneously with a minimum of keystrokes and effort.

### FILE TRANSFER

'Drag' and 'Drop' files between workstations. Synchronise directories on two workstations or edit files and attributes directly. When updating files, NetSupport employs built in intelligent Delta File Transfer technology ensuring that only the parts of the file that have been changed are transferred when applicable thus making more efficient use of bandwidth.

### LAUNCH APPLICATIONS

Use the built-in functionality to launch applications on remote workstations directly from within the NetSupport Control program.

### MONITOR MODE

The new Monitor Mode feature allows the Control to display a "Thumbnail" view of all connected Client PCs.

### SCRIPTING & SCHEDULING

Use the powerful NetSupport Scripting language to automate tasks such as File Transfer, Data Retrieval and Software updates.

### HELP REQUESTS

Enable your NetSupport users to send a message to your Helpdesk that they need assistance. The Helpdesk can then instantly connect to and work with that user.

### POWER MANAGEMENT

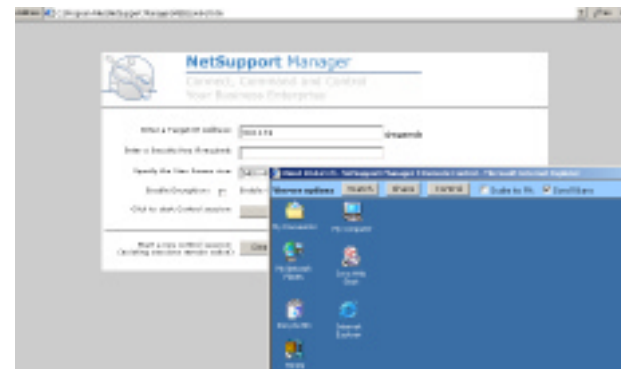
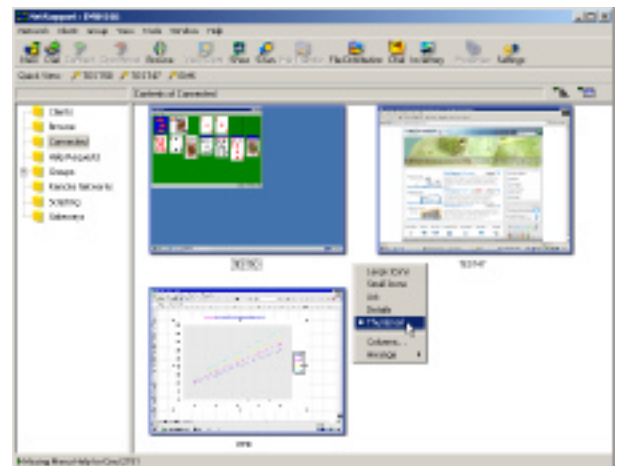
If your workstation hardware and software supports it, you can use NetSupport to Power up /down your workstations over the LAN.

### WHITEBOARD

To both aid training and the effectiveness of support, a Whiteboard feature is now available from within a chat / multi-chat session. Similar to Annotate, the Control is able to use a range of screen highlighting tools to visually support their text chat with invited users.

### RECORD AND REPLAY

Record all screen and keyboard activity that takes place within a remote control session. Replay files can be played back later on either the control or client workstations.



# Control

## REMOTE CONTROL

Watch, Share or Control the screen, keyboard and mouse of a workstation irrespective of colour depth, resolution, network protocol or operating system at either end.

Use the Audio functions on multi-media capable PCs to talk to your users over your network, dial-up or Internet link.

## MONITORING

Use NetSupport's scan functions to keep a watch on what is happening on your Networked workstations and servers and what your users are doing. Cycle through one or multiple workstation screens, displaying their screens on your master console.

## SHOW FUNCTION

Use the powerful Show function to conduct computer-based training without the need for additional hardware such as overhead projectors or video splitters.

The Control can show their screen to a selected individual Client, a pre-defined group of Clients or an ad-hoc selection of Clients. Furthermore, using the Exhibit function, a Control can display a Clients screen to a number of other connected Clients.

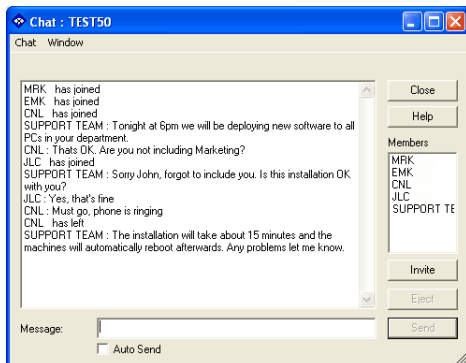
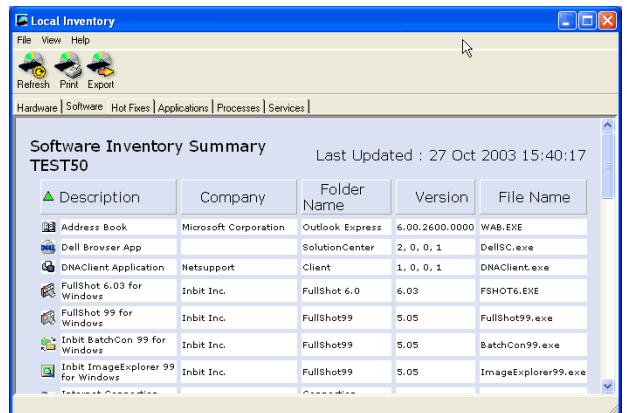
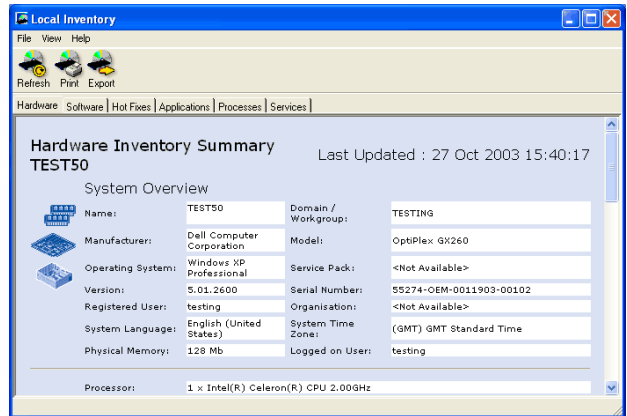
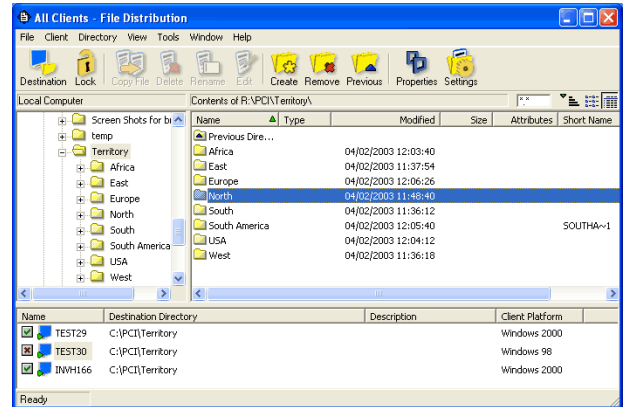
To enhance presentation and general understanding, whilst performing a Show or Exhibit, an annotate feature is included containing a range of on-screen highlighting tools.

## HARDWARE AND SOFTWARE INVENTORY

Obtain a real-time view of the hardware and software installed on the target workstation at the click of a button. Report and control; applications in memory, processes running and installed services. The sophisticated inventory reporting provides all the key information needed to assist in speedy problem resolution.

## MESSAGE AND TEXT CHAT

Send a message to one or many NetSupport workstations or talk to individual or multiple users via a Chat box. Individuals can be invited to or excluded from a specific chat session.



**MCP Magazine**  
**Name NSM as "best product for Troubleshooting Problems Remotely"** - Readers of Microsoft Certified Professional Magazine have named NetSupport Manager as the best product for "Troubleshooting Problems Remotely" according to results published in the December 2003 "Products You Love" issue.



**PC Magazine (Italy)**  
**5 Stars Awarded**  
 "Exhaustive documentation, many useful integrated features with an advanced gateway feature for PCs located behind a firewall"



**Search Networking.com**  
**Names NSM as "Product of the Year 2003"**  
 The editors of TechTarget's SearchNetworking.com have named NetSupport Manager remote control software as one of its "2003 Products of the Year". NetSupport Manager nets the silver award in the Performance Management Software category for its cross platform support, straight forward remote connections, enhanced inventory capabilities and reasonable price.

I'm pleased to report, probably as no surprise to you, that our rollout of NSM 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**

I wanted an easy to use tool to enable me to manage my database servers over our WAN. Reliability was a key factor in the choice of tool. NSM more than met my requirements - and the price was attractive too!

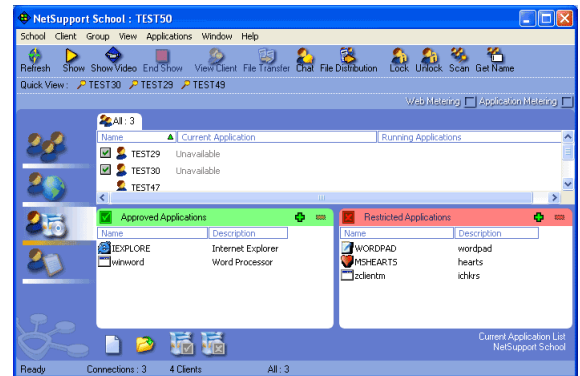
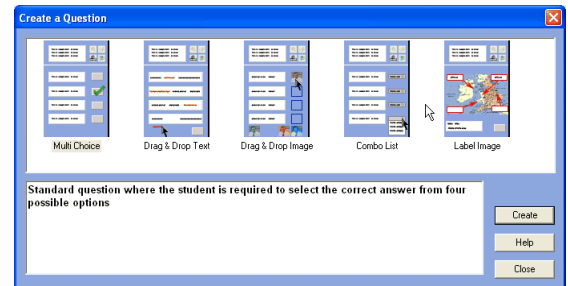
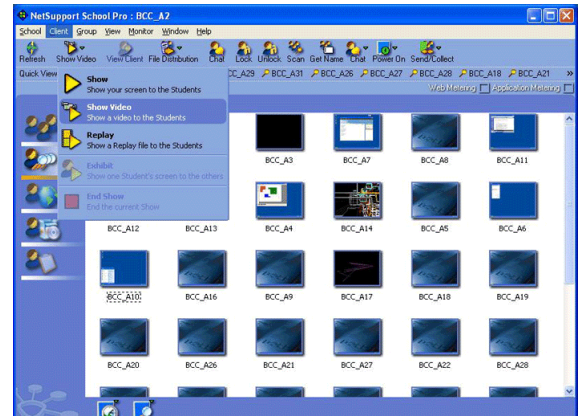
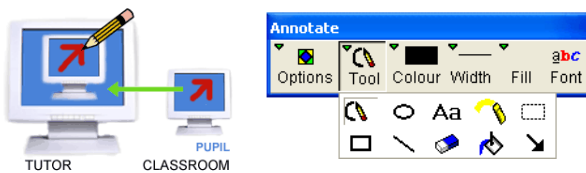
**British Sugar PLC**

## TRAINING AND EDUCATION

As standard, NetSupport School, the leading training tool for the modern classroom or training suite is included as standard.

Together with offering multiple Student PC remote control, NetSupport School is the ideal software solution for:

- **HELP DESK**  
Use the Remote Control features to provide instant and cost effective support to end-users. Reduce the cost of support whilst at the same time improving productivity and the speed of problem resolution.
- **MOBILE COMPUTING**  
Use the Remote Communication modules to enable staff to work from home or on the road with full access to all the functionality of their office workstations and systems. Alternatively use the built-in ActiveX control to provide the ultimate in Internet connectivity.
- **DESKTOP MANAGEMENT**  
Use a combination of NetSupport Manager features to provide effective Desktop Management. Everything from installing new files and programs to retrieving information on Free Disk space and installed software.
- **TRAINING**  
Use the sophisticated Show functions to set up your own networked based training room. You can even conduct computer training sessions over the Internet for Distance Learning projects.
- **SYSTEM AUTOMATION**  
Use NetSupport's powerful but easy to use Scripting language to automate regular tasks such as file uploads and downloads. Take advantage of the Scheduler to run these tasks at a time convenient to you such as overnight or when network traffic is low.



## Commercial Rationale

- Improve the effectiveness of your Helpdesk by providing instant and cost effective support to your end users.
- Reduce the TCO and cost of providing support with faster problem resolution whilst simultaneously improving the quality of support offered.
- Maximise the efficiency of any home workers by providing them with full access to office workstations and systems whilst away from their desks.
- Achieve unbeatable ROI through greater organizational flexibility, improved productivity and increased user satisfaction.
- Reduce down-time of critical systems and applications.
- Gain economies of scale by using a single box solution to perform a range of tasks traditionally handled by multiple software vendors.
- Use the powerful Scripting and Scheduling functionality to improve system automation allowing for regular tasks such as file uploads to be run at a more convenient time, perhaps through the night when network traffic is low.
- Increase the quality of training by utilizing the sophisticated Show and Multimedia functions. Conduct computer training sessions over the Internet for Distance Learning projects.

## SYSTEM REQUIREMENTS

IBM compatible 486 or higher with 4Mb RAM  
10Mb free disk space

NetSupport Manager runs on:  
DOS, Win 95/8, Win NT, Win ME, Win 2000, Win XP and Win 2003  
IPX/SPX, NetBIOS or TCP/IP (under Windows Sockets)  
\*MAC and Linux support compatible with VNC Client