NetSupport Manager

Secure Remote Support

for any environment

Scan here to learn more!

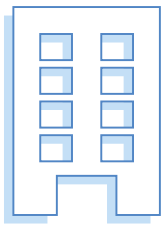
Key features

- Fast and secure connection
- Watch, share and control screens
- View estimated location of devices
- Screen annotation and recording
- Chat, message and interact with users
- System management tools
- Real-time hardware/software inventory
- 2FA, plus a range of encryption levels
- Gateway encryption with SSL/TLS certificates
- Secure Gateway with load balancing options
- Unique PIN Connect feature
- Supports Windows 11
- Buy once, own forever
- Free training/onboarding solution (NetSupport School)

For the last 35 years, NetSupport Manager has been recognised as the perfect remote control solution to help companies deliver seamless IT support and remote device management – from anywhere to anywhere!

Key features

Environment



NetSupport Manager provides a range of connectivity methods to ensure devices are accessible, no matter where they are located.

Browse and locate computers over a LAN or WAN using TCP/IP or HTTP (legacy support for IPX and NetBIOS), and communicate over LAN, WAN, internet, PSTN, ISDN or mobile connections – and even to systems behind different firewalls. Includes fully integrated remote deployment.

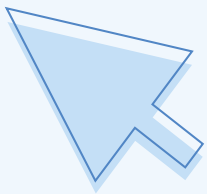
Use the free Gateway for a stable and secure method to locate and communicate with remote systems in different geographic locations and behind different firewalls via HTTP.

- Load Balancing Gateways to proactively manage simultaneous Client connections.
- Ensure data is encrypted with SSL/TLS certificates.
- Seamless support for firewalled networks and computers (no need to change network or firewall security).
- Security key access control and user-authenticated access control.
- Full transaction logging.
- No dependency on an external third-party service.

Store all discovered devices in a company hierarchy, use auto or manually defined groups, either locally or stored centrally.

The 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.

Remote Control



- Watch, Share and Control the screen, keyboard and mouse of any workstation – regardless of DPI settings.
- Optimise the Remote Control colour quality when managing systems over very slow connections.
- Monitor the screens of all/selected connected systems/workstations with real-time thumbnails. Mouse over a selected PC to zoom your view.
- 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, plus capture screenshots.
- Record screen activity to a video “replay file” for training or security.
- Plus much more!

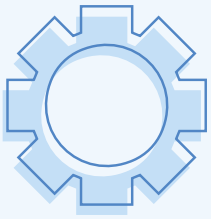
Security

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.

Support tools



A unique range of supporting tools includes:

Full hardware/software inventory on each remote PC workstation; hotfixes; view and control applications, processes and services; remotely edit the registry; launch commands – and more!

Transfer files, drag and drop files, synchronise folders, remotely launch applications, redirect print queues, copy clipboard content – plus many more tools to help you work smarter.

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.

Discover our other solutions...

NetSupport DNA

Network and IT Management

NetSupport DNA enables businesses to track, monitor and manage technology across multiple sites and platforms.

www.netsupportdna.com

NetSupport Notify

Alerting and Notification

NetSupport Notify is a desktop alerting and notification solution that delivers one-way alerts and notifications to desktop users.

www.netsupportnotify.com

Visit our dedicated customer hub to access free resources for technical support, product knowledge and professional development: **support.netsupportsoftware.com**

System requirements

To see the system requirements, go to: **www.netsupportmanager.com/download/**