



Review: PC Magazine Middle & Near East



NetSupport Manager (NSM) is fairly well known software in the world of remote control software. This software package incorporates a wealth of features, ideally suited to the needs of technical support departments and large corporations. The software features the standard remote control functionality along with file transfer, chat facilities and remote deployment. NSM offers comprehensive hardware and software inventory, and this version specifically delivers improvements to the inventory process, real time status reports on workstation resource usage and an Internet gateway for secure access through firewalls. It also introduces fast file synchronisation using delta file transfer.

Installation is fairly easy - once you insert the CD into the drive, the autostart program will bring up a new window that prompts you to select the desired language. Choosing the desired language, not only displays the installation menu in a particular language, but also installs the program in the selected language. A wizard then guides you through the installation process, and it is comprehensible for complete newbies too.

We installed the software on a workstation running Windows XP Professional with Service Pack 1 and all updates installed. This machine was configured as the controlling system on our network. We then conducted a silent install using Net Support Deploy to two other systems, both running Windows XP Professional. Once this was complete, we used Net Support Control to identify and list all the computers on the network. It's simple to connect to an individual system, just double click on a particular computer listed in the window and you will see the desktop of that particular workstation in no time. Obviously, with any remote control software, the primary problem is that of lag - we, however, tested the software over our LAN and experienced minimal lag.

Once a remote control session is initiated, you can even kick off a chat session with the client. Activating the chat feature will open up a small window with two sub-windows (very similar to any IM software available today). Systems can be rebooted or switched off and those that have Wake on LAN compliant network cards can be powered up on demand.

Editor's Rating: ●●●●○