



## NetSupport Manager v11

NetSupport Manager has been helping organizations optimize the delivery of their IT support services since 1989 and while the use of Remote Control software is now commonplace, unlike 20 years ago the diverse range of platforms, protocols and physical assets now in use provide PC Management and Remote Control Software solutions with the continuous challenge of being able to offer support to a variety of configurations.

The success of NetSupport Manager lies in its ability to continually evolve to meet the needs of any environment. Combining comprehensive multi-platform support for Windows, Linux, Mac, CE, Pocket PC and Windows Mobile systems, with a range of PC Management tools designed to ensure that critical IT infrastructure is available when needed most, NetSupport Manager offers complete compatibility for today's corporate networks.

With over 8,500,000 systems worldwide supported by NetSupport technology, NetSupport Manager is a proven solution for any environment.



## Apple Mac Support

NetSupport Manager provides full remote control capabilities for Apple Mac systems. The NetSupport Manager Mac client supports OS 10.3.9 to 10.6.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.

