



# NETSUPPORT MANAGER

## Remote Control Software

### Release Notes: NetSupport Manager v8.5

### What's New in Version v8.5

#### **Integration With Active Directory**

NSM v8.5 provides two main areas where integration with active directory is being provided.

- 1) Support for storing Client configuration settings under Active Directory
- 2) Launching a remote Control / View session from within the Active Directory structure.

#### **Enable Control to toggle on / off screen scrape mode:**

Certain applications that use advanced screen-handling techniques cannot be viewed in standard NetSupport remote control sessions.

There is an existing facility within the product to configure the client machines to run in "screen scrape" mode which whilst slower and limited in the number of colours that display does allow the majority of these applications to be viewed.

Within v8.5, "screen scrape" mode can be set in the following ways:

1. At the control as the view mode for all clients (Select Settings icon on the Control toolbar and select Remote Control / View Page – New tick box "Screen Scrape"). When ticked, all subsequent connections will be in Screen Scrape mode.
2. Toolbar icon to toggle on / off screen scrape mode during a view session. Right click on Toolbar – customise and add "scrape" icon.
3. At the Client for all Controls that connect.

(NB. All these options will be "off" by default plus mode is automatically limited to 256 colours)

#### **Ability To Select Network Card To Use With Client**

Within NSM v8.5, you can now set an IP address for the client to listen for incoming control connections.

The user can select a specific IP address or choose to listen on all available IP addresses assigned to the local machines.

The setting is provided in the client configurator TCP/IP property range.

(NB. By default, the client will listen on all IP addresses)

#### **Display The Logged On User During A Browse**

NSM v8.5 includes a new column within the Controls detailed view for the browse list. <User Name>

(NB. To take advantage of this enhancement, users will need to change from the default “Large Icon” view to the “Detailed View”

### **Log File Name**

The Client can be configured to store separate Log Files for each Client and for each day.

Client Configurator, select Security / Event Logging.

The log file name can now contain the computer name and the current date.

### **Specify Secondary Log Server**

The following options have been added to the client configurator:

1. A secondary log file location can now be set and used if the first is unreachable.
2. The client can be configured to reject a control connection if the specified location(s) for the log file cannot be accessed.

### **Ability To Log Events To The Log File And Event Log Simultaneously**

Within the Client Configurator there are now options for “Log to file” and “Log to NT Event Log”. These are now check boxes rather than radio buttons and can be set independently.

### **Browsing With UDP Disabled**

When performing a browse the control by default will perform a UDP browse for clients on the same subnet as the Control machine. To browse on alternative / additional subnets, there is a setting in the Control Configurator.

Connectivity/TCPIP “Browser Settings”

The NetSupport Browse function uses a UDP broadcast packet to find client machines. However clients behind a router with UDP broadcast packets disabled will not be found. It is however possible to enter the **individual IP addresses** of the client machines in the Control configuration under **Connectivity/TCPIP “Browsing Settings”** to replace the subnet browse address. This will enable the clients to be found. In Manager 8.50 it is now possible to enter IP address **ranges** (for example 10.0.0.20-240) to avoid having to enter an address for each machine.

### **Gateway To Support Multiple Private Networks With The Same IP Ranges**

The NetSupport Gateway now supports connections to client machines that reside on private networks where there are multiple sets of private networks configured to use the same IP ranges.

## What's New in Version v8

### Communications

#### **Internet Gateway**

Internet Gateway delivering seamless Remote Control between multiple workstations 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.

## Extended Platform Support

### Linux

NSM v8.5 features the ability to connect to and remote Control a Linux based system that has a previously installed VNC (Virtual Network Computing) Client.

### Macintosh

NSM v8.5 features the ability to connect to and remote Control a Mac based system that has a previously installed VNC (Virtual Network Computing) Client.

## Connectivity

### Desktop Integration with Explorer

When a NSM v8.5 Control is installed onto a workstation, NetSupport Manager now integrates directly with Explorer, allowing you to launch key functionality direct from your system without needing to first start NetSupport. From this location, the Remote Control, Chat & Inventory functionality are all available to launch.

## Reporting

### Status Information

NSM v8.5 features real-time status information for applications in memory, processes running and installed services. In addition to real-time reporting, NSM v8 also provides the tools (security permitting) to allow an IT Manager to remotely stop and start services, end applications and more.

## Feature Enhancements

### Delta File Transfer

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

Furthermore, the File Manager and File Transfer Windows now display the associated icons for files.

Note: A File association on the Control workstation must exist for the icon to be displayed.

### Enhanced Hardware Inventory

NSM v8.5 features sophisticated hardware inventory reporting for a selected Client workstation. Over 50 items of information are collected specifically about the hardware or environment of the Client workstation, all the key information needed to assist in quicker problem resolution.

### Enhanced Software Inventory

NSM v8.5 features a powerful software inventory report for a selected Client workstation. In

addition to more detailed reporting on each located application (incl.manufacturer, product icon, associated exe and more), even all installed hot fixes, the detection process now uses the new "intelliscan" technology to locate applications on the target system, rather than relying on the OS Add / Remove records.

### **Enhanced Product Configurator**

Following customer feedback, the NetSupport configurator has been extensively updated to provide both easier and more intuitive access to key functionality options and at the same time offers even greater customisation to suit the end users environment.

### **Enhanced User Acknowledgments**

Normally, when an IT Manager attempts to connect to a Client, a message will be displayed on the Client's screen, unless the User at the Client explicitly accepts the request, the connection will be refused. NSM v8.5 now includes a configurable time-out period. When the Control attempts to make a connection the time-out period is displayed in the User Acknowledgment dialog at the Client and will count down until either the connection is accepted or the time-out period expires. When the time-out period expires before a connection is accepted, the dialog displayed at the Client workstation is closed and the Control user is advised that the connection has been rejected.

Furthermore, by default a NetSupport Logo is now displayed in the User Acknowledgment Dialog box. This can be replaced with a User created Icon by placing a suitably formatted file called helpdesk.ico in the installed directory for the product.

Lastly, a new Client configuration option has been added to allow customised text to be displayed at the Client workstation in the User Acknowledgment Dialog.

### **Enhanced Encryption Option**

NetSupport offers a range of Encryption options, comprising 56Bit DES to 256 Bit AES enabling users to find the necessary balance between security and performance. Within NSM v8.5, the Client can "force" the Control to use encryption at a preset level. Once set the Client then notifies the Control which encryption it needs. The Control will then set its encryption, for that connection only, to be at least as secure as the Client is requesting. If the Control already has encryption configured and it is stronger than the Client is requesting then it is used. For example if the Control is configured for AES and the Client is requesting DES, AES is used.

### **MSN & Dual Channel Support**

Options have been added to both the Control and Client Configurator programs to support the use of MSN (Multiple Subscriber Numbers).

Specify a number that you want the bridge to accept incoming connections from. Depending on the channels in use, you need only specify the trailing digit(s). For example, if the ISDN lines in use are 0181 123456 and 0181 123457, specify 6 or 7.

Dual Channel Bonding, if enabled within the Client / Control Configurator, combines both channels of your ISDN line thus increasing the amount of available bandwidth to 128k. However, in increasing the speed of transmission you are in effect making two calls.

### **Group Wizard**

When adding Clients to a Group, the known Clients are sorted alphabetically.

### **Enhanced Connected message**

The optional Client Customisable text messages displayed while Connected or Viewed automatically move out of the way when you mouse over the message area so as not to obscure the View Window.

### **Enhanced File Transfer Options**

File Manager and File Transfer Windows now contain a {View}{Print} menu option to enable the contents of the File Transfer window to be printed.

Options are provided for ...

Printing the Directory Tree or File List

Printing selected or All items

Printing with or without Icons

### **Enhanced Remote Deployment**

The NetSupport deploy program now displays the Client version (if installed) in the list. This works by making a pseudo connection to the Client and reading the response to determine the version. Anything older than v7.00 is reported as "Pre v7.00" in the list.

Also a further configuration option has been added, allowing the user to only deploy NSM to workstations that have an older version or no version at all. The Client version is also checked, displayed and logged during the deploy process.

As an additional security measure, NSM v8.5 includes the ability to check the version plus determine if the Client has a password (\*) and/or user acknowledgment.

### **Chat Session Enhancement**

In the Chat window the Control user can use the new menu option {Chat}{Send Beep} to attract the attention of the user at the Client workstation.

### **Updated Icons for the Control**

In the Control program you will find that the Main Control and View window icons have been reduced in size. The Scan and File Distribution Icons now appear by default on the Control toolbar.

In both the main Control and view windows you can now toggle between the Large/Small Icons by ticking/unticking {View}{Toolbar}{small Icons}

Note: The Icon size in Control and View windows are independent and remembered.

## Whats New in Detail:



### **Internet Gateway**

The NetSupport Gateway provides a point of connectivity between Control and Client workstations.

Workstations that would previously have been inaccessible (e.g. behind a Firewall) can now be accessed by communicating through the NetSupport Gateway

The Gateway component needs to be installed on a workstation allocated with a static IP and accessible to both the Control and Client workstations. The gateway connectivity is provided using HTTP and requires that the Control and Client workstations be configured to use the new HTTP transport. By default the Gateway will listen for Controls and Clients on the workstation registered Port 3085

### **Security**

When a Control obtains a list of available Clients on a Gateway, only the Clients with a matching security key are offered for connection.

The Gateway will not accept a connection from a Control or Client unless a valid "Gateway key" has been set

The Gateway supports multiple "Gateway keys" and provided the Keys have been set at the Gateway Control and Clients with different Gateway Keys will be able to connect. At the Client only one Gateway Key can be set. (A Client cannot connect to more than one Gateway)

At the Control multiple Gateway definitions can be created. For each definition you set one Gateway IP address and a corresponding Gateway Key.

### **Connecting to the Clients**

The Control connects to the gateway and a Client list is returned and is displayed in the gateway browse list, because the Client list is Controlled by the gateway, Client information is not stored in Clients.nsm when the Control is closed. From this point on all normal NSM Client connection rules apply.

### **Licensing**

The Gateway Licensing Control will work by the Gateway using the same License Key to the Control and Client workstations. The Gateway will only allow Clients to connect while the number of Clients is less than or equal to the number of Clients in the License file.

### **Hardware & Software Inventory**

For many IT support departments, an important part of the problem resolution process is knowing not only what platform the workstation is running, but also its hardware specifications and the applications installed on the workstation. For this reason, NSM provides the tools to supply a full inventory of the remote workstation.

In addition to its sophisticated hardware/software reporting, where over 50 items of information are collected specifically about the hardware or environment of the Client workstation, you can obtain details of applications in memory, installed hot-fixes, processes running and installed services.

As well as the real-time reporting, NetSupport Manager also provides the tools, security permitting, to allow you to remotely stop and start services, end applications and more.



## Display

The Inventory Windows displays the Hardware, Software, Hot fixes from files and the Application list, Process list and Service list (if NT/2000/XP) dynamically.

When it is run for the first time (i.e. there is no .bin file) then it automatically does a refresh.

The Application/Process/Service lists are only available when connected. If you select them when the Client is not connected you will be asked if you want to connect.

If the Client is not connected then there will be no Services tab, if after connecting it is determined that the Client supports Services the tab is added. Connecting from the main Control window should do this as well. I.e. view inventory for an unconnected Client, go back to the main window and connect, the inventory should now display the Service tab (if > NT).

### **The application list displays:**

- Application icon
- Application title
- State (Running or not Responding)

### **The process list displays:**

- Process name
- Process memory

### **The Service list displays**

- Service name
- Service description
- Current state

## Options

### **For Hardware, Software and Hot fixes you can:**

- Refresh the list, this re-interrogates the Client.
- Print the list
- Export the list to a .CSV formatted file compatible with Excel and many other applications.

### **For Application and Processes you can:**

- Refresh the list, this re-interrogates the Client.
- Print the list
- Export the list to a .CSV formatted file.

- Close an app

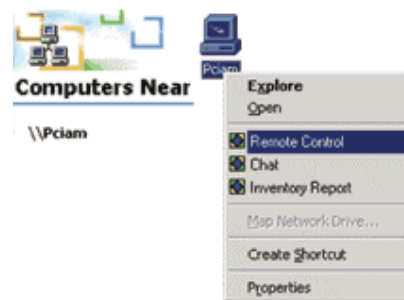
**For Services you can:**

- Refresh the list, this re-interrogates the Client.
- Print the list
- Export the list to a .CSV formatted file.
- Stop, start, pause, restart a service

 **Desktop Integration with Explorer / Shell Extensions**

After Installing the Control program, right clicking on workstations in network neighbourhood offers three new menu options: -

**Remote Control**  
**Chat**  
**Inventory**



Provided the NetSupport Client is installed, selecting the menu items will load the Control program, connect to the Client workstation and launch the function selected

If the NetSupport Client is not installed the Control will report that the Client does not respond.

 **Delta File Transfer**

File Transfer has been enhanced to reduce data transfer times when overwriting files that already exist. NetSupport now checks blocks of data and only transfers changed data within the file being transferred. This feature is turned on by default and applies to all file types. The performance benefits are most noticeable on a slow link.

Furthermore, File Transfer now opens to the last used directory on the Control workstation.



**Linux Support**

Recognising the growing demand for a NetSupport Client for Linux. In an effort to meet this demand, a solution has been provided involving VNC (from AT&T Labs). It is now possible to remote Control a Linux workstation running the VNC Server / Client with the NetSupport Control program.



**Macintosh Support**

As with Linux Support, NSM v8.5 now provides support for Macintosh systems, giving the ability to remote Control a Mac workstation running the VNC Server / Client with the NetSupport Control program.