

# What's New In Net Support Manager - Version 10.0

- **New User Interface**

NetSupport Manager 10, now features a totally new "Vista" style interface, that runs across all features of the product.

- **Windows Vista**

NetSupport Manager 10 now offers BETA support for Windows Vista. For further information please visit

<https://secure.netsupportsoftware.com/vista>

- **New Auto Group list views**

In version 10, Client lists can be automatically sorted and grouped by a range of criteria including OS, connection type and so on.

- **Enhanced Thumbnails**

Monitor mode thumbnails now offer greater clarity, a larger zoom mode and real time indicators showing active View, File Transfer, Inventory, Registry, Command prompt and chat sessions.

- **New Group Hierarchy**

Manager 10 now features a company hierarchy allowing all known Clients to be organised and structured into a single tree view.

- **Client Automatic Update**

NetSupport Manager 10 now provides an automatic update facility, allowing you to quickly update Clients to the same version as the Control.

- **Enhanced Show mode**

Manager 10 extends the Show mode to allow an Operator to Show their entire screen, just a selected Monitor or just a selected application to any number of selected Clients in real-time.

- **Enhanced Chat**

Version 10 now supports dynamic hyperlinks within chat sessions.

- **File Transfer**

Performance enhancements and now supports transfers over 4Gb.

- **New Gateway Redundancy**

This allows the Client and controls to specify a secondary gateway as an option. When the primary gateway is not available Clients will connect to a secondary gateway. The control will browse both primary and secondary gateways for Clients. The secondary gateway

acts as a \*backup\* to the primary gateway. When the primary gateway is available the secondary gateway enters standby mode. When the primary gateway goes off-line, the secondary gateway becomes active and starts its "gateway services". While the secondary gateway is in active mode, it monitors the availability of the primary gateway. When the primary gateway comes back online, the secondary gateway will stop advertising its services and will disconnect \*idle\* Client connections. It will not disrupt active remote control sessions.

- **New Gateway Access Control**

As an enhancement to security, the gateway administrator can restrict remote control access to specified users. At the gateway, the admin can specify a list of allowed remote control users. At the control, the user will be required to configure a username/password to browse a gateway and to connect to gateway Clients.

- **New CMPI Override**

Override CMPI interval at Client. The admin can define a specific "network activity" interval at the Client which overrides the setting at the gateway. This is particularly relevant to Clients connecting via a dialup link where frequent "checks" are not desirable and can be costly.

- **Display the logged on user at control**

The logged on user details are now displayed at the control for Gateway based Clients in the username field.

- **New Support for multiple/specific IP interfaces to listen on**

The administrator can now specify a list of IP address/ports that the gateway will listen for connections from Clients and control.

- **Enhanced logging of gateway connections.**

- **Enhanced Audio**

Audio performance over http gateway connections has been further improved.

## **Mobile / Portable Devices on Windows CE or Pocket PC:**

- **New Power Management**

Version 10 now supports remote reboot/power off of WIN CE and Pocket PC Clients.

- **New Inventory**  
Inventory collection of WIN CE/PocketPC devices. Includes a hardware and software list. And running processes.
- **New Process Control**  
Remotely terminate a process at WIN CE/Pocket PC Client.
- **New Process Execution**  
Execute a process at Client - to facilitate scripting actions.
- **New Battery Level reporting**  
Version 10 now provides a Battery level indicator (available on thumbnail view) for appropriate devices.
- **New WiFi signal strength indicator** (available on thumbnail view)
- **New Auto Help**  
Version 10 now generates an auto help request when a WIN CE device is docked in its cradle and ActiveSynced. A Client configuration option is provided to enable / disable this feature.
- **New DNS support**  
Allows user to enter DNS address when connecting to Clients from Pocket PC control.

### **Linux Clients:**

- **New Configurator**  
A new GUI application that reads, edits and saves the Client32.ini file to make configuration much easier.
- **New Support tool**  
A command-line tool that gathers information about the installation and saves it as a file to send to support.
- **Monitor Thumbnails**  
Thumbnail support is now provided in the Manager control for Linux Clients.
- **Installer Improvements**  
The installation process is now more robust and provides more information.
- **Improved network transport**  
Improved resilience and performance when supporting Linux systems.

## Mac OS X Clients:

- **New Configurator**  
A GUI application that reads, edits and saves the Client32.ini file to make configuration much easier.
- **New Support tool**  
A GUI application that gathers information about the installation and saves it as a file to send to support.
- **Monitor Thumbnails**  
Thumbnail support is now provided in the Manager control for Mac Clients.
- **New Status Bar Icon**  
A status icon that shows when the Client is running or being viewing, provides an easy way of viewing the Client daemon logs.
- **New Hardware & Software Inventory**  
Manager 10 now includes full support for inventory from a Mac Client.