

The breakdown	NetSupport Manager	pcAnywhere	LapLink Gold 12	Timbuktu Pro	Remote PC Support	DameWare NT	Anyplace Control
Remote management 40%	5	4	4	4	4	3	2
Features 30%	5	3	4	3	2	3	2
Installation 20%	4	3	2	3	5	3	3
Documentation 10%	4	5	3	3	0	3	2
Total score	4.7	3.6	3.5	3.4	3.2	3	2.2
Scoring Key: 5: Exceptional; 4: Very good; 3: Average; 2: Below average; 1: Subpar							



Companies with multiple client operating systems to support will appreciate NetSupport Manager from NetSupport. The NetSupport console can control remote Windows, Linux and Macintosh computers.

NetSupport wins the best console display race, especially for its thumbnail view showing as many as 16 remote clients at once. Put your cursor on a client, and it pops up about five times larger than the thumbnail and adjusts the resolution so well that you can almost read the screen information.

Click on the inventory button under the thumbnail, and you get a hardware inventory list down to the serial number of the BIOS chip.

Equally detailed inventory listings of system software, applications, hot fixes, processes and patches appear with one click and a slight pause for the remote system to gather and report the information. This is the only system with an IM client that includes a whiteboard function.

Performance over a local network is so high you can easily forget which machine is your real computer and which is running through the NetSupport link. Even over Internet asymmetrical broadband links of 3Mbps downstream and 0.5Mbps upstream, NetSupport works well enough that you can play Solitaire, the preferred corporate time waster, with minimal latency to distract you while dragging cards around the screen.