

Accessing and integrating NetSupport Manager from within other systems



NetSupport Manager is provided as a complete standalone remote control and PC management solution. There are times, however, when customers want to access the capabilities of NetSupport Manager from within existing applications that they utilise, for example, a help desk solution or enterprise application.

NetSupport Manager supports a range of command line parameters which can be sent from another application, that will facilitate NetSupport starting up in the background, locating and connecting to a target PC and then carrying out a requested function; view the screen, capture an inventory, start a chat session and so on.

The same functionality can be used to create simple desktop shortcuts for regularly used features or specific computers that require routine management.



Using command line instructions in NetSupport Manager

The NetSupport Control program, PCICTLUI.exe, can be called from the command line. A range of parameters are available, enabling you to create shortcuts to many commonly-used tasks. Using these parameters you can, for example, create different Control profiles, set-up a connection to specific Clients and then create a desktop icon to automatically execute the commands when required.

Note: You can also deploy NetSupport Manager to single, named machines and domains/workgroups using command line instructions.

NetSupport command line options

At the command line, run 'PCICTLUI.exe' from the NetSupport Manager program folder, followed by the appropriate parameters:

/N - Loads a specific Control configuration (profiles allow different features to be accessible to different users).

Syntax:

PCICTLUI /NPROFILE NAME (where profile name = the stored configuration name)

/F - Used with /N, restricts the Control to only use the specified profile. By including this parameter, you prevent the Control user from being able to alter or add configurations.

Syntax:

PCICTLUI /N /F PROFILE NAME

/C - Connect to a specific Client by name or address (this can be provided as a variable from an existing solution).

Syntax:

If connecting by IP address:

PCICTLUI /C">NN.NN.NN.NN" (where "NN.NN.NN.NN" = the IP address)

If connecting by name:

PCICTLUI /C>NNNNNN (where NNNNNN = Client name)

/V - Used in conjunction with /C. Opens the View window of the connected Client in Share mode.

Syntax:

PCICTLUI.EXE /C">NN.NN.NN.NN" /V

/VC - Opens a View window to the connected Client in Control mode.

Syntax:

PCICTLUI.EXE /C">NN.NN.NN.NN" /VC

/VW - Opens a View window to the connected Client in Watch mode.

Syntax:

PCICTLUI.EXE /C">NN.NN.NN.NN" /VW



/VS - Opens a View window to the connected Client in Share mode.

Syntax:

PCICTLUI.EXE /C">NN.NN.NN.NN" /VS

/E - Used in conjunction with the /V options. Opens the View window without loading the Control. When the View window is closed, the remote control session ends.

Syntax:

PCICTLUI.EXE /C">NN.NN.NN.NN" /V /E

PCICTLUI.EXE /C">NN.NN.NN.NN" /VC /E

PCICTLUI.EXE /C">NN.NN.NN.NN" /VW /E

PCICTLUI.EXE /C">NN.NN.NN.NN" /VS /E

/G - Connect to a defined group of Clients on start up.

Syntax:

PCICTLUI.EXE /GNNNNN (where NNNNN = the group name)

/U - Specify the protocol to use. Use TC for TCP/IP and NBn for NETBIOS where n = the stack 0-7.

Syntax:

PCICTLUI.EXE /Unb1 (where nb1 = netbios stack 1)

/R - Display a NetSupport replay file.

Syntax:

PCICTLUI.EXE /RNNNNN.rpf (where NNNNN.rpf = the file name)

/A - Open a chat session with a selected Client.

Syntax:

PCICTLUI.EXE /CNN.NN.NN.NN /A

/I - Retrieves a hardware/software inventory from the selected Client machine.

Syntax:

PCICTLUI.EXE /CNN.NN.NN.NN /I

Utilising the command line options, NetSupport Manager is commonly integrated into other solutions to ensure seamless remote management without the need for multiple user interfaces to be accessed. NetSupport Manager also integrates directly with NetSupport DNA, our IT Asset Management suite (www.netsupportdna.com) and with NetSupport ServiceDesk, our award winning Service Desk suite (www.netsupportservicedesk.com).

If you require any further information regarding NetSupport Manager, you can contact the NetSupport Technical Support Team *here*.