



# NetSupport Assist

Linux Getting Started Guide

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## INSTALLATION

### System Pre-Requisites

Processor: Pentium 4 or later

Memory: 512mb or greater

Distribution: Red Hat Enterprise Linux 6, Centos 6, Fedora 12, 13 and 14, OpenSUSE 11.2, 11.3 and 11.4, Ubuntu/Edubuntu 9.04 or later, Mint 9, 10 and 11 and Debian 5 and 6.

Desktop Manager – Gnome, KDE or Unity.

Recommended: Dedicated graphics card with drivers installed.

To run the Configurator from the menu, the user must be within the sudoers file.

### Pre-Installation

#### **Student Configuration**

If you already have a Student configured with NetSupport Assist, you can copy the Client32.ini file located in /opt/NetSupport/NetSupportAssist/bin and place this next to the Installer. This will install a Student with the same configuration settings as the already-configured Student.

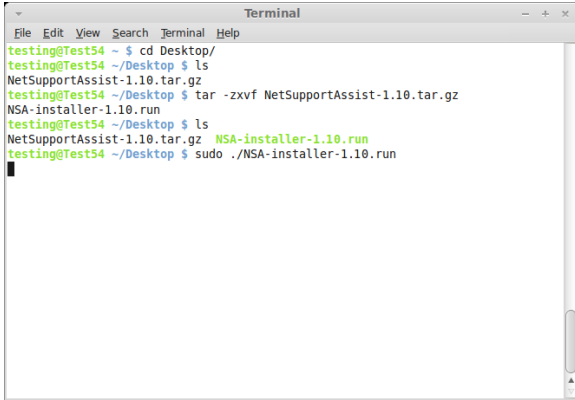
#### **Licence**

If you have a copy of the NSA.LIC file, you can place this next to the Installer. This will install a licensed copy of NetSupport Assist without the need to input the licence details within the Installer.

## STARTING THE INSTALLATION

NetSupport Assist is provided within a tar.gz format. Extract the installer from the tar.gz using either the user interface file extractor or from the terminal using `tar -zxvf NetSupportAssist-1.10.tar.gz`.

Once the `NetSupportAssist-1.10.run` is extracted, you can run the installer using `./ NetSupportAssist-1.10` from the terminal.



```
Terminal
File Edit View Search Terminal Help
testing@Test54 ~ $ cd Desktop/
testing@Test54 ~/Desktop $ ls
NetSupportAssist-1.10.tar.gz
testing@Test54 ~/Desktop $ tar -zxvf NetSupportAssist-1.10.tar.gz
NSA-installer-1.10.run
testing@Test54 ~/Desktop $ ls
NetSupportAssist-1.10.tar.gz NSA-installer-1.10.run
testing@Test54 ~/Desktop $ sudo ./NSA-installer-1.10.run
```

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**Note:** You will either have to run the installer as a super user or as sudo if the current user has sudo access (i.e. `sudo ./ NetSupportAssist-1.10.run`).

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Choose the appropriate language from the drop down menu and select **OK** to install NetSupport Assist.

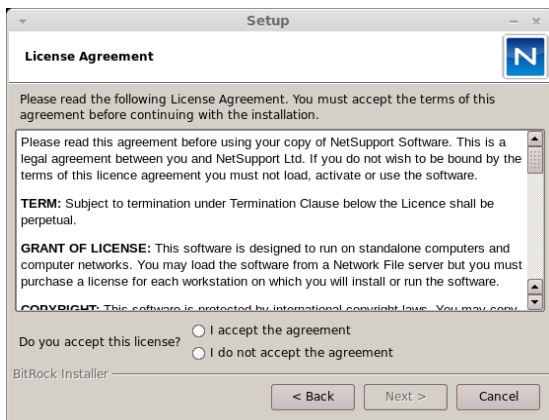


## NetSupport Assist Installer program

The Installer Welcome screen will appear. Click **Next** to continue.

### **NetSupport Assist Licence Agreement**

The NetSupport Assist Licence Agreement will be displayed. Please read the Licence Agreement carefully and select '**I accept the terms in the Licence Agreement**' and click **Next** to continue.



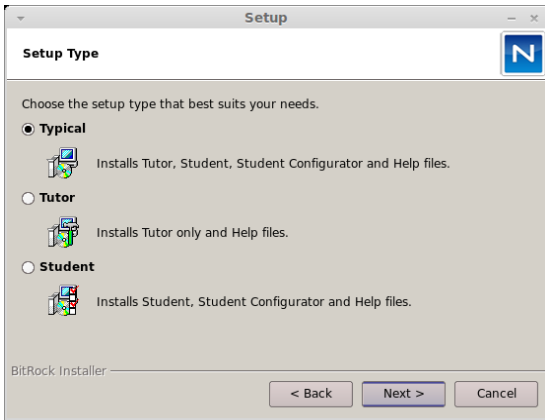
If you reject the Licence Agreement, ('**I do not accept the terms in the Licence Agreement**') click **Cancel**. NetSupport Assist will not be installed and you will be asked if you wish to abort the install program.

### License Information

Select the licensing method preferred: if you already have a licence for NetSupport Assist, select **Register**, while if you are evaluating NetSupport Assist select **30 day evaluation** and click **Next**.

## Select Setup Type

Choose the setup type to install on the workstation.



### Typical

This option installs the Tutor, Student, Student Configurator and Help files and is often referred to as a 'Full Install'.

### Tutor

Installs the Tutor software. This feature (the Control) should be installed on workstations which will be used to remote control other workstations.

### Student

Installs the Student software and Student Configurator. This feature (the Client) should be installed on workstations that will be remote controlled.

Click **Next** when ready to continue.



## Ready to Install the Program

To start the installation, click **Install**. To change any of the previous selections, click **Back**. To quit the installation, click **Cancel**.

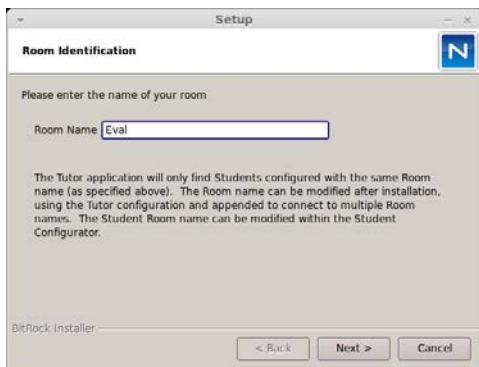
## Room Identification

Enter the value for the room you wish to connect to. The default room value is Eval. The room value can be updated later in the Tutor or Student Configuration settings.

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**Note:** This screen will only appear on new installations. Upgraded systems will retain the existing room name.

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## Installation Complete

To complete the installation click **Finish** to exit the setup program.

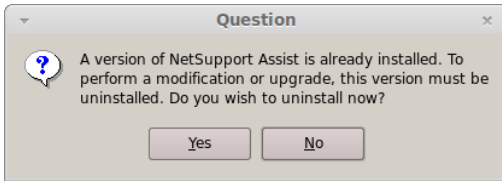
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**Note:** If you have installed the NetSupport Assist Student component, you will be requested to reboot the system. If you reject the restart, the Student component will not start until the machine is restarted.

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## Existing Installation Detected

This screen will appear if a copy of NetSupport Assist is already installed on the workstation.



Click **Yes** to automatically uninstall any NetSupport Assist files already on the system and continue a new installation.

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**Note:** Configuration and licence files will not be removed.

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## CONTACTING NETSUPPORT

### **UK & International**

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