

NetSupport Assist Linux Quick Installer Guide

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INSTALLATION	3
Which section to follow	3
Limitations	3
Student Installation	3
NetSupport Assist Setup Program	4
NetSupport Licence Agreement	
Licence Information	
Select Setup Type	5
Room Name	6
Installation Complete	
Tutor Installation	
NetSupport Assist Setup Program	7
NetSupport Licence Agreement	8
Licence Information	8
Select Setup Type	8
Room Name	
Installation Complete	



INSTALLATION

This guide will get you up and running NetSupport Assist within a very short time using room browse mode.

In this guide, the following room name will be used: *Class1_WK*. Replace this with the appropriate room name for your situation.

Note: This guide is based on a new installation registering with valid licence details.

Which section to follow

To Show to and Control this workstation from another, install the Student (Client).

To be able to Show to or take over another workstation from this one, install the Tutor Console (Control).

Limitations

To enable full Student support on Ubuntu/Edubuntu 11.04 and 11.10, you will need to install the package dconf-tools.

Our online Knowledge base provides further instructions on resolving this issue. Please visit <u>www.netsupportsoftware.com/support</u> and refer to Technical Document 717.

To use NetSupport Assist with Ubuntu or Edubuntu distributions that use the Unity Desktop Manager, you will need to login using either 2D or Classic mode when using the following components:

- Tutor
- Student

To enable 2D mode for 11.10 and 12.04

- 1. At the login screen, select the Ubuntu Logo next to the user name.
- 2. Click the **Ubuntu 2D** option.
- 3. Login as normal.

To enable Classic mode for 11.04

- 1. At the login screen, select the Ubuntu drop down option at the bottom of the screen.
- 2. Click Ubuntu Classic (no effects).
- 3. Login as normal.

For further information, please visit our knowledge base: <u>www.netsupportsoftware.com/support</u> and refer to Technical Document 718.

Student 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 –zxf NetSupportAssist.tar.gz.

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



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

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

- Languag	e Selection ×
Please select the insta	allation language
English - English	•
ОК	Cancel

NetSupport Assist Setup Program

The Setup Welcome screen will appear. Click Next to continue.

*	Setup	-	×
	Setup Setup - NetSupport Assist Welcome to the NetSupport Assist Setup Wizard.	_	×
NETSUPPORT ASSIST	< Back Next > Car	icel	

NetSupport Licence Agreement

The NetSupport 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.

-	Setup – ×
License Agreement	
Please read the following Lie agreement before continuir	cense Agreement. You must accept the terms of this ng with the installation.
legal agreement between you	before using your copy of NetSupport Software. This is a u and NetSupport Ltd. If you do not wish to be bound by the ent you must not load, activate or use the software.
TERM: Subject to termination perpetual.	on under Termination Clause below the Licence shall be
computer networks. You may purchase a license for each	software is designed to run on standalone computers and y load the software from a Network File server but you must workstation on which you will install or run the software.
Do you accept this license?	○ I accept the agreement
bitrock miscaller	< Back Next > Cancel

Licence 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**.

- Setu	p – ×		- x Setup - x
License Information	N		License Registration Information
Please select a License Type.			Enter your registration details here. CapItalS and spaces are important.
③ 30 Day Evaluation			Licensee Name
○ Register			Serial Number
			Maximum Students
			Expiry Date
			Authorisation Code
BitRock Installer		-	BitRock Installer
	< Back Next > Cancel		< Back Next > Cancel

Select Setup Type

Choose Student from the list of available options. Click **Next** when ready to continue.

-	Setup	— ×
Setup Ty	pe	Ν
Choose the	e setup type that best suits your needs.	
Typical	l i i i i i i i i i i i i i i i i i i i	
17	Installs Tutor, Student, Student Configurator and Help files.	
🔿 Tutor		
F	Installs Tutor only and Help files.	
🔿 Studer	nt	
1 ⁴	Installs Student, Student Configurator and Help files.	
BitRock Insta		incel

Ready to Install the Program

To start the installation, click Next.

▼ Setup	– ×
Installing	Ν
Please wait while Setup installs NetSupport Assist on your computer. Installing	
Unpacking /opt/NetSup[]rtManager/share/res/XPShowStep1_4.ico-000.png	
BitRock Installer	ncel

Room Name

Enter *Class1_WK* as the room name that this machine is based in.

$\overline{\mathbf{v}}$	Setup	— ×
Room Identifica	ation	Ν
Please enter the	name of your room	
Room Name		
name (as spec using the Tuto	ication will only find Students configured with the same Roon ified above). The Room name can be modified after installati r configuration and appended to connect to multiple Room tudent Room name can be modified within the Student	
BitRock Installer —	< Back Next > C	ancel

Installation Complete

To complete the installation, click **Finish** to exit the Setup program.

-	Setup – ×
	Completing the NetSupport Assist Setup Wizard Setup has finished installing NetSupport Assist on your
	computer.
NETSUPPORT ASSIST	
	< Back Finish Cancel



Tutor 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 –zxf NetSupportAssist.tar.gz.

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



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

Choose the appropriate language from the drop down menu and select \mathbf{OK} to install NetSupport Assist.

- Language	e Selection ×
Please select the insta	llation language
English - English	•
ОК	Cancel

NetSupport Assist Setup Program

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

-	Setup	- ×
	Setup - NetSupport Assist	
	Welcome to the NetSupport Assist Setup Wizard.	
NETSUPPORT ASSIST		
	< Back Next > Car	icel

NetSupport Licence Agreement

The NetSupport 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.

ſ	👻 Setup – x
	License Agreement
	Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
	Please read this agreement before using your copy of NetSupport Software. This is a legal agreement between you and NetSupport Ltd. If you do not wish to be bound by the terms of this licence agreement you must not load, activate or use the software.
	TERM: Subject to termination under Termination Clause below the Licence shall be perpetual.
	GRANT OF LICENSE: This software is designed to run on standalone computers and computer networks. You may load the software from a Network File server but you must purchase a license for each workstation on which you will install or run the software.
	CODVDIGHT: This coffware is protected by international convright laws. You may conv.
	Do you accept this license? O I accept the agreement
	BitRock Installer

Licence 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**.

*	Setup – ×		🝷 Setup – ×
License Information	N		License Registration Information
Please select a License Type.			Enter your registration details here. CapItalS and spaces are important.
 30 Day Evaluation 			Licensee Name
○ Register			Serial Number
			Maximum Students
			Expiry Date
			Authorisation Code
BitRock Installer		_	BitRock Installer
	< Back Next > Cancel		<pre></pre>

Select Setup Type

Choose tutor from the list of available options. Click **Next** when ready to continue.

-	Setup – ×		
Setup Typ	e N		
Choose the setup type that best suits your needs.			
Typical			
12	Installs Tutor, Student, Student Configurator and Help files.		
O Tutor			
F	Installs Tutor only and Help files.		
🔿 Studen	t		
17	Installs Student, Student Configurator and Help files.		
BitRock Insta	ller Kerken Ke		

Ready to Install the Program

To start the installation, click Next.



*	Setup	- ×
Installing		Ν
Please wait while Setup installs Net	Support Assist on your computer.	
	Installing	
Unpacking /opt/NetSup[]rtManag	ger/share/res/XPShowStep1_4.ico-000.png	
BitRock Installer		
DINGER HIDLAND	<pre></pre>	ancel

Room Name

Enter *Class1_WK* as the room name that this machine is based in.

	cup – ×		
Room Identification	N		
Please enter the name of your room			
Room Name			
The Tutor application will only find Students configured with the same Room name (as specified above). The Room name can be modified after installation, using the Tutor configuration and appended to connect to multiple Room names. The Student Room name can be modified within the Student Configurator.			
BitRock Installer	< Back Next > Cancel		

Installation Complete

To complete the installation, click **Finish** to exit the Setup program.

-	Setup – ×
	Completing the NetSupport Assist Setup Wizard Setup has finished installing NetSupport Assist on your computer.
	< Back Finish Cancel