



# NetSupport Assist

Linux Quick Installer Guide

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## 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 [www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support) 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: [www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support) and refer to Technical Document 718.

### Student Installation

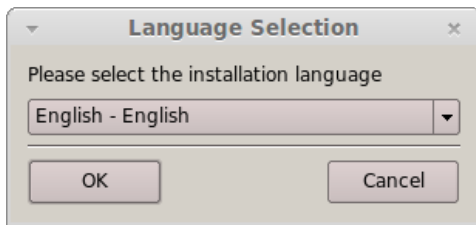
NetSupport Assist is provided within a tar.gz format. Extract the installer from the tar.gz using either the user interface file extractor or from the terminal using `tar -xzf NetSupportAssist.tar.gz`.

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

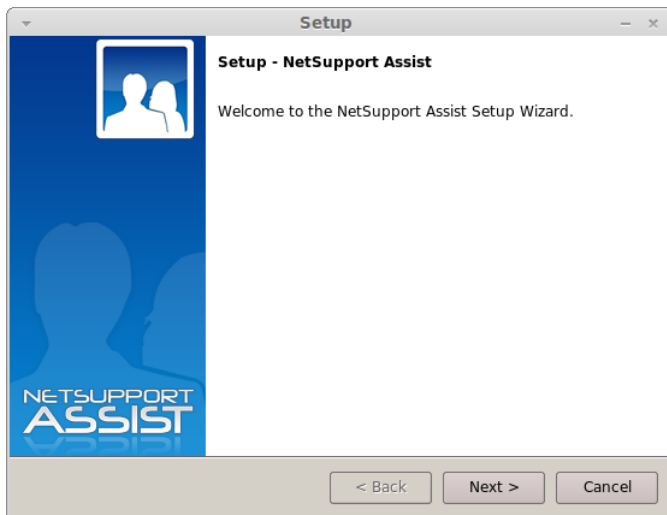
**Note:** You will either have run the installer as a super user or as sudo if the current user has sudo access (i.e. `sudo ./NetSupportAssist-1.10.run`).

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



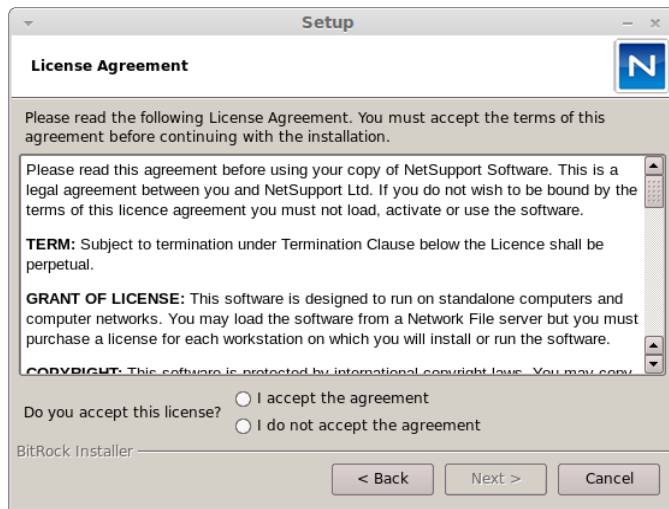
### NetSupport Assist Setup Program

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



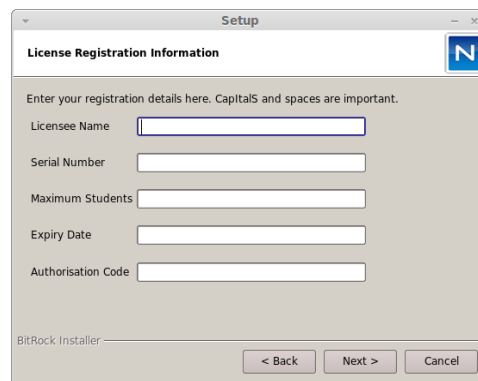
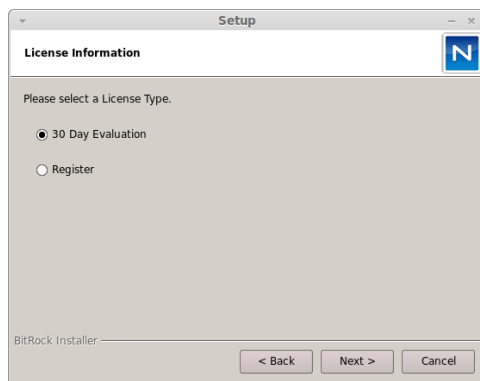
### NetSupport Licence Agreement

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.



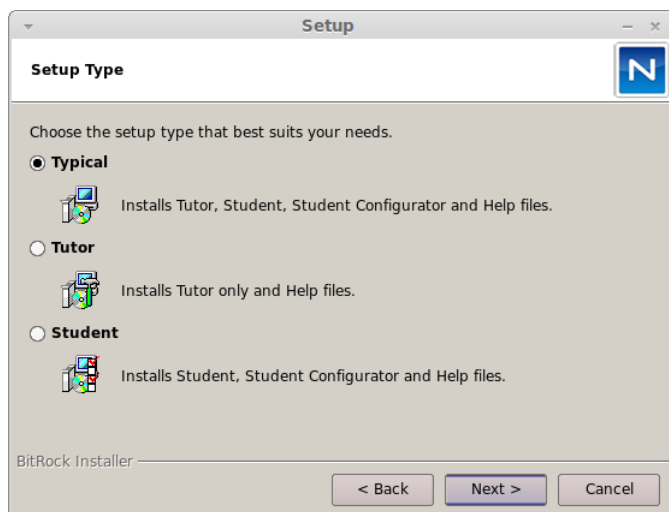
## License Information

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**.



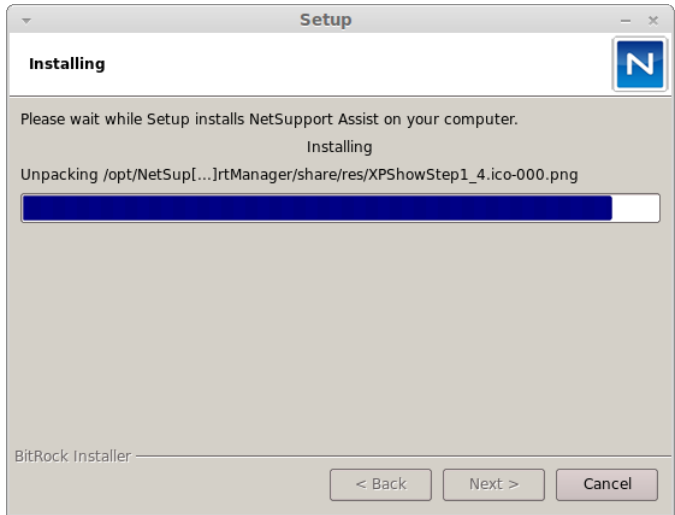
## Select Setup Type

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



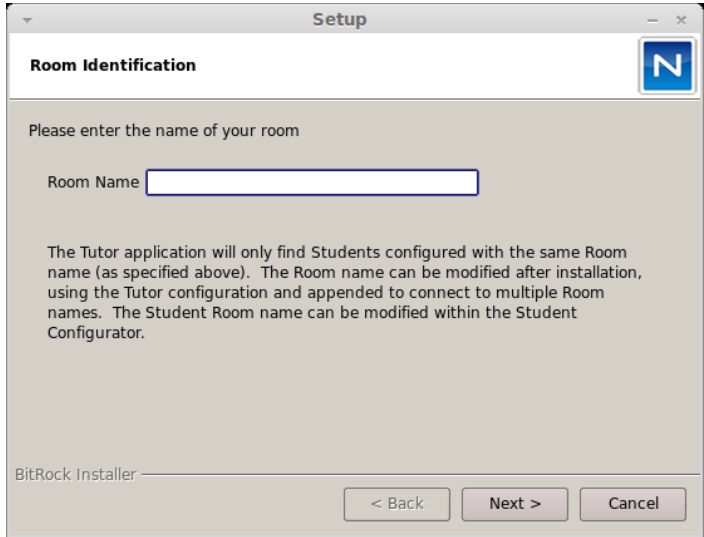
## Ready to Install the Program

To start the installation, click **Next**.



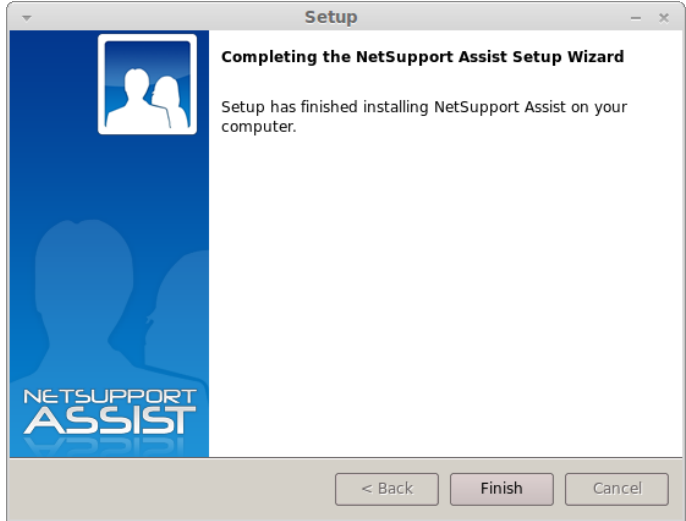
### Room Name

Enter *Class1\_WK* as the room name that this machine is based in.



### Installation Complete

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





## Tutor Installation

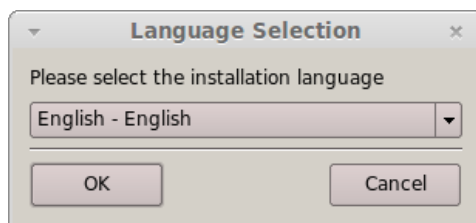
NetSupport Assist is provided within a tar.gz format. Extract the installer from the tar.gz using either the user interface file extractor or from the terminal using `tar -zxvf NetSupportAssist.tar.gz`.

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

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

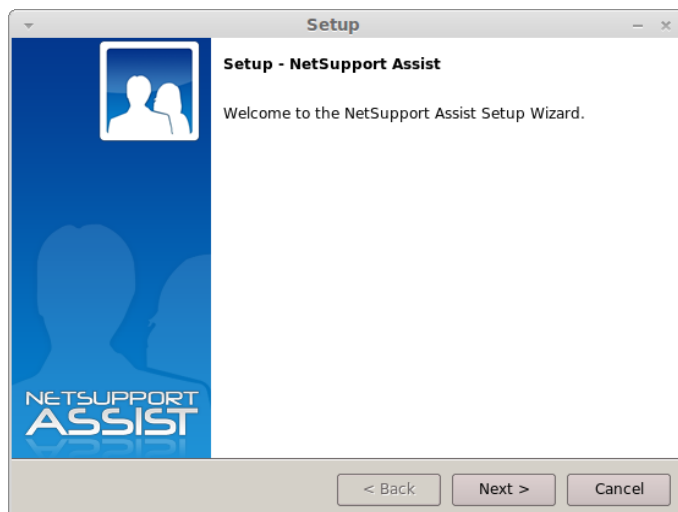
**Note:** You will either have run the installer as a super user or as sudo if the current user has sudo access (i.e. `sudo ./NetSupportAssist-1.10.run`).

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



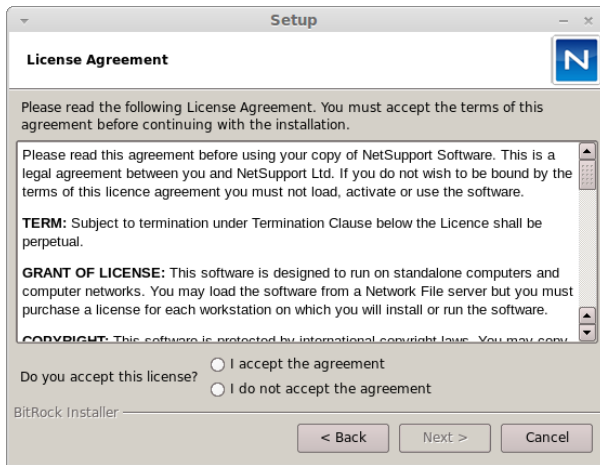
## NetSupport Assist Setup Program

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



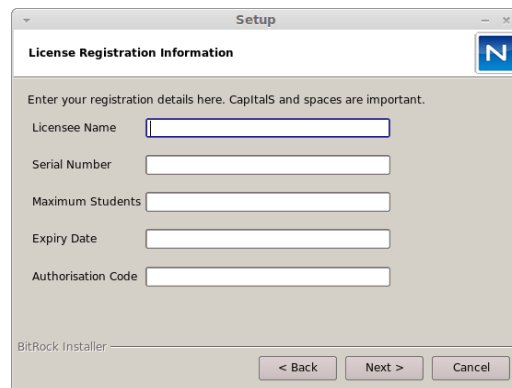
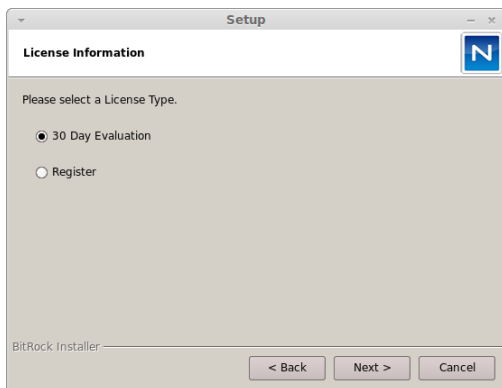
## NetSupport Licence Agreement

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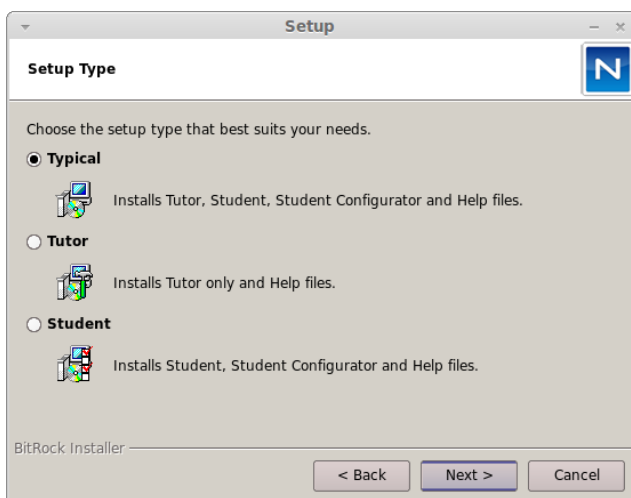
## Licence Information

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**.



## Select Setup Type

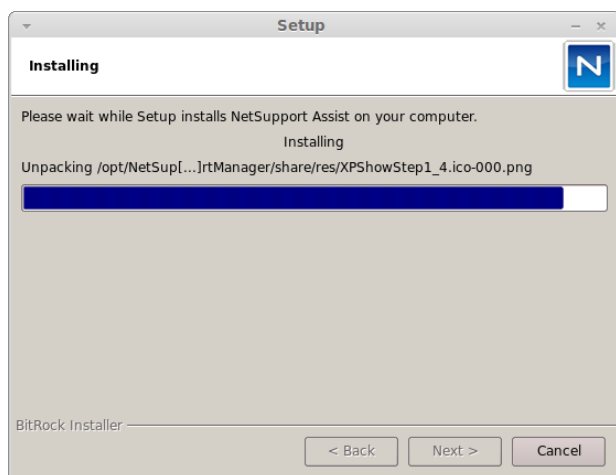
Choose tutor from the list of available options. Click **Next** when ready to continue.



## Ready to Install the Program

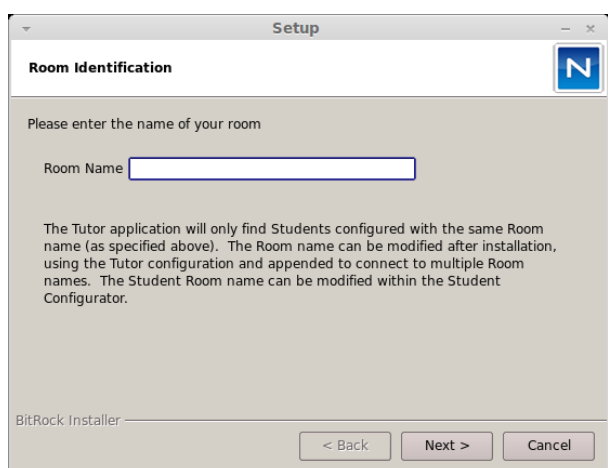
To start the installation, click **Next**.





## Room Name

Enter *Class1\_WK* as the room name that this machine is based in.



## Installation Complete

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

