

Deploying NetSupport Manager

or NetSupport School

Overview

There are 4 main ways to install NSM or NSS, these are as follows:

- Manual Installation
- Silent/Unattended Installation
- Using the NetSupport Deployment Utility
- Using Active Directory

This document aims to cover installation of NetSupport Manager or NetSupport School using an Unattended Installation or the NetSupport Deployment Utility on a supported Windows Operating System*. In addition some useful troubleshooting tips for the NetSupport Deployment Utility are included.

Note: Additional documentation is available (where applicable) detailing the manual and Active Directory Installations of NetSupport products.

Available Installers

As NetSupport products support multiple Operating Systems and multiple Languages you need to ensure that you have the correct setup file and the correct version.

At the time of writing the following Installers are available for NSM:

Platform	Installers available
Windows Operating Systems.	MSI and Installshield setup.exe
Windows CE, Smartphone, Mobile and Pocket PC editions.	MSI and Installshield setup.exe
Solaris	Tar.gz (Tar Ball)
Linux	Tar.gz (Tar Ball)
Mac OS	Standard Mac OSX Drive Image

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And for NSS:

Platform	Installers available
Windows Operating Systems.	MSI and Installshield setup.exe

It is also important to remember that certain functions and features of NetSupport products are only supported on certain Operating systems, and that the latest version of the software for a particular operating system may be a different version to the core NetSupport product. The following table provides details of the latest versions of each product by operating system and also details of what components are available for each.

	NetSupport Manager					NetSupport School			
	Control	Client	Connect to	Gateway Support	NetSupport Deploy	Tutor	Student	N&C Server	NetSupport Deploy
DOS (6.00 or higher)	7.01	7.00	No	No	No	No	No	No	No
Windows 95	10.30f1	10.30f1	Yes	No	No	No	No	No	No
Windows 98	10.30f1	10.30f1	Yes	No	No	No	No	No	No
Windows NT 4 (Workstation/Server)	10.30f1	10.30f1	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Windows 2000 (Workstation/Server)	10.30f1	10.30f1	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Windows XP (Workstation/Server)	10.30f1	10.30f1	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Windows 2003 Server	10.30f1	10.30f1	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Windows 2008 Server	10.30f1	10.30f1	Yes	No	Yes	Yes	Yes	No	Yes
Windows Vista (Home/ Business/Premium)	10.30f1	10.30f1	Yes	No	Yes	Yes	Yes	No	Yes
Solaris (Sparc 9.00 or higher)	No	10.00	No	No	No	No	No	No	No
Linux Red Hat (9.00 or higher)	No	10.00	Yes	No	No	No	No	No	No
Linux Suse (9.00 or higher)	No	10.00	Yes	No	No	No	No	No	No
Linux Fedora (4 or higher)	No	10.00	Yes	No	No	No	No	No	No
Windows Mobile (2003 or higher)	10.00f2	10.00f2	Yes	No	No	No	No	No	No
Windows for Smartphone	10.00f2	10.00f2	Yes	No	No	No	No	No	No

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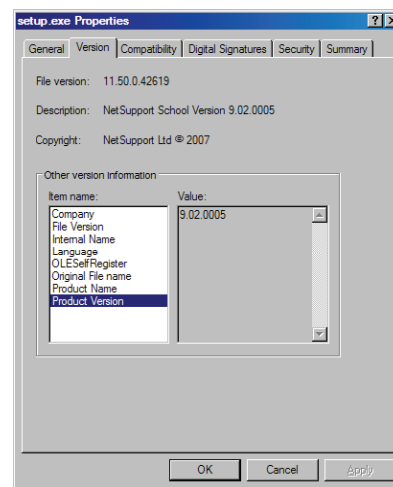
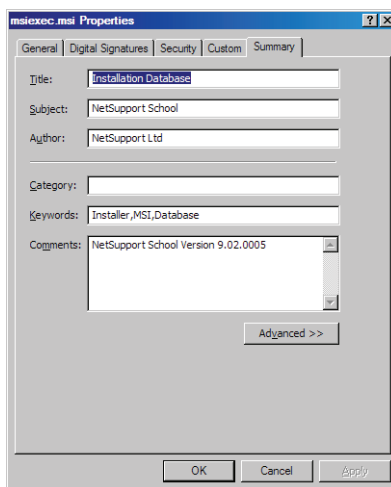
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Identifying the Installer version from the Install shield setup.exe or msiexec.msi file.

To identify the product version select and right click the setup.exe or msiexec.msi file and from the context menu select {Properties}.

For msiexec.exe navigate to the {Summary tab}, the product and version will be displayed in the Comments field.

For setup.exe navigate to the {Version tab}, select {Product Version} to view the version.



Silent/Unattended Installation

NetSupport provide a method to install NSM or NSS silently and unattended. The silent/unattended installation allows for all of the installation options to be pre-configured and runs with no dialogs being displayed. The silent installation is run by adding command line parameters to the NetSupport Install shield setup.exe or msiexec.msi file when it is run.

Either the Install shield or MSI file can be used. In addition to the setup file chosen; the following associated files are also required.

- NSS.ini or NSM.ini (for NSS or for NSM) – which contains the automated responses required by the installer.
- NSM.lic – the NetSupport License file.
- Client32.ini – Client/Student Configuration settings

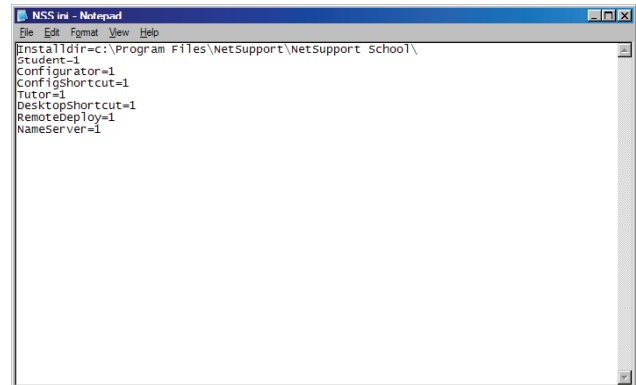
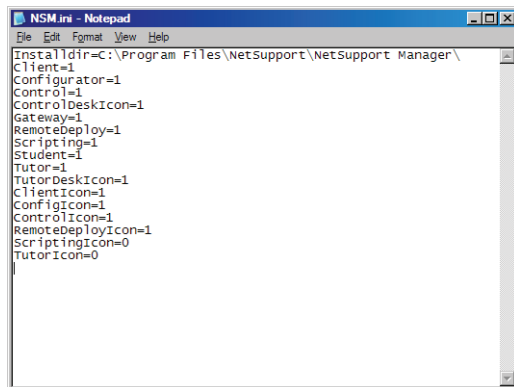
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NSS.ini or NSM.ini

These text files contains a list of each of the options available during the installation for either NetSupport Manager or NetSupport School and a value of either 0 (Don't install) or 1 (to install) depending on whether or not the component should be installed. The appropriate ini file should be added to the folder where the setup.exe or msiexec.msi is located.

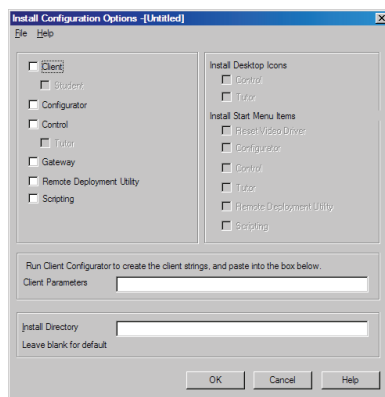


Automated Response File Creation Utility

To simplify the creation of these ini files NetSupport provide a utility to assist you. This utility can be found in the following location:

C:\Program Files\NetSupport\Product name\Instcfg.exe

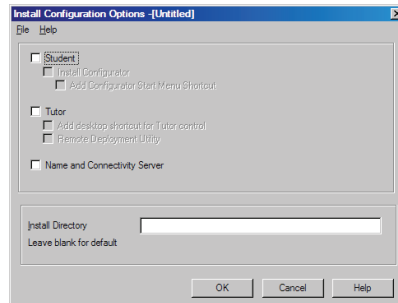
By default when run this utility will display the installation options for NetSupport Manager and can be used to create/update the NSM.ini file.



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If run with the parameter /S this utility will display the installation options for NetSupport School.



Client32.ini

If the NetSupport Client/Student component is being installed by adding a configured Client32.ini file to the folder configuration options can be set. If no Client32.ini is included the default settings will be used. Although optional, it is recommended that a Client32.ini is included in order that Client/Student is not left unsecured.

NSM.lic

The NSM.lic file contains license details, after performing and licensing an initial installation the file can be located in the folder C:\Program Files\NetSupport\product name\ this file should be copied to the folder where the installation file is located, failure to include this file will result in the standard evaluation license being installed.

Command line parameters

Once an Installation folder has been created containing either setup.exe or msiexec.msi and the following files:

- NSM.ini or NSS.ini (Required)
- Client32.ini (optional but recommended)
- NSM.lic (optional but recommended)

The silent/unattended installation can be run by using the appropriate command line:

For Msiexec.msi the command line is:

`Msiexec.msi /i "product name.msi" /qn`

For Install shield setup.exe the command line is:

`Setup.exe /S /v/qn`

Note: Administrator privileges on the machine where the installation is run are required.

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Using the NetSupport Deployment Utility.

The NetSupport Deploy utility provides network administrators with the facility to install and configure NSM or NSS on multiple computers without the need to visit the machines individually. You have the option to deploy the NetSupport product using an IP address range or alternatively you are provided with a view of your Network, allowing you to pick and choose, which computers you want to deploy to.

NetSupport Deploy can only be used to deploy to computers running the following operating systems:

- Windows NT
- Windows 2000
- Windows XP
- Windows 2003
- Windows Vista.

Using NetSupport deploy you can perform the following tasks remotely:

- Install NSM/NSS.
- Update Client configurations.
- Update License details.
- Uninstall NSM/NSS.

Deploy a NetSupport Package

When you deploy a NetSupport package, you are remotely installing a NetSupport product on to one or more computers. Before you start the deploy application we recommend that you create a deployment folder.

Deployment folder

A deployment folder contains the NetSupport product that you want to deploy. This can be any folder that can be accessed from the machine running the deploy application. This folder does not need to be accessible from the machine to which you are deploying the package.

The deployment folder should contain:

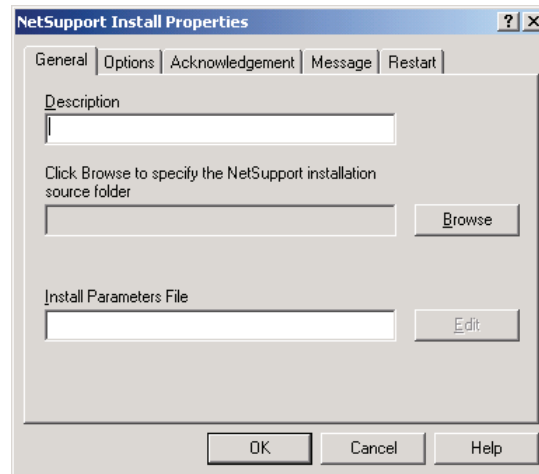
- The NetSupport Install shield Setup file.
- A valid NetSupport License file.
- A Pre-Configured Client32.ini file.

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Configuring the Deploy Setting

- Start the NetSupport Deployment Utility from the Start menu.
- Choose {Deploy}{Configuration} from the drop down menu to display the Deploy list dialog.
- Select the {NetSupport Package Icon} and press the {Properties} button to display the following dialog:



General Tab

Used to specify the NetSupport package to deploy and which components are to be installed. Enter a description for the package being deployed.

Note: If left blank, the package name/version number will be used.

Click {Browse} and select the folder containing the NetSupport package to install. Click {Edit} to specify the components to install. The Install Configuration Options dialog will appear.

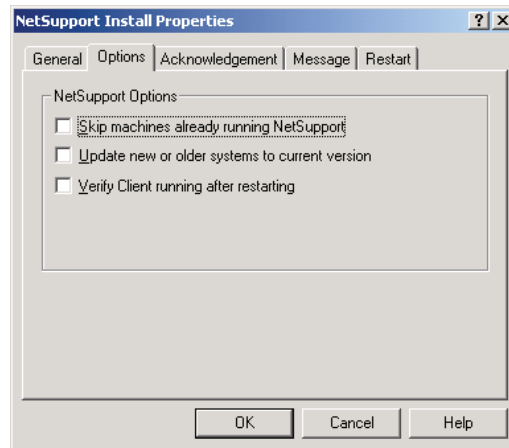
As described earlier in this document (see section on Automated Response File Creation Utility) select the components that you wish to install.

Note: Because of the way NetSupport Deploy handles restarting workstations, leave the Restart Machine box un-checked. This is only relevant when performing a Silent/Unattended install.

When you have completed this dialog, choose {File}{Save} to save the NSS.ini or NSM.ini file to the folder containing the distribution copy of NetSupport.

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Options Tab



Use the information supplied in the Network and Security tabs of the main deploy application to identify which machines may already have NetSupport installed, you can then choose to:

- Skip machines already running NetSupport box.
- Update the machines with the latest version.

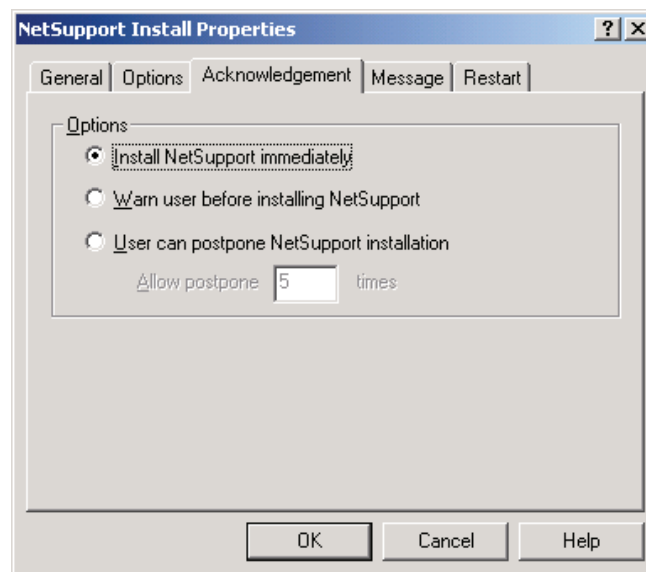
After deploying the package, you can confirm that the Client/Student is running by checking the Verify Client running after restarting box.

Note: Ensure that workstations are restarted automatically after the deploy for this option to work.

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Acknowledgement Tab

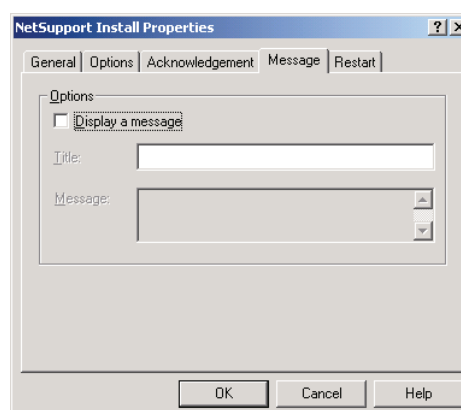


Consider whether the workstations will be in use when performing the deployment.

You can choose to:

- ▶ Install NetSupport immediately - No prompt will be received at the workstations being deployed to.
- ▶ Warn user before installing NetSupport - The user will receive a prompt and needs to click OK for the install to commence. Users cannot cancel or close this prompt.
- ▶ User can postpone NetSupport installation - You can specify the number of times a user can postpone the installation. If the user does choose to postpone, they will be re-prompted at hourly intervals or the next time they restart the workstation, whichever comes first.

Message Tab



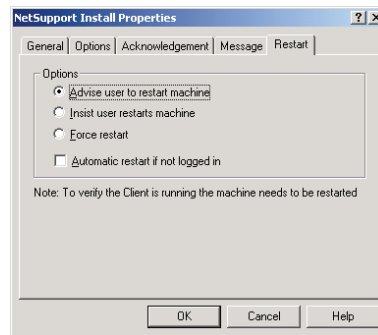
You can specify a custom message to be displayed at each workstation while the installation is in progress.

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Restart Tab



Note: If you have asked for verification that the Client is running, see Options Tab, you must choose an option that will force the workstations to be restarted immediately.

- Advise user to restart machine - At the completion of the deployment, a message will be displayed at workstations asking the user to restart the PC at the next convenient opportunity.
- Insist user restarts machine - A message will be displayed at workstations, advising the user to restart the PC to complete the installation.
- Force restart - At the end of the deployment, a message is displayed advising users that the workstation will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.
- Automatic restart if not logged on - If the workstation being deployed to is not logged on, restart will commence automatically.

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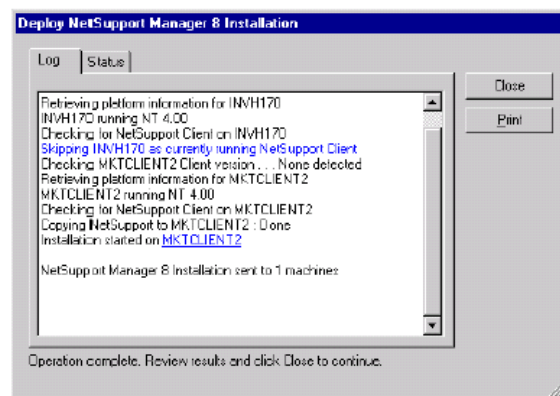
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Deploying the package to workstations

When you have completed all five tabs, click {OK} to return to the Deploy Summary dialog. You can review your selections and if necessary edit them.

Select either a domain, workgroup or individual machines that you wish to deploy this package to. Then choose {Deploy}{NetSupport Package} from the deploy menu.

Click {Deploy} to commence the installation. A progress dialog will appear, enabling you to monitor the deployment as it installs on each computer.



The dialog has two tabs:

Log tab

Enables you to monitor the deployment as it reaches each computer.

Status tab

Lists the stage the deployment has reached on each computer. For example, the installation may be complete on one machine but still in progress on another.

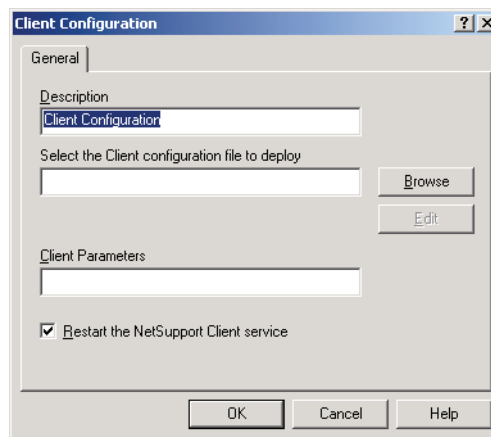
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Deploy a Client Configuration

Using NetSupport Deploy, you can remotely deploy a Client Configuration file containing specific Client settings.

Choose {Deploy}{Configuration} from the drop Menu. The Deploy List dialog will down menu.

Select the Client Configuration Icon and Click {Properties} to enter the details for the deployment.



Click {Browse} to specify the folder containing the Client Configuration file that is to be deployed.

Click {Edit} to access the Advanced Client Configurator in order to make changes to the Configuration file.

For the new settings to take effect immediately, by default the Client service will be automatically restarted after the deployment. If not required, uncheck the Restart the NetSupport Client/Student service box.

Click {OK} to return to the Deploy List dialog.

Deploying the Configuration to computers

Select either a domain, workgroup or individual machines that you wish to deploy this Configuration to. Then choose {Deploy}{Client Configuration} from the deploy menu.

Click {Deploy} to commence the Deploy. A progress dialog will appear, enabling you to monitor the deployment as it installs on each computer.

Note: If the Client\Student on the workstation fails to load the configuration correctly then NetSupport Deploy will automatically roll back the configuration changes, thus ensuring that there is never a situation in which you cannot gain access to a remote machine.

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Deploy a NetSupport License file

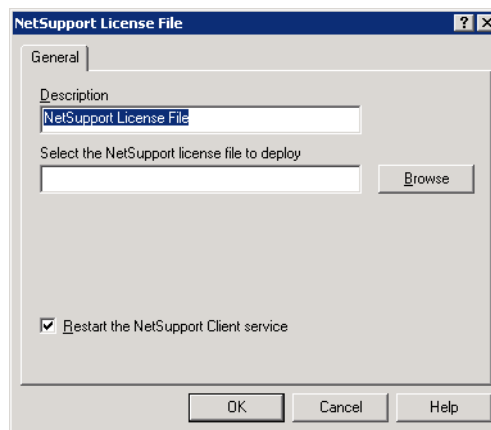
When installing a NetSupport package, a license file is sent to each computer. However, there may be occasions when the license information needs updating.

For example, you have purchased additional licenses and the license file needs updating to reflect this.

By using NetSupport Deploy, you can remotely update the license file on Client\Student computer.

Choose {Deploy}{Configuration} from the Deploy drop down menu to display the Deploy List dialog.

Select the NetSupport License File Icon and Click {Properties} to enter the details for the deployment.



Click {Browse} to specify the folder containing the license file that is to be deployed.

For the new settings to take effect immediately, by default the Client/Student service will be automatically restarted after the deployment. If not required, uncheck the Restart the NetSupport Client service box.

Click {OK} to return to the Deploy List dialog.

Deploying the license file to computers

Select either a domain, workgroup or individual machines that you wish to deploy this Configuration to. Then choose {Deploy}{NetSupport License File} from the deploy menu.

Click {Deploy} to commence the Deploy. A progress dialog will appear, enabling you to monitor the deployment as it installs on each computer.

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Note: If the Client\Student on the computer fails to load the new license correctly then NetSupport Deploy will automatically roll back to the original license changes, thus ensuring that there is never a situation in which you cannot gain access to a remote machine.

Remote Uninstall

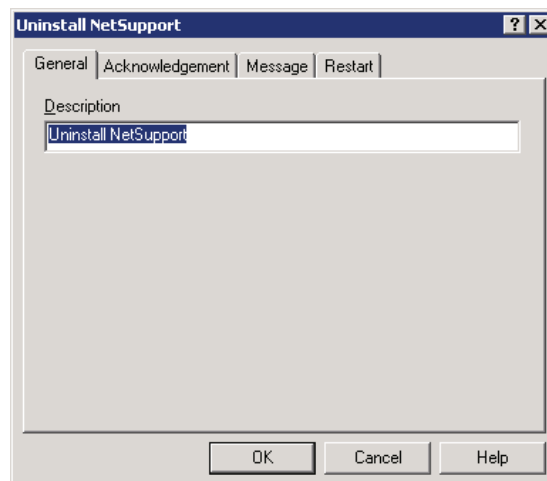
Using NetSupport Deploy you can remotely uninstall a NetSupport package.

Choose {Deploy}{Configuration} from the drop down menu. The Deploy List dialog will appear.

Select the Uninstall NetSupport Icon and Click {Properties} to enter the details for the deployment.

General Tab

Optionally you can enter a description for this Uninstall.



Acknowledgement Tab

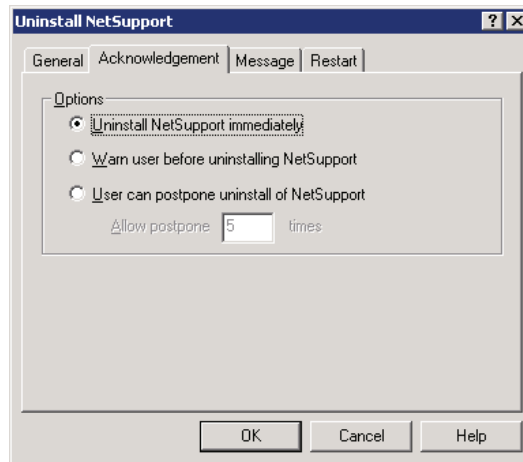
Consider whether the computer will be in use when commencing the deployment. You can choose to:

- Uninstall NetSupport Immediately - No prompt will be received at the workstations being deployed to.
- Warn user before Uninstall NetSupport - The user will receive a prompt and needs to click OK for the Uninstall to commence. Users cannot cancel or close this prompt without clicking on the OK button.
- User can postpone NetSupport Uninstall - You can specify the number of times a user can postpone the Uninstall. If the user does choose to postpone, they will be re-prompted at hourly

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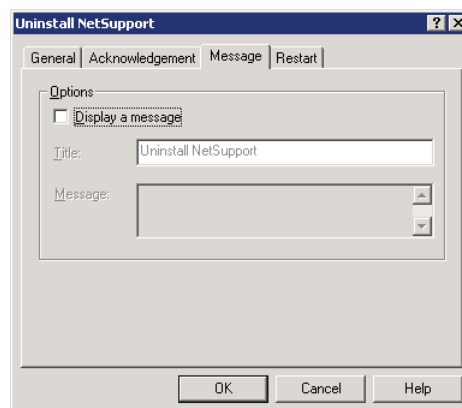
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intervals or the next time they restart the workstation whichever comes earlier.



Message Tab

You can specify a custom message to be displayed at each workstation while the installation is in progress.



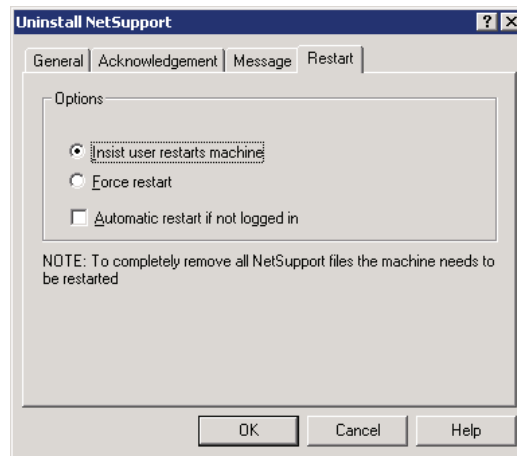
Restart Tab

Note: For NetSupport to be completely removed the Student\Client machine must be restarted.

- Insist user restarts machine. A message will be displayed at workstations, advising the user to restart the machine to complete the installation.
- Force restart. At the end of the deployment, a message is displayed advising users that the workstation will be restarted. A time bar is displayed indicating how many seconds it is before the restart commences.
- Automatic restart if not logged on. If the workstation being deployed to is not logged on, restart will commence automatically.

(see below for image)

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Deploying the package to computers

When you have completed all five tabs, click {OK} to return to the Deploy Summary dialog. You can review your selections and if necessary make any changes.

Select either a domain, workgroup or individual machines that you wish to deploy this package to. Then choose {Deploy}{NetSupport Package} from the deploy menu.

Click {Deploy} to commence the installation. A progress dialog will appear, enabling you to monitor the deployment as it installs on each computer.

Log Files

When using NetSupport Deploy, information about each deployment, whether a package install, license update, configuration download or uninstall, is recorded. This provides a useful reminder each time you use the utility of what you have previously deployed. The information is stored in a Log File.

The following log files are created

At the Deployment computer

NetSupport Deployment log file = C:\Program Files\NetSupport\product name\Log Files\deployment desc\Install.

At the Target computer

NetSupport Deployment log file - C:\Windows\pcirdist.tmp\pcirsvr.log

Install shield installation log file - C:\Windows\pcirdist.tmp\install.log

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How it works

After creating the deployment package and configuring the applicable option the package deployed either by IP address or Windows networking to the target computer.

Firstly, a connection is made to the target computer using File and Print sharing, therefore account details will need to be provided that grant local Administrator access.

Once authenticated, the package files are copied to the folder `C:\Windows\pcirdist.tmp\` on the target computer using the Administrative share `Admin$`.

Finally, once the files have been sent the `setup.exe` is executed using the Remote Procedure Calls (RPC) Service.

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Troubleshooting the NetSupport Deployment Utility

1. The Deployment fails?

At the computer where the Deployment Utility was run check the appropriate deployment log file C:\Program Files\NetSupport\product name\Log Files\deployment desc\Install.log for information on why the deployment failed.

At the target computer check the deployment log file C:\Windows\pcirdist.tmp\pcirsvr.log for information on why the deployment failed.

2. The Installation fails?

Check the product installation log file at the target computer C:\Windows\pcirdist.tmp\install.log for information on where the installation failed.

3. Is Windows Firewall blocking the connection to the Target computer?

On the machine that the NetSupport Deployment Utility is being run from check that the NetSupport Deployment utility is listed as an exception/is allowed in the Windows Firewall rules (if the Windows Firewall is enabled).

4. Is Windows Firewall allowing the deployment utility to copy the required files to the Target computer?

On the target machine check that File and Print Sharing is Allowed within the Windows Firewall, if not the deployment utility will not be able to copy the required files to the C:\Windows\pcirdist.tmp folder – check for the existence of this folder to confirm that this stage of the deployment is successful.

5. Do you have sufficient security privileges at the Target computer?

In order to copy files to the target machine using the Admin\$ share and to remotely execute the installation Local Administrator right are required at the target machine, check these by accessing the Admin\$ share on the target machine (\\machinename\admin\$)

6. Is the Remote Procedure Call (RPC Service) disabled on the Target computer?

Although unlikely as many other critical services are dependent on it, you should check that the RPC service is running on the target computer.

7. Has the Installation file (setup.exe) used during the deployment been renamed?

The NetSupport Deployment Utility requires the product setup file to be named setup.exe, if this file has been renamed it will not be recognised by the Deployment Utility as a valid installation file.

8. The Installation completes but the license details are not applied?

Check that the correct license file (NSM.lic) is present in the folder where the setup.exe file used in the deployment is located.

9. The Installation completes but the Client is not configured correctly?

Check that the appropriate Client Configuration file (Client32.ini) is present in the folder where the setup.exe used in the deployment is located.

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