



# **NetSupport Manager 12.00**

## **Client for Linux**

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## PRE-REQUISITES

### Supported Distribution Versions

- OpenSUSE 11.2 and later.
- SUSE Enterprise Linux 11.
- SUSE Enterprise Server 11.
- Red Hat Enterprise Linux 6.
- Ubuntu/Edubuntu 9.04 to 12.10.
- Debian 5 and above.
- Fedora 12 to 17.
- Linux Mint 9 to 13.

Desktop Managers: GNOME, KDE, Unity 2D, Ubuntu Classic (No Effects only), MATE and Cinnamon.

### System Requirements

Storage: 70 MB free space required on disk.

## INSTALLATION

NetSupport Manager Linux Client 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 NetSupportManager.tar.gz`.

Once the `NetSupportManager-12.00.run` is extracted you can run the installer using `./NetSupportManager-12.00` from the terminal.

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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 ./NetSupportManager-12.00.run`).

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

## SUPPORTED FUNCTIONS

The NetSupport Manager Linux Client allows a user to connect to a Linux machine and remote control it from any device that has a NetSupport Manager Control installed.

The following NetSupport Manager features are available:

### Environment

- Browse and discover systems across your network.
- An easy-to-use Client Configurator.
- Connectivity via TCP/IP or HTTP via the included NetSupport Manager Internet Gateway.

### Remote Control

- Full Remote Control of the Linux system.
- Scan multiple clients, allowing you to monitor multiple systems (max 16) at a time.
- Two-way chat between the Control and Client systems.
- Send Messages to one, selected or all Client systems.
- 'Show' the Control screen to Linux systems.
- View real time thumbnails of all connected systems.

### Support Tools

- Remotely Power On or Off a Linux system.
- Remotely Logout a Linux system.
- Remotely Reboot a system.
- Launch Applications and Scripts remotely for Linux systems.
- Dynamically gather a full real-time Hardware and Software inventory from any Linux system to aid in problem resolution.
- A powerful diagnostics tool providing all system information needed should support be required.

### Move Information

- Perform Remote File Transfer to and from Linux systems.

### Flexibility

- PIN Connect feature enables a technician to instantly locate a user anywhere across the enterprise, simply by both parties entering a matching PIN code, via a central PIN server module.

### Security

- Configurable data encryption from 56 bit DES to 256 bit AES.
- Restrict connections by IP address, user names and passwords.
- Fully configurable security allowing all features to be enabled or disabled.

## CUSTOMISING LICENCE & CONFIGURATION FILES

### **Licence file**

During installation you can either select to install a 10 user, 30-day evaluation copy of the software or enter sale Licence key details.

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**Note:** When an Eval licence expires a message will appear advising you of this.

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An evaluation copy of the software can be converted to a sale copy using the Licence program, which can be found in the Application folder. Alternatively, a sale key generated on a Windows based system (NSM.LIC) using the PCILIC.EXE utility can be manually copied to the Linux Client. The License will be activated when the Linux Client is re-started (e.g. on next login).



## CLIENT CONFIGURATION

The Client Configuration utility 'Config' can be found in the Application directory. By default the Client will accept connections from any Control PC so it is strongly recommended that you review and set security options appropriate to your usage of NetSupport Manager.

Administrative level access is required to run the Config utility.

Security options available include:

### **User validation**

A list of users and passwords can be defined at the Client. On connection the Control is prompted to enter a valid userid and password.

### **User acknowledgement**

Any logged on user is notified of a connection attempt and provided with the option to accept or reject the connection.

### **Security key**

Once set at the Client, only Controls with a matching security key set are allowed to connect.

### **Encryption**

A minimum level of encryption can be set at the Client and will be enforced for any Control that connects.

For details of these and further configuration options please refer to the online help available in the Config utility.

## EXECUTE AT CLIENT

### Executable files

The application or file entered in the Control Execute dialog is run on the remote Client machine(s).

For ease of use the Execute at Client feature can run applications and files using both full path locations and using locations specified within the user's environment settings.

To run gedit at the remote Linux systems you can perform the following:

- **gedit**
- **/usr/bin/gedit**

### Files associations

When opening a file using Execute at Client it will automatically use the associated application to display the files contents (e.g. *file.doc* would be opened in Open Office or Libre Office if installed).

If you would prefer to open the file with a non-associated application, you can manually specify an application to open the file with (e.g. **soffice file.txt**).

### Additional information

The default location applications and files are run from using Execute at Client is \$HOME (e.g. /home/{username}/). This means that any files created using relative paths with scripts will be created in this location.

It is also possible to run scripts and open files from the \$HOME location without typing the full path:

- **./script.sh**
- **file.doc**

Where the application or file name contains a space, please ensure that your Execute at Client command is contained within double quotes (e.g. `"/usr/bin/gedit one"` `"/home/testing/Documents/file one.txt"`).

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#### Notes:

- If documents are given execute file permissions you will not be able to open them with the Execute at Client feature.
  - When executing applications it is important to enter the name of the Binary. This may be different to the display name.
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## UNINSTALL

The NetSupport Manager Client can be uninstalled by using the uninstall application located in /opt/NetSupport/NetSupportManager. From this directory run the uninstall script, this must be executed as a root user.

e.g.  
`cd /opt/NetSupport/NetSupportManager`  
`./uninstall`



## LIMITATIONS

### Using a Windows Control to connect

Not all features available in the Windows Control are currently supported when connecting to Linux Clients. Specific examples include the following:

- Remote Deployment.
- Audio support.
- File Distribution.
- Print Capture.
- NetSupport Manager Video Player.
- Remote Login.
- Viewing a Client in 'Control mode'. Keyboard/Mouse input at the Client cannot be disabled.
- Remote Command prompt.
- Client update.
- Show Replay and creation of Replay files during a Show session.
- File Transfer – File properties, setting file attributes on Linux Clients is not supported.
- When using NetSupport Assist to connect to Linux Clients with NetSupport School components installed, NetSupport Assist version 1.10 or higher is required.
- When using the NetSupport Tutor program to connect to Linux Clients with the NetSupport School components installed, NetSupport Manager 10.31 or higher is required. The functionality supported within the Tutor program is restricted to the functions available in NetSupport Assist.

### At the Linux Client

Execute at Client is not supported on the following distributions:

- Debian 6
- Mint 9
- SuSE Enterprise Linux 11
- OpenSuSE with Gnome Desktop Manager (KDE is supported to launch executables but cannot be used to launch documents by association).

When performing an Execute at Client to a logged off Client, it will not run applications or files that require X Windows to run.

File Transfer, to authenticate a user for File Transfer purposes the user must have a password assigned.

The configuration option to restrict the Client to listen on a specific IP address is not supported on Linux Clients.

When installing NetSupport School (Assist) components it is currently not possible to set a room value for the Client. It is however possible to connect using the PC list and browse connection methods.

## Known issues

If the connection between the Control and Client is unexpectedly lost the Linux Client will recognise the connection has been lost after 80 seconds. Attempting to reconnect before the Client has dropped the previous connection will result in the following message being displayed:

Client '*ClientName*' is already connected to Control '*ControlName*' [#1706]

Once the Client has dropped the connection the Control can then re-establish the connection.

## Security Enhanced Linux

Several Linux distributions include, by default, an additional security policy which is referred to as Security Enhanced Linux (SELinux). This policy is designed to only allow certain applications to run during the start-up process, this however prevents the NetSupport Manager Client from running.

The following steps will need to be performed on any Fedora and Red Hat Enterprise Linux distributions, this may also need to be performed on other distributions if SELinux has been installed as an additional option.

In order to allow the NetSupport Manager Client to run during the boot process it is necessary to change the SELinux security level from 'Enforcing' to 'Permissive' by editing a simple configuration file through the command line terminal.

1. Open a terminal session and log in as an administrative user.
2. Using your preferred editor (nano, vi, gedit, kate) open/etc/selinux/config.
3. Within this file find the line that reads SELINUX=enforcing and change it to SELINUX=permissive.
4. Save the changes to the configuration file and reboot the machine to enable the changes.
5. The Client will now start each time the machine does.

## Hardware Inventory

To collect System/Bios information on Fedora 15 or later you may need to install additional system software to analyse DMI Data.

1. Go to **Add/Remove Software**.
2. Perform a search from "dmidecode".
3. Select the option **Tool to analyse BIOS DMI data**.
4. Click **Apply**.
5. Follow the instructions to install the package.

If you have any feedback or problems with the NetSupport Manager Client for Linux please report these issues to NetSupport by using the feedback form at: [www.netsupportsoftware.com/support](http://www.netsupportsoftware.com/support)

## TROUBLESHOOTING

If you encounter any problems with the NetSupport Manager Client for Linux, to ensure that your issue is dealt with in the most efficient way possible, please provide details using the Support tool feature.

The Support tool feature is available in the /opt/NetSupport/NetSupportManager directory and is named support.sh. This utility can be used to gather information about your installation in a compressed file on your desktop that you can provide to accompany your enquiry.





## CONTACTING NETSUPPORT

If you have any comments regarding the design, installation, configuration, or operation of the NetSupport Manager Linux Client please contact us.

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