

# NetSupport Manager version 9.50 Beta 2 Solaris Client

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## **Pre-Requisites**

### **Supported Distribution Versions**

The NetSupport Manager 9.50 Solaris Beta 2 client supports at the time of release, Solaris SPARC 9.0 and later distributions.

### **System Requirements**

The client needs an xserver running to support the Remote Control feature.  
Solaris system patches 111711-12 or higher and 112963-12 or higher are required.

Storage: 2 MB free space required.

## Installation

A NetSupport Client can be installed on Solaris platforms, designed to run on a Windows manager, enabling a Control to connect, view the screen of the remote user and perform a variety of remote control tasks:

1. Download to a directory on the Solaris machine.
2. Extract the tarball. A sub-directory called install will be created.
3. Change to the directory and run the installation `./nsminstall`. (As a Root User)
4. The NetSupport Client will install to `/usr/nsm`, providing a Solaris daemon.
5. At the NetSupport Control connect to the Client in the usual manner.

## Supported functions

The following NetSupport manager features are currently supported:



### Connect

Once a Client has been installed a NetSupport Manager Control can connect to the Solaris machine and perform the following remote tasks.



### Disconnect

Ends the connection to selected machines.



### View Clients

The Client Screen will be displayed in a Window on the Control workstation. NetSupport enables you to View multiple Client screens simultaneously.



### Scan Clients

An alternative to Viewing, the Scan facility enables you to cycle through each connected Client in turn, displaying its screen on the Control. Multiple Client screens can be scanned simultaneously in scaled windows.



### Power on/off

For machines supporting this technology, NetSupport provides Power Management capabilities enabling you to remotely Power On/Off Client workstations.



### Re-boot

Remotely re-boot Client machines.



### Chat

NetSupport enables you to 'Chat' to any number of connected Clients simultaneously via a scrolling text window.



### Message

Broadcast a message to an individual Client, a Group of Clients or all Clients on the Network.

### Connectivity Options

Choose the method of connectivity to be employed, TCP/IP or Gateway (HTTP).

## Customising License & Configuration Files

### License File

The default installation package installs a 30-day evaluation copy of the software.

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**Note:** When the Eval License expires the client program will no longer load. An entry will be placed in the log file. To review, open a terminal window and type:  
*"cat /var/log/nsmclient"*

---

A sale key generated on a Window based system (NSM.LIC) using the PCILIC.EXE utility can be manually copied to the Solaris Client and will be activated when the Solaris client is re-started.

Optionally the Solaris installer can be re-packaged with updated License and configuration files.

### Configuration File

The NetSupport Client configuration is determined by editing the values in the Client32.ini file. This file is in Windows Initialisation format with an Added Checksum.

The following is an example of a client32.ini file that has all features enabled:

[Client]

DisableShutDown=0

MinimumEncryption=1

Usernames=TESTING/

ValidAddresses.TCP= 10.0.0.10

DisableChat=0

DisableControl=0

DisableMessage=0

DisableReboot=0

DisableShare=0

DisableWatch=0

Shared=0

Protocols=2,3

[TCPIP]

Port=5405

[HTTP]

GatewayAddress=127.0.0.1:443

GSK=GR;GAAFE:N?LACGD:F=I

### MinimumEncryption

This value will force any control that connects to this client to use one of 4 possible encryption algorithms. This option can be set to one of the following values:

1 = 56 bit DES encryption

### Usernames

This sets the user name and password used to authenticate a user when they try and connect. The setting is in the format of <USERNAME>/<ENCRYPTED PASSWORD>

In order to generate the encrypted values you can run the CKSINI utility with the following parameters and this will output your chosen password in encrypted format to the cmd line:

```
./cksini -p"PASSWORD"
```

eg; Usernames=TESTING/3618939769

The CKSINI utility is provided with the NetSupport Manager installation.

### Gateway

This allows the Client to connect to a Windows Machine via the NetSupport Gateway utility. In order to generate the encrypted values you can run the CKSINI utility with the following parameters and this will output your chosen password in encrypted format to the cmd line:

```
./cksini -g"PASSWORD FOR GATEWAY KEY"
```

eg; ./cksini -g"25198721"

This will generate a Gateway Key as shown below;

```
GSK=EDHD; F> OBBEJHN<E
```

### ValidAddresses.TCP

This setting can be used to restrict which controls can connect to the client based on their IP Addresses. Multiple addresses can be entered by delimiting them by with a ;

eg; ValidAddresses.TCP=10.0.0.15

Would only allow a control at the IP address of 10.0.0.15 to connect

### DisableChat

Can have one of two values:

- 0 - Chat feature enabled
- 1 - Chat feature disabled

### DisableMessage

Can have one of two values:

- 0 - Message feature is enabled
- 1 - Message feature is disabled

### DisableReboot

Can have one of two values:

- 0 - Reboot feature is enabled
- 1 - Reboot feature is disabled

### DisableShutDown

Can have one of two values:

- 0 - ShutDown feature is enabled
- 1 - ShutDown feature is disabled

### DisableControl

A Client machine can be viewed in one of three modes, Control, Share or Watch. In Control mode only the user at the Control will be able to enter keystrokes and mouse movements. The user at the Client will be locked out.

- 0 - Control mode is enabled
- 1 - Control mode is disabled, this will also disable both Share and Watch Modes

### DisableShare

When Share Mode is enabled, both the Control and the user at the Client will be able to enter keystrokes and mouse movements.

- 0 - Share mode is enabled
- 1 - Share mode is disabled, this will also disable Watch Mode



**DisableWatch**

Watch Mode enables the Control to discreetly view the Client. Only the user at the Client will be able to enter keystrokes and mouse movements. The user at the Control will be locked out.

- 0 - Watch mode is enabled
- 1 - Watch mode is disabled

**Shared**

Can have one of two values:

- 0 - Only 1 Control can connect to the Client
- 1 - Multiple Controls can connect to the Client

**Protocols**

Can have three values:

- 2 - TCP/IP
- 3 - HTTP
- 2,3 - TCP/IP and HTTP

After modifying the client32.ini, the file must be re-checksummed before it will work with the NetSupport Client.

To re-checksum the file if you are editing on a windows PC then follow the procedure at [www.netsupportsoftware.com/support/td.asp?td=150](http://www.netsupportsoftware.com/support/td.asp?td=150)

If you have edited the file on the Solaris machine, use the Solaris version of the cksini program installed to the install directory (usr/nsm)

---

**Note:** To modify the Client32.ini file on a Solaris machine you must access the file as a root user or a user with root privileges.

---

This utility supports the following syntax;  
./cksini [option] [Client32.ini file]

**Options**

- s output to screen
- gGATEWAYKEY Outputs encrypted Gateway Key to the command line
- pPASSWORD Outputs encrypted password to the command line
- help displays help

eg  
cd /usr/nsm/cksini  
./cksini ../daemon/Client32.ini

---

**Note:** The Client32.ini file has a capital C and is case sensitive

---

## Rebuilding the Solaris client installer.

With a modern file archive browser the substitution can be made directly. Substitute the new NSM.LIC and Client32.ini for installer.tar.gz/install/nsm.tar.gz/daemon/NSM.LIC and installer.tar.gz/install/nsm.tar.gz/daemon/Client32.ini, making sure to match the capitalisation.

For a scripted or non-GUI alteration, detailed instructions on how to alter the installer from the command-line follow.

The Solaris client installer consists of a tar.gz file containing a folder with two files in. Decompress the tar.gz file:

```
tar -xvf installer.tar.gz
```

This generates a folder called install, change to that folder:

```
cd install
```

The folder contains three files. Decompress nsm.tar.gz file, which is the archive of files to be installed.

```
tar -xvf nsm.tar.gz
```

This will add a number of files to the install folder.

Replace daemon/NSM.LIC and daemon/Client32.ini. Make sure that both files are capitalised exactly as shown here.

Recompress the archive of files to be installed.

```
tar -cf nsm.tar uninstall
tar -uf nsm.tar -C daemon/nsmclient
tar -uf nsm.tar -C daemon/NSM.LIC
tar -uf nsm.tar -C gui/message/message
tar -uf nsm.tar -C gui/chat/chat
tar -uf nsm.tar -C remotecontrol/remotecontrol
tar -uf nsm.tar -C screenscraper/screenscraper
tar -uf nsm.tar -C transport/tcp/tcctl.so
tar -uf nsm.tar -C transport/http/htctl.so
tar -uf nsm.tar -C lib
gzip -f nsm.tar
```

Finally, recompress the installer archive.

```
cd ..
tar -uf installer.tar install/nsminstall
tar -uf installer.tar install/nsmclient
tar -uf installer.tar install/nsm.tar.gz
gzip -f installer.tar
```

## Uninstall

The NetSupport Manager client can be uninstalled by using a script in the usr/nsm directory. Change to this directory and run the uninstall script. (this must be executed as a root User)

```
eg  
cd usr/nsm  
./nsmuninstall
```

## Known Limitations

- Changes to mouse cursor are not displayed at the Control when viewing the Solaris client.
- Some Encryption Levels are currently unsupported. (Twofish, Blowfish and AES)
- Control Mode is not fully supported at this Beta 2 stage.
- A blank screen is currently displayed if you attempt to "View" the Solaris Client on the login screen at original startup.
- Power Off feature is currently unsupported at this Beta 2 stage.

## Logging

Errors are logged in /var/log/nsmclient.

## Contacting NetSupport

If you have any comments regarding the design, installation, configuration, or operation of this package please contact us.

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