

 **Whitepaper**

---

## Support for Linux in NetSupport Manager

---

NetSupport Limited recognizes the growing demand for a NetSupport Client for Linux. In an effort to meet this demand, a solution has been provided involving VNC (from AT&T Labs). It is now possible to remote control a Linux machine running the VNC Server / Client with the NetSupport Control program. It should be noted that the NetSupport Control functionality is limited to the functions of the Client (in this case, the VNC Server). Therefore you will not have “file transfer”, ‘Show’ or any of the other functions supported by the NetSupport Client available.

---

## Brief Glossary of Terms

---

### NetSupport Control

This refers to the NetSupport program that is executed on a 32-bit Windows platform or, the “controlling machine”. VNC refer to this as the Viewer. This is used to view the desktop of the Linux machine running a VNC Server / Client

### VNC Viewer

This refers to the VNC program that is executed on a 32-bit Windows platform or, the “controlling machine”. NetSupport refer to this as the Control. This is used to view the desktop of the Linux machine.

### VNC Server / Client

This refers to the VNC Server program that is installed and running on your Linux machine allowing it to be viewed by a NetSupport Control or VNC Viewer.

## Limitations

---

It should be noted that the NetSupport Control functionality is limited to the functions of the VNC Server / Client. Therefore you will not have “file transfer”, ‘Show’ or any of the other functions supported by the NetSupport Client available

For additional information on the functions and features of the VNC Server / Client, please refer to <http://www.uk.research.att.com/vnc/>.

## Installing Linux Operating System.

---

Due to the different distributions / flavours of the Linux Operating System, you should refer to the documentation provided with Linux OS for instructions on how to install this.

RedHat <http://www.redhat.com>

Mandrake <http://www.linux-mandrake.com/en/>

Debian <http://www.debian.org/>

SuSE [http://www.suse.com/index\\_us.html](http://www.suse.com/index_us.html)

Slackware <http://www.slackware.com/>

Gentoo <http://www.gentoo.com/>

Caldera <http://www.caldera.com/>

For beginners, check out <http://www.linuxnewbie.org>. You can always keep up-to-date on Linux news and information from <http://www.linux.com>

## Obtaining the VNC software.

---

You may download VNC (Linux 2.x for x86), from the following site:

<http://www.uk.research.att.com/vnc/download.html>

Choose the Linux option and download the gzipped tar archive (.tgz) and copy to your home directory on the Linux machine that you wish to remote control.

## Installing the VNC Client.

---

For information on how to install the VNC Server / Client, please refer to:

<http://www.uk.research.att.com/vnc/xvnc.html>.

AT&T has also provided a well-written FAQ that can be found here <http://www.uk.research.att.com/vnc/faq.html> for additional information

## Starting the VNC Server / Client.

---

To run the VNC Server / Client, type "vncserver", the VNC Server / Client will then start. You will be prompted to set a password to begin with, this will be required at the NetSupport Control to connect to this VNC Server / Client.

Remember that each user has their own VNC settings.

If you require VNC to use a specific window manager, you will need to change the xstartup configuration file. To do this refer to the following instructions:

<http://www.uk.research.att.com/vnc/xvnc.html>

## Configuring the NSM Control to connect to a Linux VNC Server / Client.

---

Ensure you have installed NSM Version 8.00 or above, the latest version can be downloaded from <https://download.pci.co.uk/download/>

### Using the NSM Control with a Linux VNC Server / Client.

---

- 1) Click "**Client**" on the toolbar and select "**New**".
- 2) In the "**Description**" field, type the description of the computer you're going to connect to.
  - 1) Leave "**Location**" set to "**Local**".
  - 2) Under "**Client Type**", Click the dropdown box and select "**VNC Client**". Click "**Next**".
  - 3) Add the "**TCP/IP details**" of the Client. Select "**Next**" and then "**Finish**".

The VNC Server / Client will appear in the Client list. To Connect, Select the Client then select "Connect" from the toolbar, you will be prompted to enter the password that you set at the VNC Server / Client.

## Further Information

---

### NetSupport Manager

---

If you require any further information regarding NetSupport Manager, you can contact the NetSupport Technical Support Team using the following details:

#### UK Office

---

#### NetSupport Limited

Technical Support Department  
NetSupport House  
Towngate East  
Market Deeping  
Peterborough  
PE6 8NE  
United Kingdom

Telephone: +44 (0)1778 382 272

Email: [support@netsupportsoftware.com](mailto:support@netsupportsoftware.com)

#### Visit us on the Web

---

Our web site: <http://www.netsupportsoftware.com/>

### VNC

---

If you require any further information regarding VNC, you should contact AT&T their contact details can be found on their website:

VNC web site: <http://www.uk.research.att.com/vnc/>