Splashtop Gateway Setup Guide

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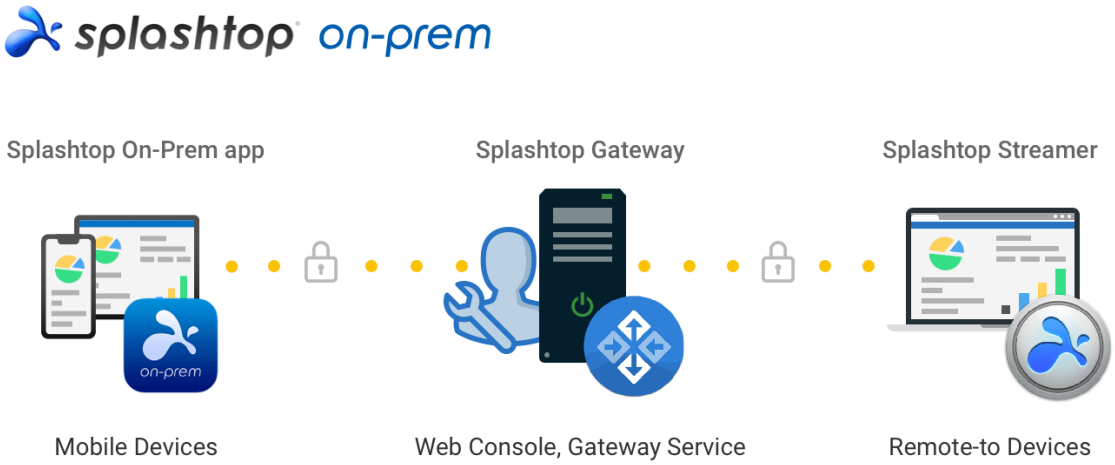
Key components:

- **Splashtop Gateway:** Performs Gateway, Relay, User, and Device management functions. This is the central server that authenticates, secures, and connects users and devices. It provides a Web Console to configure (and report of) users and devices. It is designed to install on a Windows PC server.

- **Splashtop On-Prem app:** Application makes it possible to establish remote sessions between local device and the target remote device running Splashtop Streamer.

- **Splashtop Streamer:** Software needs to be installed and running on the remote device you would like to access to. It streams audio and video to the On-Prem app device.



1. Splashtop Gateway Setup General Guidelines

The basic steps to get Splashtop software up and running will typically look like the followings. The first five steps should be done you, the Team Owner or Admin, and the remaining two will be done by actual users.

1. Team Owner sets up Splashtop Gateway in the company network.

2. Team Owner groups the computers as desired, and sets permissions accordingly.

3. Team Owner creates user account.

4. Team Owner notifies users that they have been added to Splashtop Gateway, and provides specific credentials such as Gateway address, user account and password to login.

5. Team Owner or Admin creates Streamer deploy packages from Gateway and deploy streamers on all the target computers available for users to remote access.

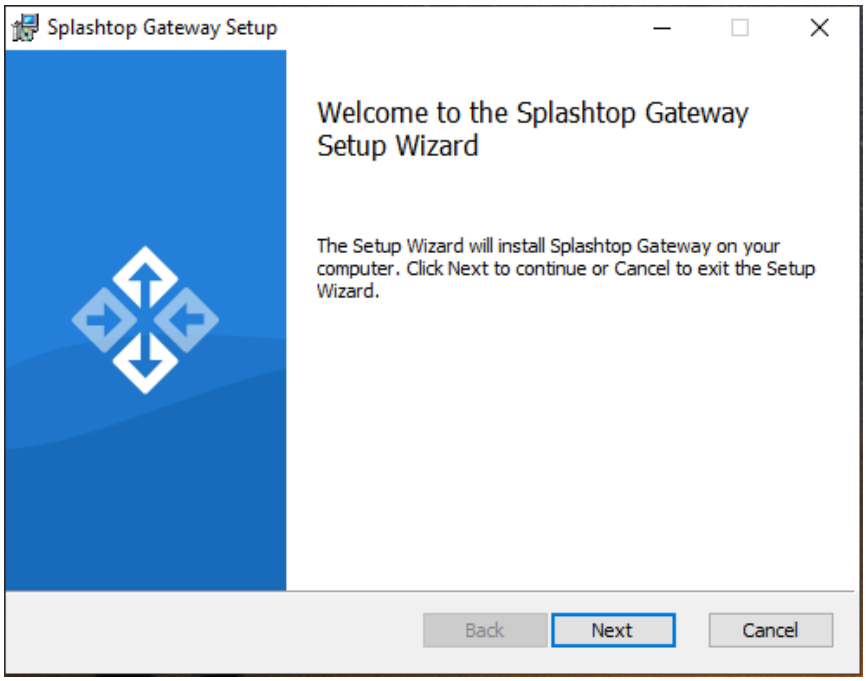
6. Users download the Splashtop On-Prem app via Splashtop Gateway web console to their device and install.

7. User launches Splashtop On-Prem app and enter Gateway address, account name and password provided by Team Owner or Admin. The user can then start to establish a secured remote session with any device that has the app installed.

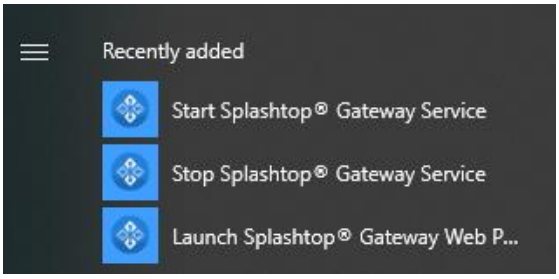
Splashtop Gateway and Splashtop Steamer can be installed on the same Windows server. In fact, it is a good practice to allowing remote access to Gateway server in case Team Owner needs to configure Splashtop Gateway settings or restart the Splashtop Gateway service.

2. Install Splashtop Gateway

1. Download your program and double click the MSI file to begin installing by going through Windows Install Wizard.



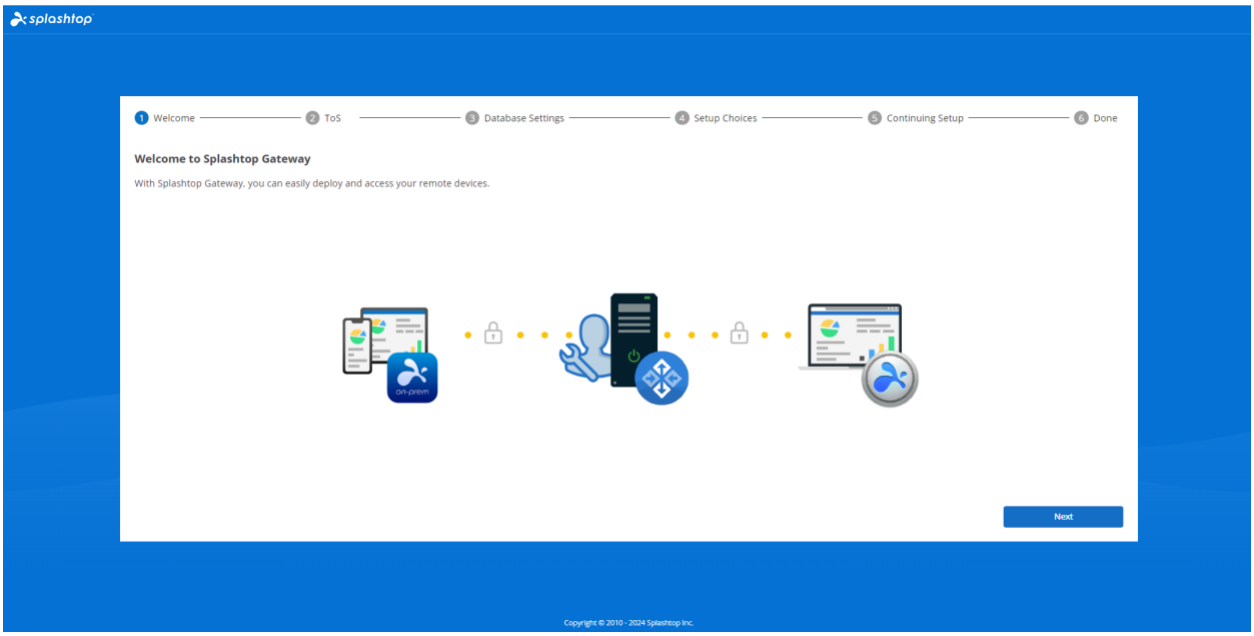
2. After the installation finished, go to Windows Startup menu in which 3 startup shortcuts just created. Click Launch Splashtop Gateway web portal to open gateway web console in your default browser. (Preferred Google Chrome)



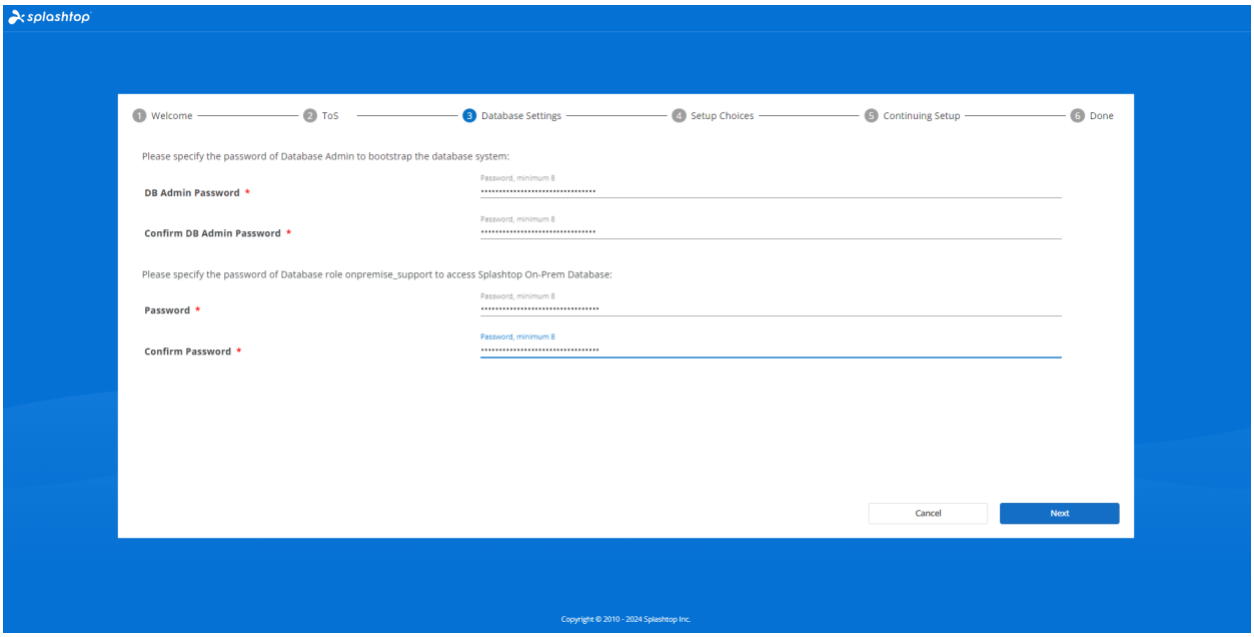
Note: We highly recommend using **Chromium based browser** to navigate your Splashtop Gateway web console.

3. Splashtop Gateway OOBE Setup

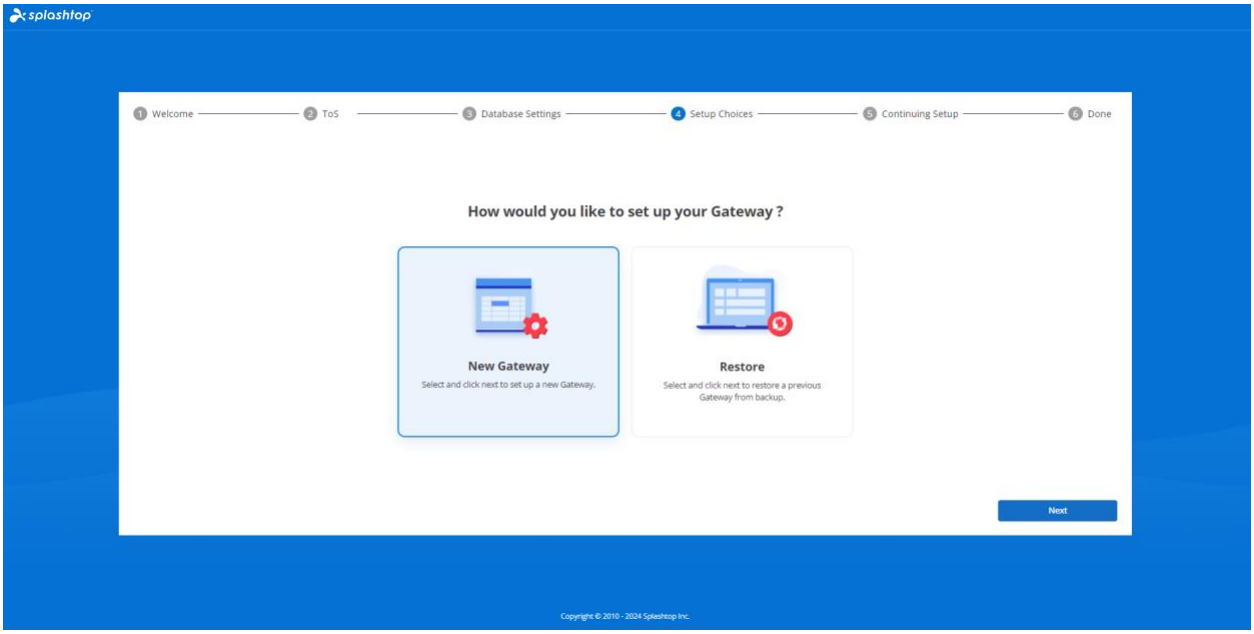
1. Once launched the web console from browser for the first time, an out-of-box-experience (OOBE) setup procedure containing Terms of Service will show up. Click next to continue.



2. Set up your Splashtop Gateway Database management and access passwords. Please allow about 30 seconds for Database initializing at this step.
   Note: Please write down your Database passwords and saved in a secured place since there will be no way to change DB passwords later.

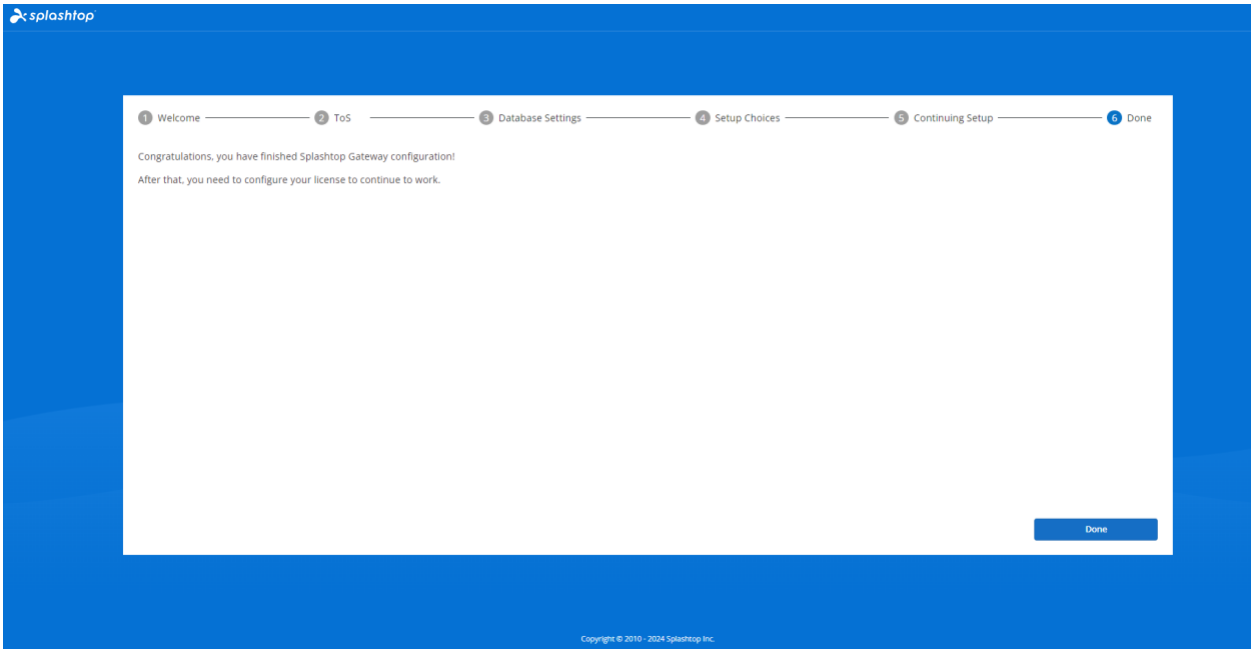


3. Choose your Gateway setup preference.

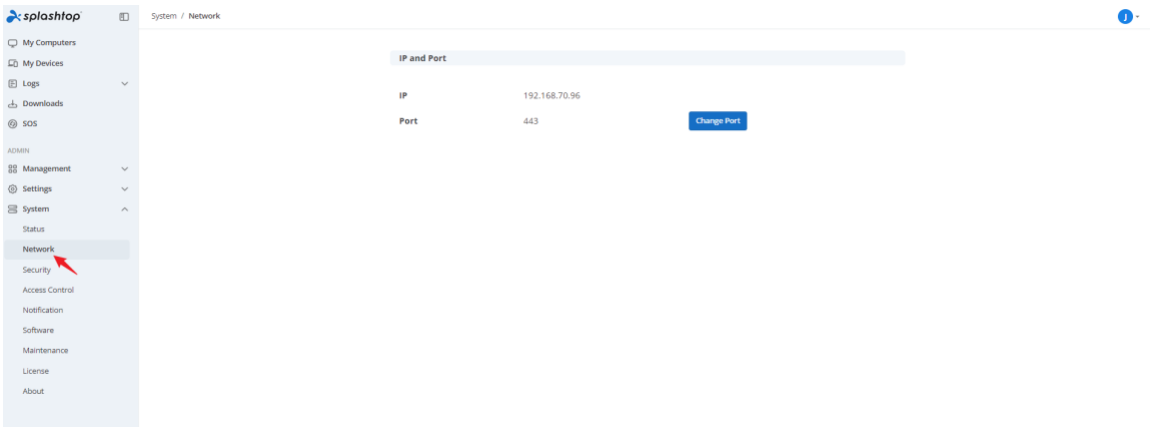


4. Establish your first team by create Team Owner E-mail account and credentials to finish the Splashtop Gateway setups.

5. Once OOBE setup completed, log in to web console with the credentials just created. You will need to **activate online or offline license** based on license mode tailored for you. (See section 4)



6. When Splashtop Gateway activated, please navigate to System – Network to check your Ethernet/ Wireless IP addresses and port number as shown in below screenshot. The IP address displayed in this page is the **Gateway IP address** which will be filled up along with your **port number** (**443** by default) when sign in **Splashtop On-Prem app** as well as **Splashtop Streamer**.



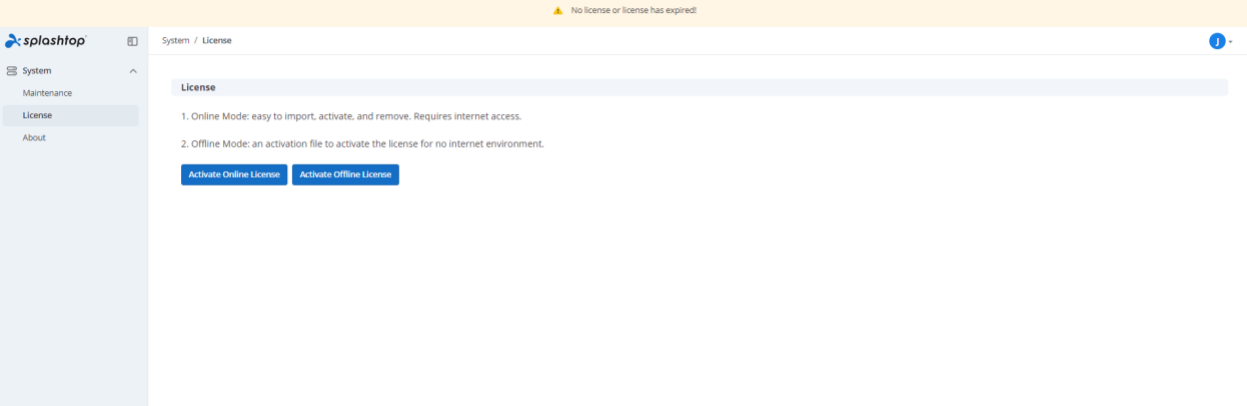
4. Activate Splashtop Gateway

Splashtop Gateway must be activated via a valid license issued by Splashtop or its partners.

Login into https://{gatewayaddress} with System Owner account, navigate System > License page to import a license to activate.

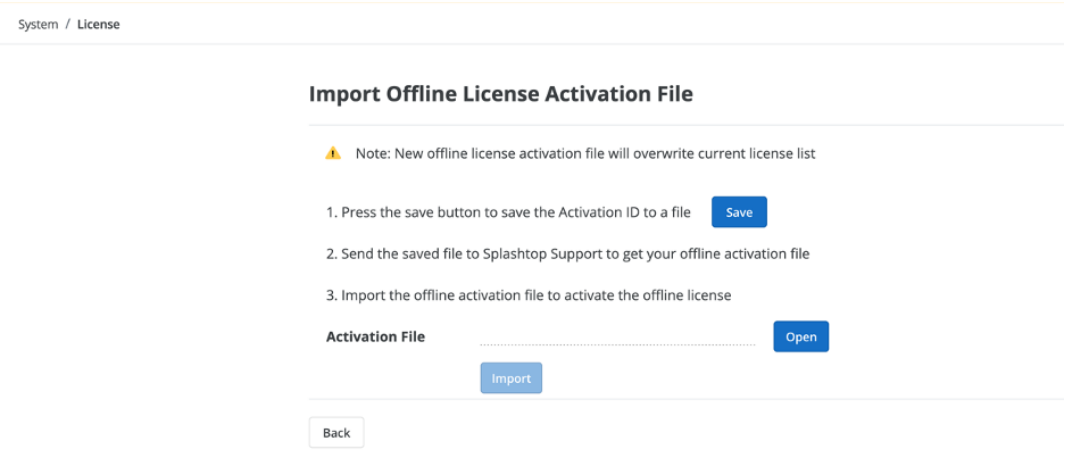
Note:

Splashtop Gateway provides both **Online** and **Offline** license activation.



Online activation: Internet access is required to activate online license, once the Gateway is activated, it can be moved to offline environment.

Offline activation: Click Save to download your activation ID and send it to support-onprem@splashtop.com with the email account to bind your license. An activation file shortly will be sent back to proceed activation. Please follow the instructions on the web console. (See below)

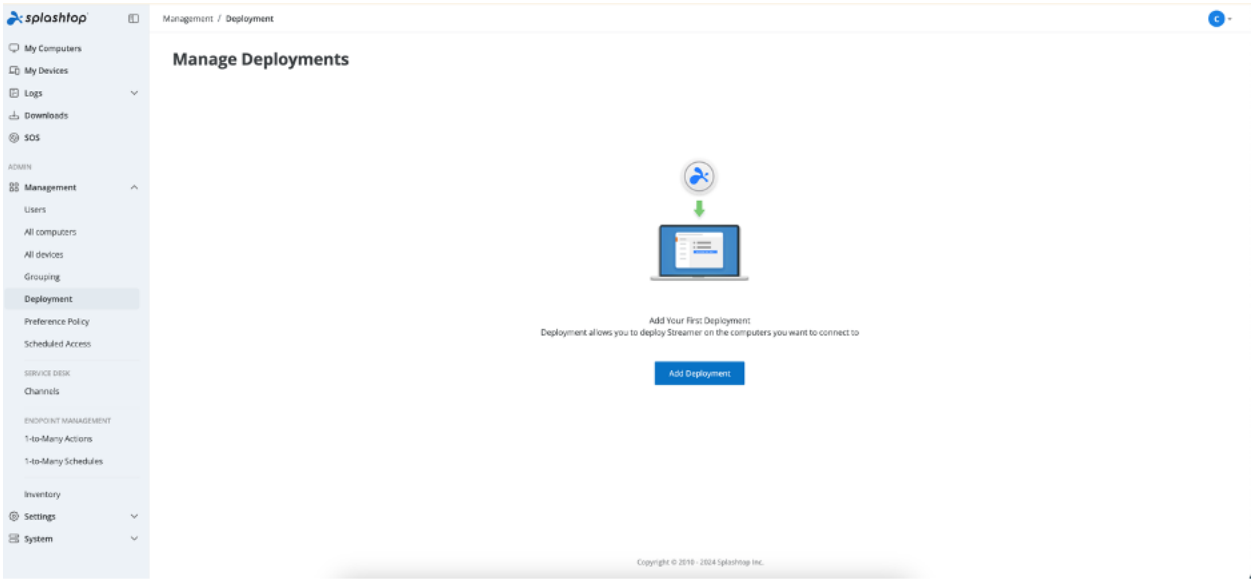


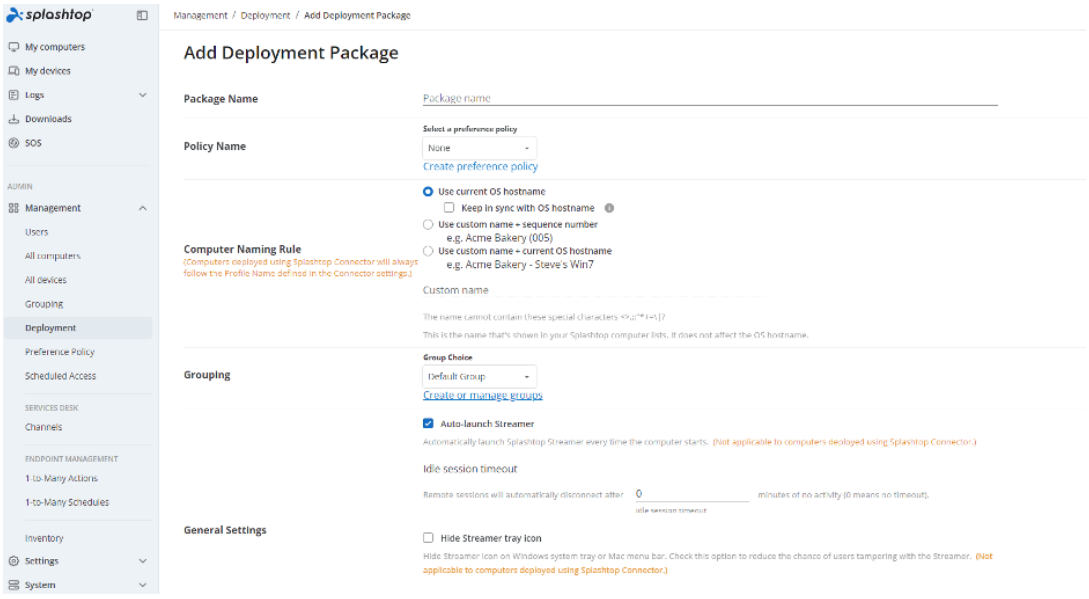
5. Splashtop Streamer Deployment

5.1 Deploy Splashtop Streamer for Windows

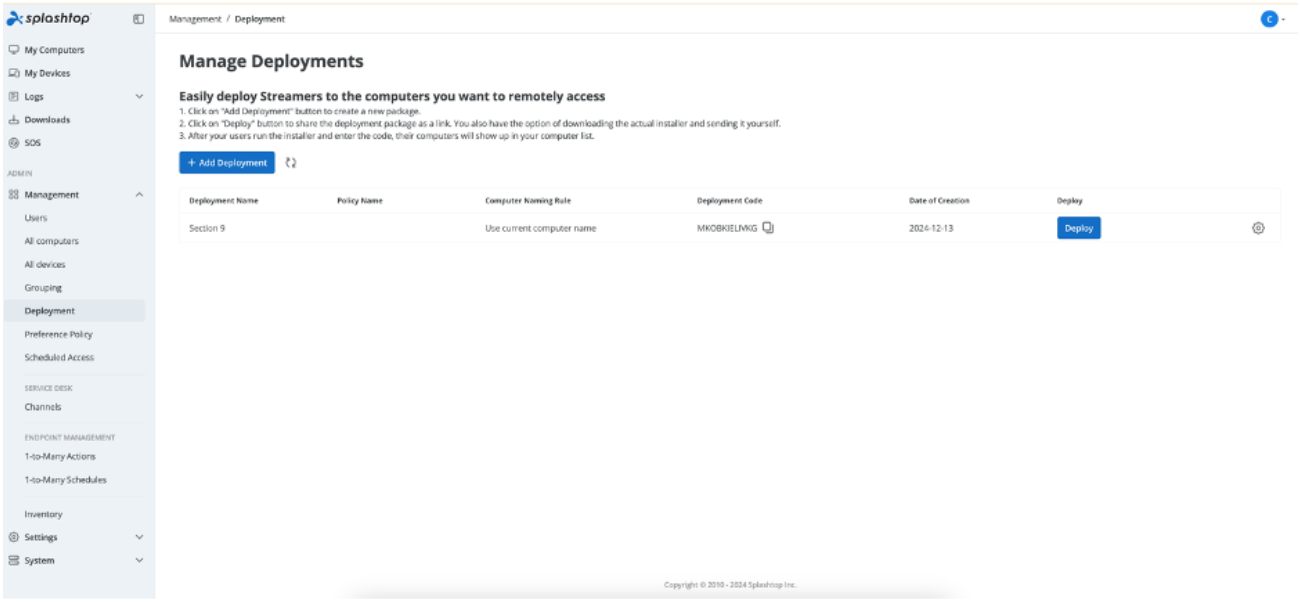
For the computers that you'd like to remote access, Splashtop Streamer must be installed. This can be done in 3 easy steps.

1. Go to Splashtop Gateway Web Console > Management > Deployment. Click ***+Add Deployment*** button to create a new deployment package. A deployment package consists of streamers for various OS and an unique 12-digit deployment code.

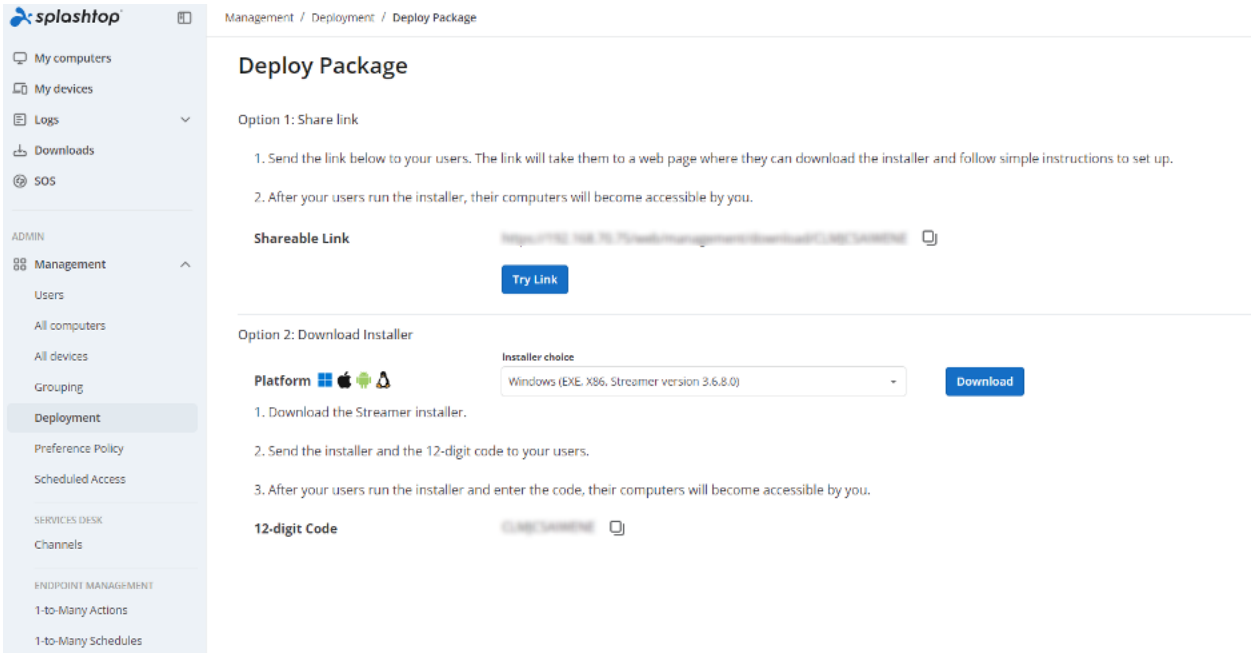




2. Select ***Deploy*** for the package that was just created.

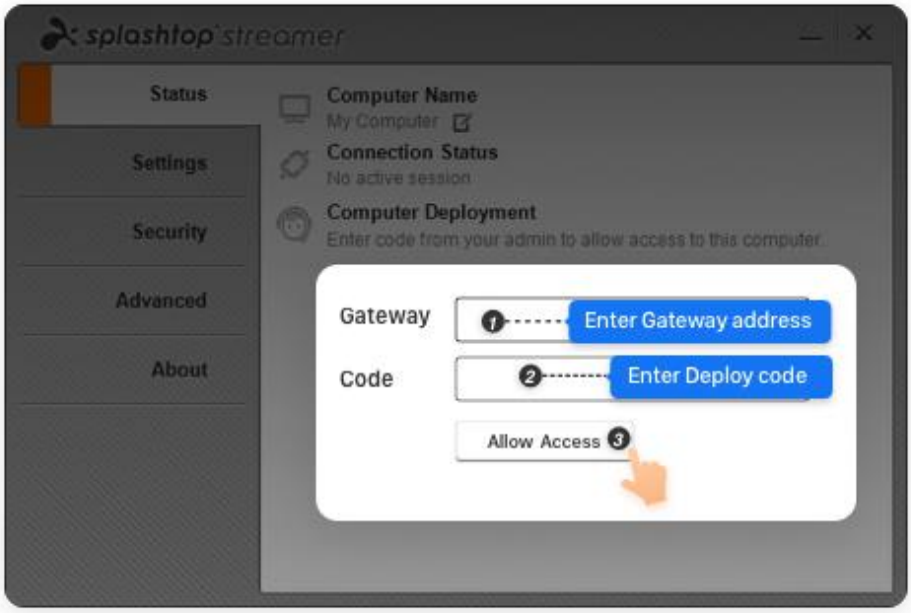


3. **Have your users install the streamer.** You can send the deployment package link to your users. By clicking the link, your users can download the streamer installer and run the file. You can also send the streamer installer file and its associated deployment code directly to your users (via Google Drive, Dropbox, email and etc.).



4. When **Splashtop Streamer** has finished installing, the user can input the Splashtop **Gateway server's address (FQDN/IP)** with default **port number 443** in conjunction

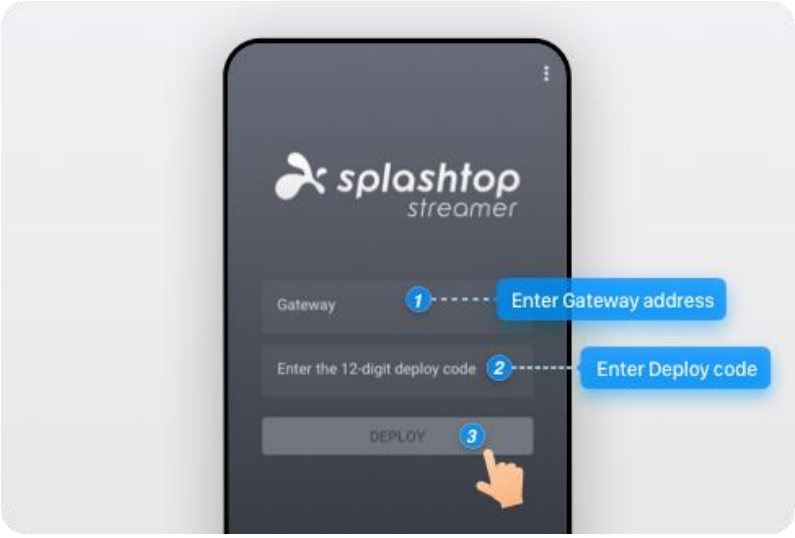
with the deploy code obtained from Team Owner or Admin to log in. Users who don't have this information need to consult with IT department.



5.2 Deploy Splashtop Streamer for Android

Deploy Splashtop Streamer for Android is almost the same as deploy Splashtop Streamer for Windows. A few ways to activate Splashtop Streamer.

1. Manual activate Splashtop Streamer:
   Launch Splashtop Streamer app, tap **Gateway** to input Gateway address, and the deploy code.



2. Activate by setting App Configuration through Android for Work:
   Splashtop Streamer for Android supports the following **App Configuration**.

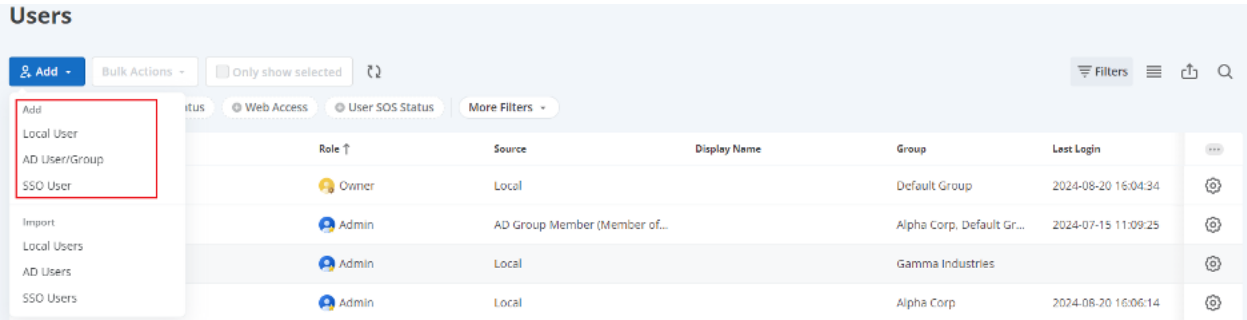
Field	Type	Meaning
API Server Address*	String	Please fill in the Gateway's address in *IP/FQDN:Port* format, for example, 192.168.1.1:8443. If the Port number is 443, it can be ignored
Relay Server Address*	String	In most cases, you just need to input the same value as the **API Server Address** field
Product Code*	String	Please fill in the following value SPT01
Deploy Code*	String	The deploy code is created in Splashtop Gateway web console > management > deployment page. Different deploy codes can represent different deploy policy.
SSL Verification	Bool	This field indicates whether Splashtop Streamer should explicitly check Gateway's SSL certificate, the default value is "true", which means SSL Certificate warning will be prompted if the SSL certificate is not authorized by trust CA, for zero-touch activation, you may set it to "false" to have Splashtop Streamer automatically ignored the SSL certificate check
SSL Certificate	String	Reserved for future use, can leave it blank

6. Create User accounts

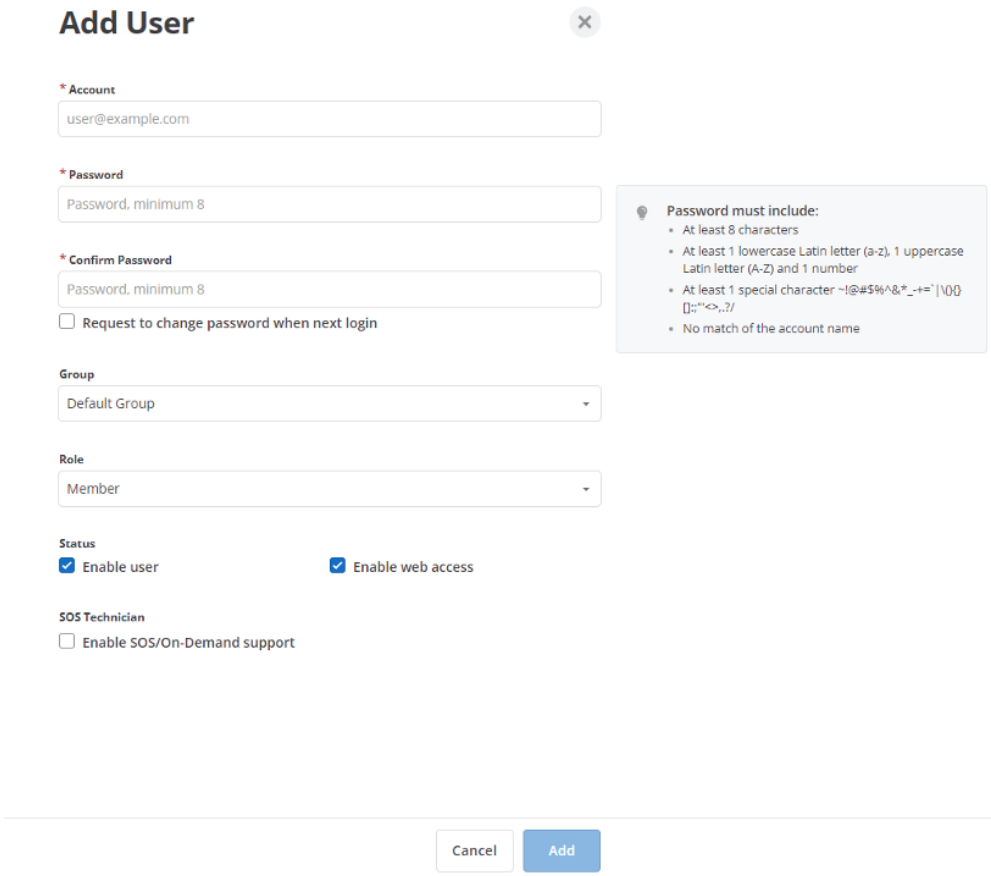
6.1 Create Remote Support / Remote Access Users

Team Owner or Admin can create users to allow centralized user management from Splashtop Gateway.

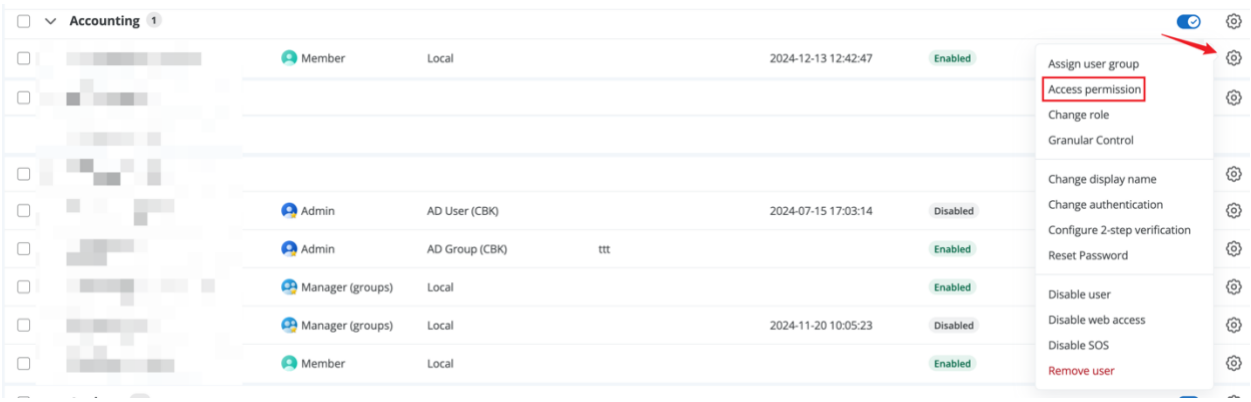
1. Go to Splashtop Gateway Web Console > **Management** > Users. Press +***Add*** button to create a new user.



2. Team Owner or Admin sets the user role and group during the user creation process.

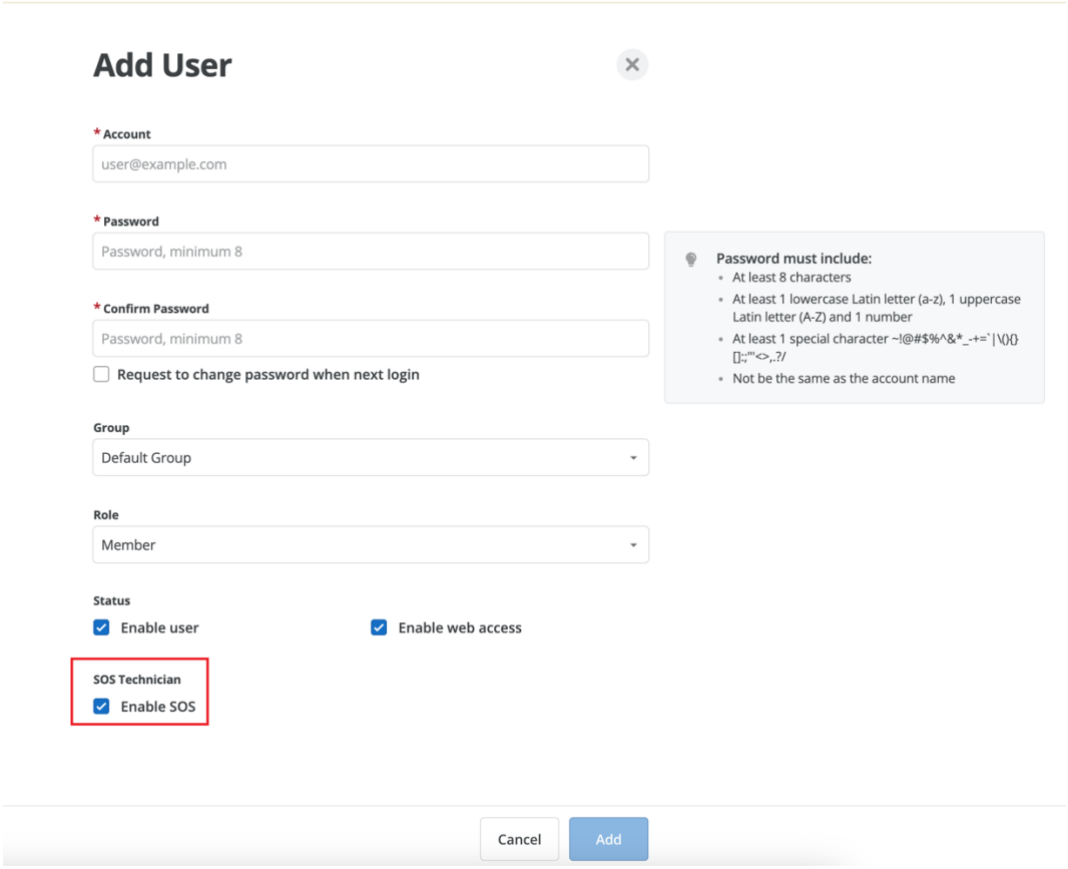


3. Team Owner or Admin can assign user access permission to specific devices or groups by clicking ***Access Permission*** from context drop-down menu (Gear Button).

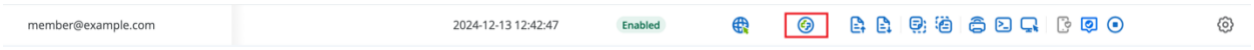


6.2 Create users with additional On-Demand Support/SOS capability (***based on subscription**).

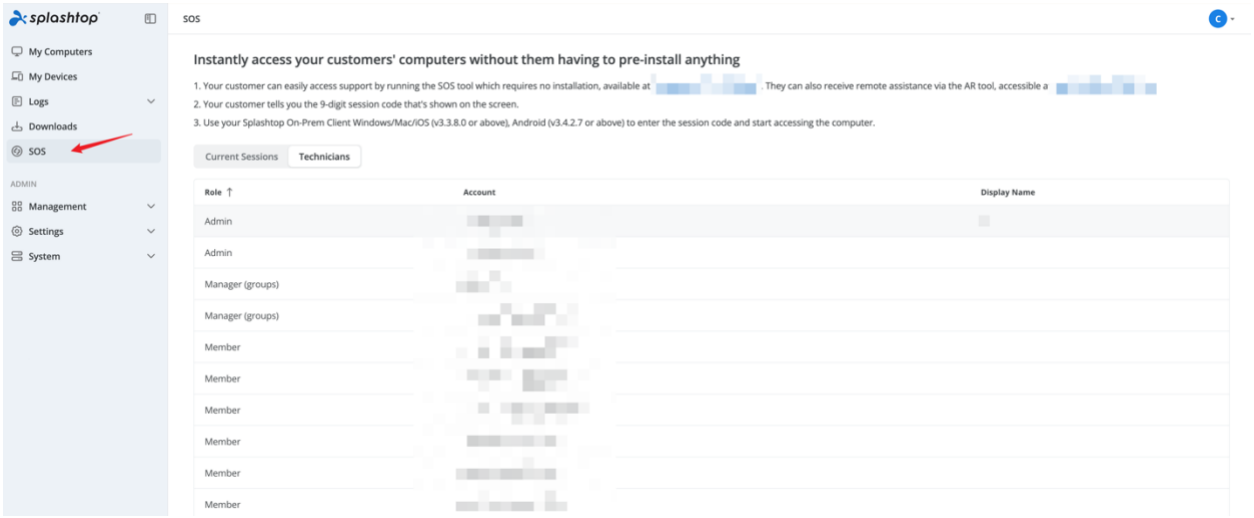
1. Team owner or admin can enable a user's SOS capability either from user creation page or from the user list after the user has been added.



2. A user can be granted SOS feature via user list.

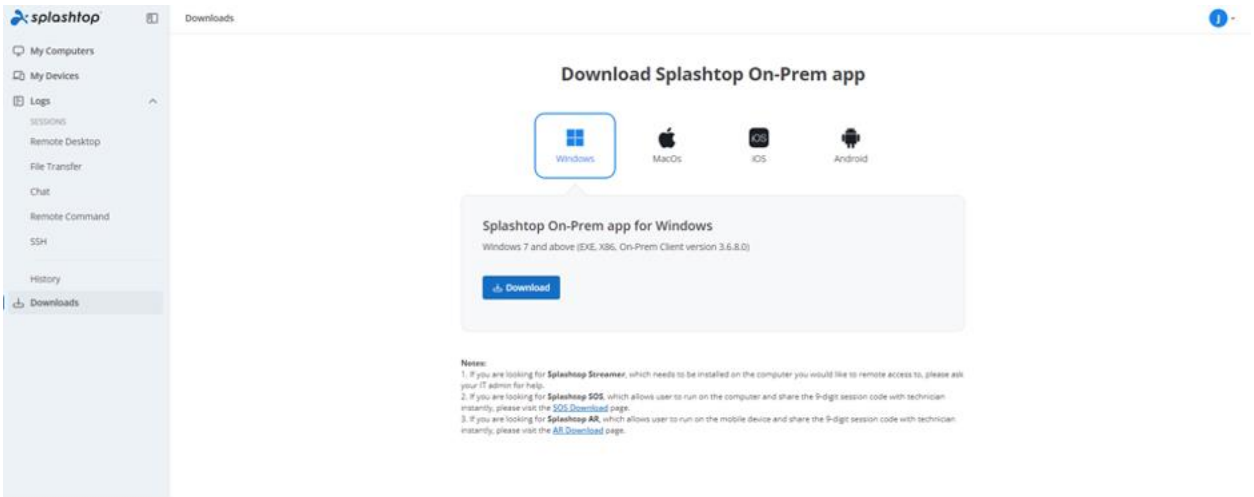


3. Users with SOS capability can be found on the SOS page.

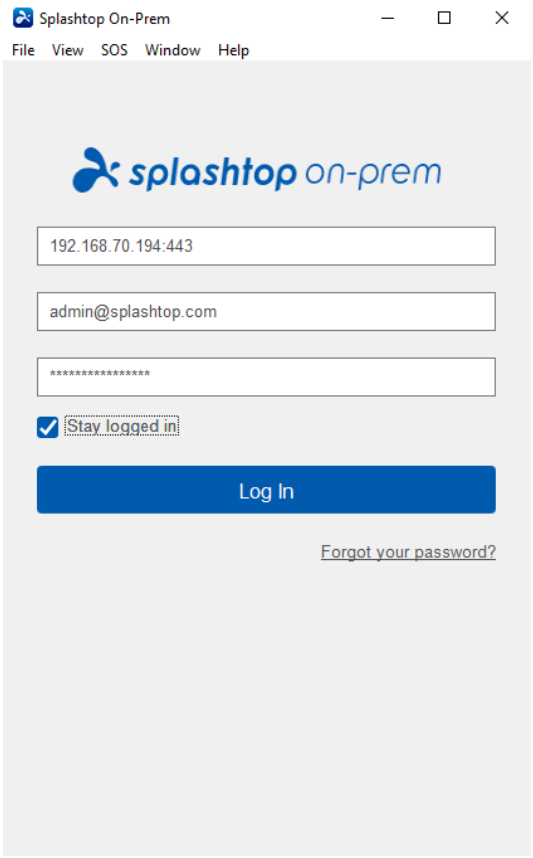


7. Install Splashtop On-Prem app and access

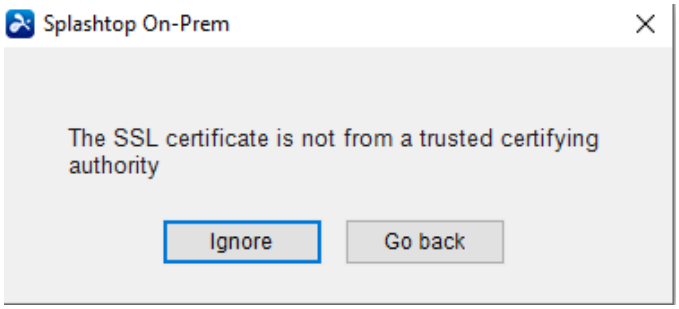
1. Users granted as Member can only browse limited content when log in to Gateway web console compared to Team Owner or Team Admin as shown in below screenshot. Member can log in Splashtop Gateway Web Console and download the latest Splashtop On-Prem apps via Downloads menu tab and Install desired client applications.



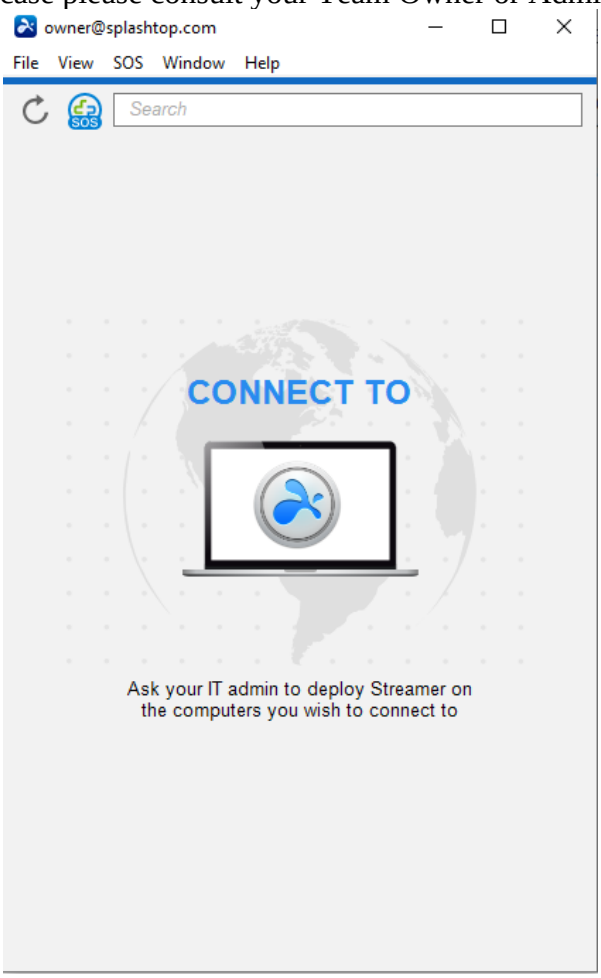
2. When **Splashtop On-Prem app** installed, user simply inputs **Gateway server's IP address or FQDN** with default port number **443** and the account credentials obtained from Team Owner or Admin to log in. Users with no such information will need to consult Team owner or Admin.



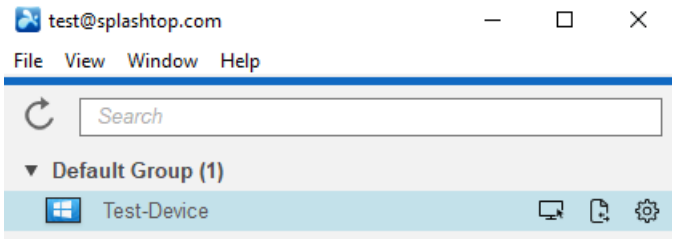
3. If a warning message pops during **Log In**, stating the SSL certificate is not from a trusted certifying authority, it is likely that the SSL certificate is self-generated, and you can choose to ignore it. However, we recommend that users who have encountered this message popping up should consult their IT department for the proper guidelines to be complied.



4. When you logged in to On-Prem app, either a list of the computers ready to be connected will display or you may just engage a screen does not list any specific computers as shown below. In this case please consult your Team Owner or Admin.



5. Below Screenshot reveals one specific Windows PC (Test-Device) has been successfully deployed so that the user is able to remote access to it by clicking **connect** button to the right or double clicking the light blue field.



8. Network Requirement

1. If cross firewall remote session is needed, please prepare a public IP address for Splashtop Gateway, or set port forwarding from the public IP to private IP in your firewall.
2. **Only port 443 is required to be open for inbound / outbound traffic to and from Splashtop Gateway server and can't not be occupied by other services.**
3. Below port numbers are local to Splashtop Gateway and not needed for inbound / outbound communication, but should not be occupied by other services on Gateway server local machine.

    - Port number: 9080
    - Port number: 5432
    - Port number: 7080
    - Port number: 7081

4. If you still have difficulty routing your connection, please contact Splashtop On Prem Support.