



New Features in Splashtop Center v2.3.10

**An Addendum to the Splashtop
Center Administrator's Guide v1.7**

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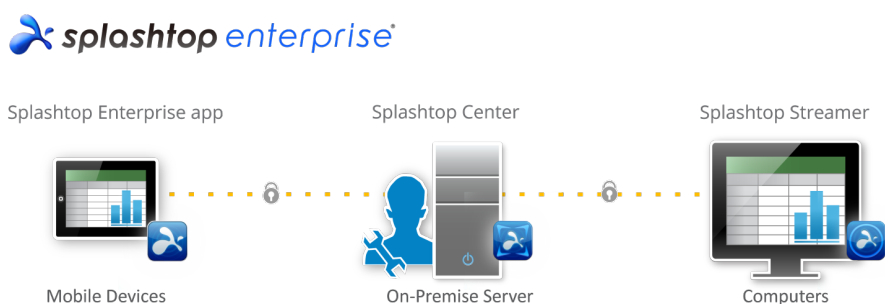
1. Introduction

What is Splashtop Enterprise?

Splashtop Enterprise with SplashApp technology provides IT organizations with the tools necessary to securely and centrally manage how users remotely access their computers. It offers an on-premise managed capability allowing corporate users with tablets and hand-held devices (like the iPad and Android tablet) to remotely view and interact with their desktop or notebook work computers from outside the workplace, even if half a world away.

This product is comprised of 3 components:

- **Splashtop Center** – Performs Gateway, Relay, user, and device management functions. This is the central server that authenticates, secures, and connects users and devices. It also provides a Console to configure (and report on) users and devices. It is installed on a Windows server.
- **Splashtop Enterprise App** makes it possible to connect your mobile device to the target computer running the Splashtop Streamer.
- **Splashtop Streamer** is the software which needs to be installed and running on the remote computer you want to access. It streams audio and video to the mobile client device.



This document summarizes our newest features, for your quick reference.

2. Overview of New Features

Nobody pays attention to customer feedback like we do. We are continually listening to our users and improving our products according to their suggestions. Here is a list of the new enhancements we have added to our latest version, 2.3.10.x.

- Automatic Domain Users Provisioning (via Active Directory)
- Resource Manager
- Backup Scheduler
- Self Diagnostic Reporting
- Enhanced Audit Loggings
- Alerting via Email
- Notification to Push IT Messages to User Devices
- Automatic License Renewal Mechanism
- Mini-Dashboard

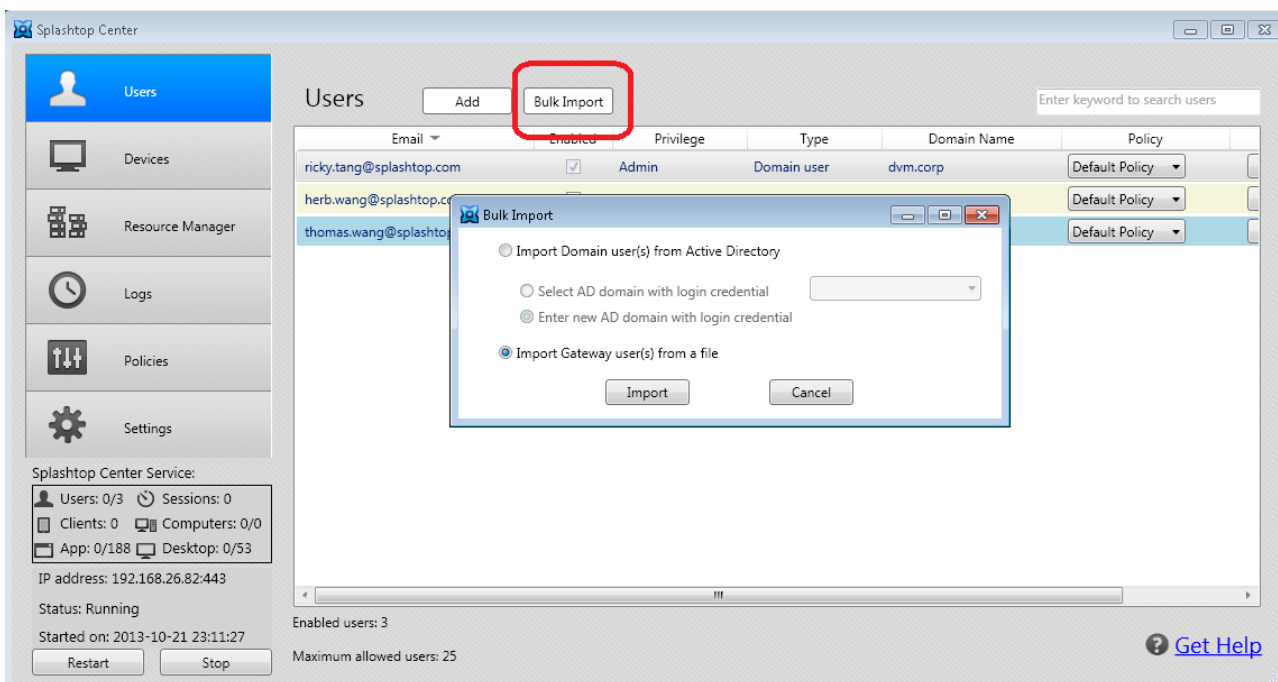
These are all explained briefly on the following pages.

3. Automatic Domain Users Provisioning

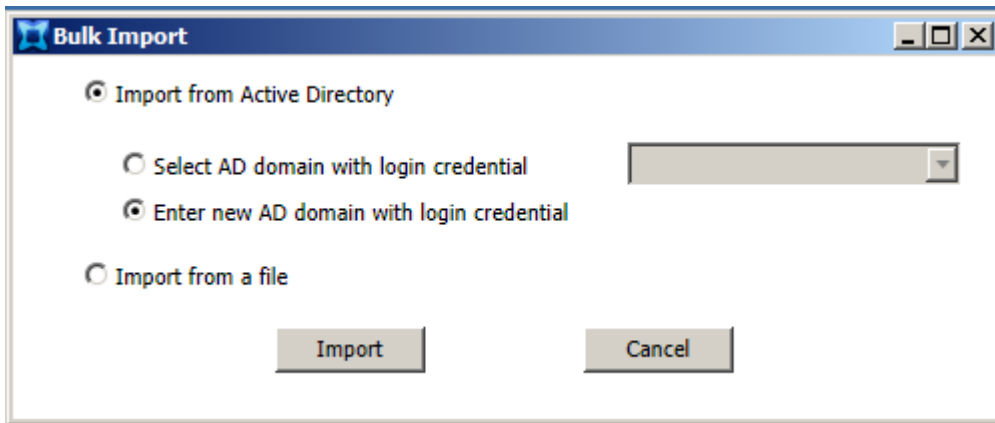
If this option is enabled, new users added to Active Directory will automatically be provisioned into Splashtop Center as domain users. The benefit of this is that the IT Administrator does not need to go back into Splashtop Center to specifically add these new users. They will be added to Splashtop Center via the new synchronization feature.

This convenient option is implemented as an extension to the current “Add users via Bulk import”function, with the addition of direct, periodic synchronization of Active Directory users residing in an AD Group or Organization Unit of the Active Directory tree.


1. In the Splashtop Center main console, go to the **Users** tab. Click the **Bulk Import** button, indicated below. The *Bulk Import* dialog box will open.

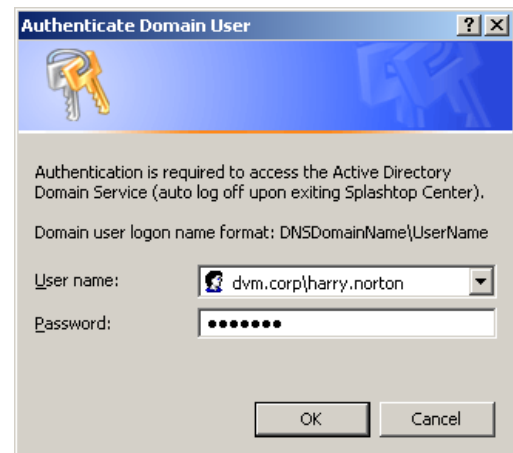
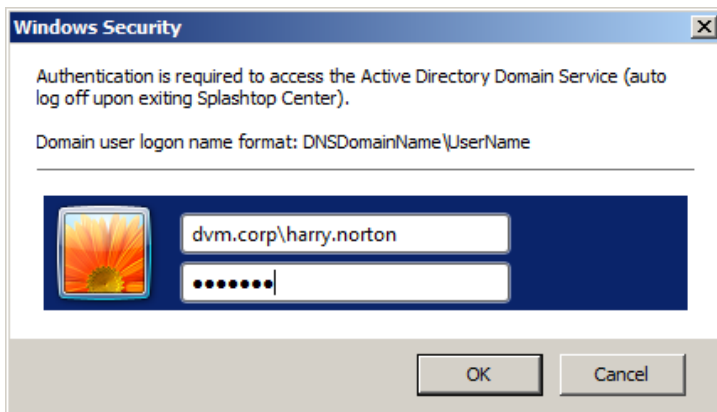


2. In the *Bulk Import* dialog box, select the **Import Domain user(s) from Active Directory** button. Then, if there is already one or more logins saved from the previous import, click the **Select AD domain with login credential** button and select from the drop-down list. Otherwise, select the **Enter new AD domain with login credential** button as shown on the next page. Then click **Import**.



After you have done this (if the current computer is not yet logged in to the domain), then the domain user system verification dialog will pop up after you click the **Import** button. You will need to log in as a domain user on Splashtop Center to join the host server in to the Active Directory domain.


 **NOTE:** The dialog box may take various forms depending on the Windows operating system you are using. For example, if you are using Windows 7, it might look as shown on the left below. If you are using Windows XP, it might look as shown on the right below.

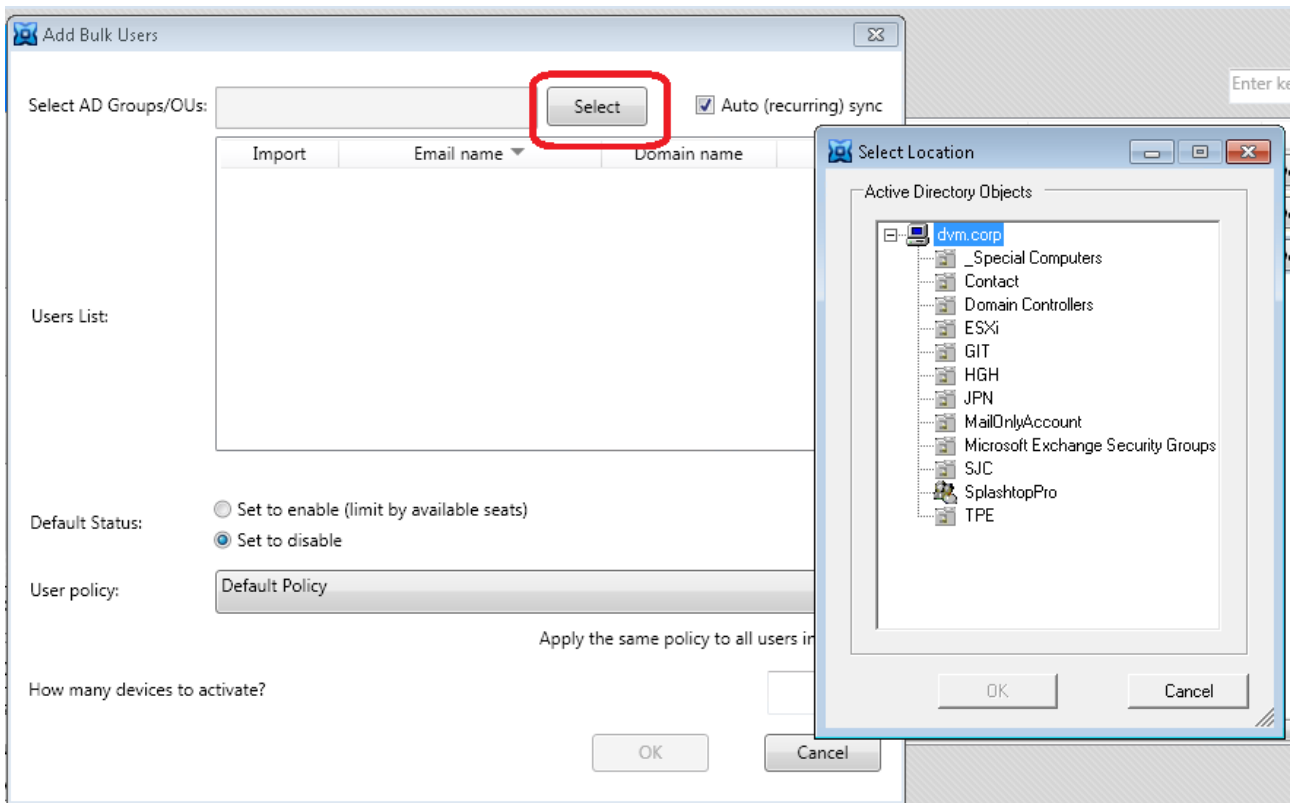


Enter the **domain_name\user_name** in the **User name** field and its related **Password** into the dialog box, then click **OK**. After successfully logging in as a domain user, the *Add Bulk Users* dialog box will open as shown on the next page.

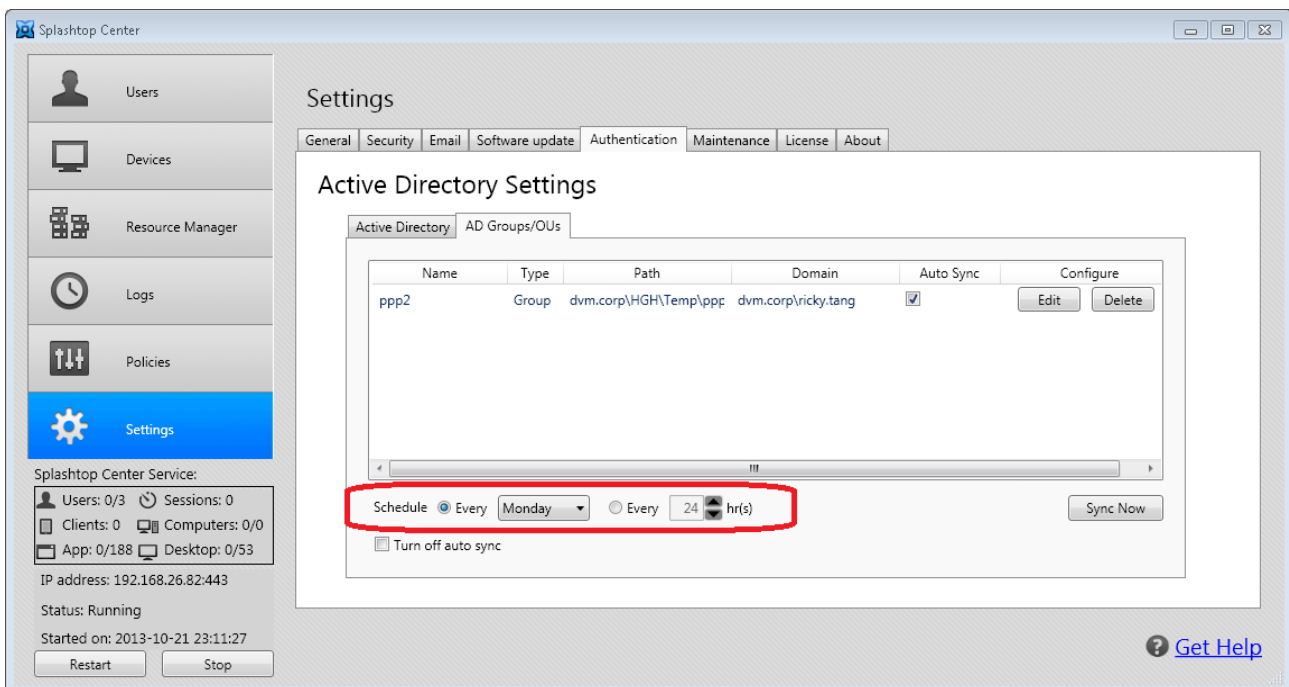
3. Once you have gained access to Active Directory, click the **Select** button. In the *Select Location* dialog box, select the AD group or OU containing the new users you want to import.

Make sure to check the **Auto (recurring) sync** checkbox as shown in the example below to enable the auto-provisioning feature: that is, Splashtop Center will query for new users in the selected AD group or OU periodically in the future, and if found will add them as Splashtop Center users.

 In the **Users List** section, there will be a checkbox in the **Import** column for each user. If there are any potential users in the Bulk Import list which you do *not* want to be included, you can conveniently exclude them from import by un-checking the corresponding checkboxes. However, please be aware that any users who are intentionally skipped or bypassed in the initial bulk import will be ignored in AD provisioning.



4. The place where you specify how often AD provisioning occurs is in the **Settings** tab. Go to the **Authentication** tab, and then open the **AD Groups/OUs** sub-tab, which lists the AD Groups and OUs that will be checked for new users and synchronized into Splashtop Center. At the bottom (as indicated in the illustration below), you can specify when synchronization will automatically take place. There is also an option there where you can **Turn off auto-sync** if desired, or can click the **Sync Now** button anytime you want to perform synchronization immediately.



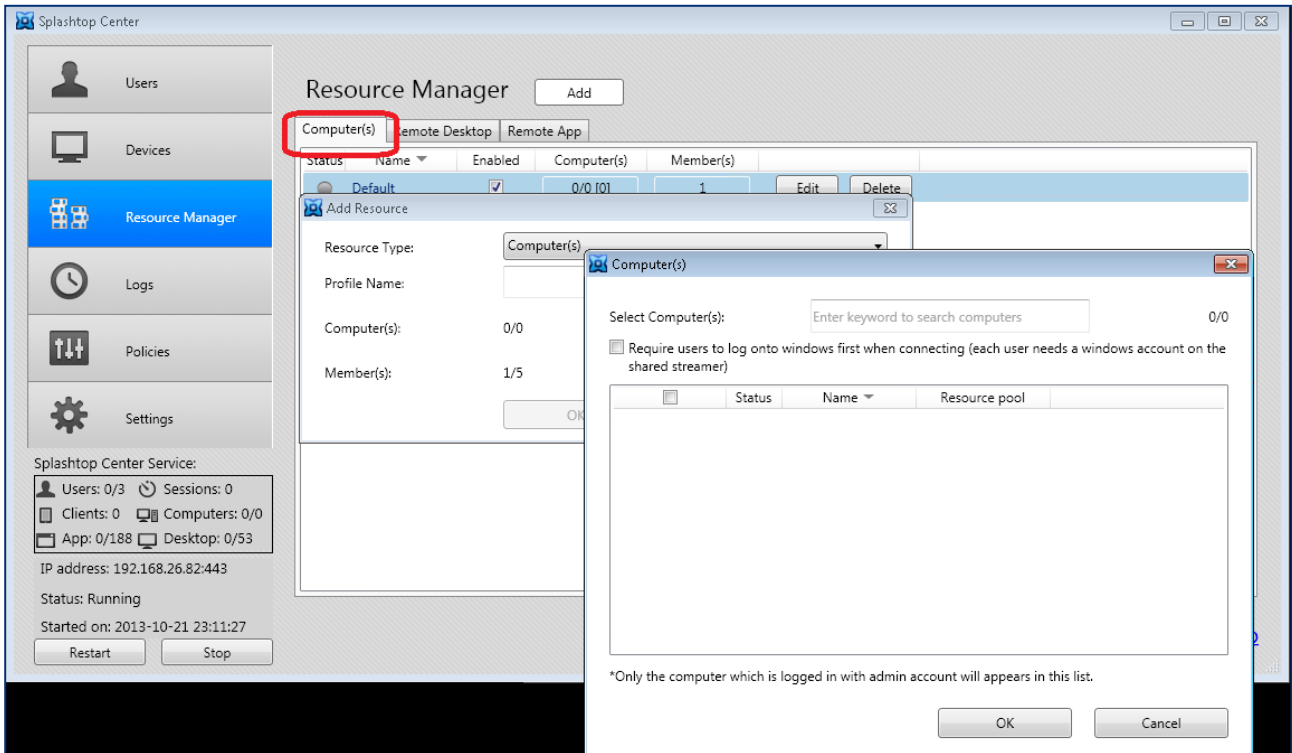
4. Resource Manager

Resource Manager offers a centralized interface for the IT Administrator to create and manage shared-access resources (comprising computers, remote desktops, and remote apps). The **Resource Manager** tab lets you:

- Create groups of users and give them permission to remote-access specific computers using the **Computer(s)** tab.
- Allow a user to remotely access the desktop of a host PC using **Remote Desktop**, or set up a server to host simultaneous remote sessions for multiple users.
- Allow one or more users to access specific applications remotely using **Remote App**.

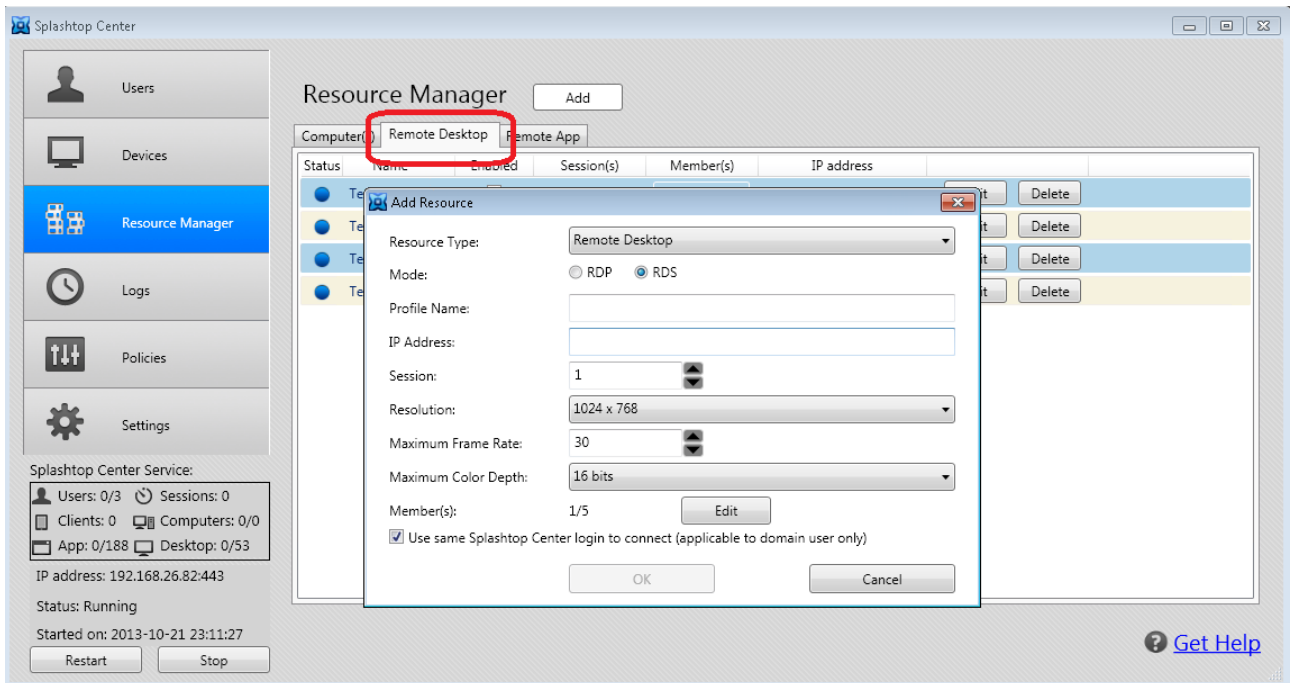
In simpler terms, Resource Manager consolidates “Device Grouping” and “RDS Desktop/RDS” configurations all into a single place. The benefit of this is that the IT Administrator no longer needs to configure RDS and RDP resources from the Web Portal console (which is separate from all other configurations that take place in the Splashtop Center main console); although the Web Portal can still be used to configure RDS and RDP if the IT administrator wants to, and the changes will be synchronized to the **Resource Manager** tab.

The function formerly known as “Device Grouping” in the Splashtop Center main console now resides in the **Computer(s)** tab of **Resource Manager** as shown below.

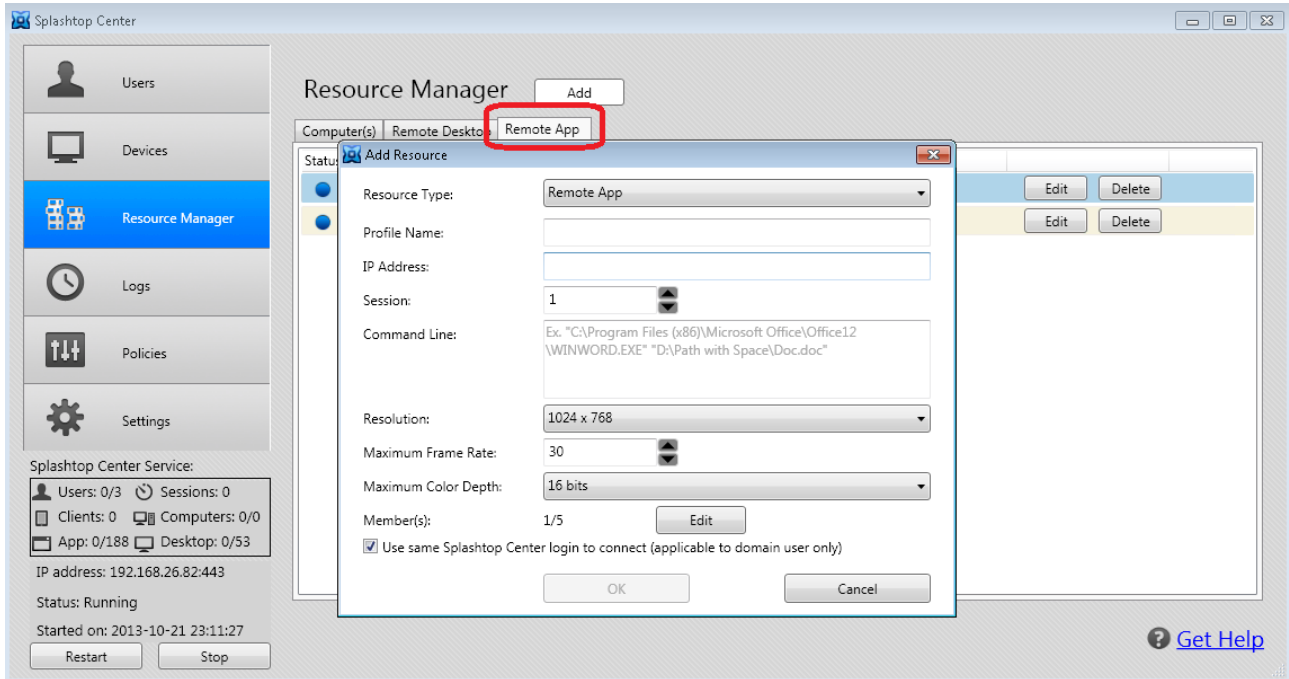


“RDP Desktop” and “RDS configurations,” which were previously only available in the Web Portal console, are now also available in the **Resource Manager** tab of the Splashtop Center console. No need to access the Web Portal unless you prefer to use that method. Configurations performed in one place will be synchronized to the other. For example, if you set up a Remote Desktop app in the Splashtop Center console, it will also be reflected in the Web Portal; and vice-versa.

In the Splashtop Center console, RDP and RDS remote desktop configurations are now found in the **Remote Desktop** tab of **Resource Manager**, where they can be added, modified, viewed, or deleted. Additional enhancements are the support of **Maximum Frame Rate** and **Maximum Color Depth**.



RDP remote application configuration is now available in the **Remote App** tab of **Resource Manager**, where Remote Apps can be added, modified, viewed, or deleted. Additional enhancements are the support of **Maximum Frame Rate** and **Maximum Color Depth**.

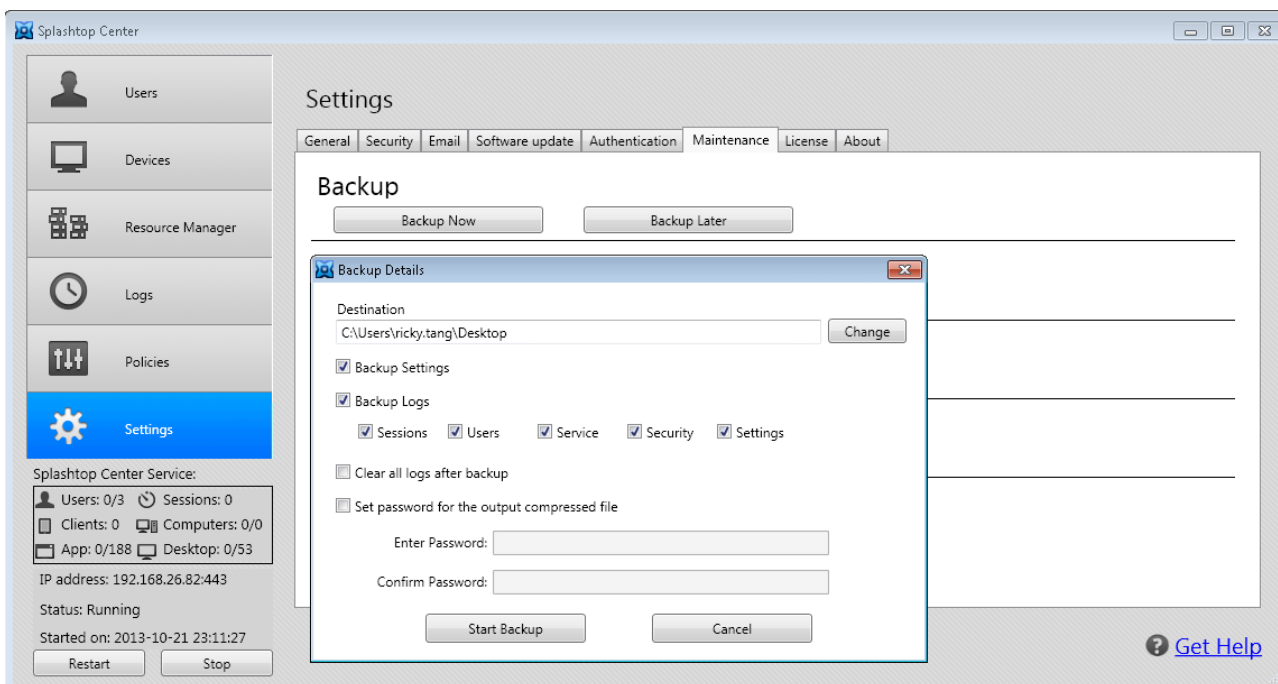


5. Backup Scheduler

Major enhancements have been made to the **Backup** feature. Previously, **Backup** automatically saved all settings to a file, and it could only be done manually when you clicked a button. Now, Splashtop Center is capable of handling backup of **Settings** and of **Logs** separately. More importantly, it now supports automatic recurring scheduled backups.

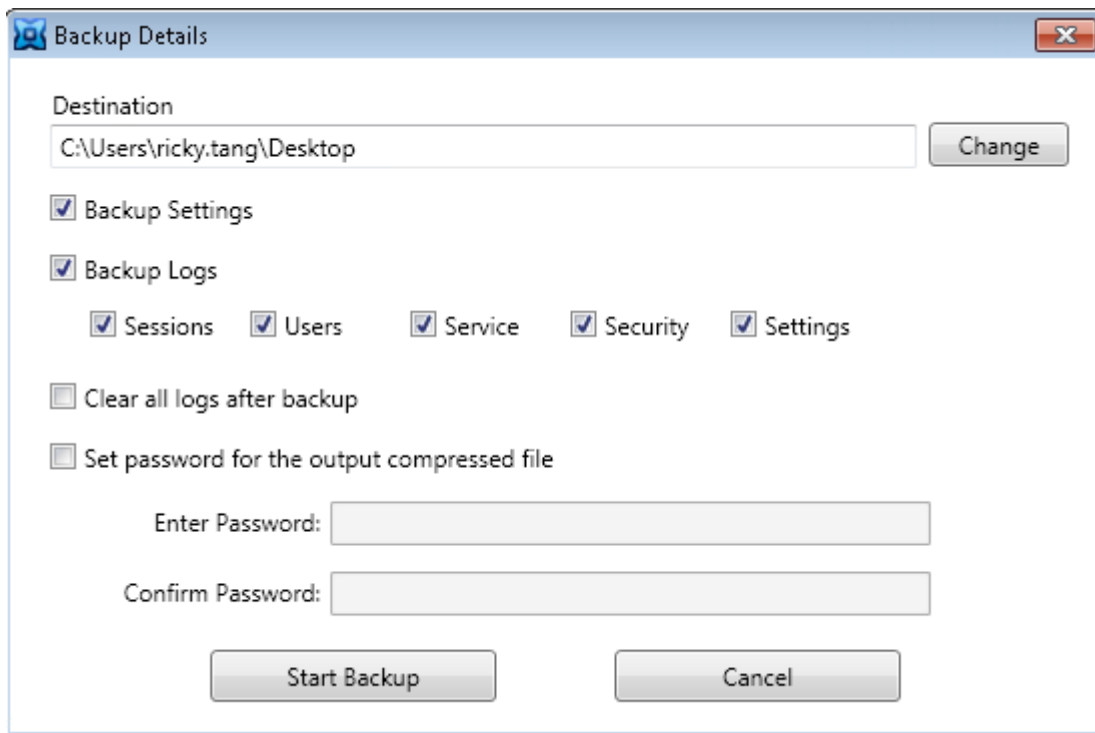
In addition, further flexibility is provided for backup of Logs, because you can specify to back up data for Sessions, Users, Service, Security, and Settings separately. You can elect to back up all of them, or only specific items. It also allows you to create multiple backup tasks, to back up different items, on different backup schedules.

1. Go to **Settings** and select the **Maintenance** tab. Click the **Back up Now** button you want to perform a backup immediately. The *Backup Details* dialog box will open as shown below.

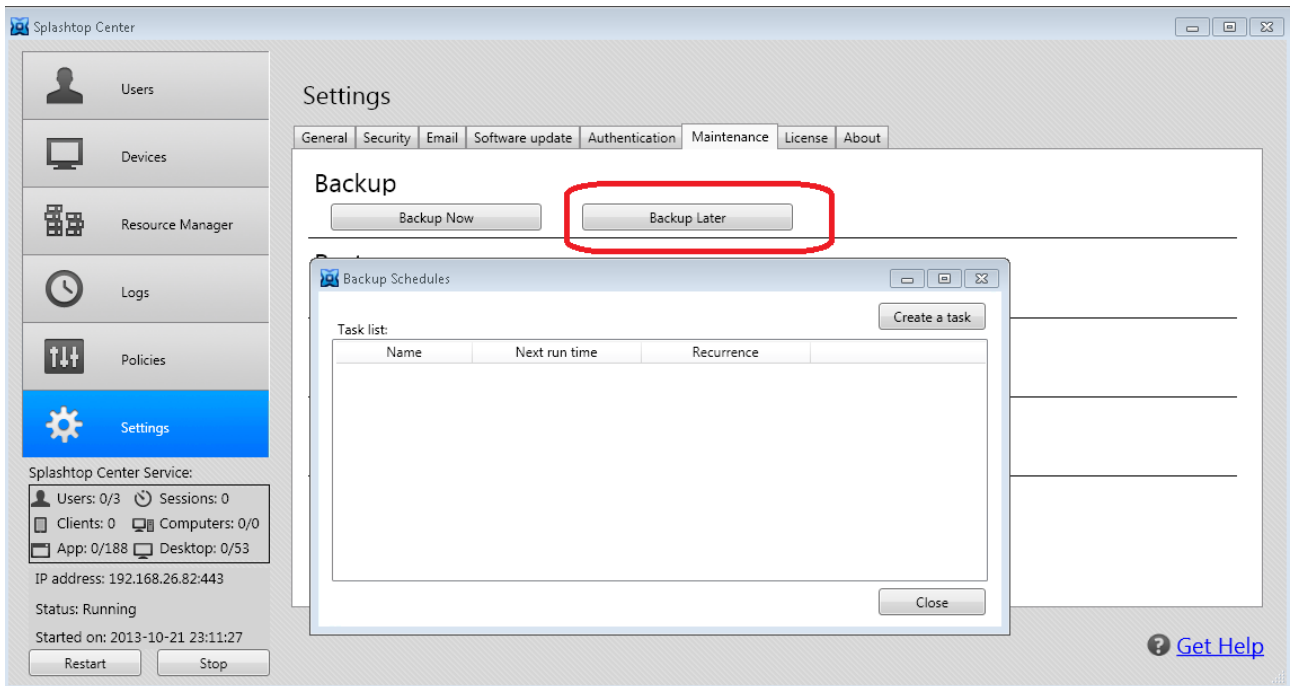


2. In the *Backup Details* dialog box, decide whether to backup only **Settings**, only **Logs**, or a combination. Please note that if you select **Logs**, there are further choices available (to back up all five data categories, or only selected categories). Starting with v2.3.10., Splashtop Center has expanded the audit logging coverage.

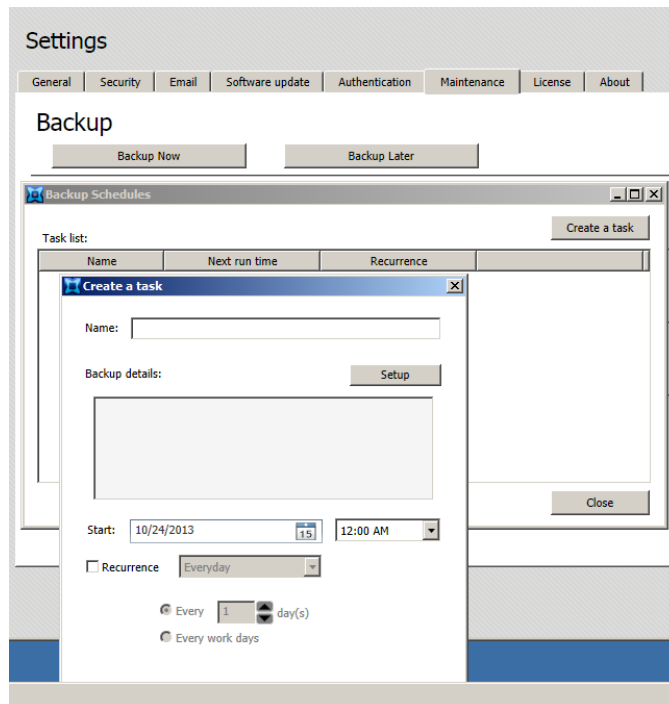
Additionally, you can now select **Clear all logs after backup** if you want Splashtop Center to delete the data upon backup completion. This is to enhance the query performance in the **Logs** tab, as the log data can get very lengthy over a period of time. For an extra assurance of security, a password can also now be applied to the backup file. With or without a password, backup files will always be compressed.



3. Now, backups can also be scheduled to take place automatically on a periodic basis. To do so, click **Backup Later**.



4. Click **Create a Task**. Define a task, and specify the date, frequency, and items to be backed up.



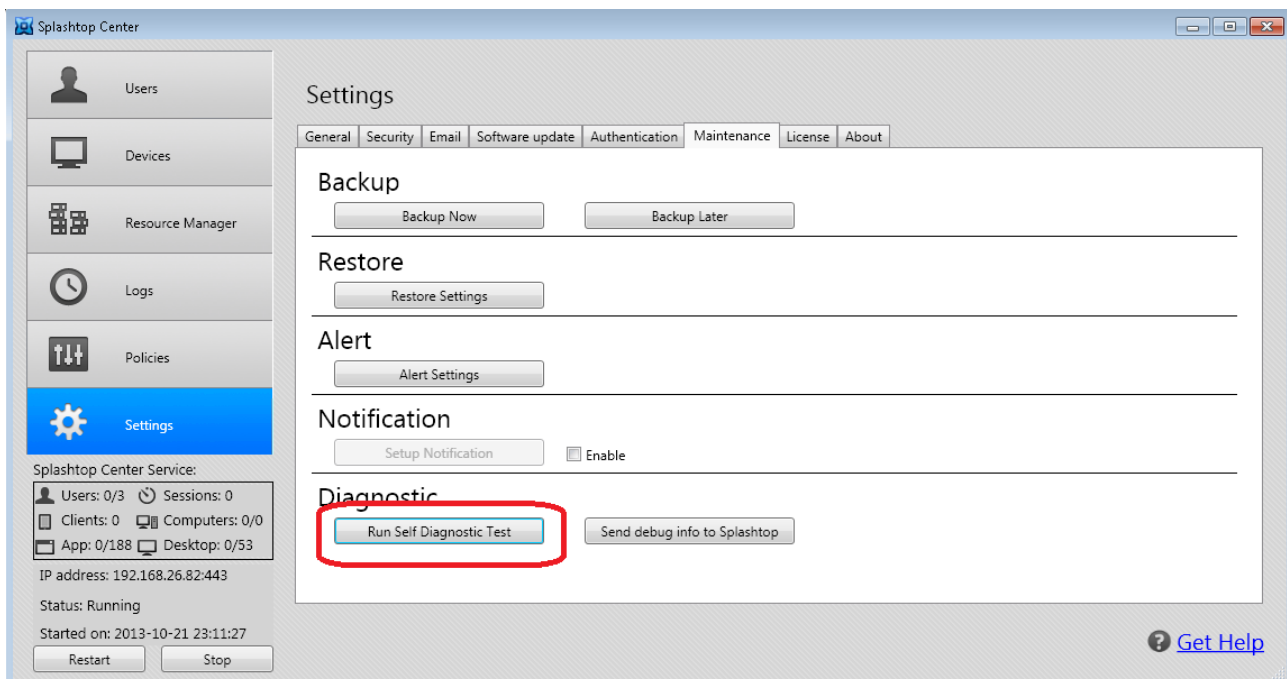
6. Self Diagnostic Reporting

Splashtop Center now offers a Self Diagnostic “testing” feature which serves as a trouble-shooting tool for scenarios such as:

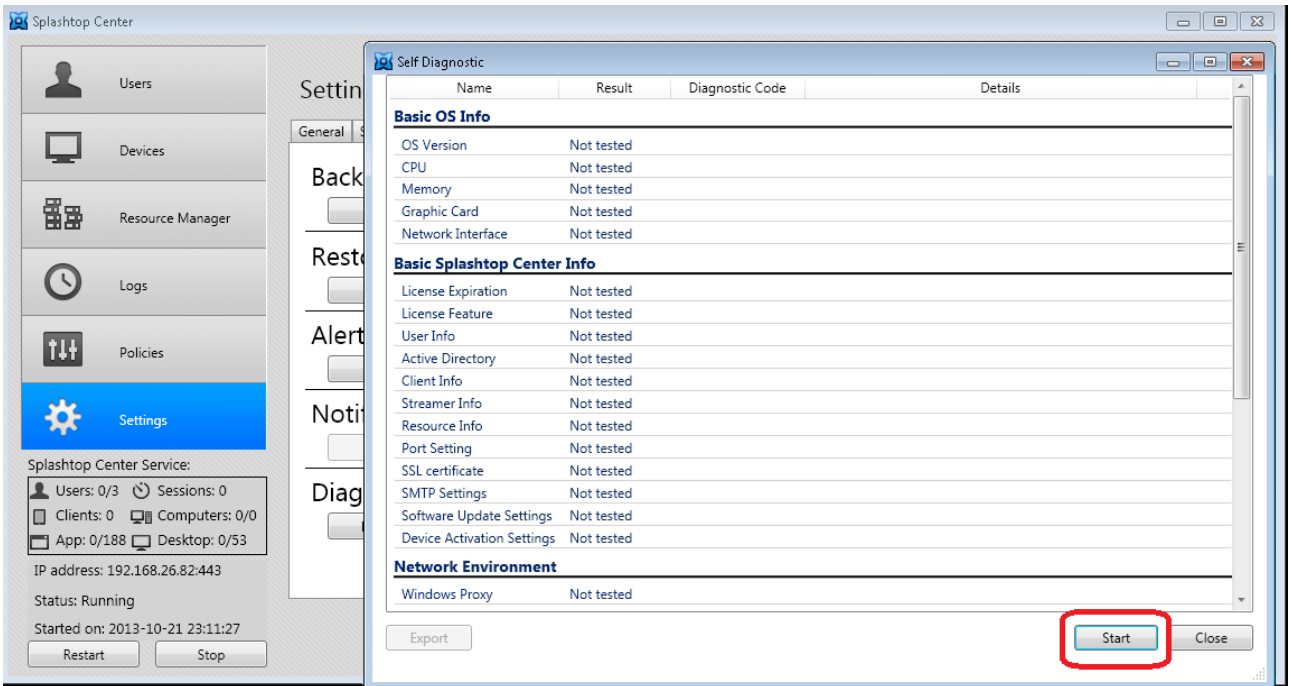
- After initial Splashtop Center setup, you can use this tool to check for correct settings.
- When there is any suspected abnormality in Splashtop Center, use this tool to scan for possible problem areas.

Self Diagnostic will generate a report upon test completion, and each warning and error will link to a related FAQ topic in the Splashtop Enterprise support web site, to offer explanations and suggestions for resolution.

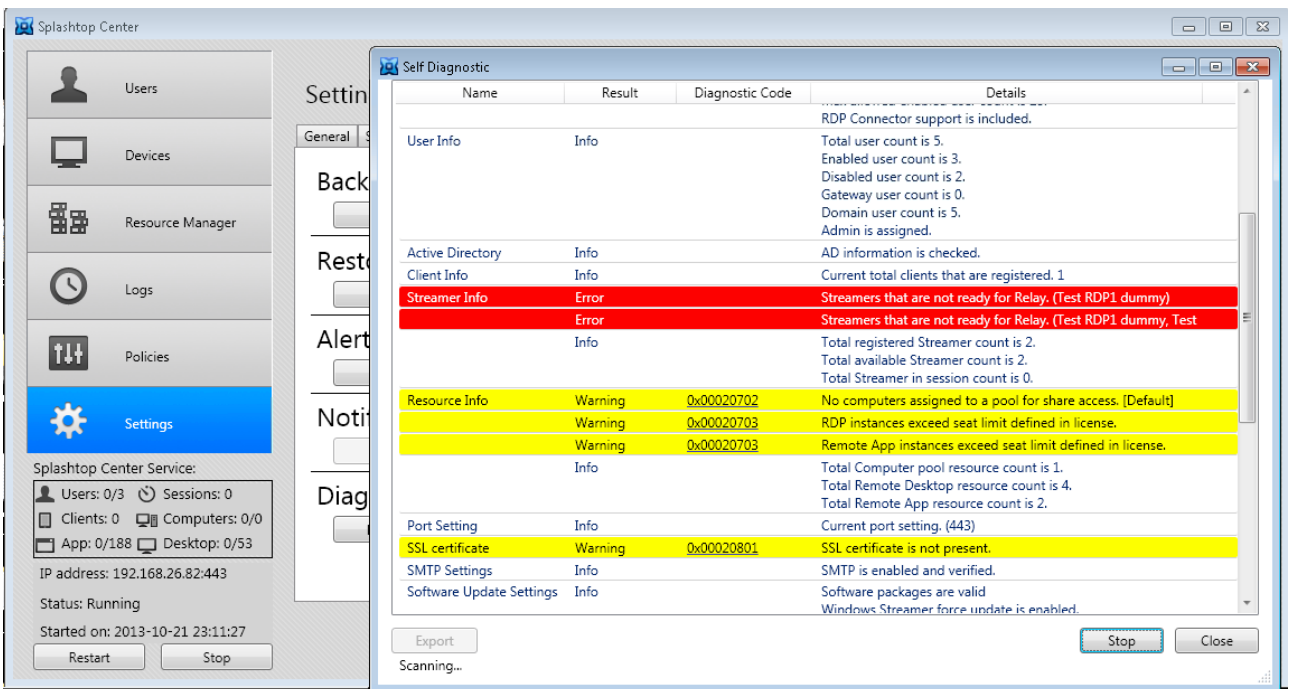
1. In **Settings**, go to the **Maintenance** tab and click the **Run Self Diagnostic Test** button as indicated below.



2. Click the **Start** button (indicated on the next page) to proceed with Self Diagnostic testing. It may take a few minutes for testing to complete.




3. Upon test completion, Warning messages will be shown in yellow, and Error messages will be shown in red. There will also be a “Diagnostic Code” number associated with some Warnings and Errors, which will conveniently lead to specific articles on our Splashtop Enterprise web site Support page.



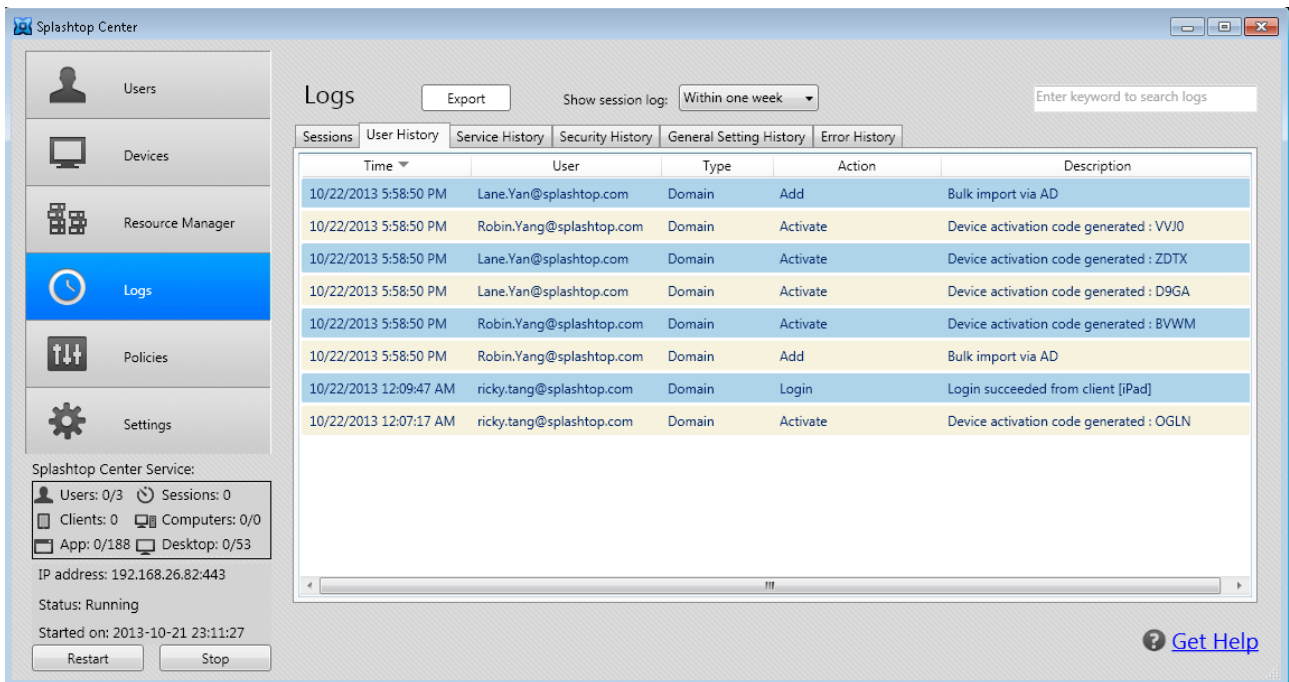
7. Enhanced Audit Loggings

In Splashtop Center v2.3.10, we have expanded the “audit logs” coverage considerably, to include **User History**, **Service History**, **Security History**, **General Settings History**, and **Error History**. All of these can be found in the **Logs** tab along with **Sessions** History. The IT Administrator can navigate each of these sub-tabs to query the log history.

- **User History**
The data recorded in the User History log covers add/delete/modify/login history for users.
- **Service History**
Includes data related to license key updates, data backup/restore, bundled software package updates, alerting, and notification history.
- **Security History**
Covers SSL certificates, IT policy, and device activation management history.
- **General Setting History**
Covers changes made to Resource Manager, to Settings -> General, to Settings -> Software Update, and to the Settings -> Email tab.
- **Error history**
Covers abnormalities detected by Splashtop Center in areas of Splashtop Center services, network, RDP, Database, and Active Directory access.

 To prevent the accumulated log data from growing too long and slowing things down, don't forget that we have provided an option to delete it. As illustrated earlier on page 14, it's the **Clear all logs after backup** option in the Backup feature of Settings/Maintenance, which allows you to clear logs after they are exported.

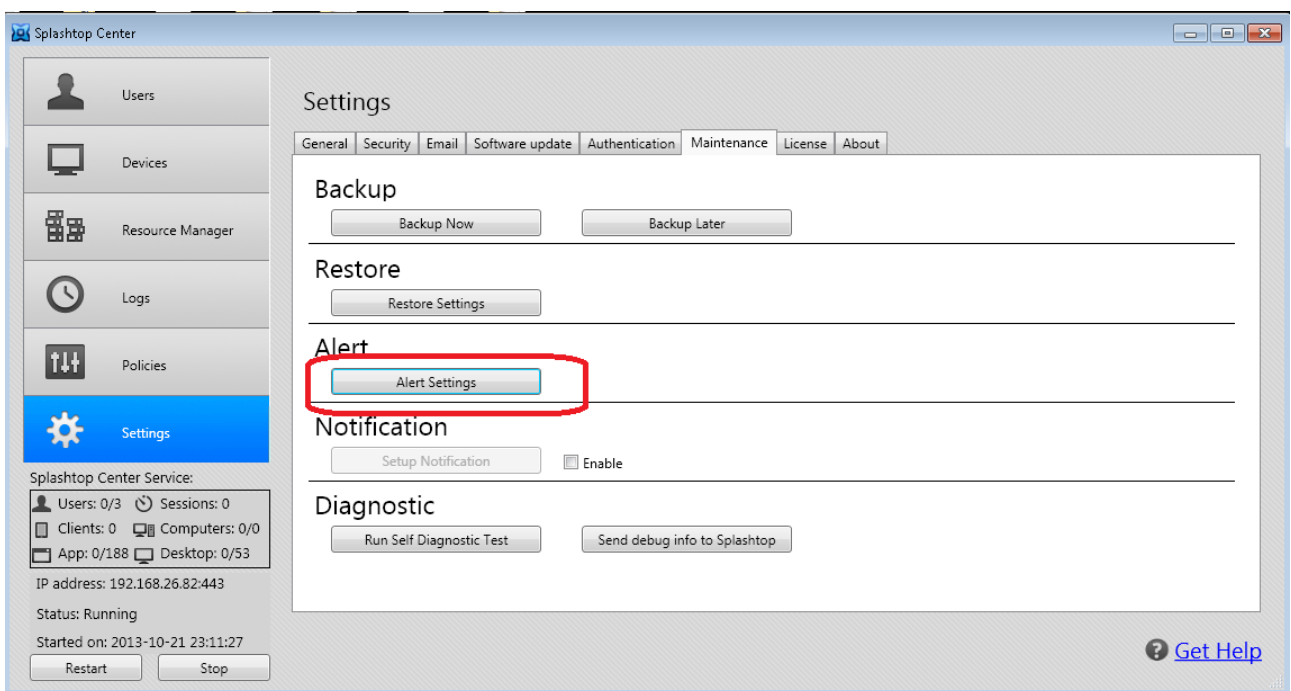
The **Logs** tab is illustrated below, with the **User History** log displayed as an example.



8. Alerting via Email

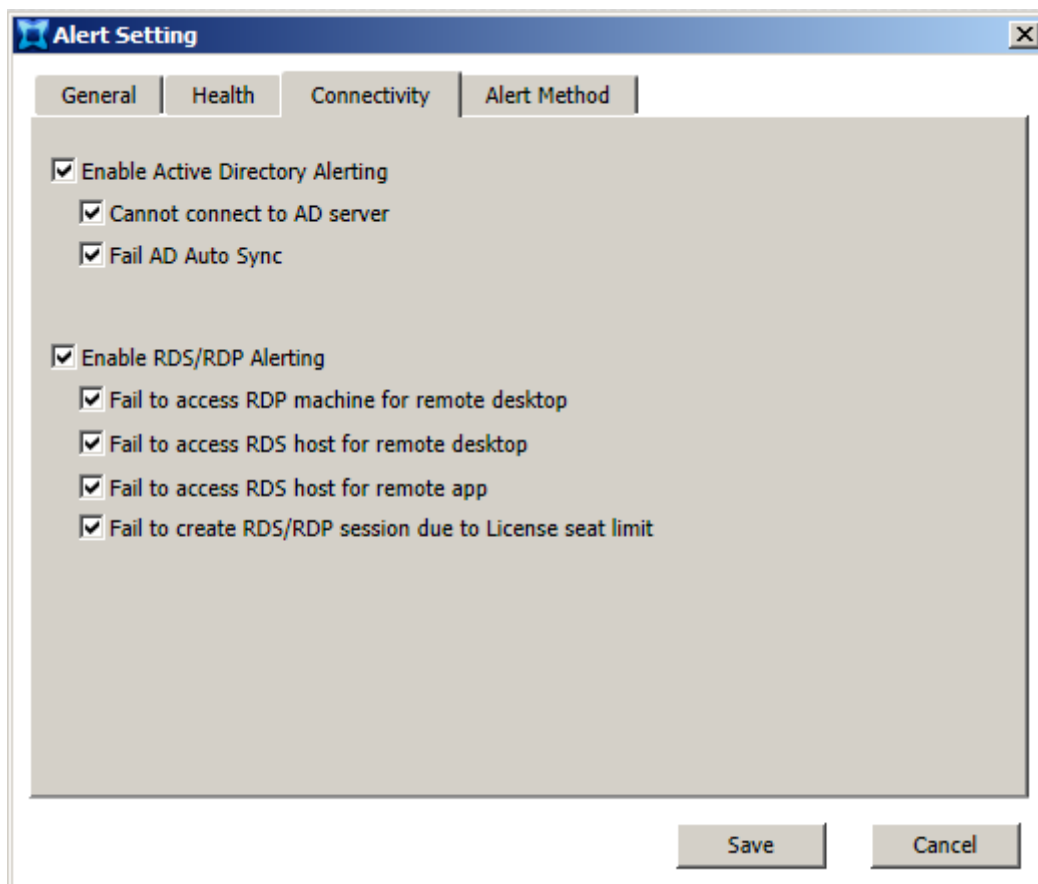
Splashtop Center supports alerting by email. It provides an interface for IT Administrators to choose from a variety of erroneous events which they want to be informed of, as soon as they happen.

1. Go to **Settings** and click the **Alert Settings** button in the **Maintenance** tab.

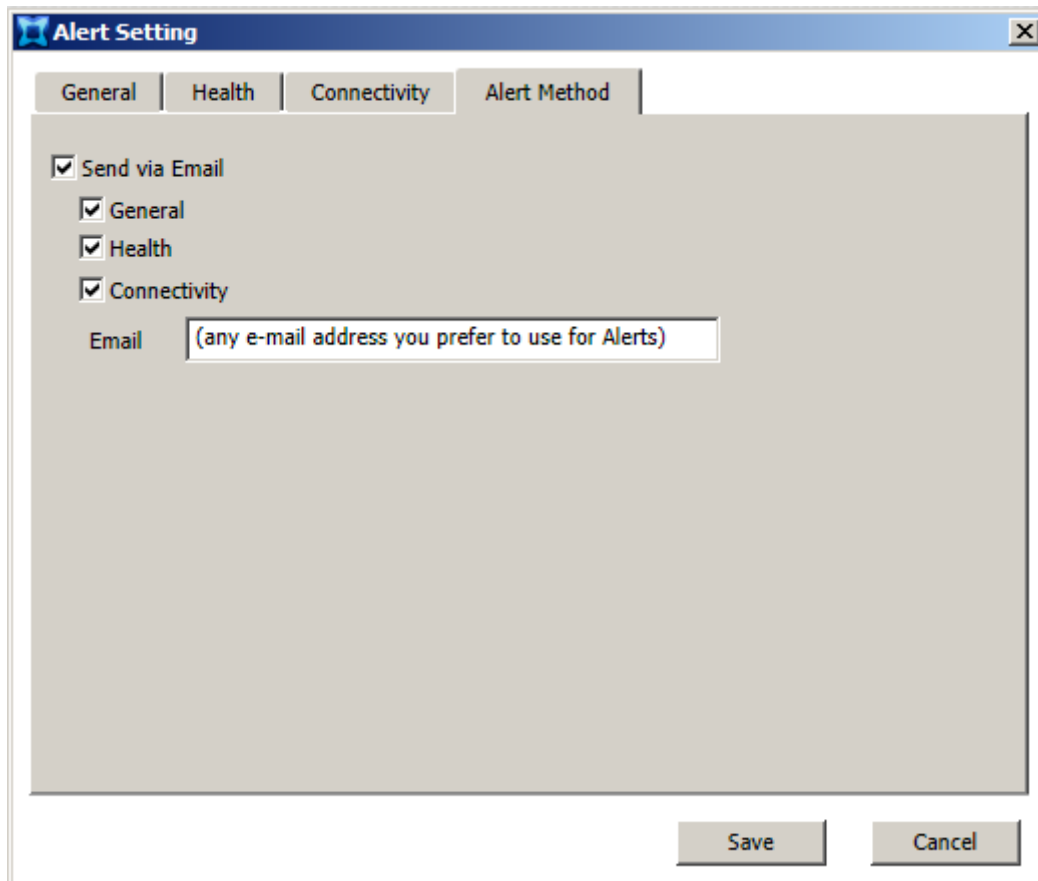


2. The *Alert Setting* window will open, as shown below. Choose the items for which you want to receive e-mail alerts:

- In the **General** tab you can enable network environment alerting.
- In the **Health** tab you can enable alerts related to the well-being of Splashtop Center services.
- In the **Connectivity** tab you can enable alerts related to access of RDP/RDS host servers and Active Directory.



3. And finally, in the **Alert Method** tab, you as the IT Administrator need to enter the Email address where you want your Splashtop Center alert Email to be sent. This can be a different Email address than the one you use for Splashtop Center login. You can choose whatever Email address is most convenient to receive alerts from Splashtop Center.



You can also “turn on” or “turn off” alerts related to *General*, *Health*, and *Connectivity* in the **Alert Method** tab above.

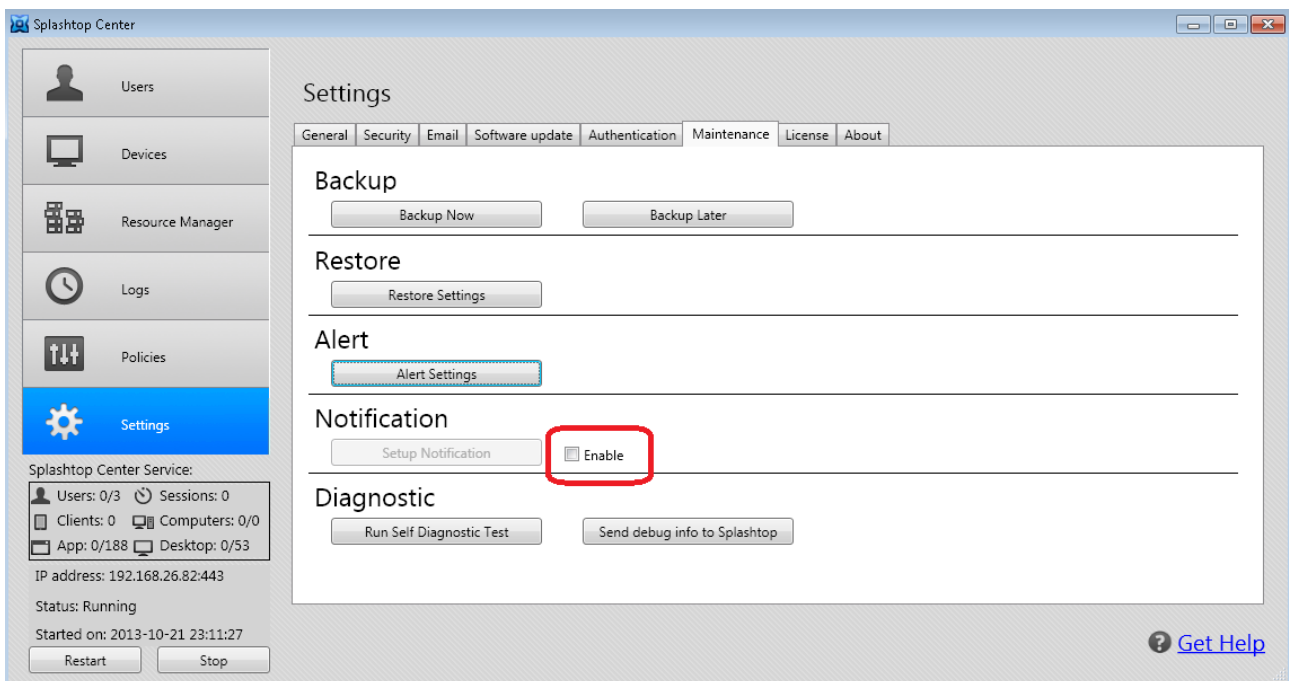
9. Notifications

Splashtop Center supports pushing “notifications” to both Streamers and clients. The IT Administrator can use this new Notification feature to push messages about (1) routine maintenance, or (2) customized messages.

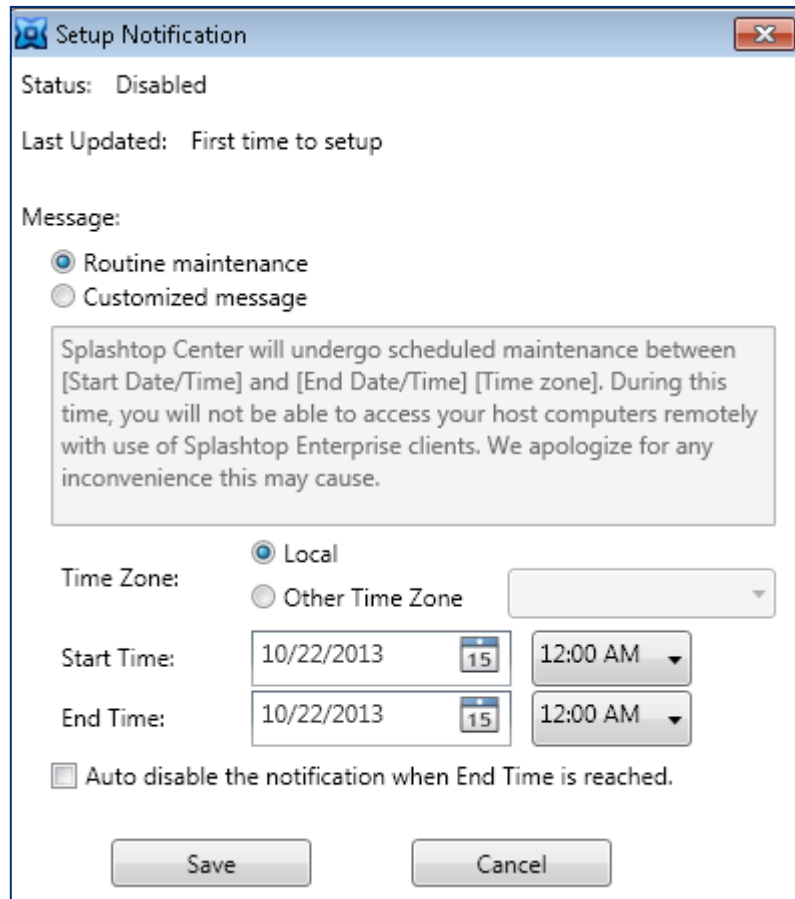
Routine Maintenance

The Routine Maintenance option provides for you a pre-written message in which you can specify the starting time and the ending time for scheduled maintenance.

1. By default, the Notification feature is disabled. To enable it, go to **Settings** and open the **Maintenance** tab. Check the **Enable** checkbox (indicated below).



2. When you check the **Enable** checkbox, the *Setup Notification* dialog box opens immediately. By default, the **Routine Maintenance** button is selected, as shown below. The pre-written message about scheduled maintenance is shown. Under the message, select the **Time Zone**. Then specify the **Start Time** and **End Time** for the scheduled maintenance, which will be inserted into the message *at the time the notification is actually sent out* (it will *not* interactively be displayed within the message in the Setup Notification box below).



In addition, there is an optional **Auto disable the notification when End Time is reached** checkbox. If this checkbox is enabled, the message will be removed from the users' Streamers and clients when the **End Time** specified in the maintenance message is reached.

Customized Message

Select the **Customized message** button when you want to push out a general notification to the Users' Streamers and clients (which is not related to scheduled maintenance), up to 300 characters.

1. Again, when you check the **Enable** checkbox in the **Settings/Maintenance** tab , the *Setup Notification* dialog box opens immediately.

Setup Notification

Status: Disabled

Last Updated: First time to setup

Message:

Routine maintenance

Customized message

Please enter your message.(less than 300 characters)

Time Zone: Local Other Time Zone

Start Time: 10/22/2013 12:00 AM

End Time: 10/22/2013 12:00 AM

Auto disable the notification when End Time is reached.

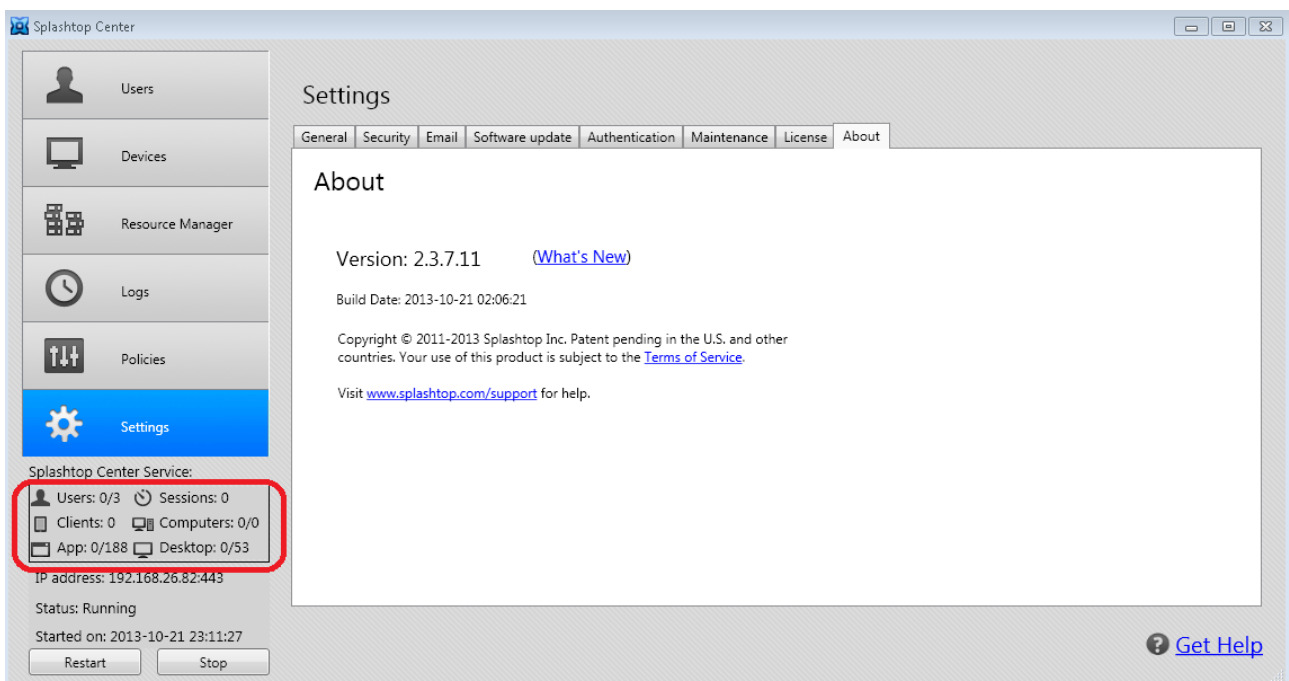
Save Cancel

2. Select the **Customized message** button as shown above. Place the Text cursor within the editing area and type the desired message. There is a “soft limitation” of 300 characters, meaning that you might be able to enter more than 300 characters, but anything over 300 characters will be truncated anyway, and won't be visible to the users on Streamers and clients.

Note that the **Start Time** field will be disabled for **Customized Messages**, but (as with the **Routine Maintenance** messages) you can optionally specify an **End Time** and then select **Auto disable the notification when End Time is reached** to automatically remove the message from users upon message expiration.

10. Mini-Dashboard

Splashtop Center now provides a “mini-dashboard” near the lower left corner of the main Console window, as indicated in the illustration below. It offers a quick overview of current users, clients, sessions, computers, remote desktop, and remote app status.




This is the data IT Administrators are most interested in knowing, and it is in a constant state of flux. The mini-dashboard interactively presents the data at a glance, in its up-to-the-moment status, for your convenience.

11. Automatic License Renewal

Splashtop Center now supports automatic license renewal. Basically, Splashtop Center will poll the SCL server periodically (currently set to every 7 days), and will automatically update a license (in the background) if the renewal license key is found in the SCL server. Splashtop Center also supports immediate polling by clicking **Update License** button.

Thanks to the new “auto-license renewal” feature, things that are now possible:

- Modify any of the feature flags in the license on the SCL server, then automatically propagate the modified license to customers without their need to manually copy/paste the updated license.
- Modify the expiration date (to extend the grace period, or due to actual contract renewal), and then be able to automatically update Splashtop Center in the background with no interruption to service.

 In order for the automatic license renewal function to work, Splashtop Center needs to have Internet access, and have connections to the SCL server.

