

# 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 syncronization 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.

🔯 Splashtop C	enter					
1	Users	Users Add	Bulk Import			Enter keyword to search users
		Email 👻	Enabled Privilege	Туре	Domain Name	Policy
	Devices	ricky.tang@splashtop.com	Admin	Domain user	dvm.corp	Default Policy 🔹
		herb.wang@splashtop.ce				Default Policy 🔹
88	Resource Manager	thomas.wang@splashtop	suik Import			Default Policy 🔻
			Import Domain user(s) from Active	Directory		
$\odot$	Logs		Select AD domain with login cr	edential	*	
			Enter new AD domain with logi	n credential		
114	Policies		Import Gateway user(s) from a file			
	Folicies		Imaget	Canad		
she			Import	Cancer		
×	Settings					
Splashtop C	Center Service:					
L Users: C	0/3 👏 Sessions: 0					
Clients:	0 De Computers: 0/0					
🗖 App: 0/	188 🔲 Desktop: 0/53					
IP address:	192.168.26.82:443	4	"	1		•
Status: Rur	nning	Enabled users: 3				
Started on:	: 2013-10-21 23:11:27	Maximum allowed users: 25				🕑 <u>Get Help</u>
Restart	t Stop	Maximum anowed users: 20				

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.

💢 Bulk Import	
Import from Active Directory	
C Select AD domain with login credential	v
Enter new AD domain with login credential	
C Import from a file	
Import Cancel	

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.

		Authenticate Domain User	? ×
Windows Security	×		A. H.
Authentication is required to access the Active Directory Domain Service (auto log off upon exiting Splashtop Center).		10	
Domain user logon name format: DNSDomainName\UserName		Authentication is required to access the A Domain Service (auto log off upon exiting	ictive Directory Splashtop Center).
		Domain user logon name format: DNSDom	iainName\UserName
dvm.corp\harry.norton		User name: 🕵 dvm.corp\harr	y.norton
		Password:	
OK Cancel		ОК	Cancel

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.

Select AD Groups/OUs Import Email name Domain name Domain name Active Directory Objects Contact Contac	🔯 Add Bulk Users				x	
Users List:     Users List:     Object     Default Status:     Oset to enable (limit by available seats)     Output     Default Status:     Oset to disable     User policy:        How many devices to activate?     Default Status:     OK     Cancel	Select AD Groups/OUs:		Select	🔽 Auto (recurr	ing) sync	Enter k
Default Status:   Set to enable (limit by available seats)  Set to disable User policy:  Default Policy  Apply the same policy to all users in  How many devices to activate?  OK  Cancel	Users List:	Import Email name 🔻	Dom	ain name	Active	Location  Directory Objects  dvm.corp  Special Computers  Contact  Domain Controllers  ESXi  GIT  HGH  JPN  MailOnlyAccount  Microsoft Exchange Security Groups  SJC  SplachtonPro
User policy: Default Policy Apply the same policy to all users in How many devices to activate? OK Cancel	Default Status:	<ul> <li>Set to enable (limit by available seats)</li> <li>Set to disable</li> </ul>				TPE
Apply the same policy to all users in How many devices to activate?	User policy:	Default Policy				
SA Concer	How many devices to ac	tivate?	Apply the same p	olicy to all users in	ancel	OK Cancel

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 syncronization 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.

🙀 Splashtop Center		
Lusers	Settings	
Devices	General Security Email Software update Authentication Maintenance License About           Active Directory Settings	
Resource Manager	Active Directory AD Groups/OUs	
🕓 Logs	Name         Type         Path         Domain         Auto Sync         Configure           ppp2         Group         dvm.corp\HGH\Temp\ppr         dvm.corp\ricky.tang         Image: Configure         Delete	
<b>†↓†</b> Policies		
Settings		
Splashtop Center Service:		
L Users: 0/3 👏 Sessions: 0	Schedule @ Every Monday + Sugar 24 http:	
Clients: 0 🖵 Computers: 0/0	Schoold Cively Monday Cively 24 million	
App: 0/188 🛄 Desktop: 0/53	Turn off auto sync	
IP address: 192.168.26.82:443		
Status: Running		
Started on: 2013-10-21 23:11:27	<b>A</b> <i>c</i>	at Hala
Restart Stop		еспер

### 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.

Splashtop Center	
L Users	Resource Manager Add
Devices	Computer(s) Lemote Desktop Remote App Status Name T Enabled Computer(s) Member(s)
Resource Manager	Add Resource
C Logs	Resource Type: Computer(s)
Policies	Computer(s):     0/0     Select Computer(s):     Enter keyword to search computers     0/0       Member(s):     1/5     If     Select Computer(s):     0/0
Settings	OK
Splashtop Center Service: Users: 0/3 Sessions: 0 Clients: 0 Computers: 0/0 App: 0/188 Desktop: 0/53 IP address: 192.168.26.82:443	
Status: Running Started on: 2013-10-21 23:11:27 Restart Stop	*Only the computer which is logged in with admin account will appears in this list.
	OK Cancel

"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**.

Splashtop Center	_			
Users	Resource Manager Add			
Devices	Computer()         Remote Desktop         Penote App           Status         Name         Enabled         Session(s)         Member(s)         IP address			
	Te 🙀 Add Resource	×	Delete	
Resource Manager	Te     Remote Desktop     Te	it	Delete	
		it	Delete	
Logs		it	Delete	
	Profile Name:			
111 Policies	IP Address:			
	Session: 1			
Settinge	Resolution: 1024 x 768 -	)		
The section of the se	Maximum Frame Rate: 30 🖨			
plashtop Center Service:	Maximum Color Depth: 16 bits			
L Users: 0/3 🕥 Sessions: 0	Member(s): 1/5 Edit	´		
Computers: 0/0     Computers: 0/0     App: 0/188     Desktop: 0/53	Use same Splashtop Center login to connect (applicable to domain user only)			
IP address: 192.168.26.82:443	OK Carcel			
Status: Running		,		
Started on: 2013-10-21 23:11:27				O Cat Hal
Restart Stop	]			<b>Get Hei</b>

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**.

🙀 Splashtop Center			
Lusers Res	source Manager	Add	
Devices Comp	uter(s) Remote Deskto Remo	ete App	
Resource Manager	Resource Type: Profile Name:	Remote App 🔹	Edit Delete
O Logs	IP Address: Session:	1	
tut         Policies	Command Line:	Ex. "C:\Program Files (x86)\Microsoft Office\Office12 \WINWORD.EXE" "D:\Path with Space\Doc.doc"	
Settings	Resolution:	1024 x 768	
Splashtop Center Service:	Maximum Frame Rate:	30	
LUSERS: 0/3 🖒 Sessions: 0	Maximum Color Depth:	16 bits 🔹	
Clients: 0 🖵 Computers: 0/0	Member(s):	1/5 Edit	
App: 0/188 Desktop: 0/53	👿 Use same Splashtop Cente	er login to connect (applicable to domain user only)	
IP address: 192.168.26.82:443		OK Cancel	
Status: Running		Concer	
Started on: 2013-10-21 23:11:27			🔞 <u>Ge</u> t Help
Restart Stop			+

### 5. Backup Scheduler

Major enhancements have been made to the **Backup** feature. Previously, **Backup** automatically saved <u>all</u> 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.

🔯 Splashtop Center		
L Users	Settings	
Devices	General Security Email Software update Authentication Maintenance License About	
Resource Manager	Backup Now Backup Later	
S Logs	Destination	
<b>tut</b> Policies	CAUsers\ricky.tang\Desktop Change	
Settings	✓ Backup Logs ✓ Sessions ✓ Users ✓ Service ✓ Security ✓ Settings	
Splashtop Center Service:	Clear all logs after backup	
L Users: 0/3 👏 Sessions: 0	Set password for the output compressed file	
Clients: 0 🖵 Computers: 0/0	Enter Password:	
IP address: 192.168.26.82:443	Confirm Password:	
Status: Running Started on: 2013-10-21 23:11:27 Restart Stop	Start Backup Cancel	Get Help

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.

🔯 Backup Details	<b>—</b> ×
Destination	
C:\Users\ricky.tang\Desktop	Change
Backup Settings	
Backup Logs	
✓ Sessions ✓ Users ✓ Service ✓ Security ✓ Settings	
Clear all logs after backup Set password for the output compressed file	
	_
Enter Password:	
Confirm Password:	
Start Backup Cancel	

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

🙀 Splashtop Center	
Lusers Settings	
Devices	oftware update Authentication Maintenance License About
Backup Now	Backup Later
Logs Eackup Schedules	
Task list:           Task list:           Name	Next run time Recurrence
Settings	
Splashtop Center Service:	
👤 Users: 0/3 👏 Sessions: 0	
Clients: 0 🖳 Computers: 0/0	
App: 0/188 Desktop: 0/53	
IP address: 192.168.26.82:443	
Status: Running	Close
Started on: 2013-10-21 23:11:27	2 Get Help
Restart Stop	

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

Genera	I Security	Email Software update	Authentication	Maintenance	License About
Bad	ckup				
	Backup No	ow	Backup Later		
🛃 Bacl	kup Schedules				_0;
Task	list:				Create a task
	Name	Next run time	Recurrence		
	Create a task			×	
	Name:				
	Backup details:		Setup		
					dere
	Start: 10/24/	/2013	12:00 AM	. –	Close
	Recurrence	Everyday	v		
	G	Every 1 day(s)			

### 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.

🙀 Splashtop Center	
Users	Settings
Devices	General     Security     Email     Software update     Authentication     Maintenance     License     About       Backup
Resource Manager	Backup Now Backup Later
S Logs	Restore Settings
Policies	Alert Alert Settings
Settings	Notification Setup Notification Enable
Users: 0/3 🌑 Sessions: 0 Clients: 0 💭 Computers: 0/0 App: 0/188 Desktop: 0/53 IP address: 192.168.26.82.443 Statu: Punping	Diagnostic           Run Self Diagnostic Test   Send debug info to Splashtop
Started on: 2013-10-21 23:11:27 Restart Stop	Get Help

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.

Splashtop Center						
	2	🛐 Self Diagnostic				- • ×
Users Users	Settin	Name	Result	Diagnostic Code	Details	*
		Basic OS Info				
Devices	General	OS Version	Not tested			
	Back	CPU	Not tested			
	Dack	Memory	Not tested			
Resource Manager		Graphic Card	Not tested			
		Network Interface	Not tested			
0	Rest	Basic Splashtop Center	Info			
Logs		License Expiration	Not tested			
		License Feature	Not tested			
FTTT	Alert	User Info	Not tested			
Policies		Active Directory	Not tested			
		Client Info	Not tested			
34C	Noti	Streamer Info	Not tested			
Settings	NOU	Resource Info	Not tested			
		Port Setting	Not tested			
Splashtop Center Service:		SSL certificate	Not tested			
Users: 0/3 🚫 Sessions: 0	Diag	SMTP Settings	Not tested			
Clients: 0 🖵 Computers: 0/0		Software Update Settings	Not tested			
App: 0/188 🛄 Desktop: 0/53		Device Activation Settings	Not tested			
IP address: 192.168.26.82:443		Network Environment				
Status: Running		Windows Proxy	Not tested			-
Started on: 2013-10-21 23:11:27						
Bestert Char		Export			Start	Close
nesian Stop						

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.

🔯 Splashtop Center					
		🙀 Self Diagnostic			
Users Users	Settin	Name	Result	Diagnostic Code	Details
					RDP Connector support is included.
Devices	General S Back	User Info	Info		Total user count is 5. Enabled user count is 3. Disabled user count is 2.
Resource Manager					Domain user count is 5. Admin is assigned.
	Rest	Active Directory	Info		AD information is checked.
	i Kest	Client Info	Info		Current total clients that are registered. 1
Logs		Streamer Info	Error		Streamers that are not ready for Relay. (Test RDP1 dummy)
			Error		Streamers that are not ready for Relay. (Test RDP1 dummy, Test
<b>tut</b> Policies	Alert		Info		Total registered Streamer count is 2. Total available Streamer count is 2. Total Streamer in session count is 0.
		Resource Info	Warning	0x00020702	No computers assigned to a pool for share access. [Default]
Settings	Noti		Warning	0x00020703	RDP instances exceed seat limit defined in license.
			Warning	0x00020703	Remote App instances exceed seat limit defined in license.
Splashtop Center Service:	Diag		Info		Total Computer pool resource count is 1. Total Remote Desktop resource count is 4. Total Remote App resource count is 2.
Clients: 0 🖵 Computers: 0/0		Port Setting	Info		Current port setting. (443)
App: 0/188 🛄 Desktop: 0/53		SSL certificate	Warning	0x00020801	SSL certificate is not present.
IP address: 192.168.26.82:443		SMTP Settings	Info		SMTP is enabled and verified.
Status: Running		Software Update Settings	Info		Software packages are valid Windows Streamer force undate is enabled.
Started on: 2013-10-21 23:11:27		Export			Stop
Restart Stop		Scanning			

### 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.

🛃 Splashtop Ce	enter					
1	Users	Logs Exp	Show session lo	g: Within one we	eek 🔻	Enter keyword to search logs
	Daviase	Sessions User History S	ervice History Security History	General Setting	History Error History	1
	Devices	Time 🔻	User	Туре	Action	Description
		10/22/2013 5:58:50 PM	Lane.Yan@splashtop.com	Domain	Add	Bulk import via AD
日日	Resource Manager	10/22/2013 5:58:50 PM	Robin.Yang@splashtop.com	Domain	Activate	Device activation code generated : VVJ0
		10/22/2013 5:58:50 PM	Lane.Yan@splashtop.com	Domain	Activate	Device activation code generated : ZDTX
	Logs	10/22/2013 5:58:50 PM	Lane.Yan@splashtop.com	Domain	Activate	Device activation code generated : D9GA
		10/22/2013 5:58:50 PM	Robin.Yang@splashtop.com	Domain	Activate	Device activation code generated : BVWM
141	Policies	10/22/2013 5:58:50 PM	Robin.Yang@splashtop.com	Domain	Add	Bulk import via AD
		10/22/2013 12:09:47 AM	ricky.tang@splashtop.com	Domain	Login	Login succeeded from client [iPad]
*	Settings	10/22/2013 12:07:17 AM	ricky.tang@splashtop.com	Domain	Activate	Device activation code generated : OGLN
Splashtop C	Center Service:					
L Users: 0	0/3 👏 Sessions: 0					
Clients:	0 🖵 Computers: 0/0					
E App: 0/:	188 🖵 Desktop: 0/53					
IP address: 192.168.26.82:443		•			m	· · ·
Status: Run	nning					
Started on:	: 2013-10-21 23:11:27					Get Help
Restart	t Stop					

### 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.

🔀 Splashtop Center		- • •
L Users	Settings	
Devices	General Security Email Software update Authentication Maintenance License About Backup	
Resource Manager	Backup Now Backup Later	
C Logs	Restore Restore Settings	
<b>ttt</b> Policies	Alert Alert Settings	
Settings	Notification Setup Notification	
Spiasntop Center Service:  Users: 0/3 Sessions: 0  Clients: 0 DI Computers: 0/0  App: 0/188 Desktop: 0/53  IP address: 192.168.26.82:443	Diagnostic Run Self Diagnostic Test Send debug info to Splashtop	
Status: Running Started on: 2013-10-21 23:11:27 Restart Stop		3 Get Help

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.

E	Alert Setting	×
	General Health Connectivity Alert Method	
	<ul> <li>Enable Active Directory Alerting</li> <li>Cannot connect to AD server</li> <li>Fail AD Auto Sync</li> </ul>	
	<ul> <li>Enable RDS/RDP Alerting</li> <li>Fail to access RDP machine for remote desktop</li> <li>Fail to access RDS host for remote desktop</li> <li>Fail to access RDS host for remote app</li> <li>Fail to create RDS/RDP session due to License seat limit</li> </ul>	
		Save Cancel

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.

X Alert Setting	×
General Health Connectivity Alert Method	
Send via Email	
General	
Iv Health	
✓ Connectivity	
Email (any e-mail address you prefer to use for Alerts)	
Sava	
Save	

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.

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

🙀 Splashtop Center	
Users	Settings
Devices	General Security Email Software update Authentication Maintenance License About Backup
Resource Manager	Backup Now Backup Later
S Logs	Restore Settings
<b>tit</b> Policies	Alert Alert Settings
Settings	Notification
Users: 0/3 ♥ Sessions: 0     Clients: 0     App: 0/188   Desktop: 0/53	Diagnostic Run Self Diagnostic Test Send debug info to Splashtop
IP address: 192.168.26.82:443	
Status: Running Started on: 2013-10-21 23:11:27 Restart Stop	Get Help

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).

🔯 Setup Notification						
Status: Disabled						
Last Updated: First t	ime to setup					
Marcaga						
<ul> <li>Routine maintenance</li> <li>Customized message</li> </ul>						
Splashtop Center [Start Date/Time] time, you will not with use of Splash inconvenience thi	will undergo scheduled maintenance between and [End Date/Time] [Time zone]. During this be able to access your host computers remotely atop Enterprise clients. We apologize for any s may cause.					
Time Zone:	<ul> <li>Local</li> <li>Other Time Zone</li> </ul>					
Start Time:	10/22/2013 15 12:00 AM -					
End Time:	End Time: 10/22/2013 12:00 AM -					
Auto disable the notification when End Time is reached.						
Save Cancel						

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.

Ø	Setup Notification		×			
Sta	atus: Disabled					
Las	st Updated: First t	ime to setup				
Me	essage:					
	Routine mainte Customized me	nance ssage				
	Please enter your	message.(less than 300 characters)				
	Time Zone:	Local				
		Other Time Zone	*			
	Start Time:	10/22/2013 15 12:00 AM -				
	End Time:	10/22/2013 15 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.

Splashtop Center		- <b>-</b> ×
Users	Settings	
Devices	General         Security         Email         Software update         Authentication         Maintenance         License         About           License         License         About         License         License	
Resource Manager	Status: Product activated	
C Logs	License Key: ATAMAJ-ADABH2-WFB2Z7-7VN4BY-9VBAB2 Key status: Valid and activated Expiration date: 12/31/2013	
<b>†↓†</b> Policies	Unlocked features: Enable AD Enable Device Authentication Enable RDP Connector	
🔅 Settings	Maximum allowed users: 25	
Splashtop Center Service:		
L Users: 0/17 🕉 Sessions: 0	Update License Release License	
Clients: 0 Computers: 0/0		
App: 0/16 Desktop: 0/26		
IP address: 192.168.17.7:443		
Status: Running		
Started on: 2013-10-25 06:48:37		Get Help
Restart Stop		1.