快速安裝指南

support-splashtoponprem.splashtop.com/hc/zh-tw/articles/360035460694-快速安裝指南

Splashtop On-Prem 以輕鬆設定的理念來構建,請依照本指南完成安裝。

重要元件:

- Splashtop Gateway:執行 Gateway、中繼、使用者和裝置管理功能。這是對使用 者和裝置進行身份驗證、保護和連接的中央伺服器。它提供了一個網頁控制台來設定 (和報告)使用者和裝置。主要安裝在 Windows 電腦伺服器上。
- Splashtop On-Prem 應用程式:應用程式可以在本機裝置和執行 Splashtop Streamer 的目標遠端裝置之間建立遠端連線。
- Splashtop Streamer:請在您要存取的遠端裝置上安裝並執行軟體。它可以串流音 訊和影片到 On-Prem 應用程式裝置。



一般安裝準則:

啟動和執行 Splashtop 軟體的基本步驟如下所示。前 5 個步驟應由您、團隊所有者或管理 員完成,其餘 2 個步驟將由成員完成。

- 1. 團隊所有者在公司網路上設定 Splashtop Gateway。
- 2. 團隊所有者依需求將電腦進行分組,並設定其權限。
- 3. 團隊所有者建立使用者帳戶
- 4. 團隊所有者通知使用者已將其新增至 Splashtop Gateway,並提供特定認證,例如啟 用代碼和密碼。
- 5. 團隊所有者或管理員部署 Streamers 並將其安裝在可供使用者遠端存取的所有目標電 腦上。
- 6. 使用者透過 Splashtop Gateway 網頁控制台將 Splashtop On-Prem 用戶端應用程式 下載到自己的裝置並完成安裝。

7. 使用者啟動 Splashtop On-Prem 用戶端應用程式並輸入Gateway 的 IP 位址、團隊所 有者或管理員提供的帳戶名稱及密碼 (稍後在第一次 Web 控制台登入時變更)。然 後,使用者可以在工作環境中與電腦建立安全的遠端連線。

Splashtop Gateway 和 Splashtop Steamer 可以安裝在同一台 Windows 伺服器上。事實上,這是一個很好的做法,如果團隊所有者需要設定 Splashtop Gateway 或重新啟動 Splashtop Gateway 服務,可以提供對該伺服器的遠端存取。

2. 安裝 Splashtop Gateway

a) 下載您的程式並按兩下 MSI 檔案,透過 Windows 安裝精靈開始安裝。



b) 安裝完成後,進入剛剛建立3個開始捷徑的 Windows 開始選單。按一下**啟動** Splashtop Gateway 入口網站,從預設瀏覽器開啟 Gateway 網頁控制台。(推薦 Google Chrome)



注意:我們強烈建議您使用 Chromium 瀏覽器來瀏覽 Splashtop Gateway 網頁控制台。

3. Splashtop Gateway 的 OOBE 設定

a) 從瀏覽器啟動網頁控制台後,會顯示包含服務條款的 OOBE 設定程式。按一下「下一步」繼續。



b) 設定您的 Splashtop Gateway 資料庫管理和存取密碼。在此步驟中,請等待大約 30 秒 的時間進行資料庫初始化。

注意:請記下您的 Gateway 資料庫密碼並儲存在安全的地方,因為日後**沒有**其他方法可以 變更資料庫密碼。

1 Welcome 2 ToS	3 Database Settings 🔕 Setup Choices	6 Continuing Setup	— 🜀 Done
Please specify the password of Database Admin to bootstrap th	ne database system:		
DB Admin Password *	Password, minimum 8		
	Password, minimum 8		_
Confirm DB Admin Password *			_
Please specify the password of Database role onpremise_supp	ort to access Splashtop On-Prem Database:		
Password *	Password, minimum 8		_
Confirm Password *	Pessword, minimum 8		
			_
		Cancel	Next
			,
	Copyright © 2010 - 2024 Splashtop Inc.		

c) 選擇您的 Gateway 設定偏好。

resplashtop"									
	1 Welcome	🛛 ToS	Database Settings	Setup Choices —	5 Continuing Setup	6 Done			
			How would you like to	set up your Gateway ?					
			.						
			New Gateway Select and click next to set up a new Gateway.	Restore Select and click next to restore a previous Gateway from backup.					
		l							
						Next			
			Copyright © 2010 -	2024 Splashtop Inc.					

d) 透過填寫團隊所有者電子郵件帳戶和認證來建立您的第一個團隊和團隊所有者,來完成 Splashtop On-Prem 設定。

1 Welcome 2 ToS	③ Database Settings	🕘 Setup Choices	G Continuing Setup	6 Done
The second s	Team name			
Team Name	user@example.com			
	Password, minimum 8			
Password *				
Confirm Password *	Password, minimum 8			
Password must include: - At least 8 characters				
 At least 1 lowercase Latin letter (a-z), 1 uppercase La At least 1 special character ~!@#\$%^&*+=' \00];;" No commonly used words Not be the same as the account name 	tin letter (A-Z) and 1 number <>,?/			
			Cancel	Next

e) OOBE 設定完成後,使用剛剛建立的認證登入網頁控制台。您必須依照量身定制的授權 模式啟用線上或離線授權。(見第4節)



f) 當 Splashtop On-Prem 啟用時,請瀏覽系統 - 網路,檢查乙太網/無線 IP 位址和連接埠 號碼,如下方畫面截圖所示。此頁面中顯示的 IP 位址是 Gateway IP 位址,在登入 Splashtop On-Prem 應用程式和 Splashtop Streamer 時,會與您的連接埠號碼(預設為 443) 一併填寫。

À splashtop'	
My Computers	
D My Devices	
E Logs	~
占 Downloads	
6 sos	
ADMIN	
88 Management	~
Settings	\sim
🔒 System	^
Status	
Network	
Security	
Access Control	
Notification	
Software	
Maintenance	
License	
About	

4. 啟用 Splashtop Gateway

Splashtop Gateway 必須透過 Splashtop 或其合作夥伴發行的有效授權啟用。

使用系統所有者帳戶登入 <u>https:// {gatewayaddress}</u>,瀏覽系統 > 授權頁面, 匯入授權以進 行啟用。

注意:

Splashtop Gateway 提供線上和離線授權啟用。

		No license has expired!	
ar splashtop	Ð	System / License	•
System Maintenance	^	License	
License		1. Online Mode: easy to import, activate, and remove. Requires internet access.	
About		2. Offline Mode: an activation file to activate the license for no internet environment.	
		Activate Online License Activate Offline License	
• 線	Ŀ	故用: 必須上網啟用線上授權,Gateway 一旦啟用,就可以轉換至離線環境。	
• 離	線	散用 :按一下 儲存 下載您的啟用 ID 並傳送至我們的 <u>支援團隊</u> 。接著會回傳一伯	固
啟	用相	當案供您繼續流程。請依照網頁控制台上的說明進行操作。(見下文)	

System / License	
	Import Offline License Activation File
	▲ Note: New offline license activation file will overwrite current license list
	1. Press the save button to save the Activation ID to a file Save
	2. Send the saved file to Splashtop Support to get your offline activation file
	3. Import the offline activation file to activate the offline license
	Activation File Open
	Import
	Back

5. 部署 Splashtop Streamer

下方說明以在 Windows 上部署 Splashtop Streamer 為例,更多部署資訊請參閱<u>部署</u>相關 支援文章。

在您要連接的電腦上,必須安裝 Splashtop Streamer。透過 3 個簡單的步驟即可完成安裝。

1. 前往 Splashtop Gateway 網頁控制台 > *管理 > 部署。*按一下 + **新增部署**按鈕建立新的 部署套件。部署套件由部署 Streamer 和唯一的 12 位數部署代碼組成。

asplashtop"	60	Manag	ement / Deployment	6	-
My Computers		м	anage Deployments		
D My Devices		IVI	anage Deproyments		
🕑 Logs	~				
@ 505					
ADMIN					
b5 Management	^				
All computers					
All devices					
Grouping					
Deployment					
Preference Policy				Add Your First Deployment Deployment allows you to deploy Streamer on the computers you want to connect to	
Scheduled Access					
SERVICE DESK				Add Deployment	
C.B. HEL					
ENDPOINT MANAGEMENT 1-to-Many Actions					
1-to-Many Schedules					
Inventory					
© Settings	~				
🖴 System	~				
				Copyright © 2010 - 2004 Splashnop Inc.	
					,
À splashtop	E	Ð	Management / Deployment / Add Deployment Package		
My computers			Add Deployment Package		
D My devices			., .		
E Logs		~	Package Name	Package name	
d Downloads				Seluet a melenence nolicy	
@ sos			Policy Name	None -	
				Create preference policy	
ADMIN				O Use current OS hostname	
B Management		^		Keep In sync with OS hostname	
Users				 Use custom name + sequence number e.g. Acme Bakery (005) 	
All computers			Computer Naming Rule (Computers deployed using Splashtop Connector will always	Use custom name + current OS hostname e.e. Acme Bakery - Steve's Win7	
All devices			follow the Profile Name defined in the Connector settings.)	Curtan pama	
Grouping				Custon name	
Deployment				The name cannot contain these special characters $\ll_{11}^{10} [-1]?$	
Preference Policy				ensissine name maksi sharra ni yana spassinaji comparer kisin a baes nar aneki me vi movinance.	
Scheduled Access			Grouping	Default Group	
				Create or manage groups	
SERVICES DESK				Auto-Jaunch Streamer	
channels				Automatically launch Splashtop Streamer every time the computer starts. (Not applicable to computers deployed using Splashtop Connector.)	
ENDPOINT MANAGEMEN	NT			Idle session timeout	
1-to-Many Actions				Beneats seedless will subservite the discourse to there. O estimate of as with the discourse as the entry	
1-to-Many Schedules				neronae sessions eeu enalectaticaty osconnect atter v minutes or no activity (u means no timeout), idle sesion timeout	
Inventory			General Settings	Hide Streamer tray Iron	
 Settings 				Hide Streamer icon on Windows system tray or Mac menu bar. Check this option to reduce the chance of users tampering with the Streamer. (Not	
				applicable to computers deplayed using Splashtop Connector.)	
C alarem		-			

2. 為剛剛建立的套件選取 部署。

aplashtop`	60	Management / Deployment						C .
My Computers My Devices Logs Downloads SOS	×	Manage Deploy Easily deploy Stream 1. Cick on 'Add Deployment' b 2. Cick on 'Deploy' button to s 3. After your users run the insu + Add Deployment ??	yments hers to the computers y later to create a nive package. have the deployment package as a later and enter the code, their comp	You want to remotely access ink. You also have the option of downloading the activ uters will show up in your computer list.	d installer and sending it yourself.			
88 Management	^	Deployment Name	Policy Name	Computer Naming Rule	Deployment Code	Date of Creation	Deploy	
Users		Section 9		Use current computer name	MKOBKIELINKG	2024-12-13	Deploy	٢
All computers								
Grouping								
Deployment								
Preference Policy								
Scheduled Access								
SERVICE DESK								
Channels								
ENDPOINT MANAGEMENT								
1-to-Many Actions								
1-to-Many Schedules								
Inventory								
③ Settings	\sim							
😑 System	\sim							
					Copyright ID 2010 - 2024 Splashtop Inc.			

3. **請您的使用者安裝 Streamer。**您可以將部署包連結分享給您的使用者。使用者只要點擊 連結即可下載 Streamer 安裝程式並執行該檔案。您也可以透過 Dropbox、電子郵件等方式 將 Streamer 安裝程式檔及其部署代碼直接分享給您的使用者。

reining series and the series of the series		Management / Deployment / Deploy Pa	ackage
My computers		Deploy Package	
D My devices			
E Logs	~	Option 1: Share link	
占 Downloads		1. Send the link below to your u	isers. The link will take them to a web page where they can download the installer and follow simple instructions to set up.
l sos		2. After your users run the insta	aller, their computers will become accessible by you.
ADMIN		Shareable Link	Magazi 1952 1958 No. 75 Web (management dissertion) C. MgC SATMINE 🛛
88 Management	^		Textink
Users			T y Ellik
All computers		Option 2: Download Installer	
All devices			Installer choice
Grouping		Platform 🗮 🗯 🌞 🛆	Windows (EXE. X86, Streamer version 3.6.8.0) - Download
Deployment		1. Download the Streamer insta	aller.
Preference Policy		2. Send the installer and the 12	-digit code to your users.
Scheduled Access		3. After your users run the insta	aller and enter the code, their computers will become accessible by you.
SERVICES DESK		12-digit Code	Care Care D
Channels			
ENDPOINT MANAGEMEN	T		
1-to-Many Actions			
1-to-Many Schedules			

4. Splashtop Streamer 應用程式安裝完成後,使用者可以輸入 Splashtop Gateway 伺服 器的 IP 位址,預設連接埠號碼為 443,結合團隊所有者或管理員取得的部署代碼即可登入。如果使用者沒有上述資訊,請與自己的 IT 部門聯繫。

Status	Computer Nat	ne
Settings	Connection S No active session	tatus on
Security	Computer Dep Enter code from	ployment h your admin to allow access to this computer.
Advanced	Gateway	Enter Gateway address
About	Code	2 Enter Deploy code
		Allow Access

6. 建立使用者帳戶

6.1 建立遠端支援/遠端存取使用者

系統所有者或團隊管理員可以建立使用者,允許在 Splashtop Gateway 進行集中式使用者 管理。

1. 進入 Splashtop Gateway 網頁控制台 > 管理 > 使用者。按 + **新增使用者按鈕**建立一個 新使用者。

Users						
2. Add - Bulk Actio	ons - Only show selected				\ Ţ Filters ■	ΔQ
Add	itus 🔍 Web Access 🔍 User SOS Status	More Filters *				
AD User/Group	Role ↑	Source	Display Name	Group	Løst Login	
SSO User	ዓ Owner	Local		Default Group	2024-08-20 16:04:34	٢
Import	🤗 Admin	AD Group Member	(Member of	Alpha Corp, Default Gr	2024-07-15 11:09:25	۲
AD Users	🤗 Admin	Local		Gamma Industries		۲
SSO Users	😫 Admin	Local		Alpha Corp	2024-08-20 16:06:14	۲

2. 團隊所有者或團隊管理員在使用者建立過程中設定使用者角色和群組類型。

Add User		×		
* Account				
user@example.com				
* Password				
Password, minimum 8			۲	Password must include:
* Confirm Password				At least 0 characters At least 1 lowercase Latin letter (a-z), 1 uppercase Latin letter (A-Z) and 1 number
Password, minimum 8				At least 1 special character ~!@#\$%^&*+=` \0}
Request to change password when next login				 No match of the account name
Group				
Default Group		•		
Role				
Member		•		
Status				
Enable user Enable web a	ccess			
SOS Technician				
Enable SOS/On-Demand support				

3. 團隊所有者或團隊管理員可以透過按一下下拉選單 (齒輪按鈕) 中的存取權限,分配特定 裝置或群組的使用者存取權限。

•	Accounting 1						0	0
		🝳 Member	Local		2024-12-13 12:42:47	Enabled	Assign user group	0
	1 mar 1						Access permission Change role Granular Control	0
	100 C						Change display name	0
0	11. A. M.	౸ Admin	AD User (CBK)		2024-07-15 17:03:14	Disabled	Change authentication	0
	1000	🗛 Admin	AD Group (CBK)	ttt		Enabled	Configure 2-step verification Reset Password	0
	100 C	🧛 Manager (groups)	Local			Enabled	Disable user	0
	Sec. 1	🤗 Manager (groups)	Local		2024-11-20 10:05:23	Disabled	Disable web access	0
	Sec. 1	Member	Local			Enabled	Remove user	٢
_							_	-0-

6.2 建立擁有其他隨需支援/SOS 功能的使用者 (*依訂閱方案而異)

a) 團隊所有者或管理員可以在使用者建立頁面 或 新增後從使用者列表中啟用使用者的 SOS 功能。

Account					
user@example.com					
* Password					
Password, minimum	8		•	Password must include:	
* Confirm Password			-	 At least 8 characters At least 1 lowercase Latin letter (a-z), 1 uppercase 	
Password, minimum	8			 At least 1 special character ~!@#\$%^&*+=` \(){] 	
Request to chang	e password when next login			[];;"'<>,.?/Not be the same as the account name	
Group					
Default Group		•			
Role					
Member		•			
Status					
Enable user	Enable web access				
SOS Technician					
Enable SOS					

€

Enabled

c) 可以在入口網站的 SOS 頁面中找到擁有 SOS 功能的使用者。

member@example.com

2024-12-13 12:42:47

Ø

● ● ● ● ● ● ● ● ●

asplashtop" 💦	Ð	SOS		C ·					
My Computers My Devices Logs Downloads	Instantly access your customers' computers without them having to pre-install anything I. Your customer can easily access support by running the SOS tool which requires no installation, available at 2. Your customer tells you the 9-digit session code that's shown on the screen. 3. Use your Splashtop On-Prem Client Windows/Mac/IOS (v3.3.8.0 or above). Android (v3.4.2.7 or above) to enter the session code and start accessing the computer.								
6 sos		Current Sessions Technicians							
ADMIN		Role ↑	Account	Display Name					
88 Management	ž	Admin	1000						
System	ž	Admin							
- ,		Manager (groups)	100 C						
		Manager (groups)	100 C						
		Member	and the set of the set						
		Member	the second se						
		Member	1. The second						
		Member	and the second sec						
		Member	and the second sec						
		Member	and the second se						

7. 安裝用戶端應用程式並開始存取

1. 相較於團隊所有者或團隊管理員,授予成員身份的使用者在登入 Splashtop Gateway 網 頁控制台時只能瀏覽有限的內容,如下方畫面截圖所示。成員可以登入 Splashtop Gateway 網頁控制台並透過下載選單標籤,下載最新的 Splashtop On-Prem 用戶端應用程 式並進行安裝。

asplashtop	Ð	Downloads
C My Computers		
D My Devices		Download Splashtop On-Prem app
E Logs SESSIONS Remote Desktop File Transfer Chat Remote Command SSH	^	Windows Image: Constrained and the second and the
History		ر Download د ا
		Notex: 1. If you are lossing for Splashtap Streamer , which needs to be installed on the computer you would like to remote access to, please and you If adams for help. 2. If you are lossing for Splashtap 505 , which allows user to run on the computer and share the 9-digit session code with technician restandy, please wait the <u>SN Streamshap</u> April. 3. If you are Modeling for Splashtap Amintha allows user to run on the mobile device and share the 9-digit session code with technician restandy, please wait the <u>SN Streamshap</u> age.

2. 安裝 Splashtop On-Prem 用戶端應用程式時,使用者只需輸入 Gateway 伺服器 IP 位 址或 FQDN,預設連接埠號碼為 443,結合團隊所有者或管理員取得的帳戶和密碼即可登 入。如果使用者沒有上述資訊,請向團隊所有者或管理員諮詢。

2	Splashto	op On-	Prem			-		×
File	View	SOS	Window	Help				
	Ò	× :	splas	shtop	0 01-	prei	m	
	192.1	68.70.	194:443					
	admin	@spla	ashtop.cor	n				
	🗸 Sta	y logo	ged in					
				Log I	n			
					Forge	ot your j	passwoi	rd?

3. 如果**登入時**跳出警告訊息,說明該 SSL 憑證並非來自於受信任的憑證機構,且該 SSL 憑證很可能是自行產生的,您可以選擇忽略。但是,我們建議遇到此訊息的使用者應諮詢 其 IT 部門,以了解必須遵循的正確指南。

吝 Splashtop On-Prem	Х
The SSL certificate is not from a trusted certifying authority	
Ignore Go back	

4. 當您登入 On-Prem 應用程式時,會顯示提供連接的遠端裝置清單,或者您可能進入一個 未列出任何特定電腦的畫面,如下所示。在這種情況下,請諮詢您的團隊所有者或管理 員。



5. 下方畫面截圖顯示已成功部署一個特定的 Windows PC 測試裝置,因此使用者可以按一下**右側的連接**按鈕,或按兩下淺藍色字段來遠端存取。

Notest@splashtop.com					_			\times
iew Window	Help							
Search								
▼ Default Group (1)								
Test-Device						⊡ł	[:	錼
	:@splashtop.co iew Window Search fault Group (Test-Device	@splashtop.com iew Window Help Search fault Group (1) Test-Device	:@splashtop.com iew Window Help <i>Search</i> fault Group (1) Test-Device	:@splashtop.com iew Window Help <i>Search</i> fault Group (1) Test-Device	:@splashtop.com iew Window Help Search fault Group (1) Test-Device	:@splashtop.com — iew Window Help Search fault Group (1) Test-Device	:@splashtop.com — □ iew Window Help Search fault Group (1) Test-Device	:@splashtop.com — □ iew Window Help Search fault Group (1) Test-Device

8. 網路要求

- 1. 如果需要跨防火牆進行遠端連線,請提供 Splashtop Gateway 一個公共 IP 位址,或 在防火牆中設定通訊埠,將公共 IP 轉發到私人 IP 位址。
- 2. 只需開啟連接埠 443,控制 Splashtop Gateway 伺服器的入站/出站流量,並且不得 受到其他服務佔用。
- 3. 下方連接埠號碼是屬於本機至 Splashtop Gateway,並且不需計入入站/出站,但不應 受到 Gateway 伺服器本機機器上的其他服務佔用。
- 連接埠號碼: 9080
- 連接埠號碼:5432

- 連接埠號碼:7080
- 連接埠號碼: 7081