



# **Splashtop Gateway Setup Guide**

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## Applications:

- **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

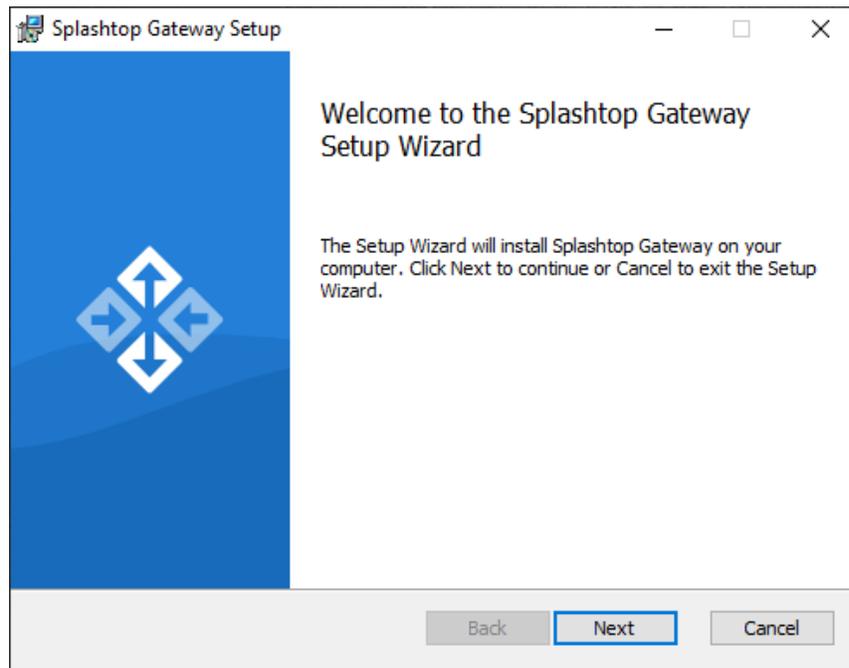
The basic steps to get Splashtop software up and running will typically look like the followings. The first five steps should be done you, the Team Owner or Admin, and the remaining two will be done by actual users.

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.

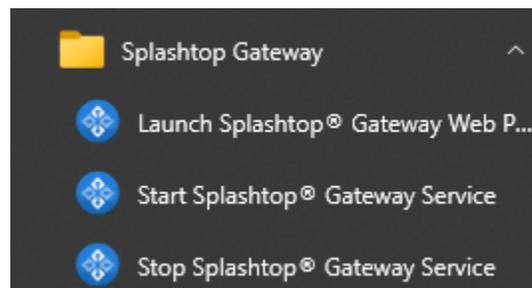
Splashtop Gateway and Splashtop Steamer can be installed on the same Windows server. In fact, it is a good practice to allowing remote access to Gateway server in case Team Owner needs to configure Splashtop Gateway settings or restart the Splashtop Gateway service.

## 2. Install Splashtop Gateway

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



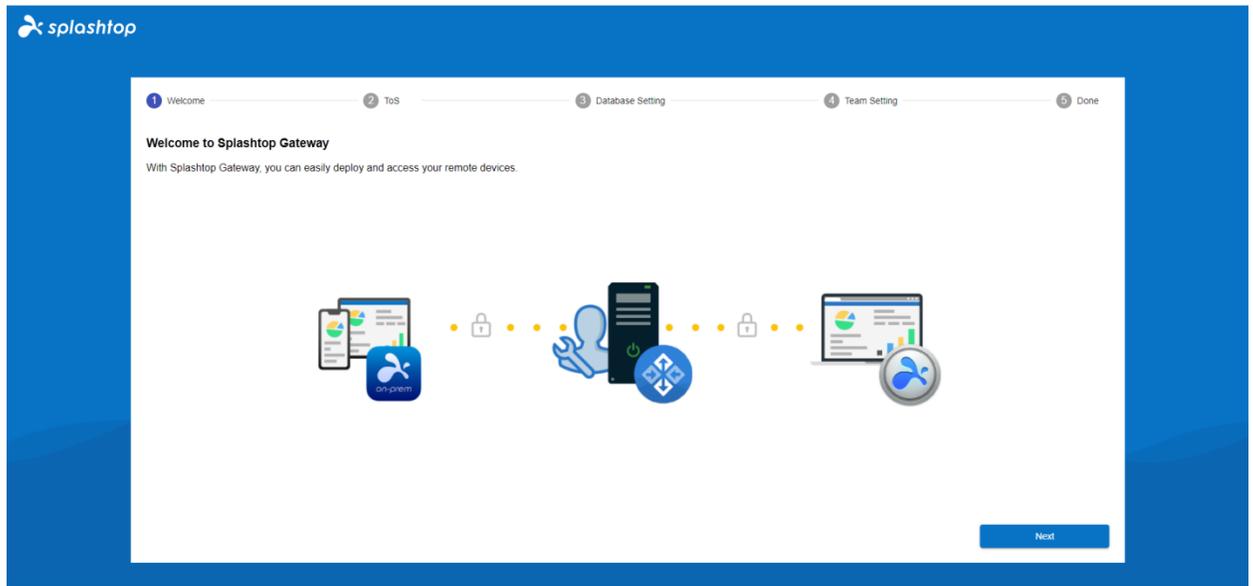
2. After the installation has finished, go to the Windows Startup menu. Click Launch Splashtop Gateway web portal to open gateway web console in your default browser (Google Chrome is preferred) and continue with the Gateway setup.



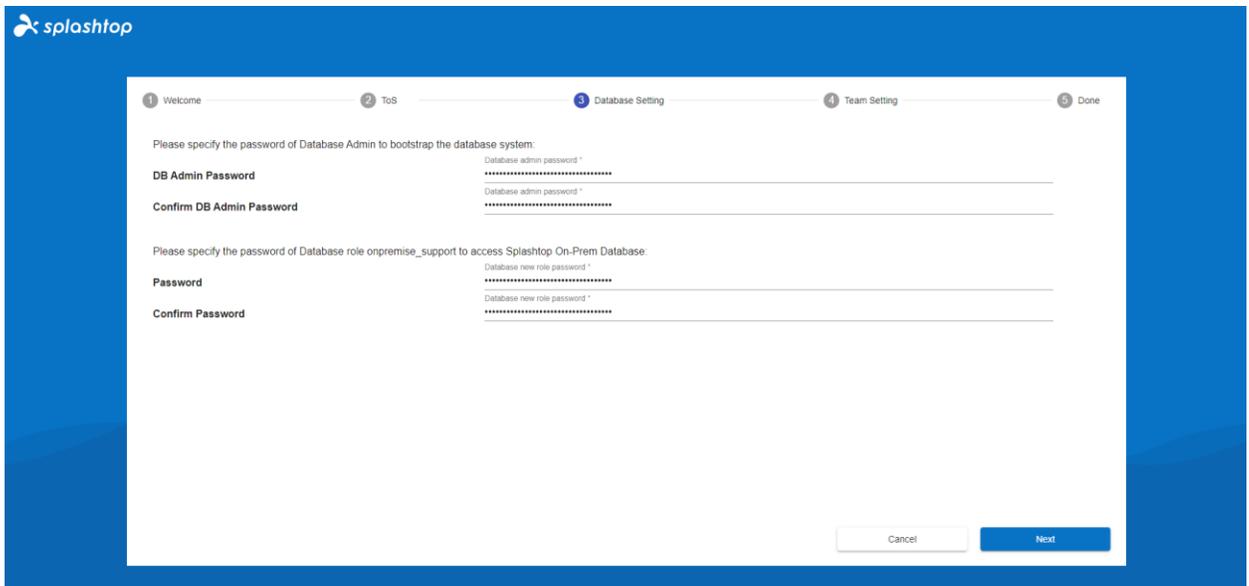
**Note:** We highly recommend using **Chromium based browser** to navigate your Splashtop Gateway web console.

### 3. Splashtop Gateway OOB 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 on.



1 Welcome 2 ToS 3 Database Setting 4 Team Setting 5 Done

Please specify the password of Database Admin to bootstrap the database system:

**DB Admin Password** Database admin password \*

**Confirm DB Admin Password** Database admin password \*

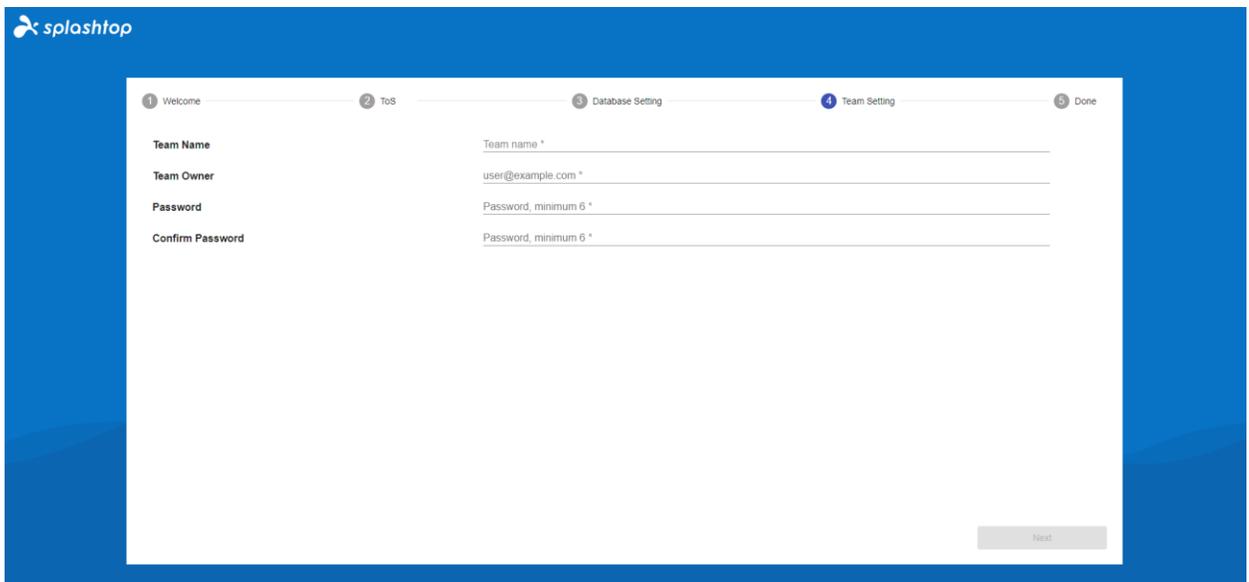
Please specify the password of Database role onpremise\_support to access Splashtop On-Prem Database:

**Password** Database new role password \*

**Confirm Password** Database new role password \*

Cancel Next

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



1 Welcome 2 ToS 3 Database Setting 4 Team Setting 5 Done

**Team Name** Team name \*

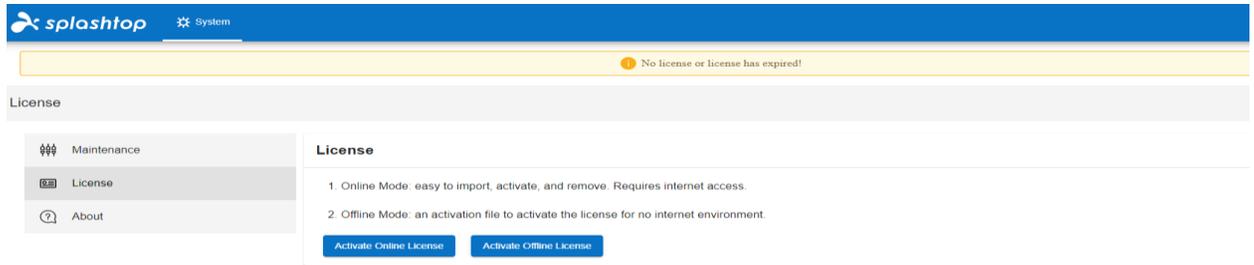
**Team Owner** user@example.com \*

**Password** Password, minimum 6 \*

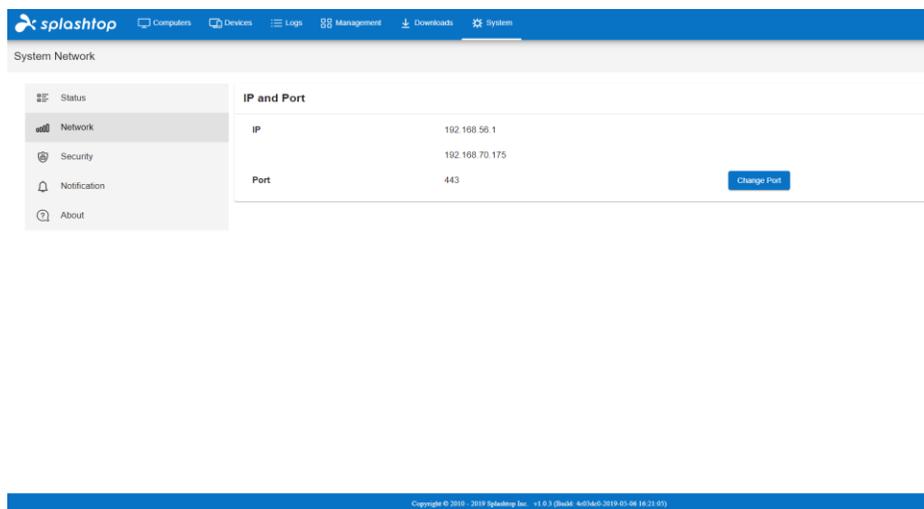
**Confirm Password** Password, minimum 6 \*

Next

4. Once OOB 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)



5. When Splashtop Gateway activated, please navigate 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.

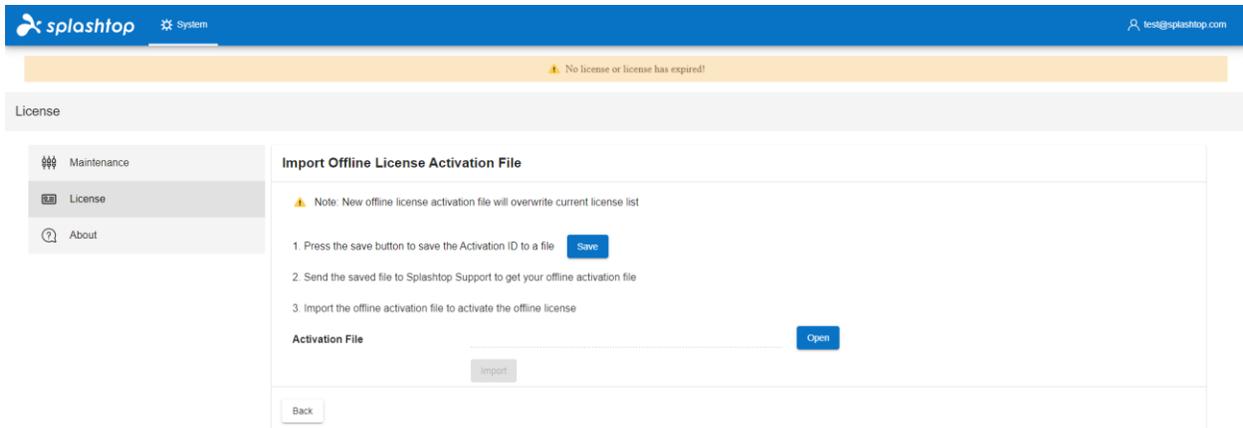
Login into [https://gateway\\_address:443](https://gateway_address:443) with System Owner account, navigate System > License page to import a license to activate.

### 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](mailto: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.

Manage Deployments

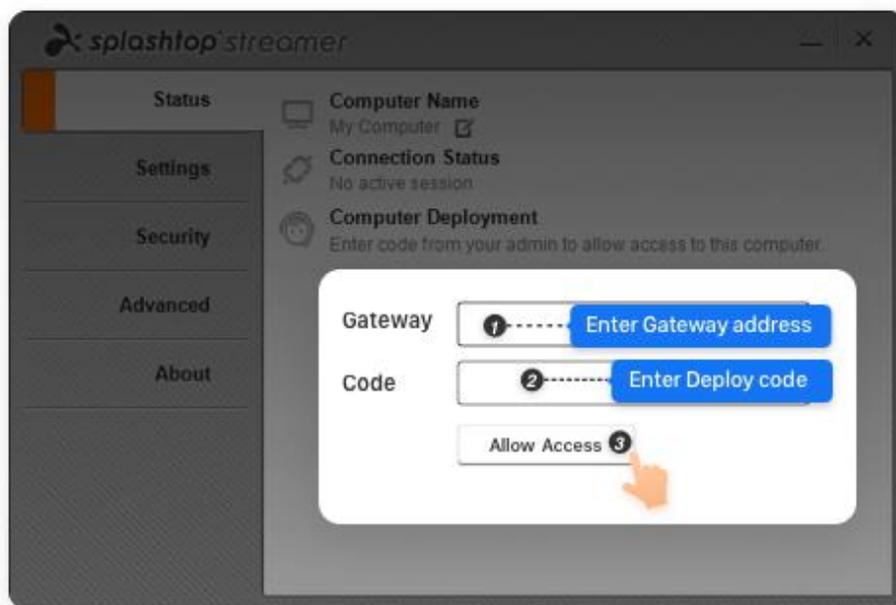
**Easily deploy Streamers to the computers you want to remotely access**

1. Click on "Add Deployment" button to create a new package.
2. Click on "Deploy" button to share the deployment package as a link. You also have the option of downloading the actual installer and sending it yourself.
3. After your users run the installer and enter the code, their computers will show up in your computer list.

[+ Add Deployment](#)

Deployment Name	Policy Name	Computer Naming Rule	Deployment Code	Date of Creation	Deploy
test		Use current computer name	IYRCP5BPEMX	2023-10-07	<a href="#">Deploy</a>

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.

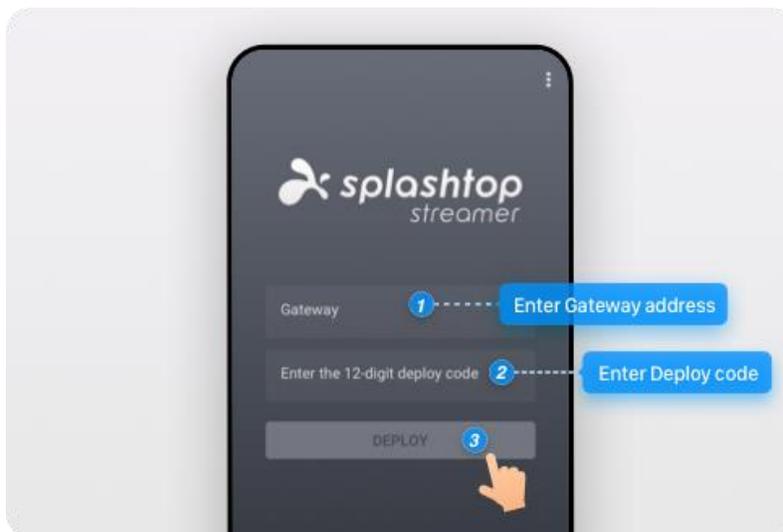


## 5.2 Deploy Splashtop Streamer for Android

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
<b>API Server Address*</b>	String	Please fill in the Gateway's address in <i>IP/FQDN:Port</i> format, for example, 192.168.1.1:8443. If the Port number is 443, it can be ignored
<b>Relay Server Address*</b>	String	In most cases, you just need to input the same value as the <b>API Server Address</b> field
<b>Product Code*</b>	String	Please fill in the following value <b>SPT01</b>
<b>Deploy Code*</b>	String	The deploy code is created in Splashtop Gateway web console > management > deployment page. Different deploy codes can represent different deploy policy.
<b>SSL Verification</b>	Bool	This field indicates whether Splashtop Streamer should explicitly check Gateway's SSL certificate, the default value is "true", which means SSL

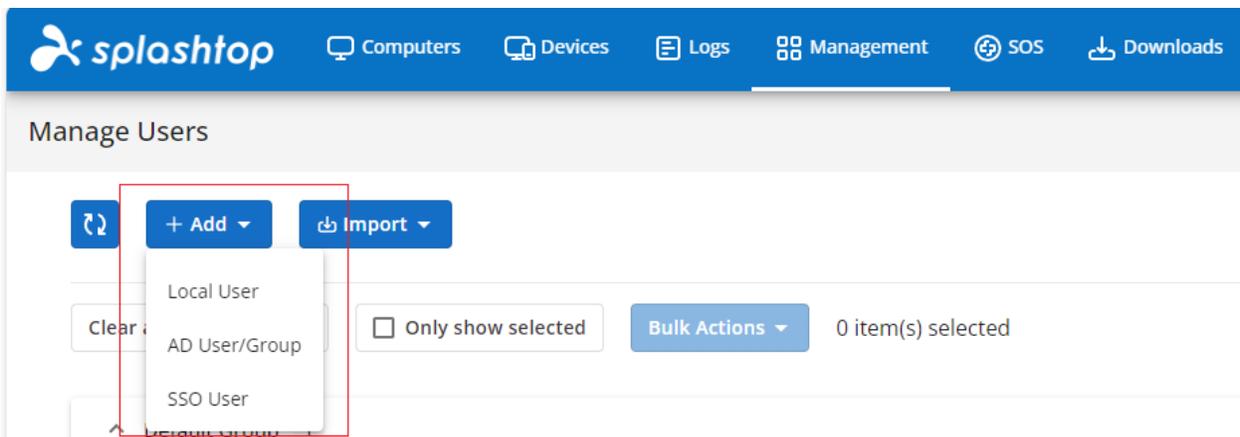
		Certificate warning will be prompted if the SSL certificate is not authorized by trust CA, for zero-touch activation, you may set it to "false" to have Splashtop Streamer automatically ignored the SSL certificate check
<b>SSL Certificate</b>	String	Reserved for future use, can leave it blank

## 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 type during 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).

\* Assign access permissions for a user or user group. Click on "Access permission" under the context menu.

## 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 user list SOS button.

The screenshot shows the 'Import Users' configuration page. Under the 'Attended support' section, the 'SOS Technician' checkbox is checked and highlighted with a red box. Other settings include 'Email notification' (unchecked), 'Status' (checked for 'Enable users' and 'Enable web access'), and 'Group' (set to 'Default Group').

2. Created remote support user can be granted SOS feature via user list SOS button.

Role	Account	Source	Display Name	Status	Web	SOS	Granular Control
Manager (groups)	john.doe@example.com	Local		Enabled			

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

The screenshot shows the top navigation bar with the 'SOS' menu item highlighted by an orange box. Below the navigation bar, the page title 'SOS' is displayed.

### Instantly access your customers' computers without them having to pre-install anything

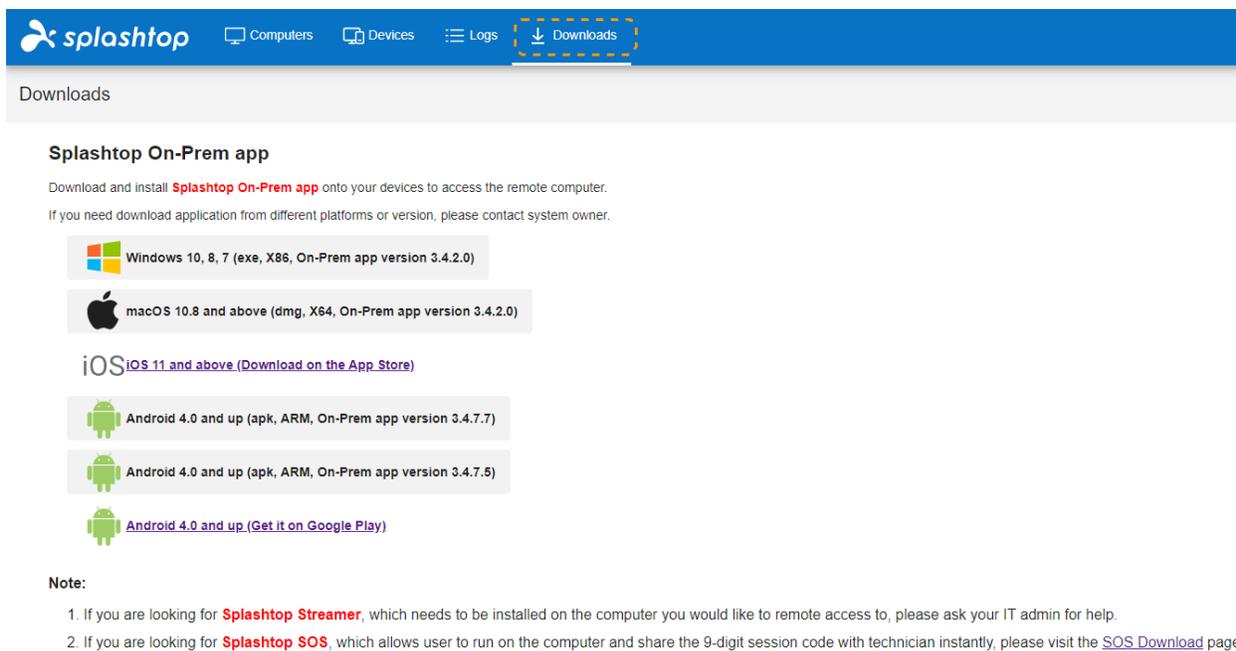
1. Your customer downloads and runs a program from <http://127.0.0.1:9080/sos>. No installation needed.
2. Your customer tells you the 9-digit session code that's shown on the screen.
3. Use your Splashtop Enterprise app Windows/Mac/iOS (**v3.3.8.0 or above**), Android (**v3.4.2.4 or above**) to enter the session code and start accessing the computer.

### Technicians

Role	Splashtop Account	Display Name
Member	test@splashtop.com	Test Account
Admin	kevin.zheng@splashtop.com	Kevin

## 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.



**Splashtop On-Prem app**

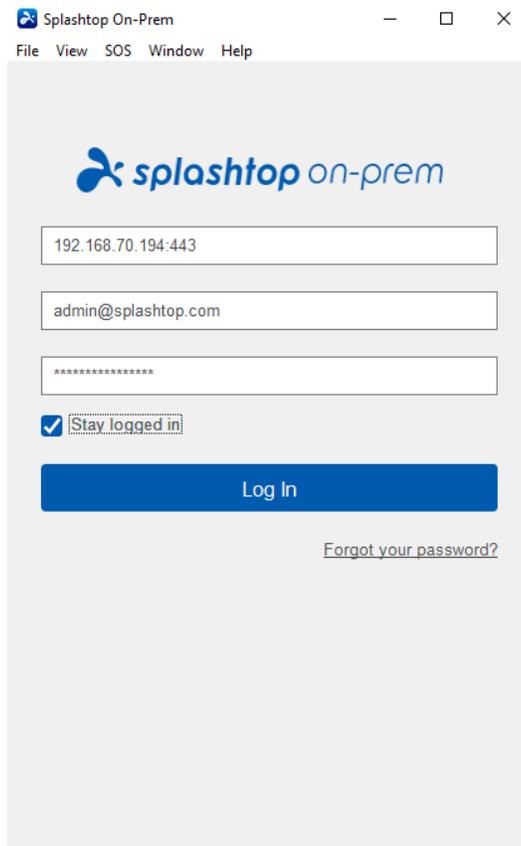
Download and install **Splashtop On-Prem app** onto your devices to access the remote computer.  
If you need download application from different platforms or version, please contact system owner.

- Windows 10, 8, 7 (exe, X86, On-Prem app version 3.4.2.0)
- macOS 10.8 and above (dmg, X64, On-Prem app version 3.4.2.0)
- iOS 11 and above ([Download on the App Store](#))
- Android 4.0 and up (apk, ARM, On-Prem app version 3.4.7.7)
- Android 4.0 and up (apk, ARM, On-Prem app version 3.4.7.5)
- Android 4.0 and up ([Get it on Google Play](#))

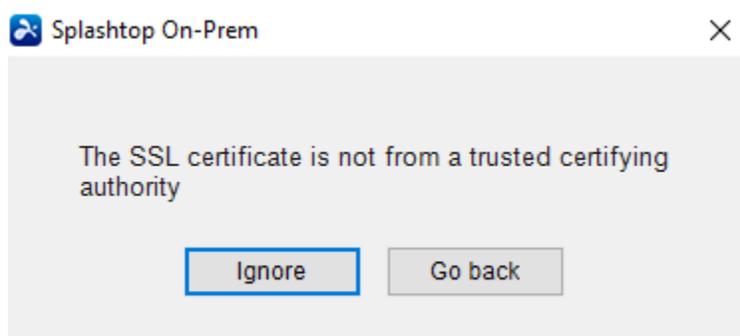
**Note:**

1. If you are looking for **Splashtop Streamer**, which needs to be installed on the computer you would like to remote access to, please ask your IT admin for help.
2. If you are looking for **Splashtop SOS**, which allows user to run on the computer and share the 9-digit session code with technician instantly, please visit the [SOS Download](#) page.

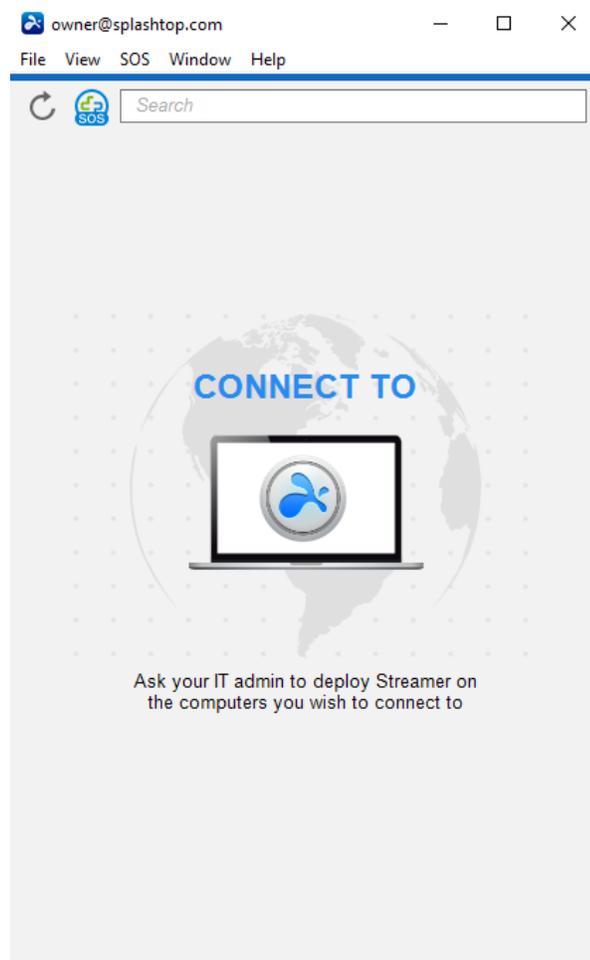
2. When **Splashtop On-Prem app** installed, user simply inputs **Gateway server's IP address or FQDN** with default port number **443** and the account credentials obtained from Team Owner or Admin to log in. Users with no such information will need to consult Team owner or Admin.



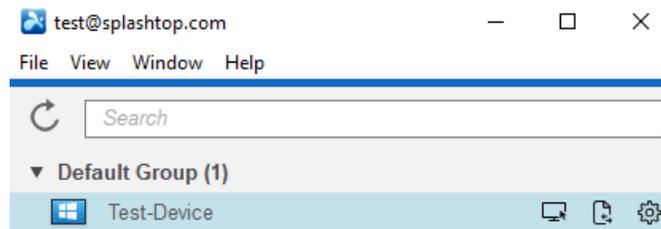
3. If a warning message pops during **Log In**, stating the SSL certificate is not from a trusted certifying authority, it is likely that the SSL certificate is self-generated, and you can choose to ignore it. However, we recommend that users who have encountered this message popping up should consult 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 you need remote sessions that cross the firewall, either provide a public IP address for the Splashtop Gateway or configure port forwarding in your firewall to redirect from the public IP to the private IP.
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. The following ports are reserved for local communication among the components used by Splashtop Gateway. They are not required for inbound/outbound communication, but other services on this instance should not occupy them.
  - Port number: 9080
    - Finish the Splashtop Gateway OOB setup via <http://localhost:9080> or <http://127.0.0.1:9080>. This way your browser is talking to the API server and the connection is limited on the same computer for initialization purpose.
  - Port number: 5432
    - Provides Splashtop database service.
  - Port number: 7080
    - Provides Splashtop Relay service.
  - Port number: 7081
    - Provides Splashtop Relay heartbeat service.
4. If you still have difficulty routing your connection, please contact [Splashtop On Prem Support](#).