



Android Splashtop Enterprise for Wavelink

Introduction

Splashtop is comprised of three components that must be set up respectively to facilitate remote sessions between a PC and Android devices.

Splashtop Center

Splashtop Center is the central server that authenticates, secures, and connects users and devices. It also offers a console to configure and report on users and devices. It is installed on a Windows server. For information on how to use this application, see the Splashtop Center for LANDESK administrator guide.

Splashtop Enterprise

The Splashtop Enterprise app for Windows makes it possible for administrators to connect their Windows PC(s) to the target Android devices remotely.

Splashtop Android Streamer

The Splashtop Android Streamer streams video and audio to the administrator's computer/device (usually a PC). This needs to be installed on all target Android devices to perform remote sessions.

Splashtop Center Features

Splashtop Center allows enterprises to deploy management of enterprise-level remote desktop services to a private cloud environment. Following is the feature list of Splashtop Center.

Basic

- **Gateway.** Connect clients and Streamers.
- **Relay.** Supports cross-firewall connection.
- **Multi-device support.** Supports iPad, iPhone, Android tablets, Android phones, Macs, and PCs.

Security

- Data Protection
 - **Secure session.** Supports SSL certificates.
- Authentication
 - **User authentication.** Handles two types of users:
 - *Gateway users* are authenticated by Splashtop Center.

- *Domain users* are authenticated through your Active Directory server.
 - **Device management.** Supports device activation for client devices to gain access.
- Tracking
 - **Session monitoring.** Monitor employee usage to see which mobile device is connecting to which computer, the time of connection, and durations of each session. View real-time connections and audit trails.
 - **Log/Reporting.** Exportable log for auditing.

IT Manageability

- **Centralized control.** Set user and device access policies, activate/de-activate users and devices, create or import SSL certificates.
- **User management.** Add or delete user accounts. Add new users individually, or add multiple users all at once by importing a file. Reset user passwords.
- **Automatic email notification.** Emails are sent to users automatically to make it easy for them to activate their mobile devices — the IT Administrator doesn't have to write it.
- **Computer grouping.** Set up a group to provide a pool of identically-configured computers for your employees.
- **Manage Streamer updates.** IT Administrators can easily manage new versions of the Splashtop Streamer, using the Software Update tab of Settings. It also allows you to silently push the update of the Streamer into users' computers. More importantly, you can schedule the forced-update to take place automatically after-hours or at any convenient non-peak time.
- **IT policy control.** Conveniently configure settings and permissions for each user.
- **Backup.** Import/export all configurations.

High Availability

- **Keep your Splashtop Enterprise running.** In the event of connection failures, utilize a "high availability" configuration, which entails the setup of a secondary or backup server. With such a configuration, should the primary server encounter any networking issues, the backup server automatically takes over and handles all connections. For complete details, please see our separate document entitled "Splashtop Center High-Availability Setup Guide."

User Accessibility

- **User portal.** As your Splashtop Center Customer Portal, the Splashtop Center Web Interface provides this "Web portal" web page for an alternative way to change passwords, and download Splashtop Enterprise applications. After you have logged in, you will have at least two tabs always available — Password and Downloads. Please see Chapter 5 of the Enterprise Quick Start Guide for how to log in.

Setup Overview

In the list below, the rightmost column shows the section number(s) in the complete “Splashtop Center Administrator’s Guide v1.7,” where you can find more details about the related step. (The System Requirements section begins on page 9 of this Quick Start Guide.)

Step #	Performed by	Tasks to perform
1	IT Admin	Installs and sets up Splashtop Center on the company network. This includes activating the License Key, preparing an IP address and TCP port (port 443 by default) for Splashtop Center, and importing or generating an SSL certificate.
2	IT Admin	Creates user accounts and sends invitation emails to all users to notify them that they have been added to Splashtop Center, in addition to providing them with an activation code.
3	IT Admin	Downloads the Streamer and installs it on all the devices that they want available to users for remote access.
4	IT Admin	Groups the computers as desired on the Splashtop Center, and sets user permissions accordingly. Each device in the group needs to have the Streamer logged in using the IT administrator’s account, in order for users to connect remote sessions.
5	User	Downloads the Splashtop Enterprise Windows client app to their computer and install it.
6	User	Invokes the client app on their computer and logs in using the password given by the IT administrator. The user must enter the activation code provided in their invitation email, plus their Splashtop Center email address and URL. The user can then make remote connections to an device associated with their account.

System Requirements

Splashtop Center

	Minimum	Recommended
CPU	Intel i5 2.0Ghz or above	Intel i7, Xeon E31220, or other high-end CPUs
RAM	4 GB or more	8GB or more
Disk Space	20 GB	50 GB
Operating Systems	Windows 7 Professional Windows 7 Enterprise Windows 7 Ultimate Windows 8 Windows 10	Windows Server 2016 Windows Server 2012 Windows Server 2008 R2 Standard Windows Server 2008 R2 Enterprise Windows Server 2008 R2 DataCenter Windows Server 2008 R2 Web
.NET Framework	Microsoft .NET 3.5 SP1 or newer	Microsoft .NET 3.5 SP1 or later
Others	Java 7 Windows administrator privileges	Java 7 Windows administrator privileges

Splashtop Enterprise App

	Minimum	Recommended
CPU	Intel Atom CPU	Intel i7
RAM	1 GB	4 GB
Graphics	GMA	nVidia GeForce
Resolution	1024x600	1024x600 or more
Operating System	Windows Vista or XP	Windows 7, 8, or 10

Networking Requirements

- **One IP address and domain name.** For cross-firewall remote sessions, prepare a public IP address for the Splashtop Center, or set port forwarding from the public IP to the private IP in your firewall.
- **One port.** For on-premise gateway and relay ports, use 443.

Scalability Requirements

- Required productivity usage bandwidth per session is **300 KBps**, through **800 KBps** should be reserved for optimal performance.

Splashtop Android Streamer

	Minimum	Recommended
CPU	1.2 GHz	1.6 GHz dual-core
RAM	512 MB	1 GB
Resolution	1024x600	1280x720 or more
Operating System	Android 4.2	Android 4.4 or newer

Components of Splashtop Enterprise Overview

Splashtop is comprised of three components that must be set up respectively to facilitate remote sessions between a PC and Android devices.

Splashtop Center

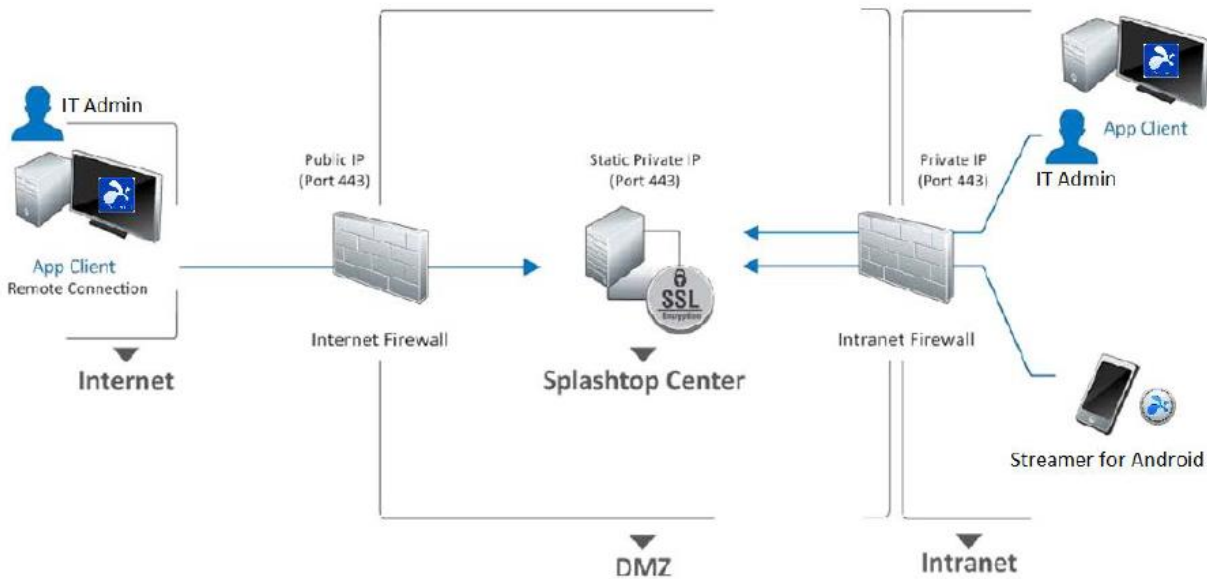
Splashtop Center is the central server that authenticates, secures, and connects users and devices. It also offers a console to configure and report on users and devices. It is installed on a Windows server. For information on how to use this application, see the Splashtop Center for LANDESK administrator guide.

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Splashtop Android Streamer

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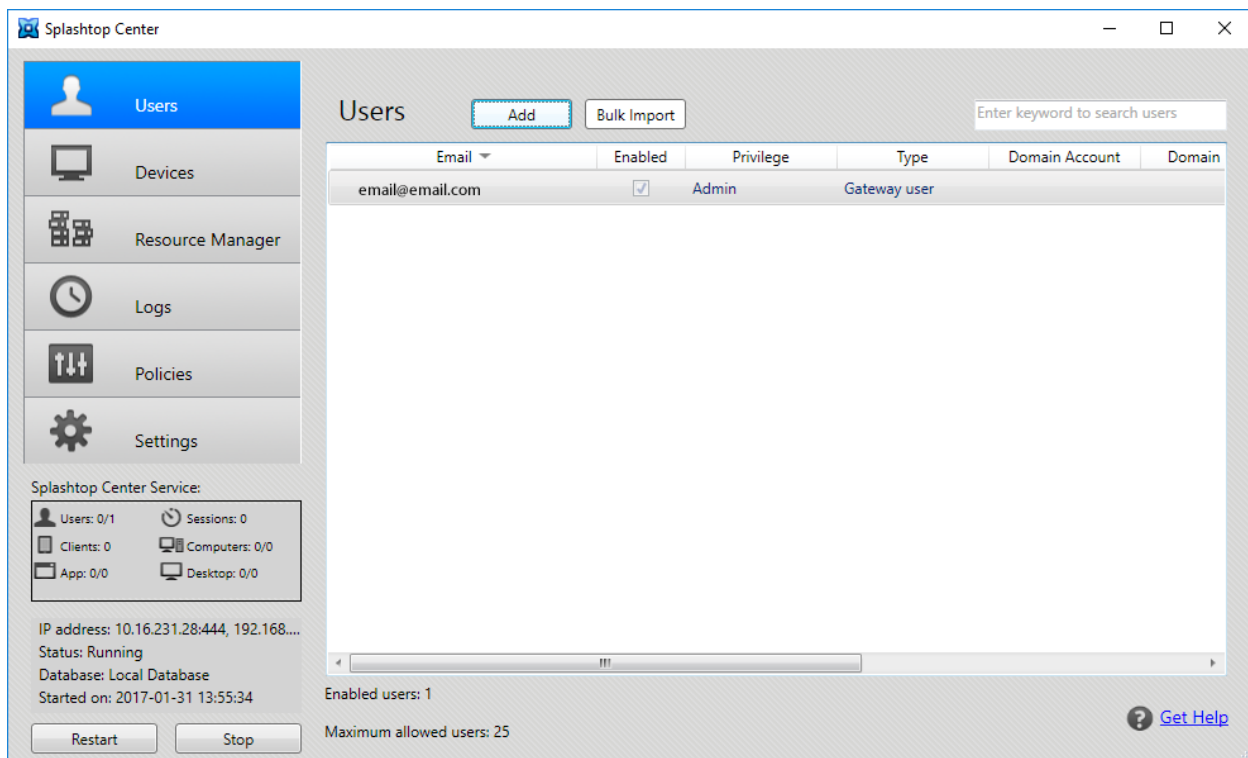


Installing Splashtop Center

Splashtop Center is a centralized application for managing users, devices, policies, and other settings. It is through this application that user devices are invited to enroll.

1. Download the [Splashtop Enterprise application](#). To do this, select **Free Trial**.
2. Fill out the form as needed. Once you've submitted the details, you'll receive an email with the link needed to create a password.
3. Once logged in, navigate to the list of available downloads. Select SPLASHTOP CENTER, the link in the middle of the top row.
4. Select the last link in the list provided. The installer must be for Splashtop Center.
5. Once you begin installing, you'll be requested to provide a license key. You should have already been emailed about this. To see the message, click on your name in the top-right corner.
6. Select **My Activities**. Your inbox appears below. Select the message and copy and paste the license key.
7. Enter your license number and donation amount. Navigate through the remaining items and select what you need to register.
8. The center is now fully set up! You should see your email name listed as a current user.

You can now add and invite users to enroll with the Splashtop Streamer application.



The screenshot displays the Splashtop Center application window. The interface includes a sidebar with navigation options: Users (selected), Devices, Resource Manager, Logs, Policies, and Settings. Below the sidebar, the 'Splashtop Center Service' status is shown, including metrics for Users (0/1), Sessions (0), Clients (0), Computers (0/0), App (0/0), and Desktop (0/0). The main area is titled 'Users' and features an 'Add' button, a 'Bulk Import' button, and a search bar. A table lists the current users:

Email	Enabled	Privilege	Type	Domain Account	Domain
email@email.com	<input checked="" type="checkbox"/>	Admin	Gateway user		

At the bottom of the window, the status 'Enabled users: 1' and 'Maximum allowed users: 25' is displayed. A 'Restart' button and a 'Stop' button are located at the bottom left, and a 'Get Help' link is at the bottom right.

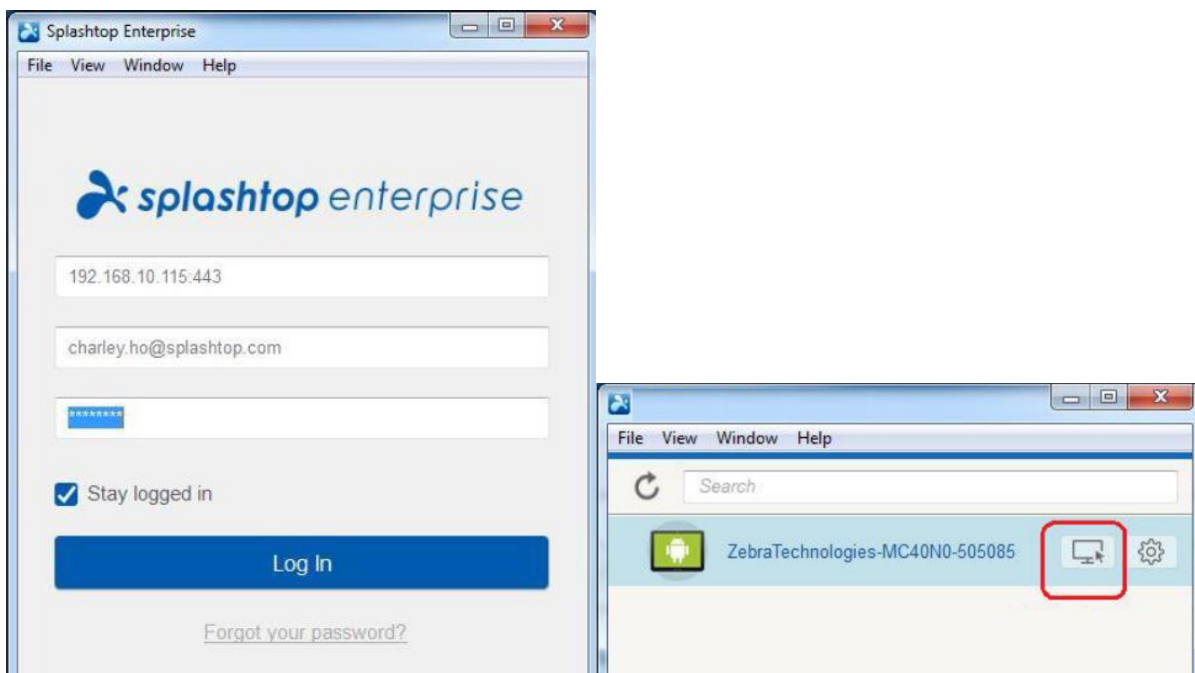
Installing the Enterprise Application

This application should be installed on an administrator's computer, as this tool makes remote access possible.

1. Download the Splashtop Enterprise application. To find the file location, contact Splashtop support.
2. Launch the installer and complete the steps requested. After the app has finished installing, you'll receive an invitation email which contains an "auto-launcher link." If you open the email on the target device, Splashtop Enterprise launches and inputs any required information needed to log in.
3. Enter the server address, email address, and password needed to log in. Tap **Log in** and you're now connected.

If a warning message about an untrusted certificate pops up when you try to log in, you can choose to ignore it.

Once installed, a list of devices appear that you can initiate a remote connection with.

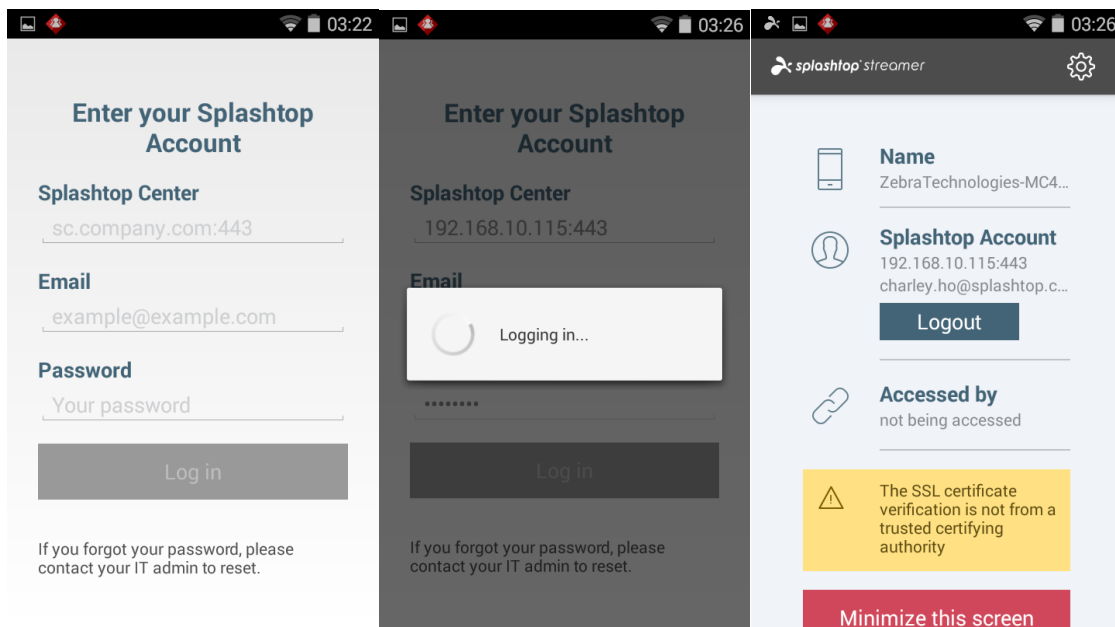


Installing the Splashtop Android Streamer

The Android Streamer is the streaming source for remote access to Android devices. When installed and connected on an Android device, administrators with the Enterprise Application can remotely access the device.

1. Users can either download the Splashtop Android streamer by contacting Splashtop support. Or, through the Splashtop Center, you can host the .apk file and allow users to download the app when a user clicks on the URL to begin enrollment.
2. Enter your Splashtop Center URL, along with the email address and password associated with your account. Click **Log in** when done.
3. Once logged on, you'll be directed to a screen with fields that identify the device name and whether it is being accessed currently.

All devices with this application (provided a device is not accidentally logged out) are remotely accessible with the Enterprise Application.



Splashtop Center Console Overview

The Splashtop Center application allows you to oversee multiple aspects of the devices you can remotely connect to.

Users

From the **Users** tab, you can add a single user or bulk import. Once added, all users appear on this screen. From this list, you can change privilege settings as well as enable, disable, and delete users. You can even edit an individual users email address, password, policies, and activation codes.

Note: Only one activation code can be used per mobile device.

Splashtop Center supports the enrollment of two types of users: **Gateway** and **Domain** (Active Directory).

- **Gateway users** are those accounts that only exist on the Splashtop Center gateway module. This is the typical user account type for Splashtop Center.
- **Domain users** are part of an Active Directory managed by an IT administrator. The administrator can integrate the directory with Splashtop Center to automatically add new records.

Devices

From the **Devices** tab, you can access information pertaining to the devices with the Enterprise app installed and activated. You can also deactivate devices here on a temporary or permanent basis.

Groups

From the **Groups** tab, you can divide devices into collections. Grouping offers a major benefit to IT administrators as it allows them to manage and grant access permissions to a selection of users rather than having to select users individually or all of them.

Logs

From the **Logs** tab, you can view both live and disconnected sessions. Information such as client names, IP addresses, user accounts, start and end times, streamer names, and more are displayed here for you to view. Logs are recorded from the moment Splashtop Center is set up and all records are logged on a per-day basis.

Polities

From the **Policies** tab, you can specify various settings, save them as a policy, and then assign it to multiple devices. All of the setting changes contained within that policy are applied to the devices.

Settings

From the Settings tab, you can alter various functions of the Splashtop Center. The tabs and their respective options are listed below.

General

Upon launching Splashtop Center for the first time, this tab displays. You must enter a **Port** number as well as decide whether you wish to **Enable Device Activation**. If enabled, you will automatically generate activation codes for devices attempting to enroll.

Security

If you wish to use SSL certificates, you can import them here to increase the security of Splashtop Center. These certificates must be in .pfx format. If you don't already have a certificate, then you can create one from the console.

Email

If you enable this service, you can automatically send emails to users for account and password setups and device authentication. Once your email server credentials are entered, you can add new users, reset or change passwords, and generate additional activation codes. Using the pre-written email templates provided, you can quickly give users information needed to successfully install and activate the Splashtop Enterprise app.

Software Update

You can host the latest versions of Splashtop Enterprise and Splashtop Streamer from this center. The install files must be downloaded from the Splashtop website, but once obtained you can attach them here. At the IT administrator's discretion, they can force updates to all Android and computer users.

Authentication

If you're using Active Directory to supply user records to the Splashtop Center, you'll need to enter administrator credentials here. Once entered, Splashtop can freely communicate with your directory and pull data as needed.

Maintenance

You can perform functions from backing up all settings to an SQL file, restoring settings to their original values, and run diagnostic tests.

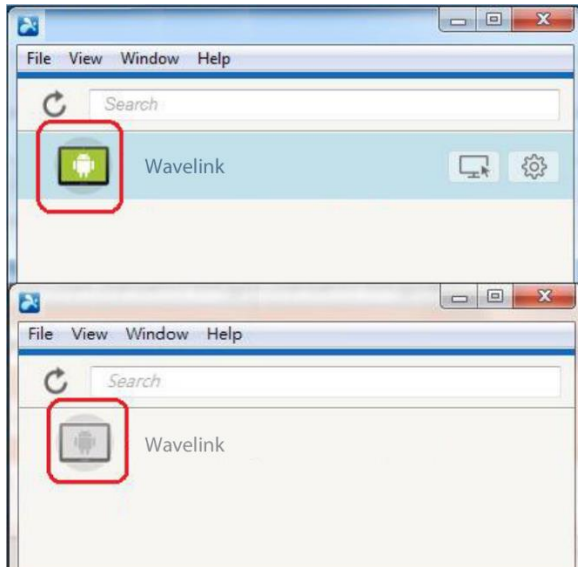
License

Licensing details are listed here. This allows you to see the total number of users allowed with your license, as well as expiration dates. If you wish to renew or increase your user count, click **Update License**.

Remote Sessions

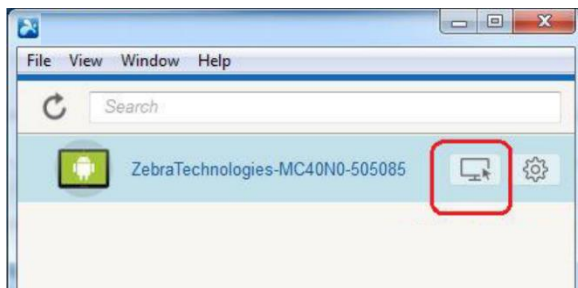
Identifying Offline & Online Devices

An Android device's status is indicated by the image to the left of the device name. Online devices will display with the Android logo in color, whereas offline will appear in grayscale.



Starting a Remote Session

On the Enterprise app and from the device list, click the screen image on the right. This connects you to the selected Android device and displays the device screen on your monitor.



Navigation & Controls

After connecting to a device, you have multiple options available for performing specific actions beyond simple mouse clicks.

1. **Disconnect Session.** The current remote control session is ended.
2. **Back.** This is the same as tapping the physical or software **Back** button on the Android device.
3. **Home.** This is the same as tapping the physical or software **Home** button on the Android device.
4. **Switch.** This is the same as tapping the physical or software **Task Switcher** button on the Android device.

5. **Menu.** This is the same as tapping the physical or software **Menu** button on the Android device.
6. **Reboot.** The connected Android device is forced to reboot.
7. **Original/Scaled Size.** The remote session's display reverts to its default zoom level.
8. **Full Screen.** The remote session enters full screen mode on your monitor.
9. **File Transfer.** The File Transfer dialog is launched.

Transferring Files

One of the controls offered when accessing a device remotely is the ability to transfer files. These files are sent directly to the selected folder on an Android device.

1. From the Enterprise application, launch a remote session.
2. Open the **Controls** panel and select the **File Transfer** icon. The File Transfer dialog appears.
3. Browse your hard drive or the Android device for any files you wish to transfer, and then click the arrow button indicating which device the file should transfer to.

