

Naverisk

Technology Management Solutions

Splashtop Business

Configuration

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Contents

Introduction.....	3
1.0 Splashtop Business Configuration	3
2.0 Configuration for Splashtop Business.....	4
3.0 Troubleshooting	6



Introduction

Naverisk has partnered with Splashtop to bring World Class Remote Control built-in to Naverisk at no extra cost to you! You only need to enable Naverisk RC under the Remote Control settings page.

If you currently have a paid Splashtop Business account and still wish to use it, please follow the rest of this guide.

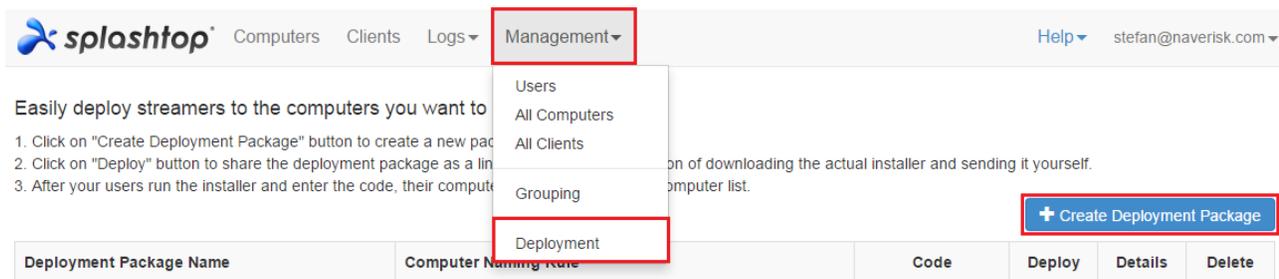
You can use Splashtop Business as an optional method of Remote Control within Naverisk. This document's purpose is to provide the steps for configuring Splashtop Business Remote Control to be accessible from your Naverisk Instance.

1.0 Splashtop Business Configuration

Follow the steps below in Splashtop Business to create a deployment package, this package will be used by Naverisk to deploy the Splashtop Streamers via the Naverisk Agents.

Note: The Splashtop Business account will need management rights to be able to create Splashtop Deployment Packages.

1. Log into Splashtop Business and navigate to Management > Deployment > Create Deployment Package.



2. Configure the Package as needed and give it a name e.g. Naverisk then click on 'Create Deployment Package' at the bottom of the page.
3. The package will now be added into Splashtop with a unique code, this code will be entered into Naverisk.

Easily deploy streamers to the computers you want to remotely access

1. Click on "Create Deployment Package" 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.

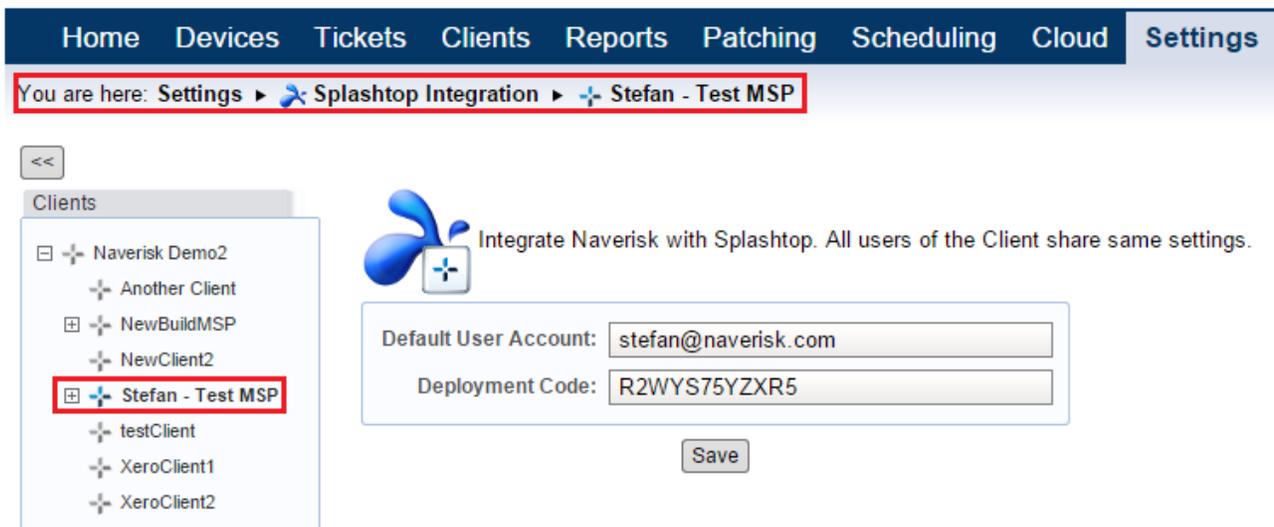
[+ Create Deployment Package](#)

Deployment Package Name	Computer Naming Rule	Code	Deploy	Details	Delete
Naverisk	Use current computer name	R2WYS75YZXR5	<input type="button" value="Deploy"/>		

2.0 Configuration for Splashtop Business

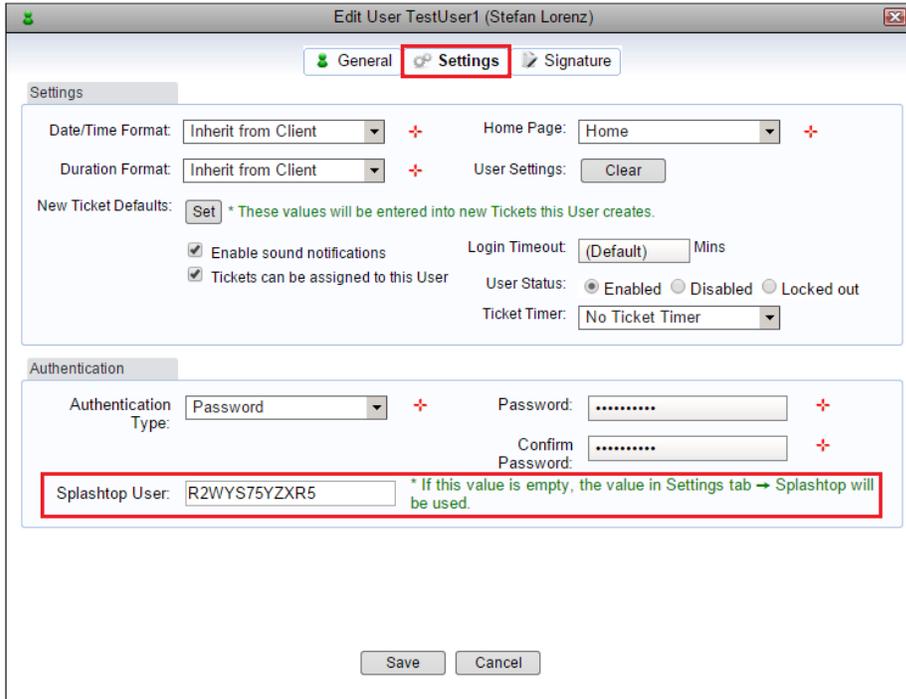
Follow the steps below for configuration of Naverisk to allow Splashtop Business remote access;

1. Navigate to Settings > Splashtop Business Integration and select the appropriate Client.
2. Enter the Default User Account (this is the user login for the Splashtop Business account).
3. Enter the Splashtop Business Deployment Code (found in Splashtop Business > Management > Deployment).

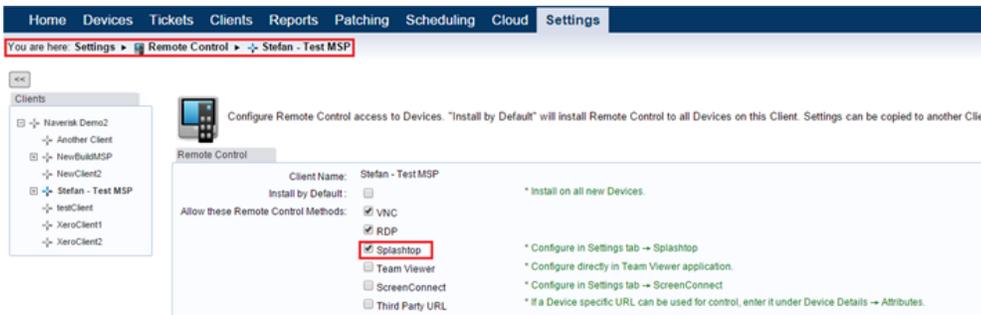


The screenshot shows the Naverisk Settings interface. At the top, a navigation bar includes Home, Devices, Tickets, Clients, Reports, Patching, Scheduling, Cloud, and Settings. Below this, a breadcrumb trail reads: "You are here: Settings > Splashtop Integration > Stefan - Test MSP". On the left, a "Clients" sidebar lists several clients, with "Stefan - Test MSP" highlighted in a red box. The main content area features the Splashtop logo and the text "Integrate Naverisk with Splashtop. All users of the Client share same settings." Below this, there are two input fields: "Default User Account" with the value "stefan@naverisk.com" and "Deployment Code" with the value "R2WYS75YZXR5". A "Save" button is located at the bottom of the form.

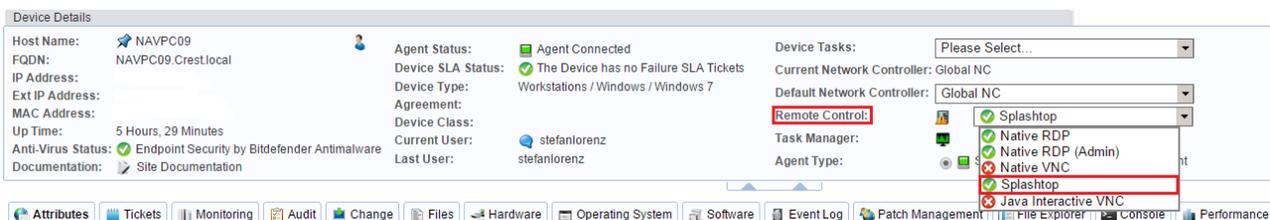
Note: You can either use a generic user account by setting the Deployment Code at a client level. This will allow any users for that client access to Splashtop. Or you can restrict access to 1 or 2 users by adding the Splashtop Deployment Code to the specified Users accounts in Naverisk under Settings > Users & Groups > User Settings.



4. Navigate to Settings > Remote Control and select the appropriate Client.
5. Check the Splashtop Business box



6. Navigate to Devices and select the appropriate Client.
7. Click on the Device's name that you want to connect to via Splashtop Business, to bring up the Device Details.



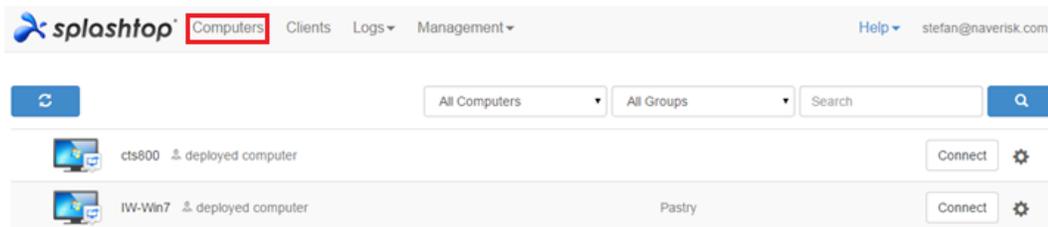
- Once Splashtop Business has been selected as the Remote Control option, simply click on the Remote Control Icon  of that device to connect.



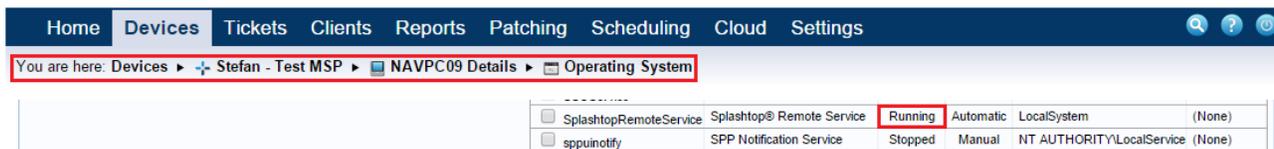
3.0 Troubleshooting

If you are unable to remote to a Device using Splashtop Business through Naverisk, please do the following.

- Check that the machine is present within Splashtop > Computers.



- Ensure that the 'SplashtopRemoteService' is running on the Device. This can be located under Naverisk > Devices > Device Details > Operating System > Services.



If the service is in a stopped state, click on the 'Select a Service Task' to find 'Start Selected Service'

