

# Splashtop Business Configuration

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### 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.

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À splashtop	Computers	Clients	Logs 🕶	Management <del>-</del>	Help 🗸	stefan@naverisk.com <del>~</del>
Easily deploy streamer: 1. Click on "Create Deployme 2. Click on "Deploy" button to 3. After your users run the ins	s to the comp ent Package" but share the deplo staller and enter	outers you ton to create yment pack the code, th	I Want to e a new pao age as a lin leir compute	remotely access :kage. k. You also have the option of downloading the actual installer and sending ers will show up in your computer list.	it yourself.	e Deployment Package

Deployment Package Name	Computer Naming Rule	Code	Deploy	Details	Delete
Naverisk	Use current computer name	R2WYS75YZXR5	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).
- Enter the Splashtop Business Deployment Code (found in Splashtop Business > Management > Deployment).

Home	Devices	Tickets	Clients	Reports	Patching	Scheduling	Cloud	Settings
You are here:	Settings 🕨 🍃	k Splashtop	Integration	▶ 🕂 Stefan	- Test MSP			
<< Clients Clients  → Naveris  → Ano   → New  → New  → New  → Stef  → test  → Xero  →	ek Demo2 ther Client vBuildMSP vClient2 fan - Test MSP Client oClient1 oClient2	Defa	Integra ault User Acc Deployment (	te Naverisk w count: <u>stefan</u> Code: <u>R2WY</u>	ith Splashtop. / @naverisk.com S75YZXR5 Save	All users of the Cliv	ent share sa	ame settings.

**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.

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Edit User TestUser1 (Stefan Lorenz)									
	Signature								
Settings									
Date/Time Format:	Inherit from Client								
Duration Format:	Inherit from Client   User Settings: Clear								
New Ticket Defaults:	Set * These values will be entered into new Tickets this User creates.								
	Enable sound notifications     Login Timeout     (Default)     Mins     Tickets can be assigned to this User								
	Ticket Timer. No Ticket Timer								
Authentication		_							
Authentication Type:	Password								
	Confirm								
Splashtop User:	R2WYS75YZXR5 <sup>*</sup> If this value is empty, the value in Settings tab → Splashtop will be used.								
	Save Cancel								

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

Home Devices	Tickets Client	s Reports F	Patching	Scheduling	Cloud	Settings	
You are here: Settings 🕨 🙀	Remote Control >	🕂 Stefan - Test M	SP				
Clients	Remote Contro	figure Remote Cont	trol access to	Devices. "Install	by Default"	will install Ren	note Control to all Devices on this Client. Settings can be copied to another Client.
- - NewClient2  - - Stefan - Test MSP - - testClient - - XeroClient1 - - XeroClient2	Allow these Remo	Client Nam Install by Defaul mote Control Method	tt: Stefan - tt: s: vnC RDP	Test MSP	• in	istall on all new	Devices.
			Spla: Team Scree Third	n Viewer enConnect Party URL	• c • c	configure in Setti configure directly configure in Setti a Device specifi	mps sub → spinamop in Team-Wever application. Ings tab → ScreenConnect Ic URL can be used for control, enter it under Device Details → Attributes.

- 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.

Device Details							
Host Name: FQDN: IP Address:	AVPC09 NAVPC09.Crest.local	2	Agent Status: Device SLA Status:	<ul> <li>Agent Connected</li> <li>The Device has no Failure SLA Tickets</li> </ul>	Device Tasks: Current Network Controller:	Please Select : Global NC	•
Ext IP Address:			Device Type:	Workstations / Windows / Windows 7	Default Network Controller:	Global NC	•
MAC Address:			Agreement: Device Class:		Remote Control:	M Splashtop	-
Up Time: Anti-Virus Status: Documentation:	5 Hours, 29 Minutes Control Security by Bitdefender Ant Site Documentation	imalware	Current User: Last User:	🥥 stefanlorenz stefanlorenz	Task Manager: Agent Type:	<ul> <li>Native RDP</li> <li>Native RDP (Admin)</li> <li>Native VNC</li> </ul>	nt
						📀 Splashtop	
Attributes	Tickets 📗 Monitoring 😰 Audit	糞 Chang	e 📄 Files 🚽 Hard	dware 🔄 Operating System 🗃 Software	e 📓 Event Log 🖓 Patch Mar	nagement LE File Explorer Console	Performance







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

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delBin	and the second se	
9	🐸 Local Disk (C:)	
Client	File Edit View Favorites Tools Help	
	Search 🎓 🎒 🔎 Search 🎼 Folders	
🥟 Chrome	Address 🗢 C:\	✓ →
Children	Folders ×	
	Desktop Seab18325b5002af5d1ed8c2 Documents and Settings	

#### 3.0 Troubleshooting

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

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

Splashtop Computers Clients Logs	Management -	Help ▼ stefan@naverisk.com ▼
<b>c</b>	All Computers   All Groups	Search
cts800 & deployed computer		Connect 🏠
IW-Win7 & deployed computer	Pastry	Connect

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

Home	Devices	Tickets	Clients	Reports	Patching	Scheduling	Cloud	Settings				9	? 0
You are here:	Devices 🕨 🕂	Stefan - Tes	t MSP 🕨 🔲	NAVPC09 D	letails 🕨 🔚 O	perating System							
					Spi	lashtopRemoteService	Splashtop®	Remote Service	Running	Automatic	LocalSystem	(Non	e)
					spt	puinotify	SPP Notifica	tion Service	Stopped	Manual	NT AUTHORITY\LocalService	(Non	e)

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

Services					Select a Service Task
Service Name	Display Name 🔻	Status	Startup	Log On As	Select a Service Task
AxInstSV	ActiveX Installer (AxInstSV)	Stopped	Manual	LocalSyste	Stop Selected Services

