Splashtop Enterprise

Administrator Guide

November 3, 2022

https://www.splashtop.com/enterprise

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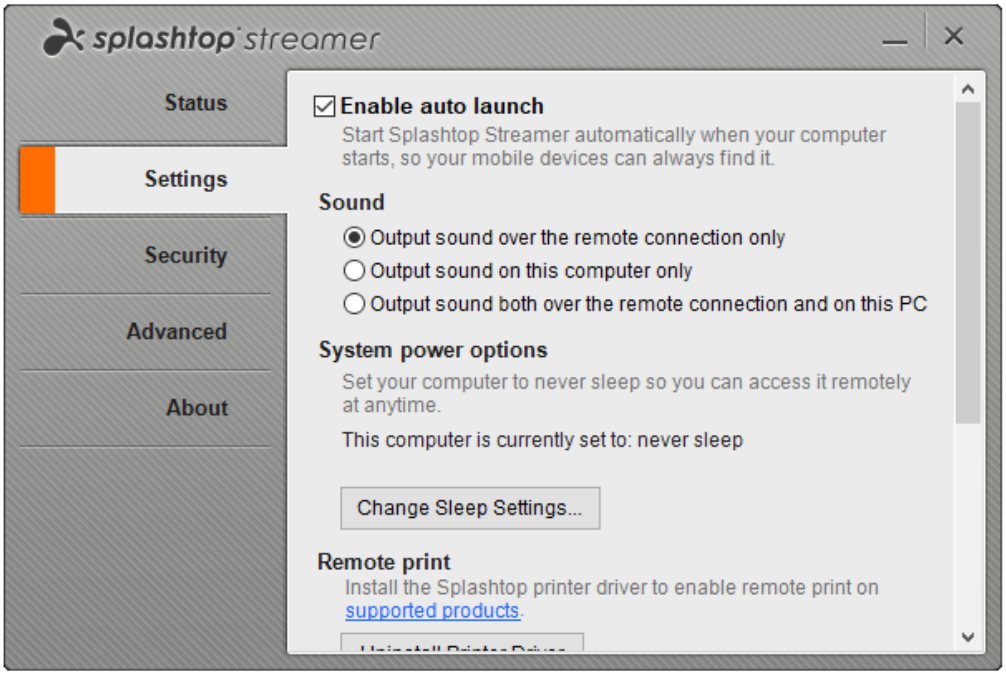
Change Log - from last 04/20/2022 version

- Deployment, section 1
    - Added Preference Policies, for managing streamer and session settings from the web console
- Inviting Users, Section 4
    - Revised and added information on Super Admins
- Granular Controls, Section 9
    - Added 1-to-many to list of supported granular controls
- Remote Computer Management, Section 10
    - Added information on Inventory dashboard
    - Edit information for 1-to-many. Scripting is now included by default in Technician license
- Service Desk (Technicians), section 13
    - Add mention for 6-digit pin code

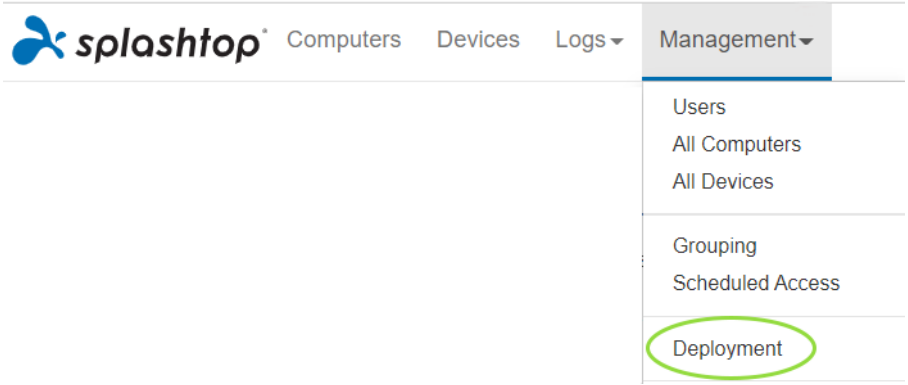
1. Deployment

Install Splashtop Streamer on computers to make them remotely accessible. You can create a deployment package to customize the default Streamer settings for deployment. This way, you don't have to manually configure the settings after installation.

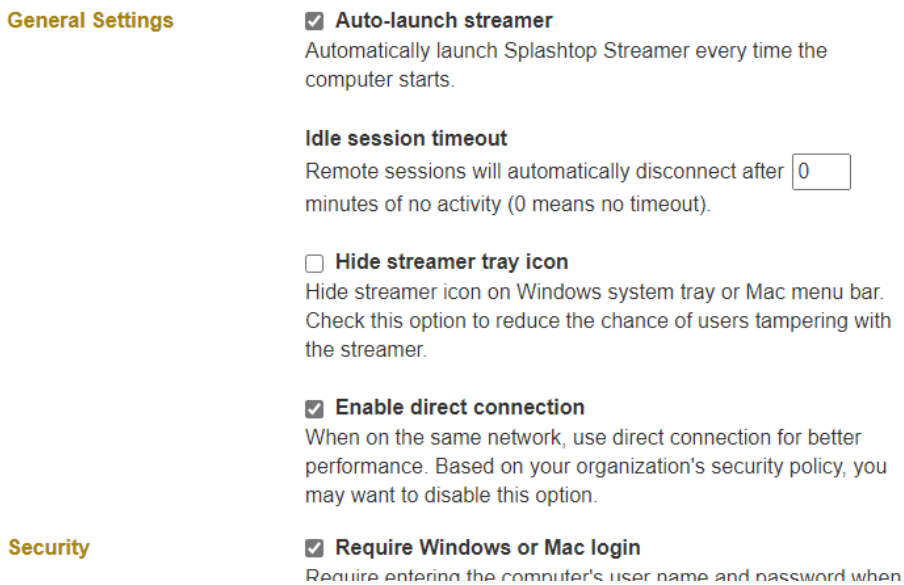


Overview of the different streamer settings

1. Log into my.splashtop.com and click ***Management -> Deployment.***



2. Click ***Create Deployment Package*** and select your desired Streamer settings. When creating the deployment package, you have the option of specifying default settings, including computer naming rule, security settings, sound re-direction, etc.



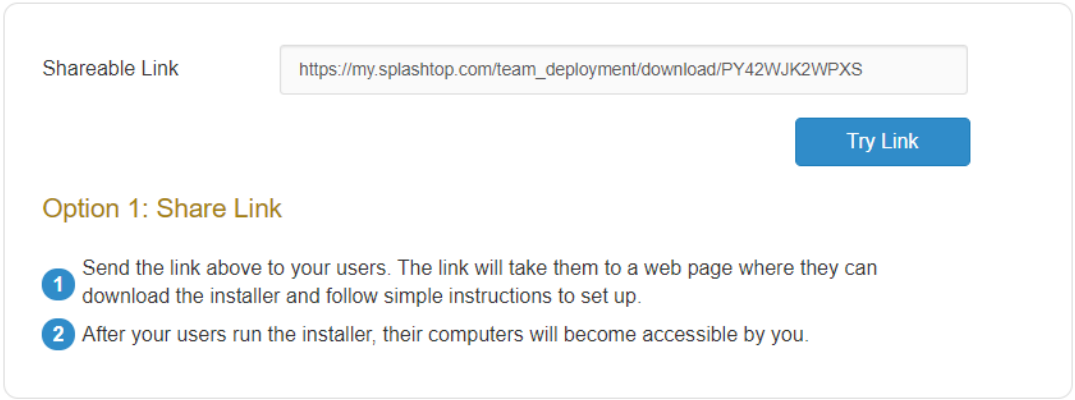
Note: If using Single Sign-On (SSO), do not select "Lock streamer settings using Splashtop admin credentials" - SSO accounts cannot unlock the streamer.

3. After saving the package, you can see the newly created package and unique 12-digit deployment code. Click **Deploy** to view deployment options.

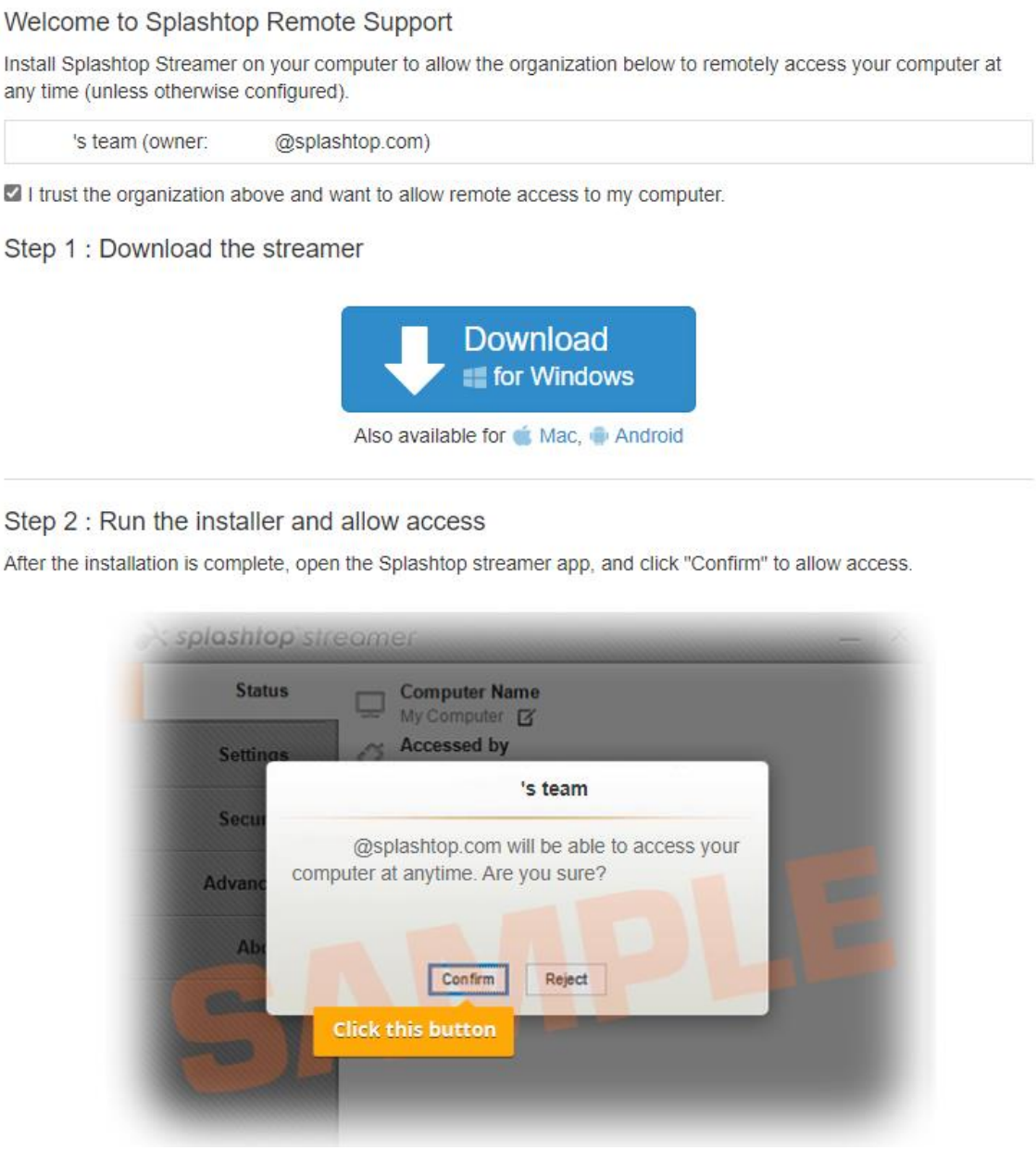
4. You will find two options for distributing the deployment package:

   Option 1: Share Link

   Send this link to allow a user to download and install the streamer for you.

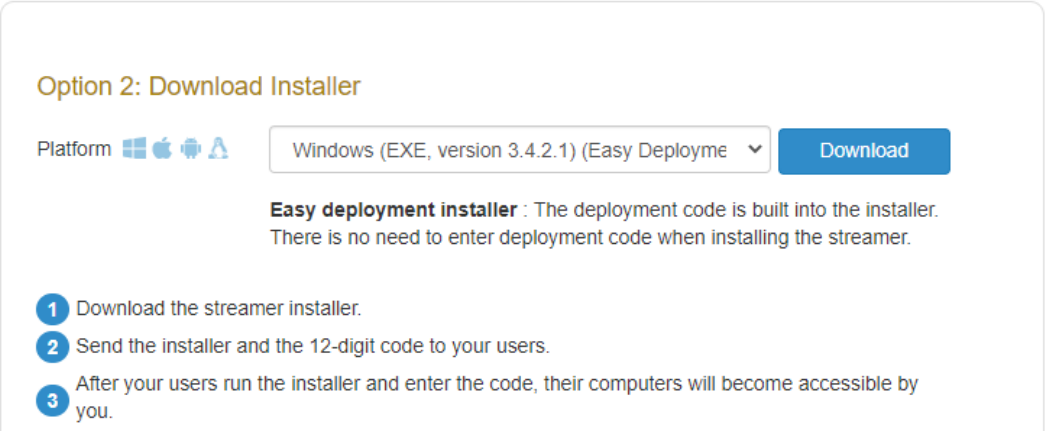


Users who follow the link will see instructions to download and install the streamer.



Option 2: Download Installer

Download the installer to install directly on your computer, share via Dropbox, email, etc., or prepare for deployment with a 3rd party tool.



Multiple installer options are offered for Windows, Mac, Android, and Linux.

- View this article for Silent install parameters
- Deployment guides are also available for:
  - Group Policy (GPO)
  - Jamf Pro
  - Microsoft Intune
- Deployment package settings only apply to the Streamer upon installation. To update a Streamer's settings after deployment, you can re-deploy with a new package or manually change the settings directly in the Streamer.
- Deleting a deployment package does not affect any already-deployed computers – it prevents any new deployments with this package code.

How do I update Splashtop Streamer?

There are multiple ways to update the streamer, including:

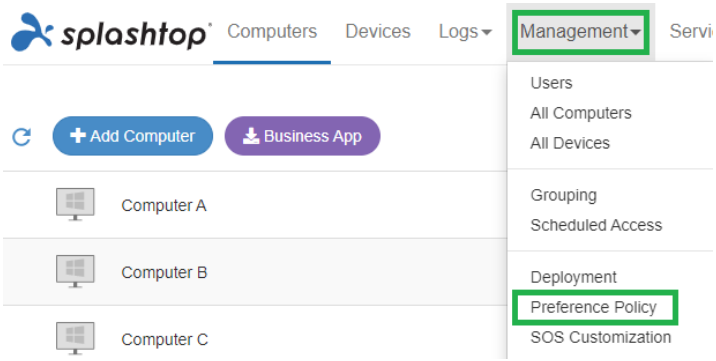
- Manually Update from the web console
- Manually Update from the Streamer -> About -> Check for Updates tab
- Manually Update by running the latest streamer installer
- Silently update using the .EXE,.MSI or .PKG

For more info, see this article on Splashtop Streamer Updates.

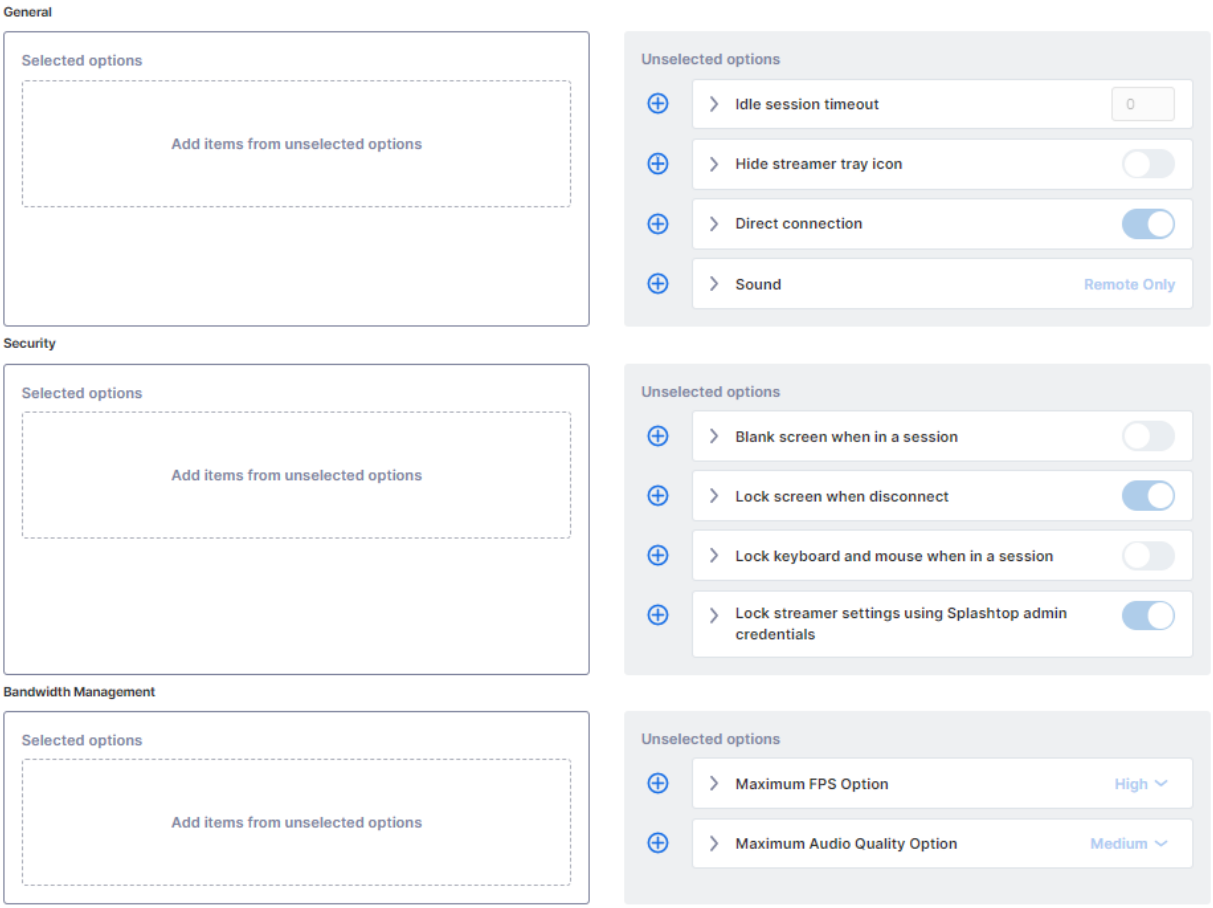
Preference Policies

Starting with Splashtop Streamer v3.5.2.2, you can manage certain streamer and in-session settings from the web console through Preference Policies. By assigning endpoints to your policy, you can configure and overwrite existing Streamer settings without having to redeploy the Streamer or manually change the settings locally at the endpoint.

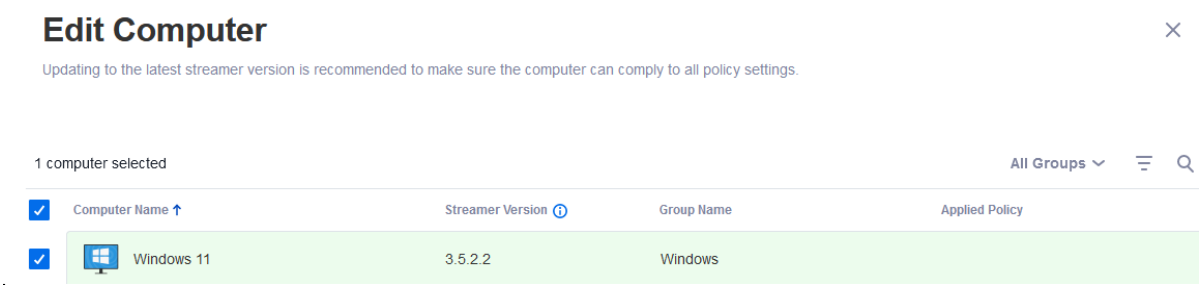
1. To create a new policy, log into my.splashtop.com and click ***Management -> Preference Policy.***



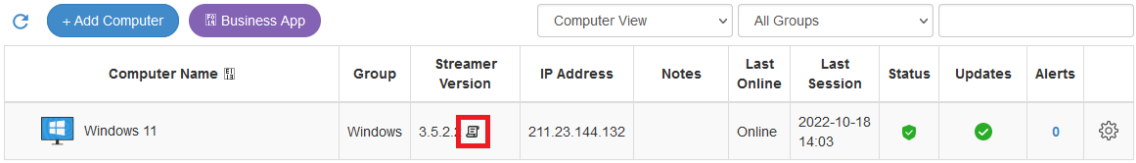
2. Add or remove different settings from the policy, including general in-session settings, security, and bandwidth options.



3. Assign computers to the policy.
   Note: Only streamers v3.5.2.2+ will be shown in the menu.



4. Assigned computers will be marked by a new icon that indicates that they are part of a policy.



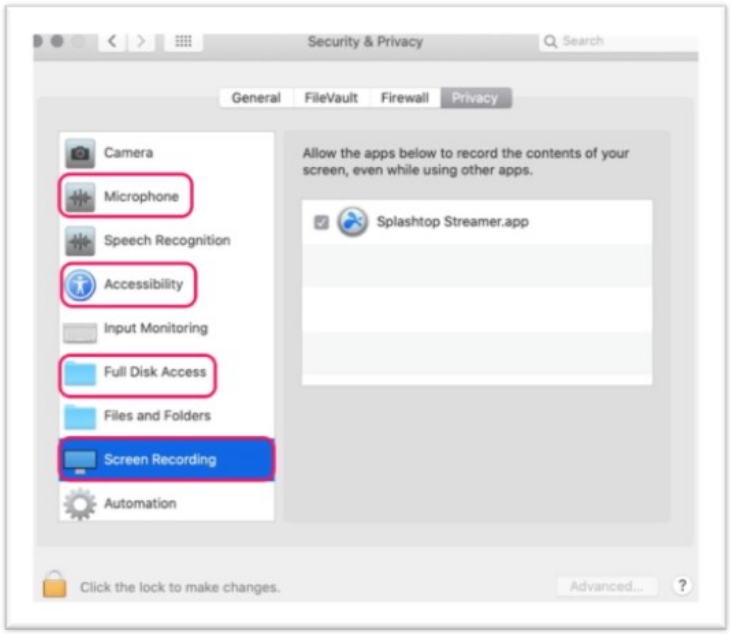
5. When a user connects to a computer that is part of your preference policy, the configured settings or restrictions will apply to the remote session. The user will not be able to reconfigure the policy settings from the Business App or Streamer menus.

[View this article for more details on behavior and instructions.]

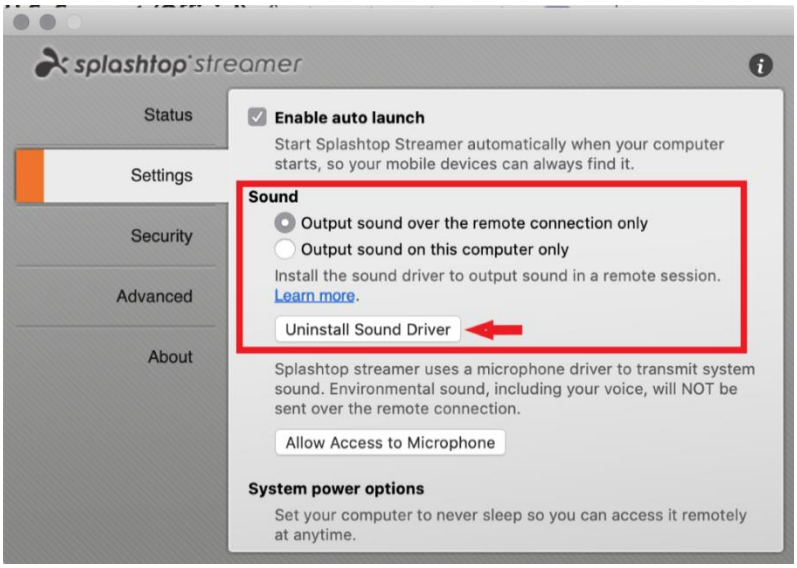
2. MacOS Additional Requirements

If deploying to Mac computers, note these additional requirements and setup instructions:

- **Security & Privacy permissions** for macOS 10.14 Mojave , 10.15 Catalina/11 Big Sur and newer:



- **Audio**: To enable audio streaming over the remote connection, install the Splashtop Sound Driver and allow microphone permission for Mojave/Catalina/Big Sur. If any apps on the Mac computers use 3rd party sound drivers, such as Avid Pro Tools or Adobe Premiere, some additional configurations may be required.



3. Single Sign-On (SSO)

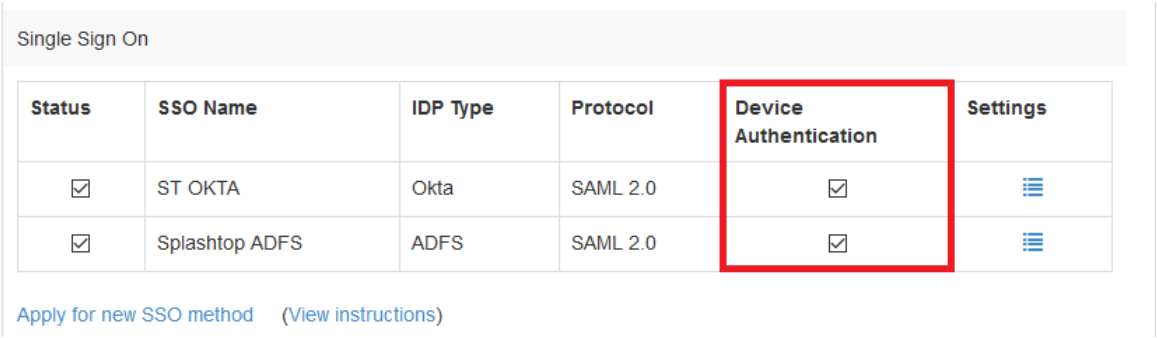
Splashtop supports logging into https://my.splashtop.com and the Splashtop Business app using the credentials created from your SAML 2.0 identity providers.

If you would like users to use Single Sign-On (SSO), please complete two steps:

1. Create an SSO method for your IDP service in the Splashtop web console:
   How to apply for a new SSO method?
   a. Detailed instructions on certain IDP services, such as Azure AD, OKTA, ADFS, JumpCloud, OneLogin, can be found here:
      Single Sign-On (SSO)
2. Our validation team will reach out to you with instructions to verify your domain access and activate your SSO method.
3. *(Recommended)* Set up **SCIM provisioning** (For AzureAD, Okta, and JumpCloud) to automatically provision and sync users and groups. This skips the invitation email process *(Section 4, Inviting Users)*.
4. (*Recommended*) Import SSO users by CSV file if you are unable to use SCIM provisioning, to automatically onboards users into specified user groups. This also skips the invitation email process.

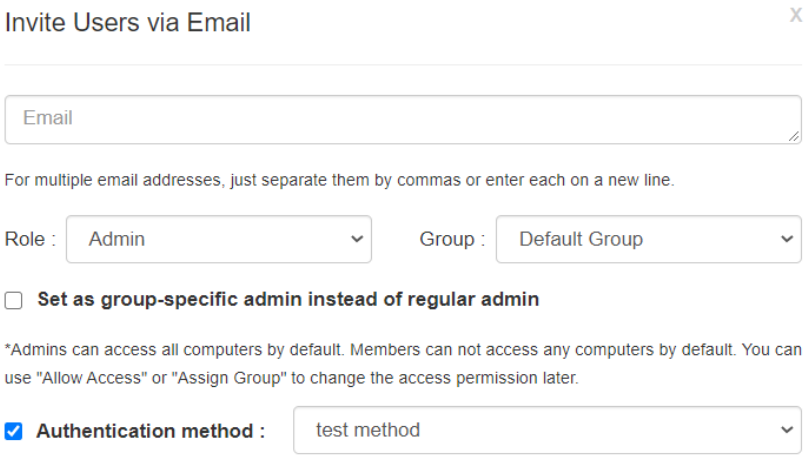
View this article to read the limitations with SSO.

Once your SSO method has been activated, note that you can turn off Device Authentication for users that are associated with this method. This way, users do not need to click additional email links to authenticate their devices. Simply, uncheck the Device Authentication checkbox for the SSO method under ***Management -> Settings*** *(Team owner only)*.



4. Inviting Users

Invite users by going to ***Management -> Users -> Invite Users***. Assign team roles, user groups, and SSO authentication methods during the invitation process or later. You can invite up to 500 email addresses in each invitation window.



Team Roles

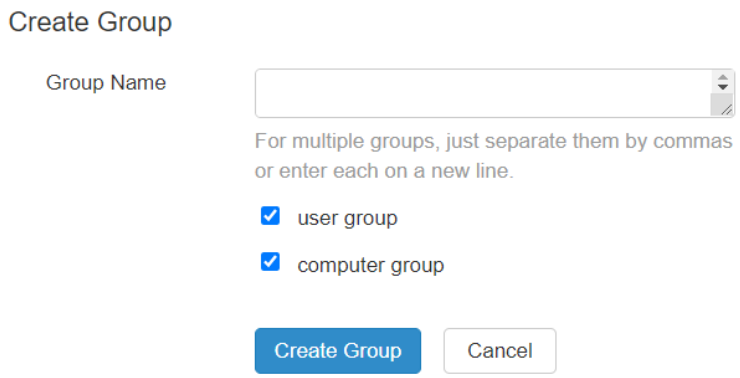
- **Owner**: The Owner is the highest level of authority and can perform any functions in Splashtop, including (but not limited to) inviting users, changing roles, viewing anyone's connection history, managing computers, changing access permissions and changing team settings. The team Owner is the only user who has access to the team subscription/payment info.
    - There is only one Owner, and status cannot be transferred between user accounts.

- **Admin**: The Admin role has the same permissions as the Owner above, except they cannot access subscription/payment info, the Team Settings tab, and cannot change users' roles.
    - Super Admin: The Super Admin is an elevated role above Admin, who can have the same permissions as the Owner above, including accessing the Team Settings tab and changing users' roles. They cannot access subscription/payment info.
    - Group Admin: Group admin is a limited Admin role that gives a user admin privilege over specific user and/or computer groups. This allows them to add/remove users & computers only for the groups that are authorized.
    - Admins & Group Admins have access to use remote management features (Remote command, system inventory, etc.) if you have purchased ***Technician licenses*** of Splashtop Enterprise. The ability to delegate specific users access to these features (regardless of team role) is coming soon.

- **Member**: Members are general users who have been added to the team to allow remote access. They only have access to computers that they are granted permission for, and can check their own status, account info, team info, and logs. They can remove themselves ("quit") from a team in the Account Summary tab.

5. Grouping

With Splashtop, you can group your users and computers for easier management and access permission control. Each user or computer can only belong to one group. However, users can have access to multiple computer groups. Get started by going to ***Management -> Grouping***.



You can create 3 types of groups:

1. User-only group
2. Computer-only group
3. User & Computer group

A **user-only group** can only consist of users. Grouping users is useful for setting access permissions for multiple users at a time. It is also useful for automatically applying access permissions to a new user.

A **computer-only group** can only consist of computers. Grouping computers helps to organize a large computer list for easier navigation. It can also make assigning access permissions easier – you can grant a user access to an entire group of computers.

A **user & computer group** is a shortcut for group-based access control. It can consist of both users and computers. By default, all users in this group can access all computers in this group.

Adding Users or Computers to a Group

From ***Management -> Grouping***, use the gear icon to the right of the group to assign users or computers. Multiple users or computers can be added at a time. You can also assign a Group Admin.

From ***Management -> All Computers***, use the gear icon to the right of each computer to assign that computer to a group.

From ***Management -> Users***, use the gear icon to the right of each user to assign the user to a group. You can also select a user's group when sending an invitation.

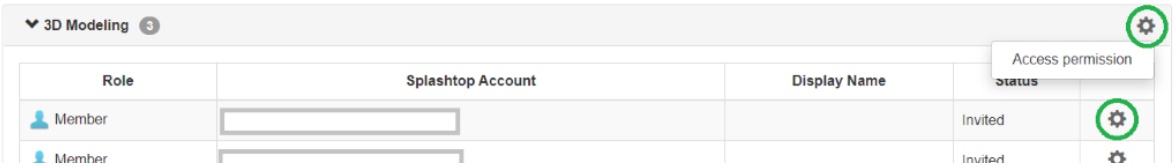
6. Access Permissions

Access permissions determine which computers a user will have access to. They can be configured by the team Owner or Admins under ***Management -> Users***.

Note:

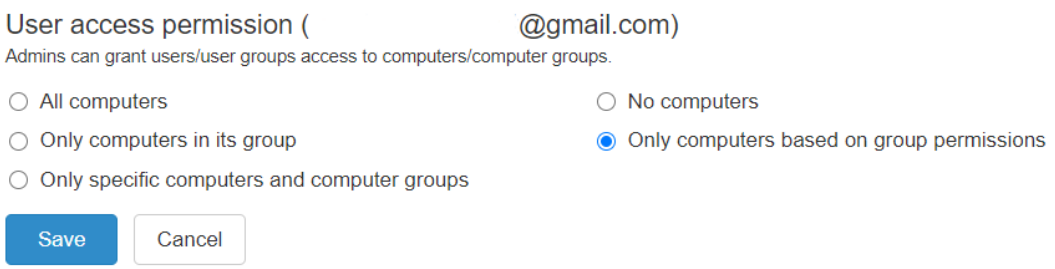
- Access permissions will grant a user persistent access to computers, regardless of time of day. To only grant access for a particular timeslot, see *Section 7, Scheduled Access*.

You can set access permissions for a single user or a group of users. Click on the gear icon to the right of a user or user group and choose **Access Permission**.

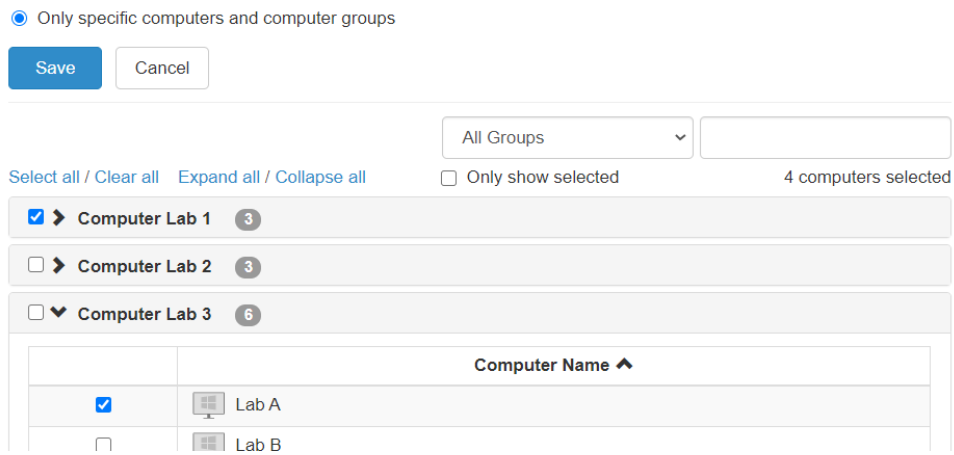


By default, when a user is invited,

- Admins have access to All Computers
- Members have access to No Computers if they are not invited into a group
- Members have access based on the group's permission when assigned or invited to a group



To give a user or user group access to multiple computers or computer groups, select "Only specific computers and computer groups".



7. Scheduled Access

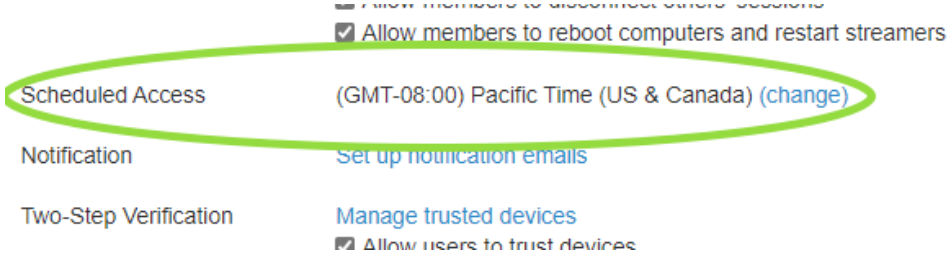
Scheduled Access allows admins to schedule users, groups, and computers for remote access on a time-slot basis. The team **Owner, Admins, and Group Admins** have access to the scheduling module.

Notes:

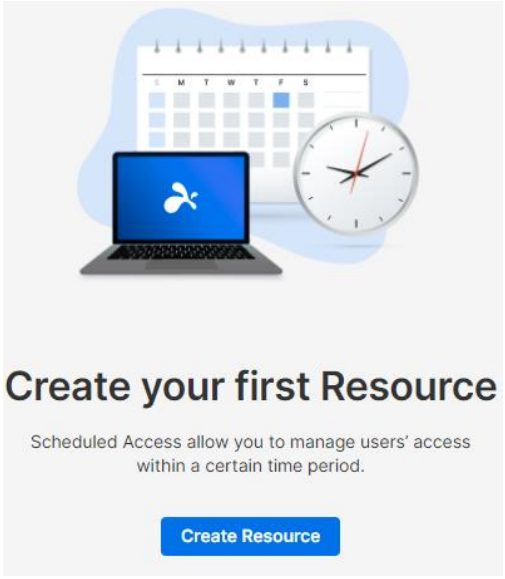
- Scheduled Access is granted in addition to existing user/group access permissions that are set under *Management -> Users* – they do NOT override existing user/group access permissions.
- For users who only need scheduled remote access, set their access permission under *Management -> Users* to "No Computers".

Scheduled Access Configuration

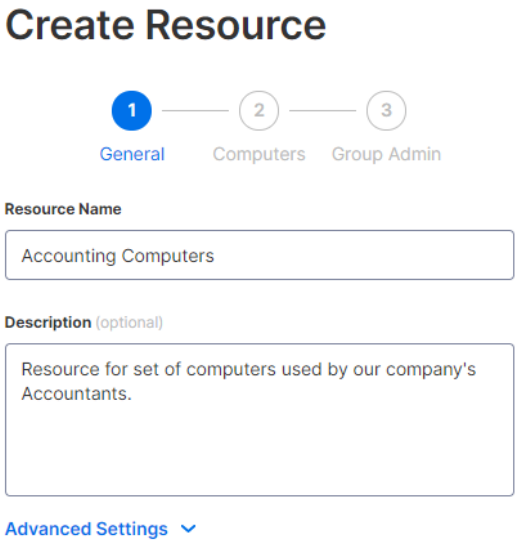
1. Before creating any new schedules, go to ***Management -> Settings*** to configure the Scheduled Access time zone. The time zone cannot be changed when a schedule is in place. Only the team Owner has access to this setting.



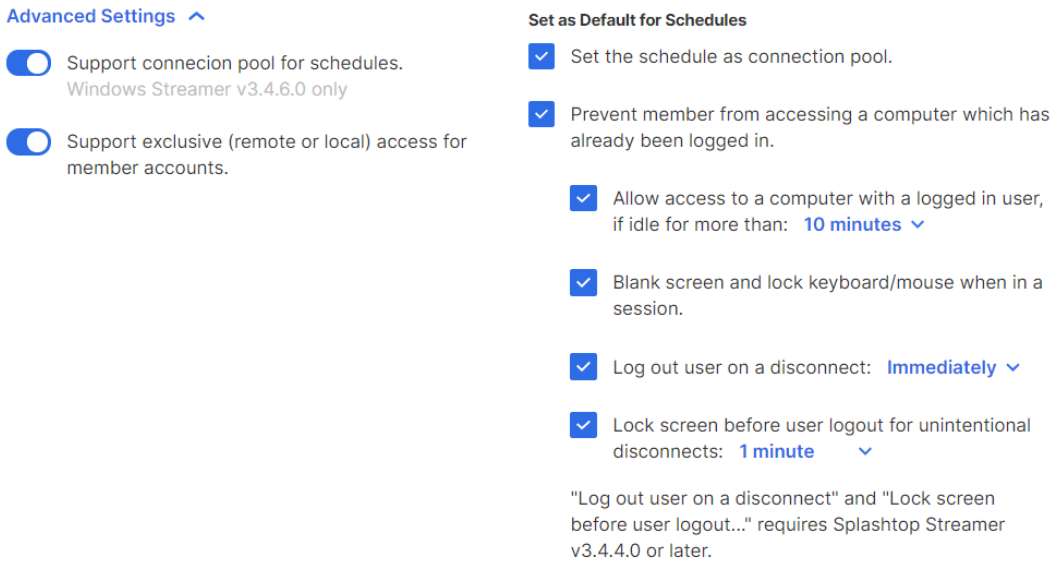
2. Go to ***Management -> Scheduled Access*** and click on **Create Resource**.



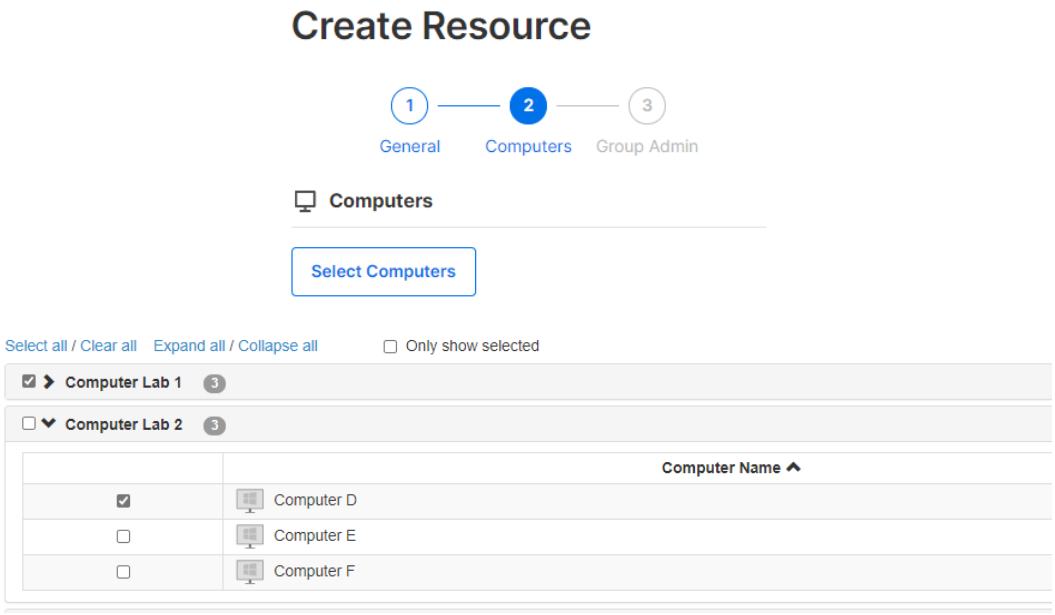
3. Enter the Resource **Name** and **Description** *(optional)*. The Resource contains the set of computers that will be scheduled for access.



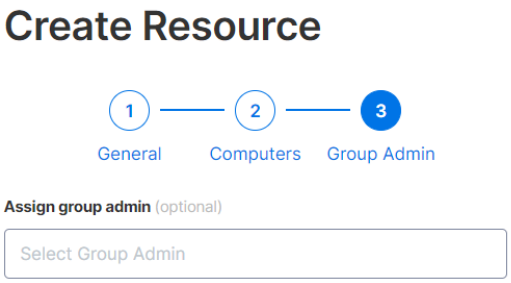
4. Click **Advanced Settings** if you would like to enable **Connection Pool** or **Exclusive Access** on this Resource. This will be the default template for the settings on each schedule that you create.
    - Connection Pool allows your users to connect to any available computer in the resource. This is useful for cases where it doesn't matter which computer the user connects to.
    - Exclusive access prevents a remote user from accessing a computer if there is already an OS user logged into the computer. This is useful for scenarios where there may be users working locally at the computer. You can also enforce additional features such as blank screen, lock keyboard & mouse, and logout after disconnect for remote sessions that follow the schedule.



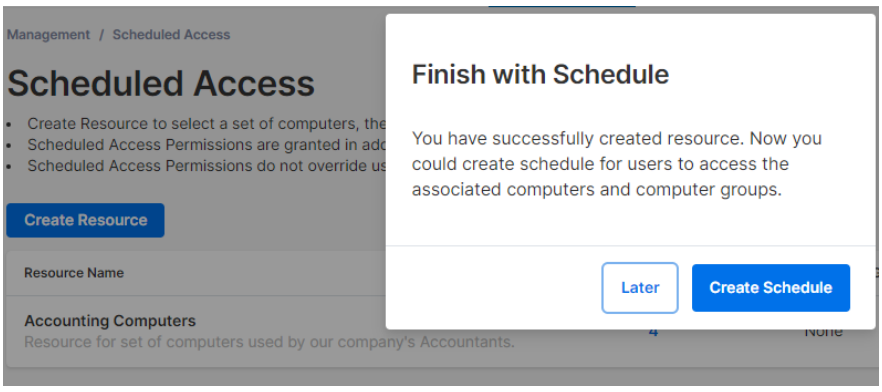
5. Select the computers and/or groups that you would like to make available in the Resource.



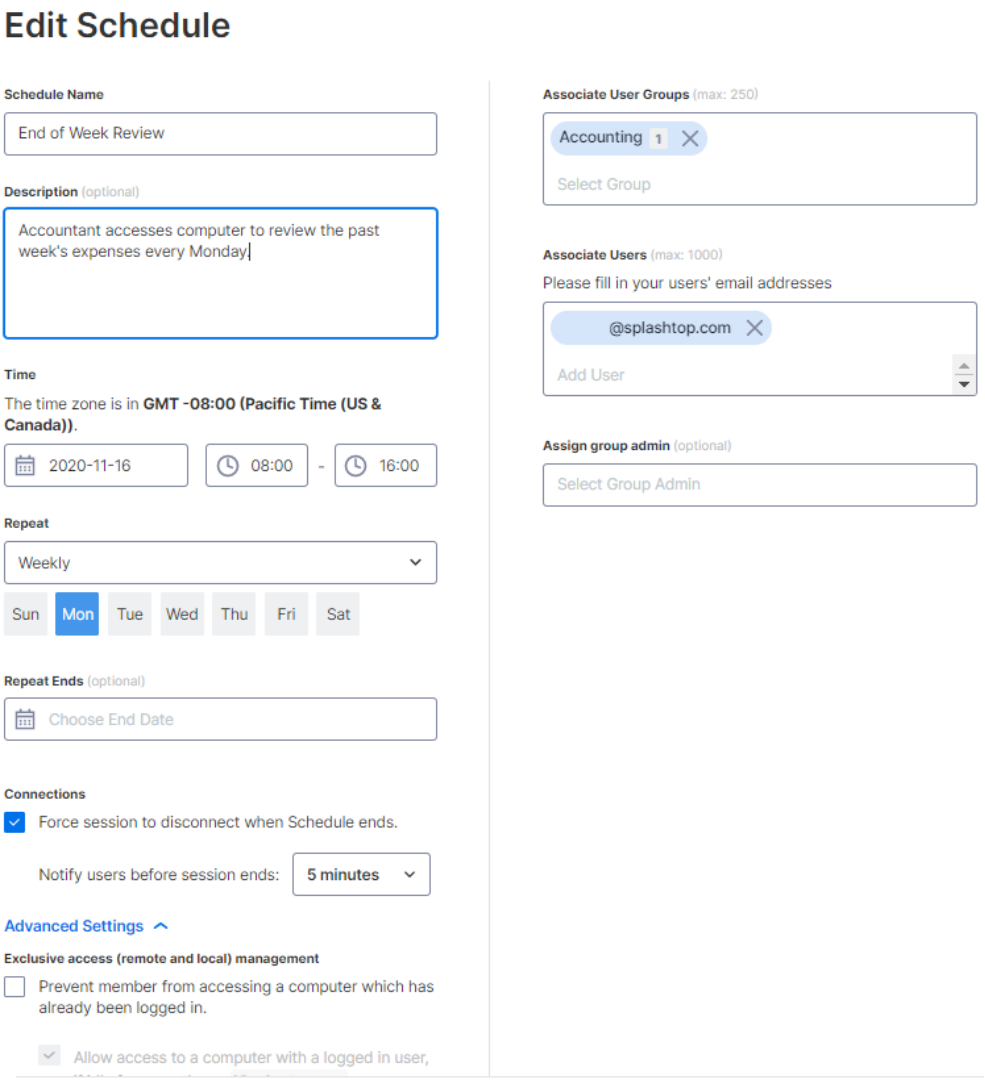
6. *(Optional)* Assign Group Admin(s) to help with managing schedules on this Resource. Group Admins can view any Resource that they are assigned to, and can also create new Resources and Schedules.



7. Continue to **Create Schedule**, or later click on the Resource name to assign schedules.



8. Create a Schedule for the Resource by filling in the **Name**, **Starting Date**, and **Recurrence**.



- Select user groups and/or specific users to access the Schedule.
  You may also copy/paste a list of user emails into the Users box.

- The time drop-down selection is in 30-minute intervals, but you can type in any value granular to a minute.

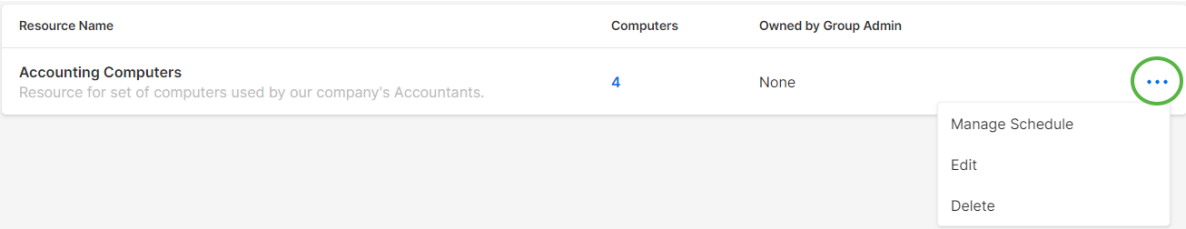
- You can select multiple days in a weekly recurrence.

- Check “Force session to disconnect when Schedule ends” if you would like sessions to forcefully disconnect at the end of the timeslot.
  Note: This does not automatically log out of the computer’s OS user account.

- Click Advanced Settings to manage the Connection Pool and Exclusive access settings if they are enabled in the Resource.

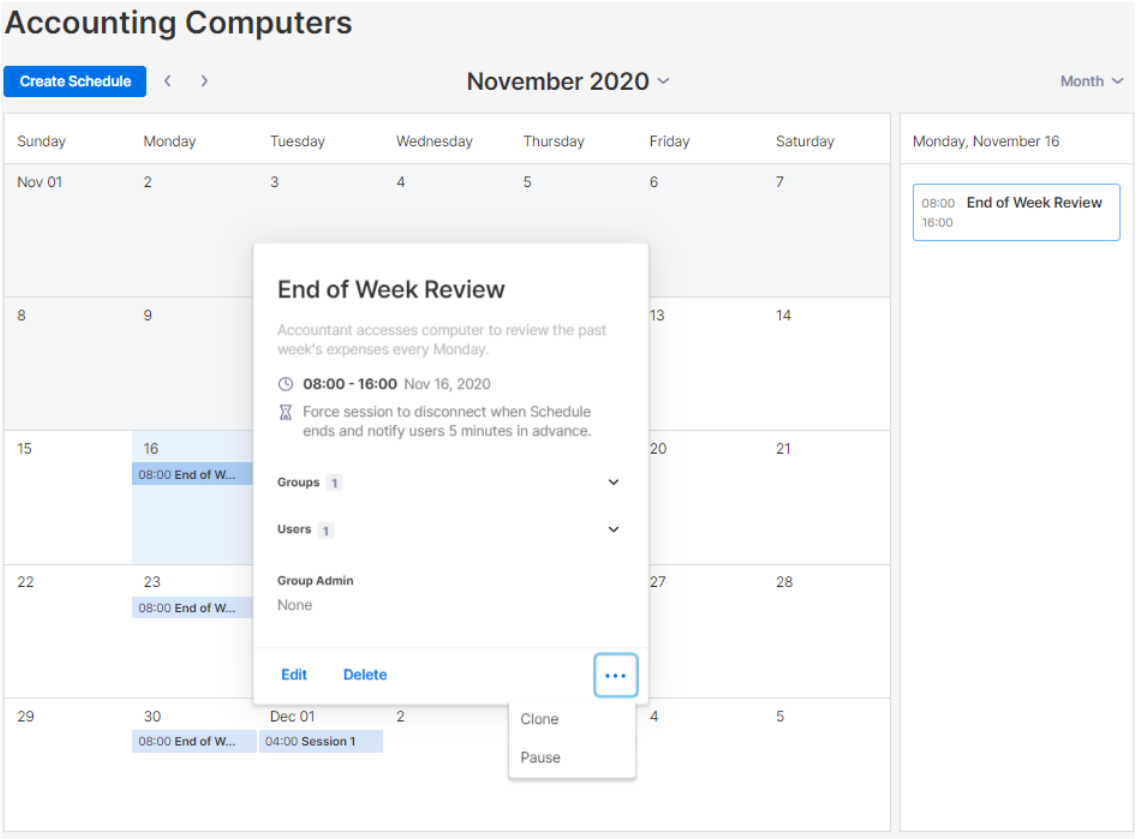
Managing Resources & Schedules

Click on the menu to the right of each Resource to view management options.



- **Manage Schedule** to get to the Resource's calendar view.
- **Edit** to change configurations of the Resource.
- **Delete** to remove the Resource.

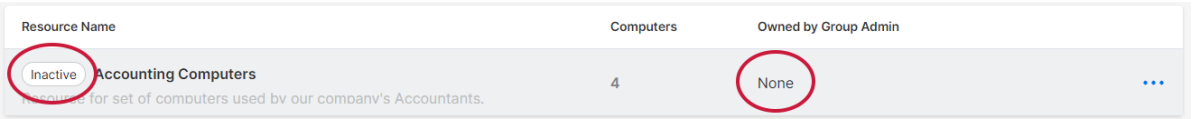
Click on a Schedule in the calendar view to manage schedule functions.



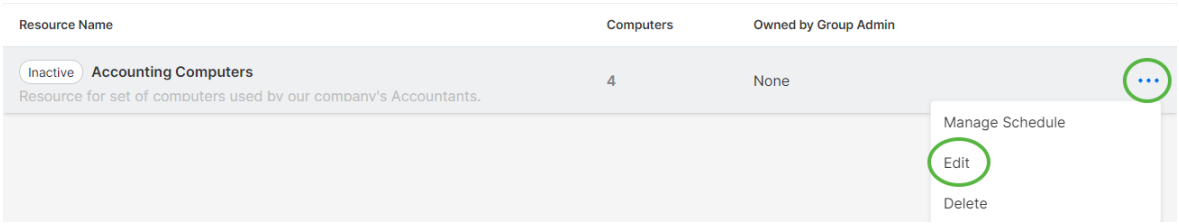
- **Edit** to change configurations of the schedule.
- **Delete** to remove all recurrences of a schedule.
- **Clone** to easily create a new schedule with similar configurations.
- **Pause/Resume** the recurrence of a Schedule. (ex: holidays, maintenance)

If a Group Admin is removed, what happens to their owned Resource/Schedules?

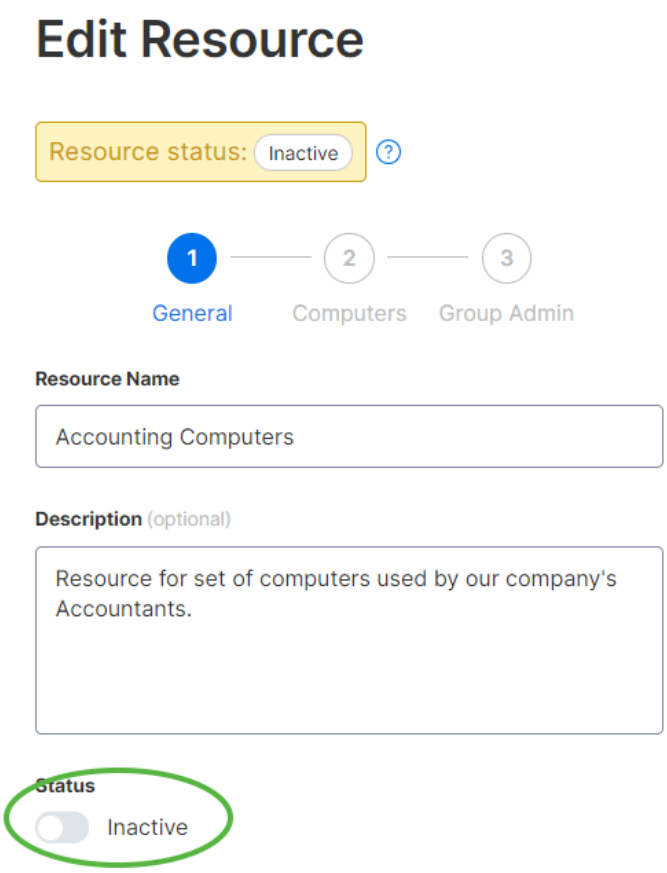
If a Group Admin is removed from the team or has their admin privileges revoked, their owned Resources will become “Inactive”.



1. To re-activate a Resource, click the menu to the right of the ***Resource -> Edit***.



2. Toggle the **Status** of the Resource from **Inactive -> Active**.

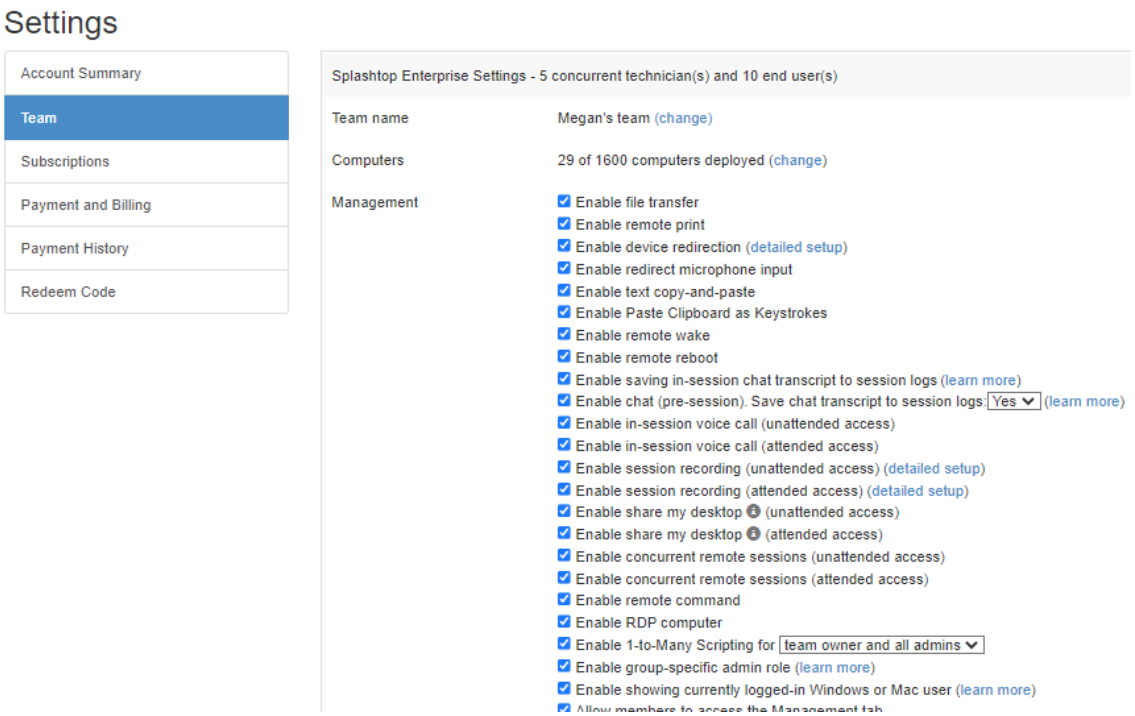


If a Resource is owned by multiple Group Admins, the Resource will not become inactive unless all Group Admins are removed.

8. Team Settings

Go to ***Management -> Settings*** to review and configure Team Settings. Team Settings control important policies for your team, such as feature capabilities and authentication. This page is only accessible by the **Team Owner**.

Overview of Team Settings

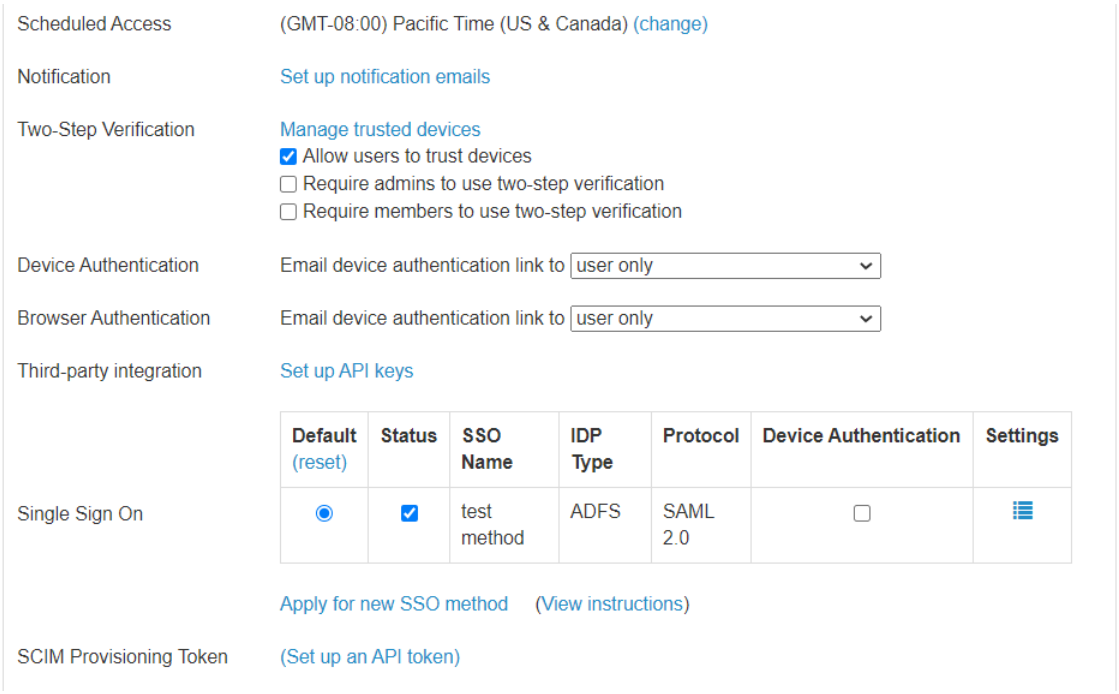


Team Name: This is the name users will see in their team invitation and account info. The team name is also displayed on the Status tab of deployed Splashtop Streamers.

Computers: The number of Streamers deployed of the max total.

Management: These checkboxes control the team's feature capabilities, visibility options, and security protocols. Most settings apply global – they will be enabled/disabled for all users of the team, regardless of role. Some settings are role-based, including:

- Enable concurrent remote sessions (Two users into one computer)
  - Allow members to connect to computers in an active connection
- Allow members to access the Management tab
- Allow members to see groups (Only group names of computers they have access to)
- Allow members to establish concurrent sessions (connecting to multiple computers)
- Allow members to disconnect others' sessions
- Enable remote reboot (normal reboot, restart streamer, safe-mode reboot)
  - Allow members to reboot computers and restart streamers



Schedule Access: Set the time zone for the scheduling module.

Session Indicator: Configure a persistent banner to show during remote sessions to notify end users that the computer is being accessed.

Notification: Set up email notifications for certain actions in the team, such as when a computer is added, when a connection is initiated, when a user accepts the team invitation, etc.

Two-Step Verification: Force admins and/or members to use Two-Step Verification (2FA).

Device/Browser Authentication: Determine who receives device authentication links for new Business App or Web Console logins. Email authentication can be disabled if a user already has 2FA turned on.

Third-party integration: If you have technician licenses to use Splashtop SOS, you can set up API keys to integrate Splashtop SOS with your existing ServiceNow, Zendesk, Freshservice, Freshdesk, and/or Jira helpdesk solution.

Single Sign-On: Apply and manage SSO methods here.

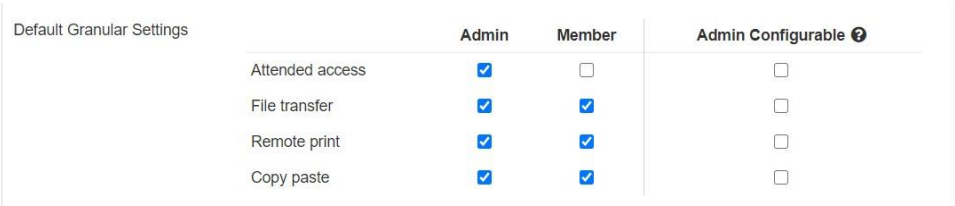
9. Granular Controls

With Granular Controls, you can enable or disable certain features for specific users or groups.

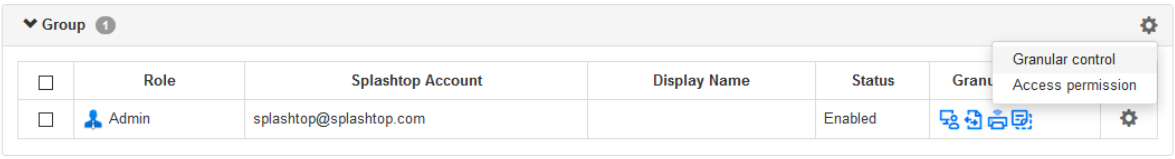
Granular Controls are currently available for:

- File Transfer
- Copy & Paste
- Two-step Verification
- Remote Print
- Attended Access (Technician license)
- 1-to-Many (Technician License)

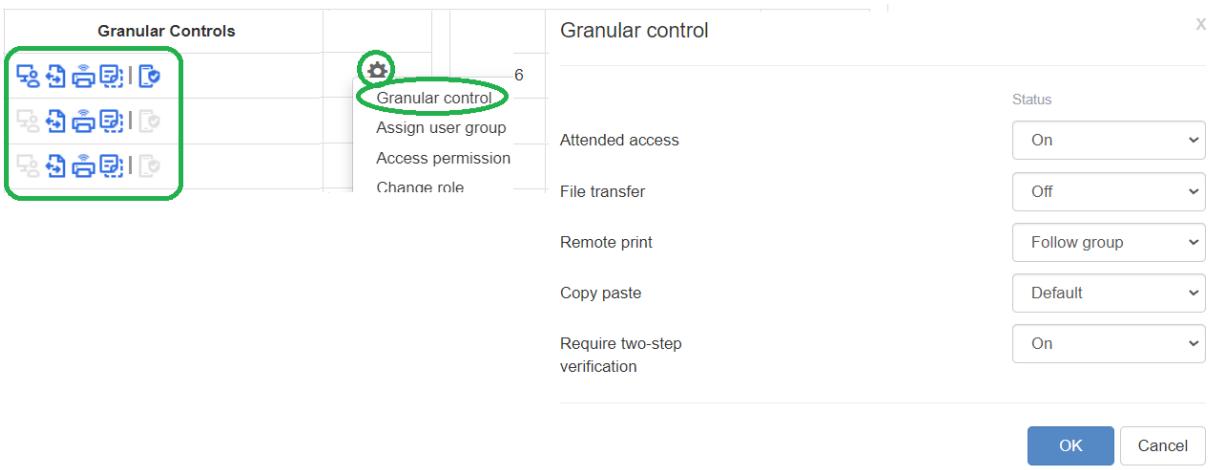
From ***Management -> Settings***, you can set the **Default Granular Settings** of these features per user role. These default settings will be applied when a new user is invited to the team's default group or if a user/group's granular control setting is set to follow the default. The **Admin Configurable** setting can be checked if you would also like to allow Admins to help with managing the granular controls.



Under ***Management -> Users***, you can configure the granular control per user or user group. To configure the granular control settings for a user group, click the group's gear icon -> Granular Control.



To configure per individual user, click on each feature icon to enable/disable or click the user's gear icon -> Granular Control.



- On: Enable this feature for the user.
- Off: Disable this feature for the user.
- Follow Group: Apply the user group’s setting for the user.
- Default: Apply the team’s default setting per the user’s role from the Team's Default Granular Settings.

10. Remote Computer Management (Technicians)

Technician licenses include features to remotely manage computers with the ability to view Windows event logs, system/hardware/software inventory, endpoint security, and manage Windows Updates and configurable alerts. You can also send commands to an unattended remote computer's command prompt in the background. All features described are available for the **Team Owner and Admins** unless otherwise specified.

Windows Event Logs

View an online computer's Windows Event Logs from within the Splashtop web console. You can filter by event level, type, date range, and ID.

View this article for more details and instructions.

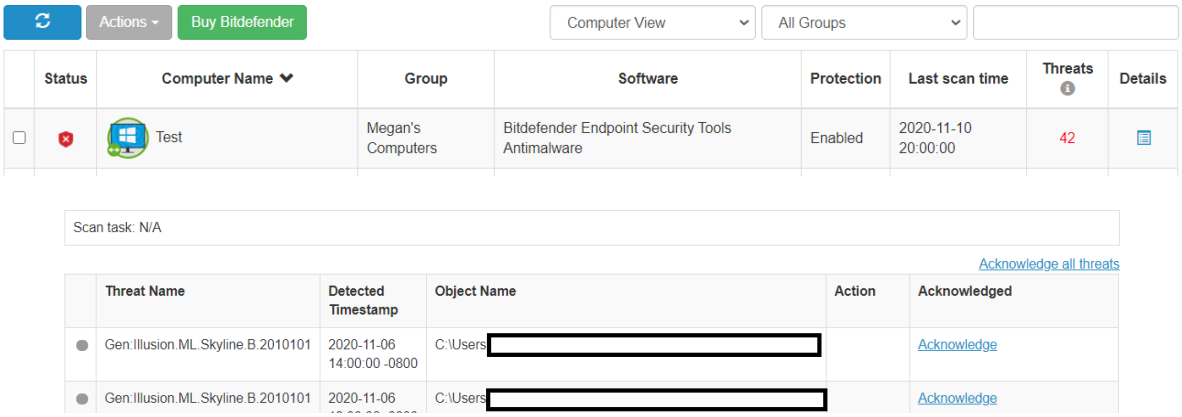
Computer Inventory – System, Hardware, Software

View and compare snapshots of a computer's System, Hardware, or Software inventory. This view is available per individual computer. You can also export the inventory of all computers by clicking the **Export** option at the bottom of the ***Management -> All Computers*** page, or view all at ***Management -> Inventory***.

[View this article for more details and instructions.]

Endpoint Security

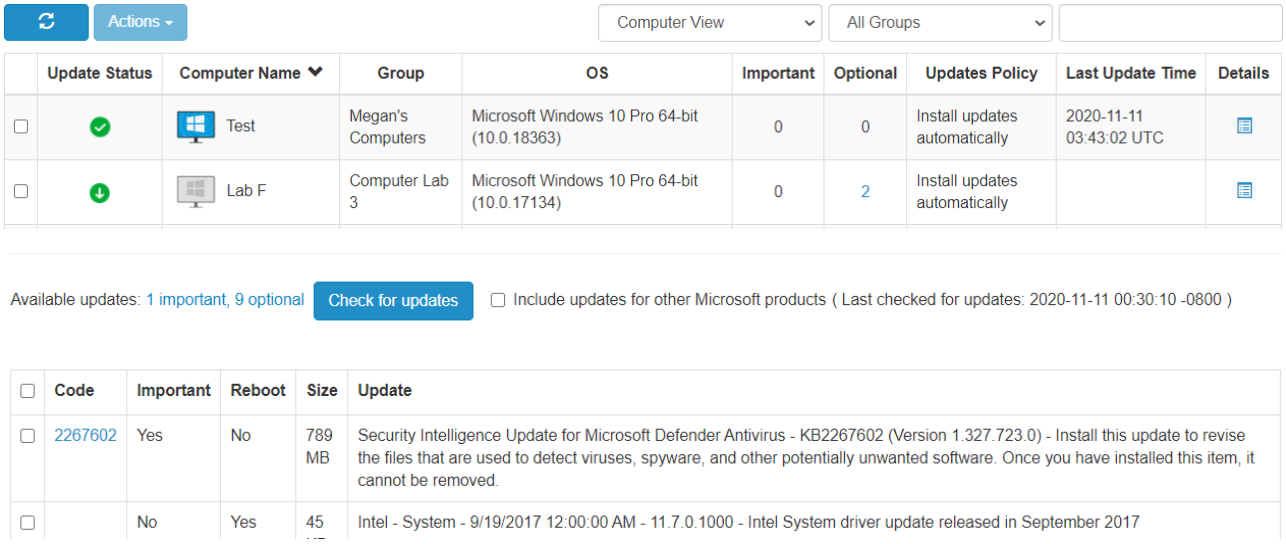
View the endpoint security status for Windows computers at ***Management -> Endpoint Security*** to make sure all machines are protected. You can also purchase additional licensing for Bitdefender to enable installing and scanning directly from the Splashtop web console. **The Endpoint Security dashboard is available to the Team Owner, Admins, and Group Admins.**



[View this article for more details and instructions on Bitdefender.]

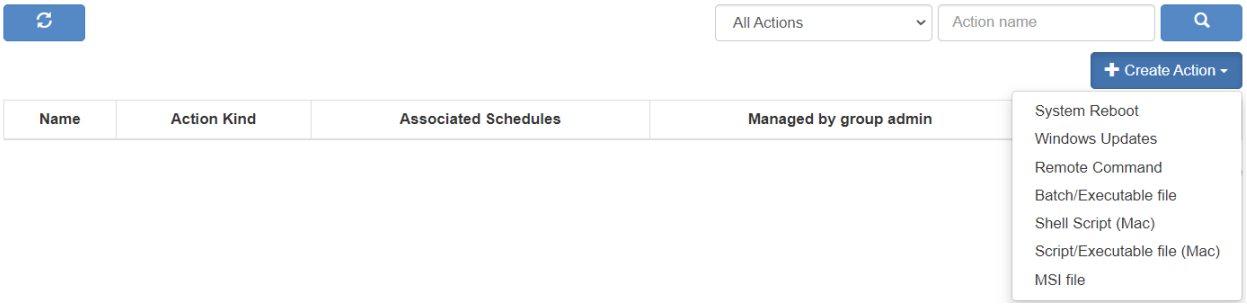
Windows Updates

Check a computer's Windows Updates status at ***Management -> Windows Updates***. Click **Details** to check for, view, and push available updates immediately or at a scheduled time for a specific computer.



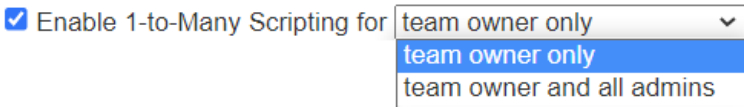
1-to-Many Actions & Schedules

Create a 1-to-Many Action that allows you to immediately run or schedule a task to multiple computers or computer groups. Configure a system reboot, Windows update, or silently deploy .EXE,.MSI,.PKG files and more. This can be configured under ***Management -> 1-to-Many Actions*** or ***1-to-Many Schedules***.



Actions that are set to run immediately can only be run on Online computers. If a computer is offline when a Schedule Action is attempted, there is currently no retry mechanism.

1-to-many can be available for only the Team Owner, or Team Owner and Admins, depending on the option selected under ***Management -> Settings***.

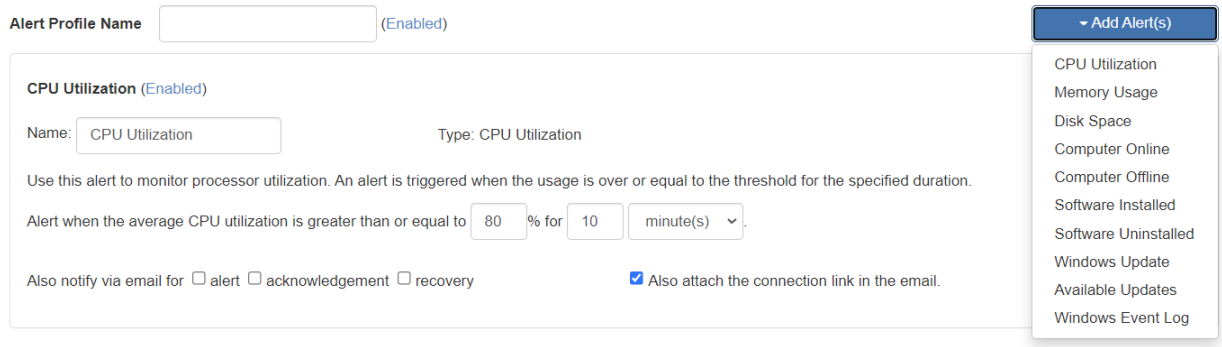


Additionally, permission can be configured via Granular controls.

[View this article for more details and instructions.]

Configurable Alerts

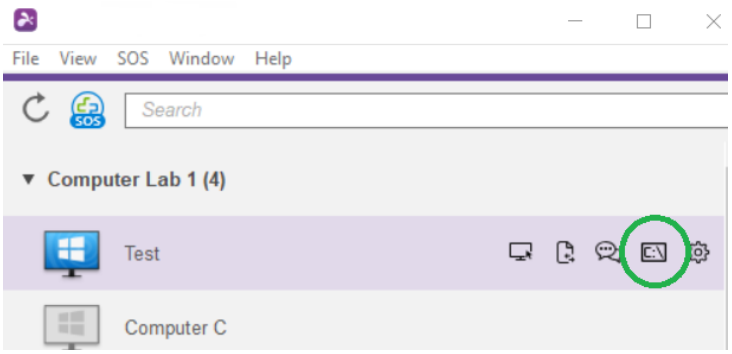
Set up configurable alerts under ***Management -> Alert Profiles*** to get notified when certain actions occur. Actions vary from software installed/uninstalled, CPU/disk utilization, computer online/offline, and more.



View this article for more details and instructions.

Remote Command

From the Business App, click on a computer's Remote Command icon to send command line or terminal commands to a remote Windows or Mac computer in the background.

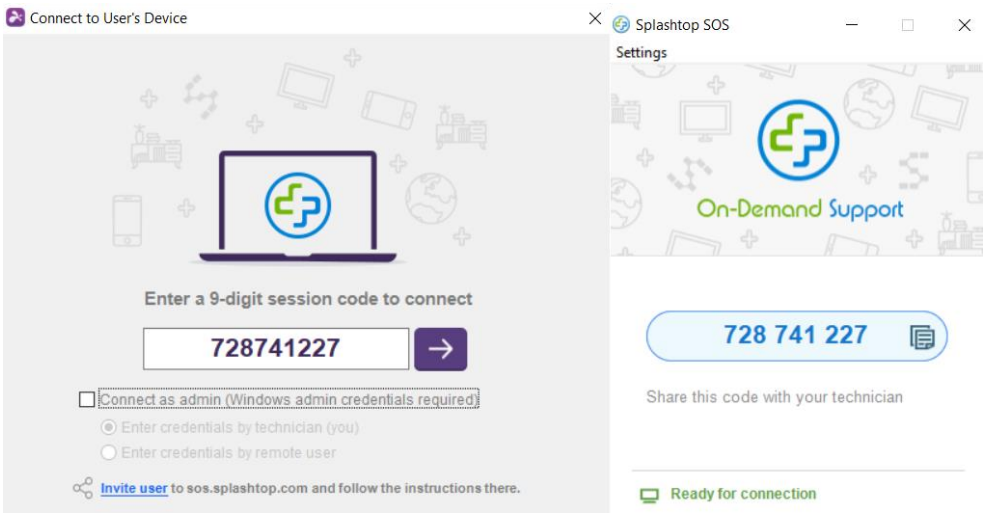


This feature is available for all users of the team if enabled, and requires the user to enter admin credentials of the remote computer to access.

View this article for more details and instructions.

11. Attended Access - SOS (Technicians)

Technician licenses enable Attended Access with Splashtop SOS. Use Splashtop SOS to access Windows, Mac, iOS, Android, and Chromebook devices with a 9-digit session code.



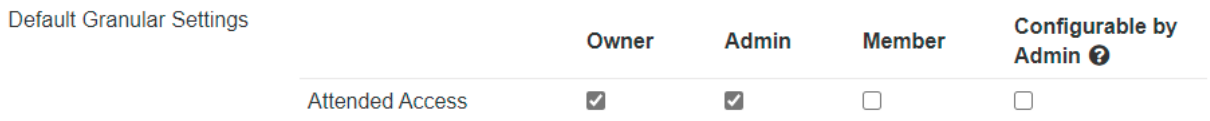
To connect, enter the 9-digit session code generated by the end user who runs the Splashtop SOS app. See the tutorial here.

Additional Features:

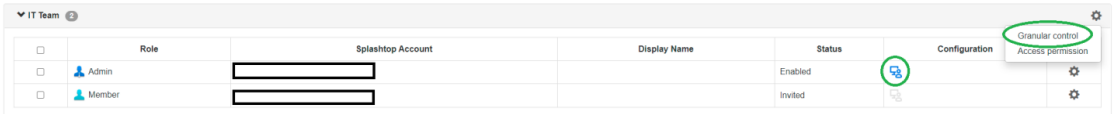
- Connecting with Admin privileges
- Switching OS Users
- Reboot-and-Reconnect
- Custom Brand SOS
- ITSM/Helpdesk Integrations (ServiceNow, Freshservice, Freshdesk, Zendesk, Jira, and more coming soon)

Granular Settings

Configure who can use Attended Access with Granular Settings. The Team Owner can configure the default Attended Access permission per user role under ***Management -> Settings***. This determines a user's default Attended Access permission when they are invited to the team.

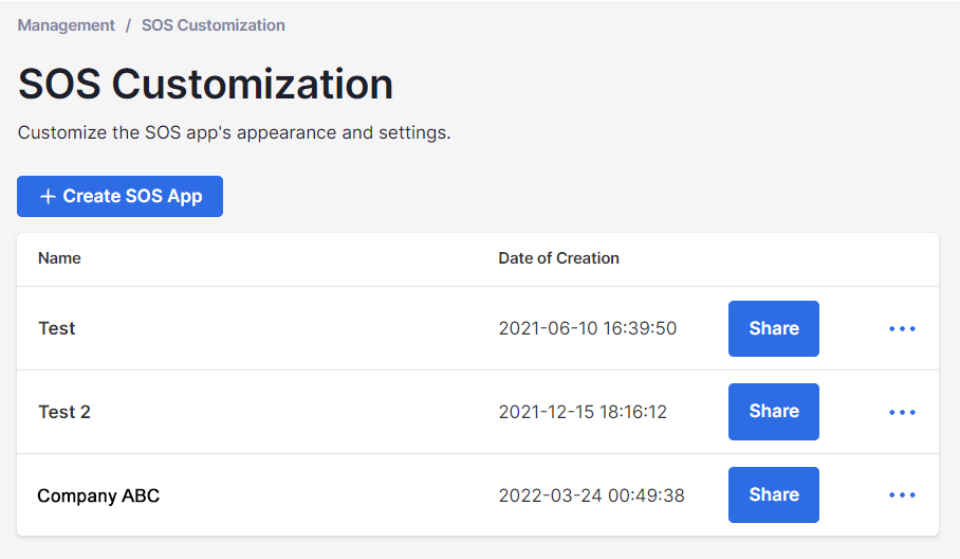


Under ***Management -> Users***, you can also configure the Attended Access permission per individual user or user group.

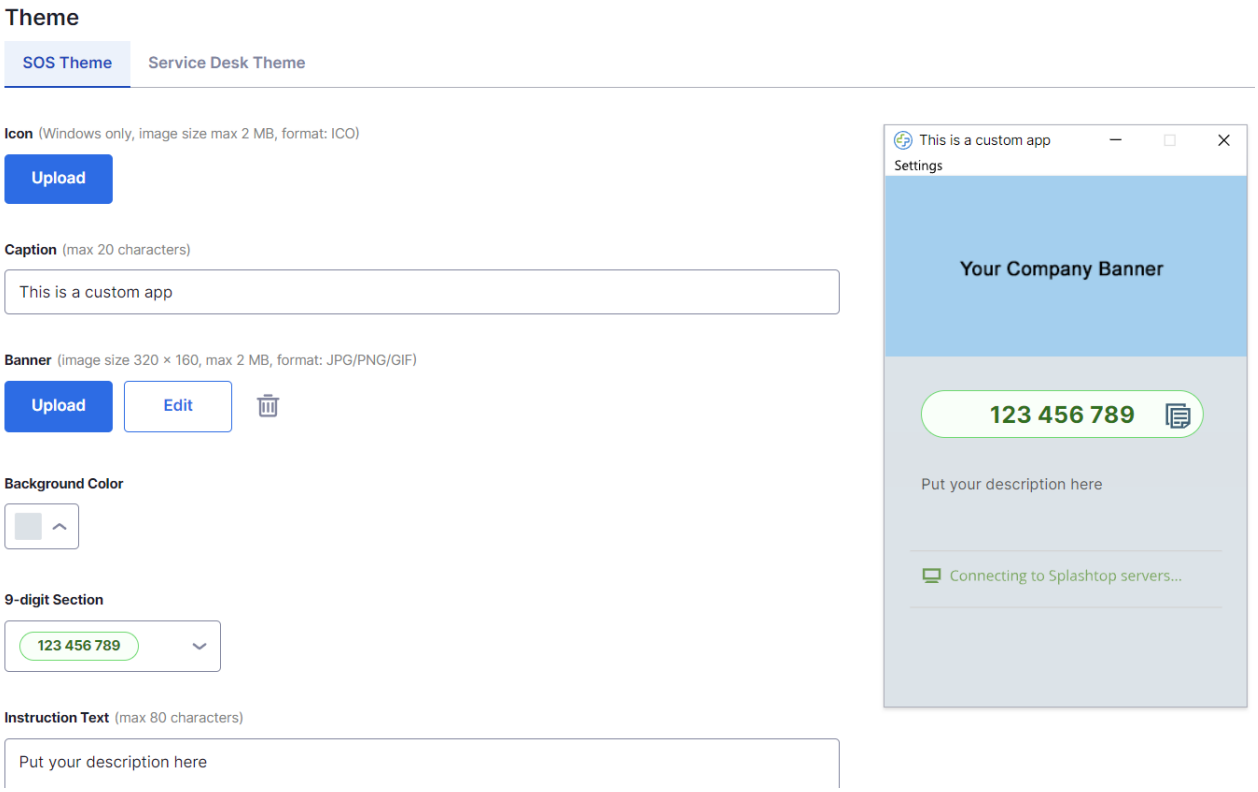


12. SOS Customization (Technicians)

Custom branding is available for the Splashtop SOS app. To create a custom app, go to ***Management -> SOS Customization -> Create SOS App.***



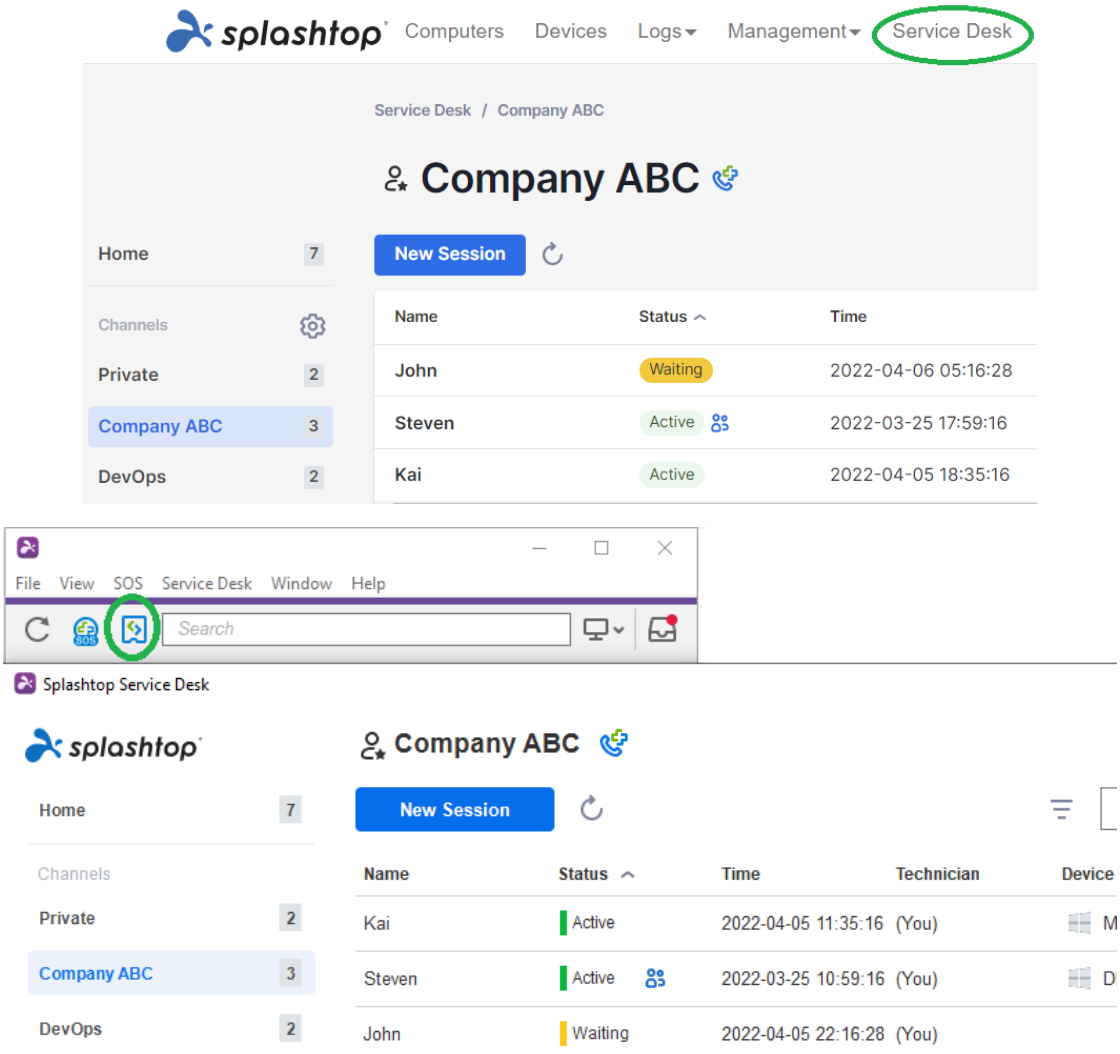
Customize different areas such as the app name, colors and descriptions. You can also create a disclaimer and configure additional settings such as audio and proxy.



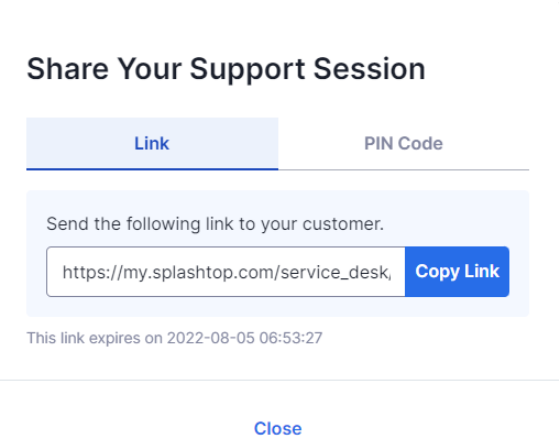
13. Service Desk (Technicians)

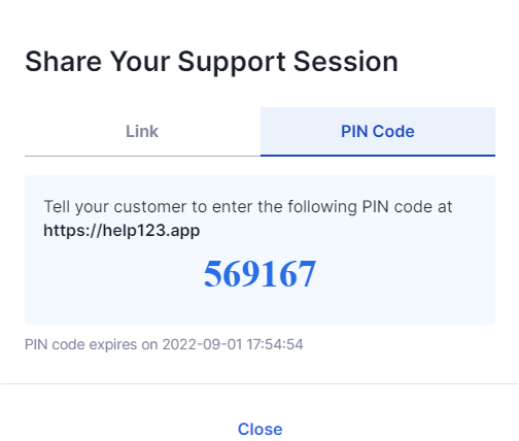
Service Desk provides an interface for technicians to manage a queue of attended sessions and enhance their team's workflow. Instead of waiting for the end user to provide the 9-digit SOS code, technicians can send a customized app link and add them to a queue. **Requires Technician license.**

To enter Service Desk, click the Service Desk in my.splashtop.com or the icon in the Business App.



Create channels within the Service Desk console and assign technicians. Technicians can create support sessions for customers via an invitation link or 6-digit code, or provide an SOS Call app for customers to launch when they need support. Once a support session is created, technicians can re-assign, transfer, or invite other technicians to the session.

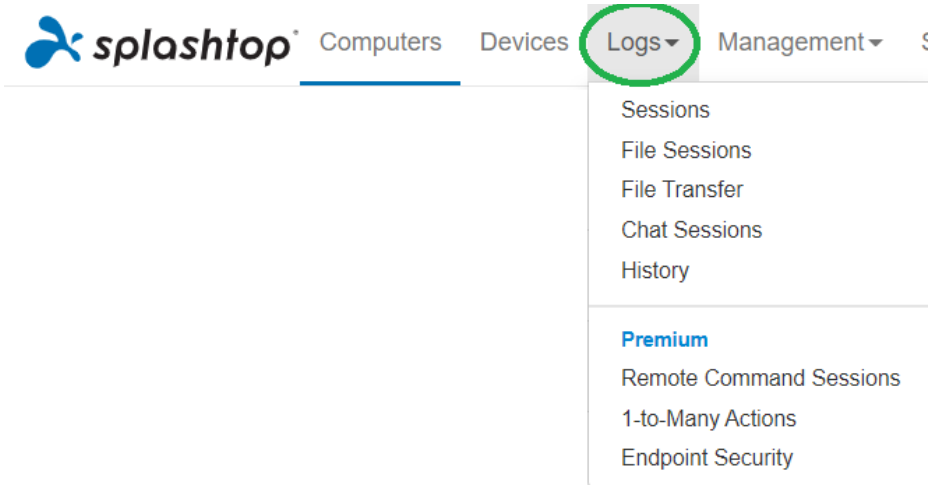

Share Your Support Session
Link
PIN Code
Send the following link to your customer.
https://my.splashtop.com/service_desk,
Copy Link
This link expires on 2022-08-05 06:53:27
Close


Share Your Support Session
Link
PIN Code
Tell your customer to enter the following PIN code at
https://help123.app
569167
PIN code expires on 2022-09-01 17:54:54
Close

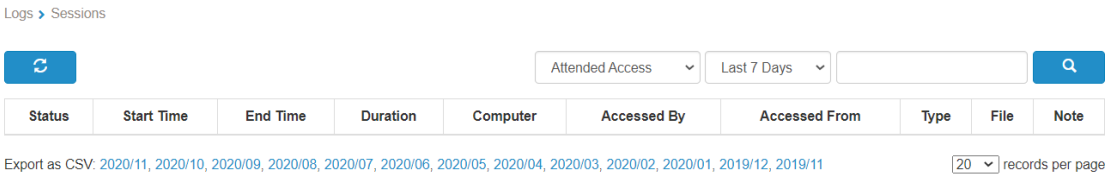
14. Logs

Splashtop maintains logs for self-auditing. The Team Owner and Admins can view logs of everyone in the team. Members will only see their own logs.

To view logs, go to ***my.splashtop.com -> Logs***.



Logs include the last 7, 30, or 60 days. If your service includes both unattended and attended access, you can choose which to view. Scroll down to the bottom of the page to **Export to CSV** to download up to a year of past logs.



[View this article for an overview of logs.]

15. Additional Features

These additional advanced features are available for Splashtop Enterprise. Contact Splashtop Sales for additional information.

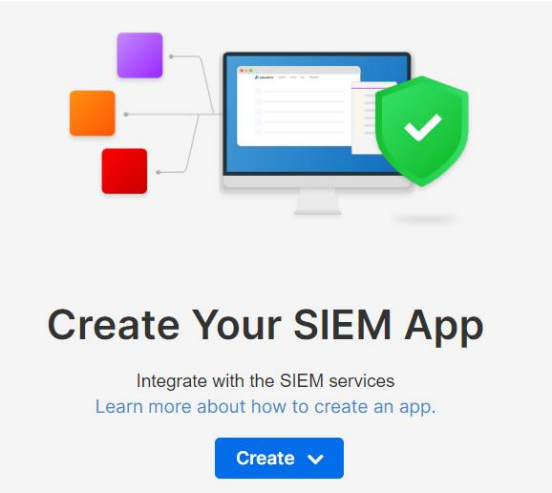
IP Restriction

Restrict access to the web console https://my.splashtop.com or to the Splashtop Business App based on IP address.

View this article for more details and instructions.

SIEM Logging

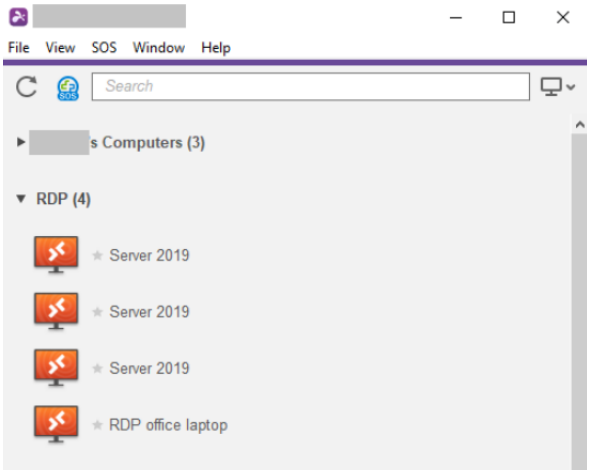
Export Splashtop session and history logs to a SIEM (Security information and event management) software for further analysis.



View this article for more details and instructions.

Splashtop Connector

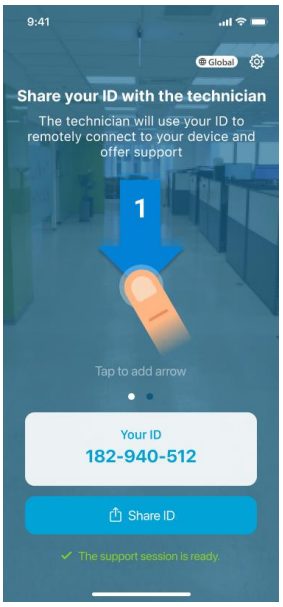
Securely bridge RDP connections to Windows computers and servers through Splashtop without using VPN or having to install software on each computer.



View this article for more details and instructions.

Splashtop AR

Connect to off-site locations and resolve issues live with camera sharing and AR annotations.



View this article for more details and instructions.