



Zero Client with vMatrix Server Manager User Manual

Installation & Connection



1800-843-4686



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1.vMatrix Installation

Please make sure to DISABLE any Anti-Virus or Firewall software during the installation of vMatrixServer Manager. After installation has completed, you may re-enable Anti-Virus and Firewall

- 1) Run vMatrix installer .(Run as Administrator privilege)
- 2) Click “**Install**” to start installation.



- 3) Click “Completed” and finish installation.



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- 4) You will be asked to reboot the system. Click “yes”.



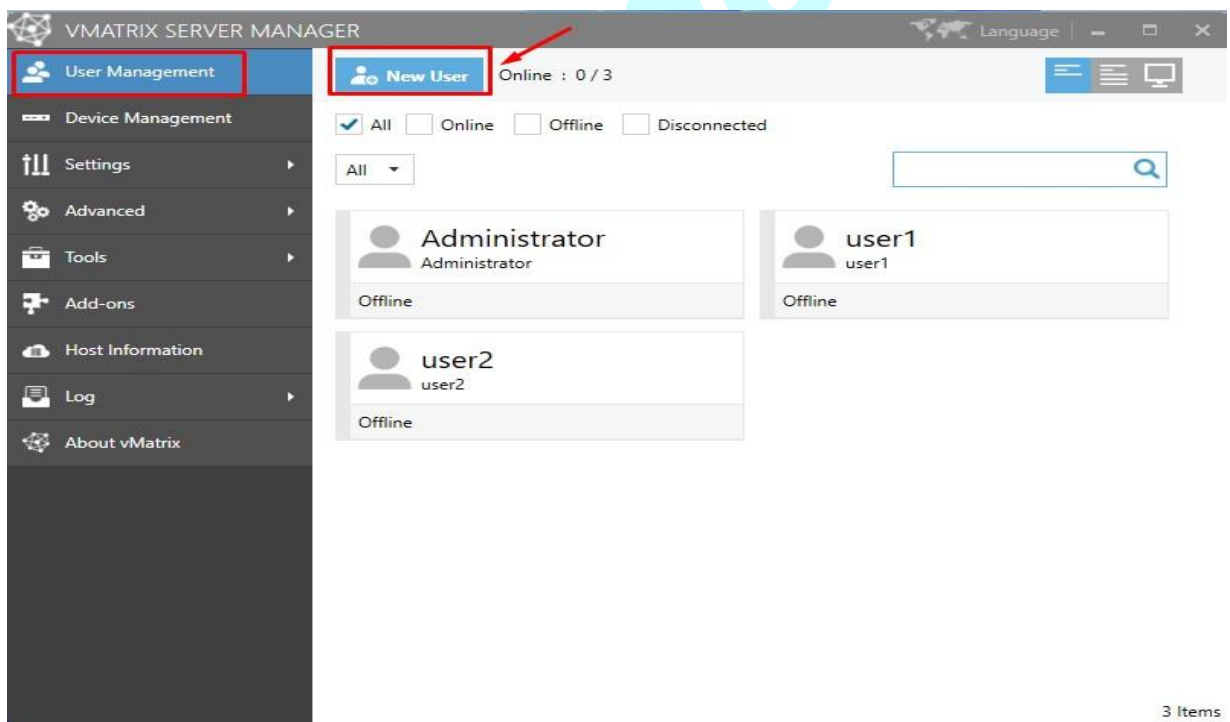
Note: If system instability occurs after installing matrix Server Manager, please try removing matrix Server Manager and any anti-virus or security software present, and then re-installing matrix Server Manager. If the system is stable in this configuration, re-install the anti-virus software. In some cases, this change in install order can improve the interaction between matrixServer Manager and anti-virus software. If issues persist, please try configuring your security software to ignore/allow/trust the following ports and executables .

1.2 User Creation

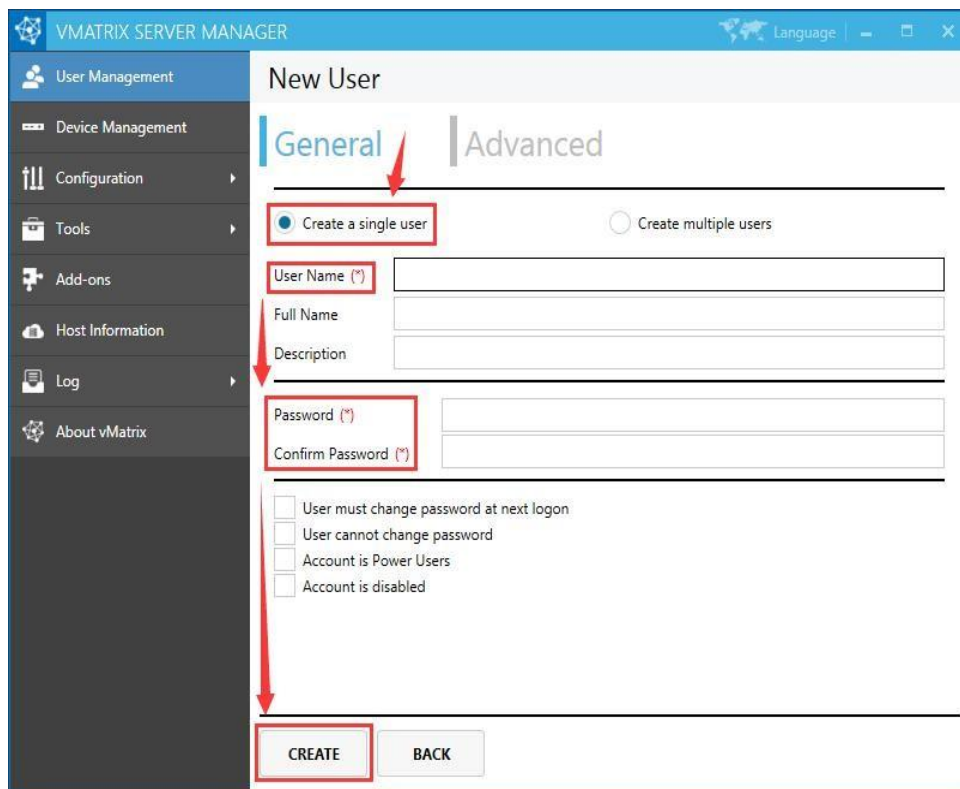
- 1) After rebooting the system, open vMatrix Server Manager by double clicking the “vMatrix” icon in Desktop.



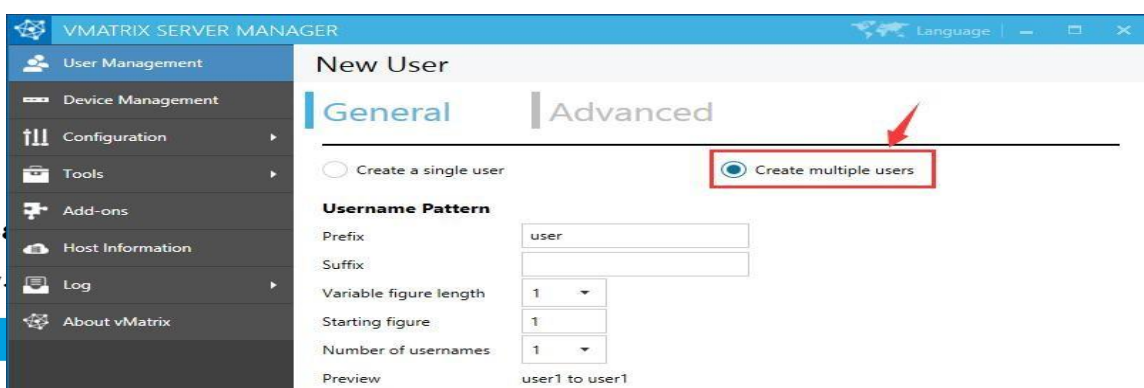
2) Go to “User Management” page, click “New User” to create user accounts.



Enter “User Name” and “Password” and click “Create” at the bottom.



To create multiple users at a time, select “Create multiple users”, and then select the number of users and enter passwords or select to use user name as password for all users.

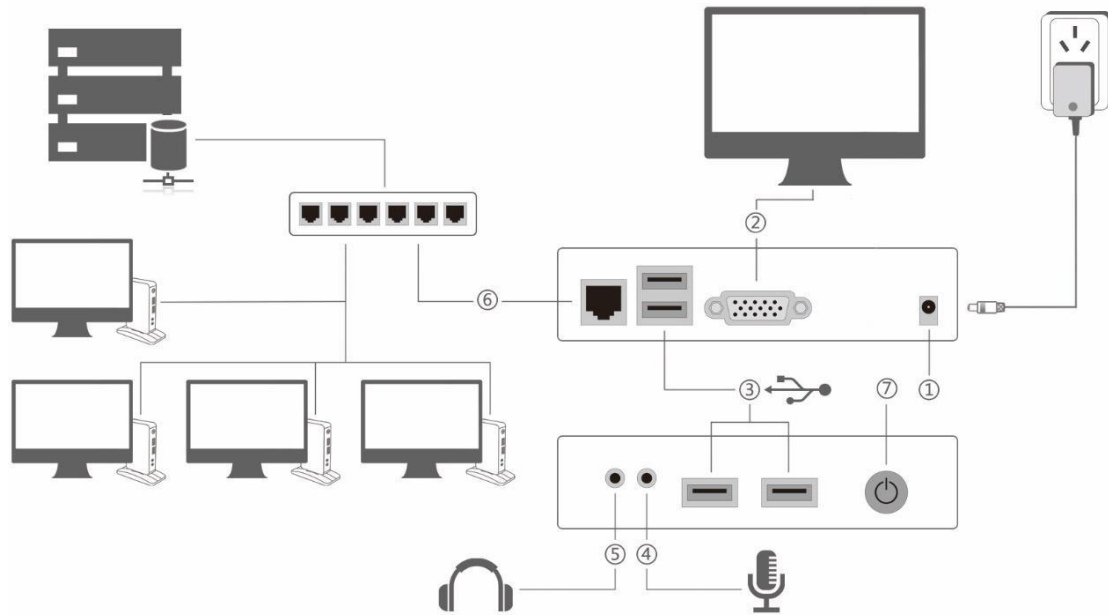


1.3 Device Connection

Connect the S100 device to other peripherals as show below.

- Connect the S100 zero client to the power adapter of 5V, 2A. Do not use power adapter of other specifications to avoid damage to the zero client.
- Connect the S100 zero client connects to monitor with VGA port.
- Connect the S100 zero client to USB keyboard and mouse and other USB devices if necessary.
- Connect the S100 zero client to Mic and speaker through 3.5mm jacks if necessary (Audio devices through USB ports are also supported).
- Connect the S100 zero client to the network through RJ45 type Ethernet cable to the switch or USB wireless antenna built with RT8188 chipset.





1.4 Device Login

- 1) After connecting to the peripherals, press the device power button.
- 2) After system boot, go the display page, select your correct language and desktop resolution; factory default language is "English" and desktop resolution is "1024x768".



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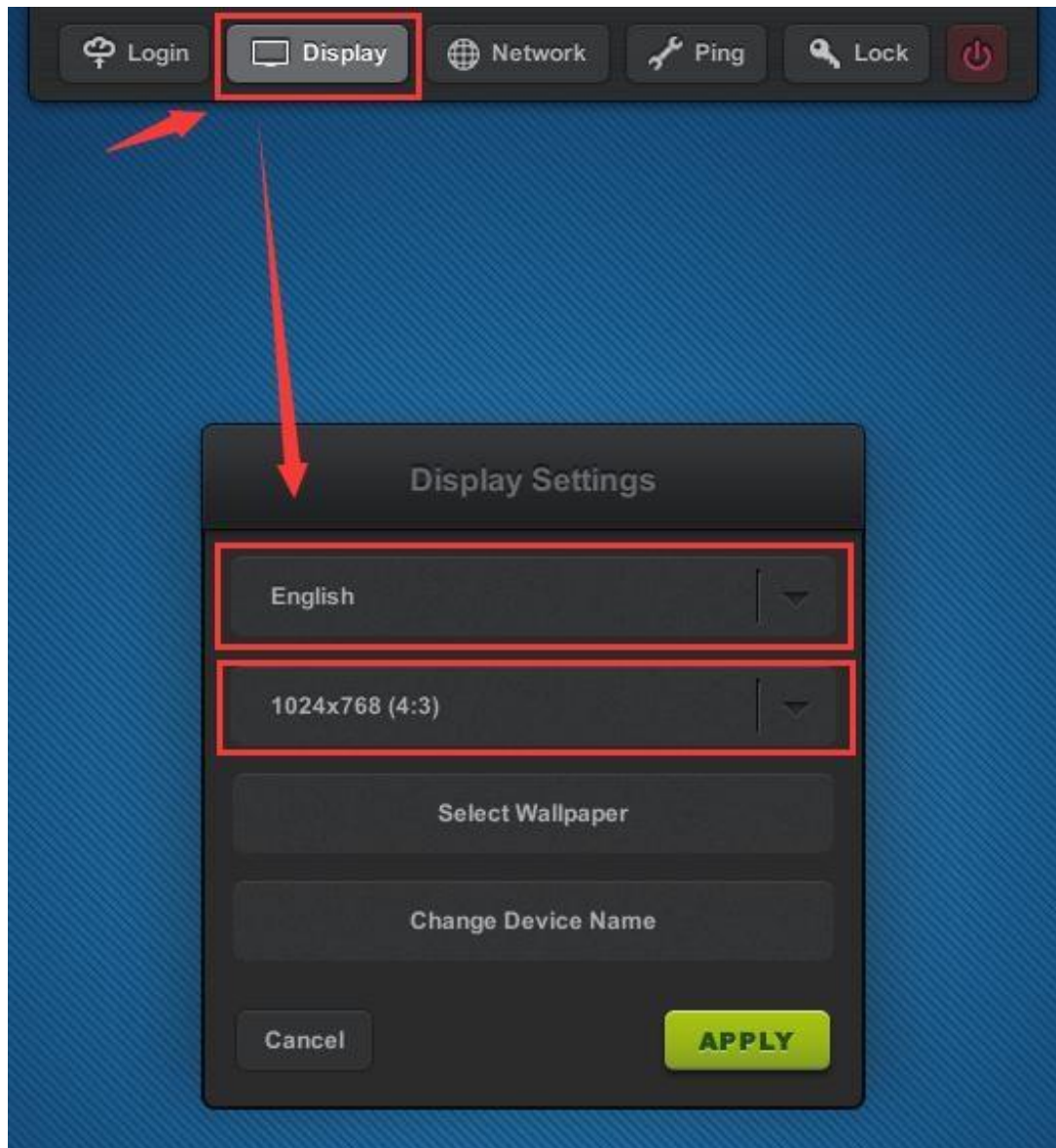
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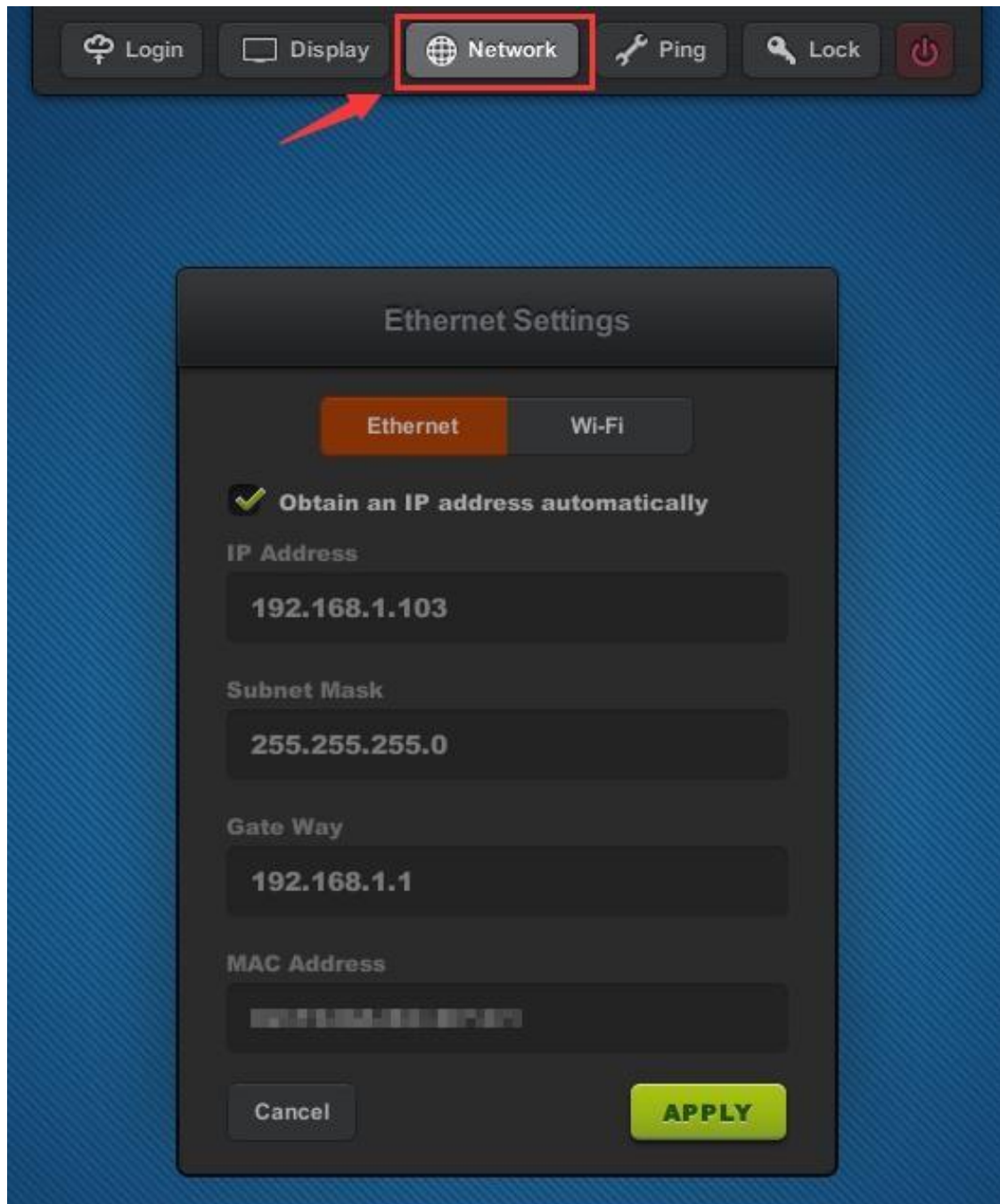
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- 3) Go to "Network" page. If DHCP network service is available in your network, you can just use the default setting to obtain an IP address for this device automatically. Otherwise, if you want to allocate an IP address manually, cancel the option and enter an IP address instead.



- 4) Go back to the “Login” page, select the host available in your network for connection.



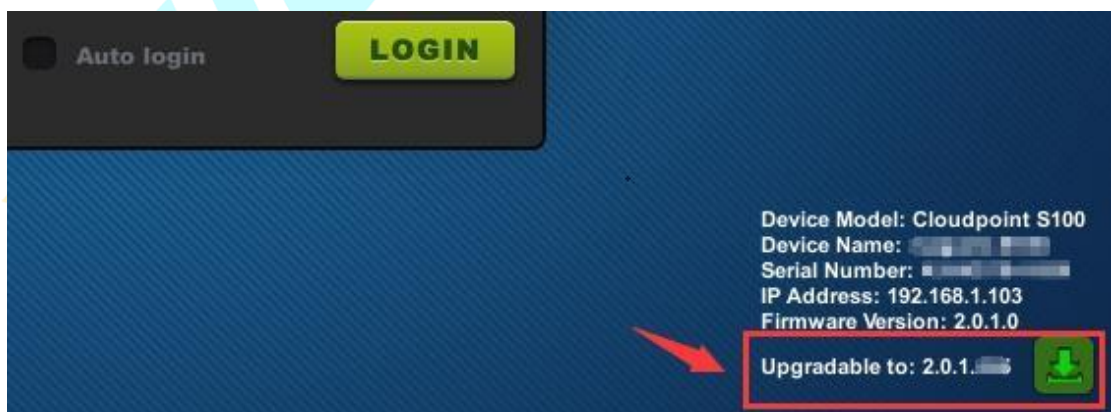
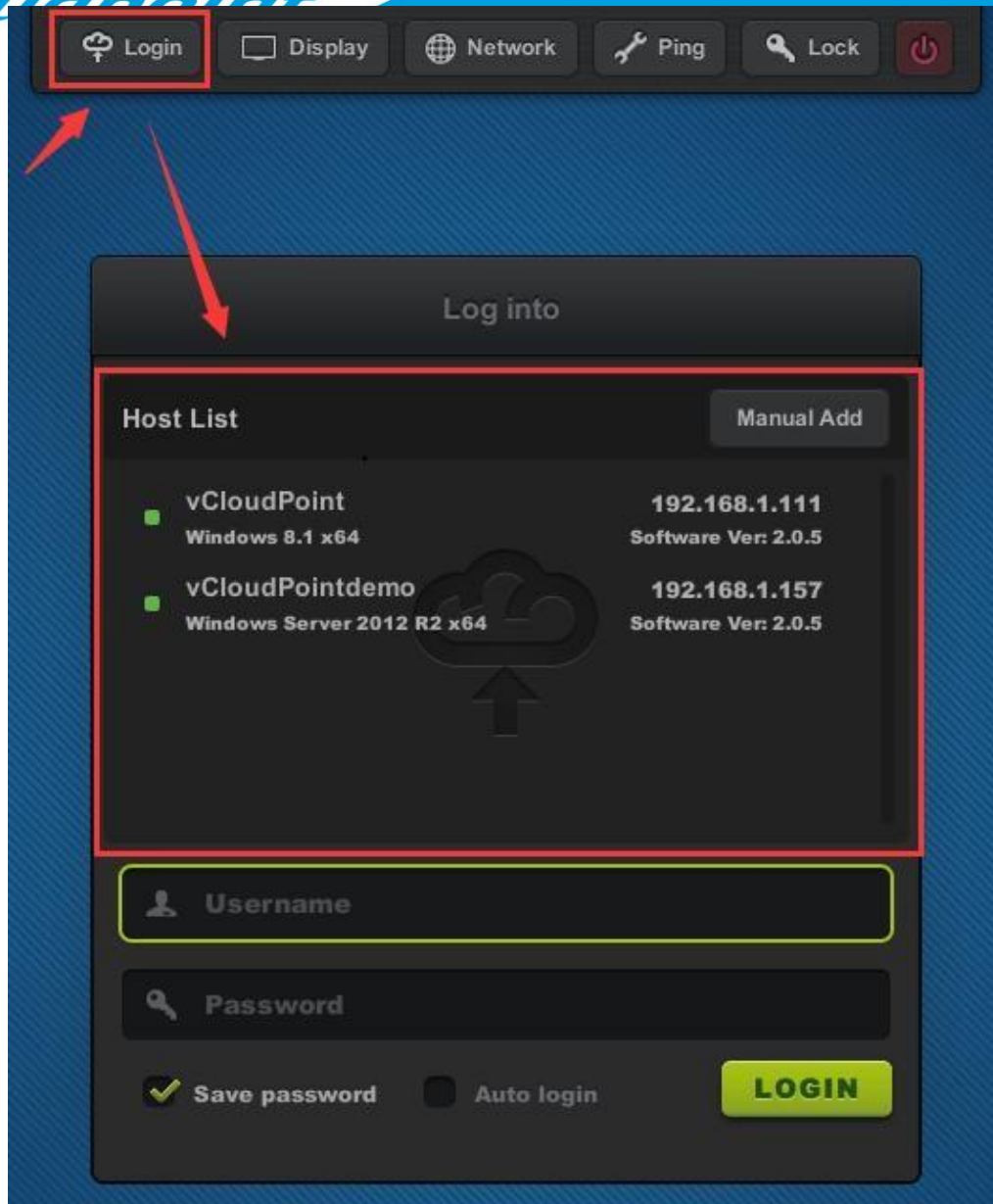
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- 1) Check for any new firmware to upgrade at the right bottom of the screen. If yes, click



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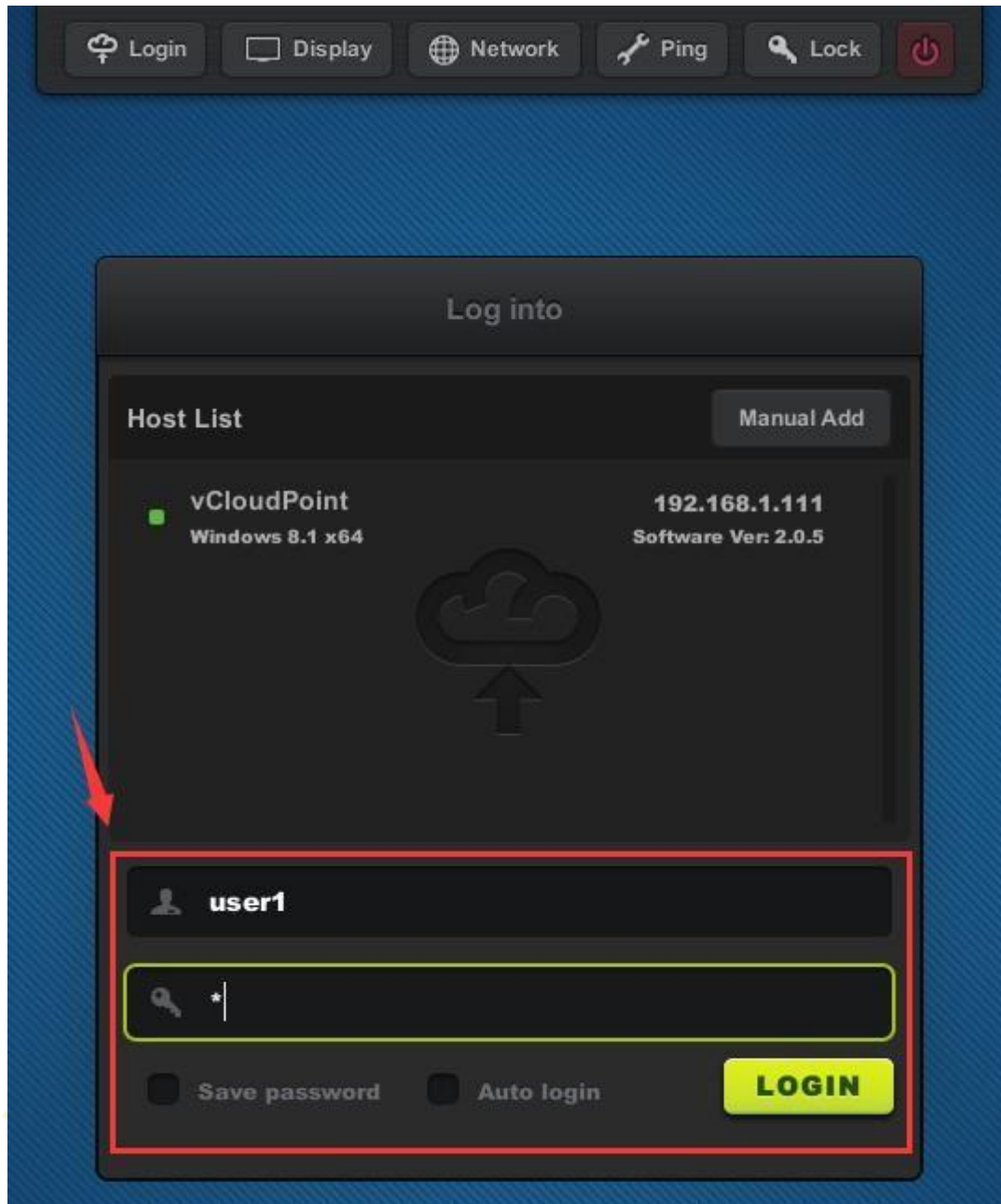
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to upgrade.

Enter your user's name and password, then click "Login". If you use a new created user for initial login to the host, you may need to wait a few seconds to minutes for preparing a desktop.



2. Using the Zero Client



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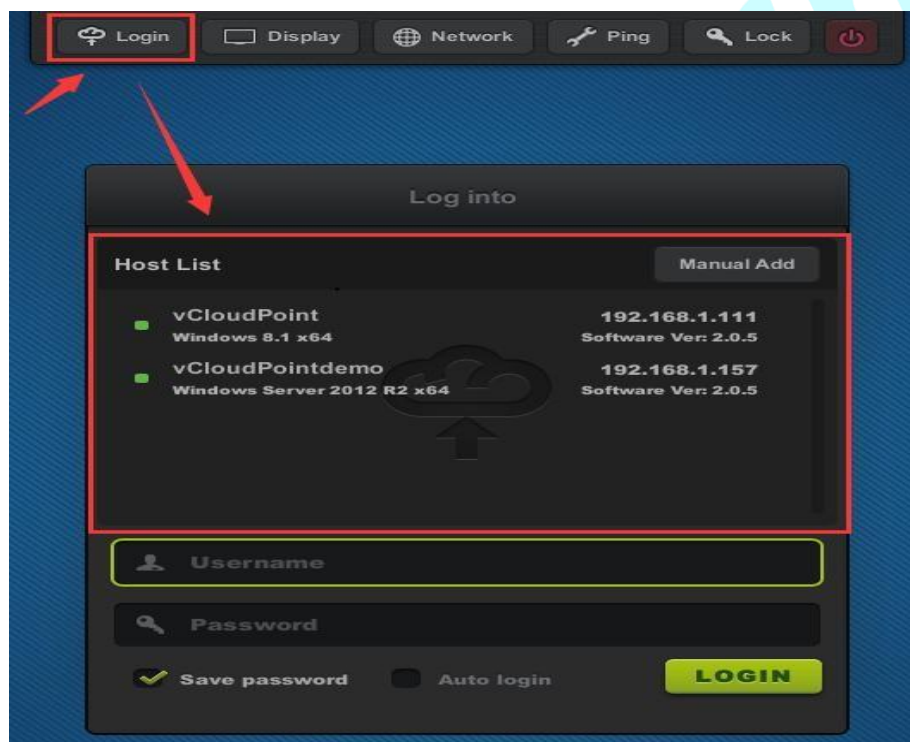


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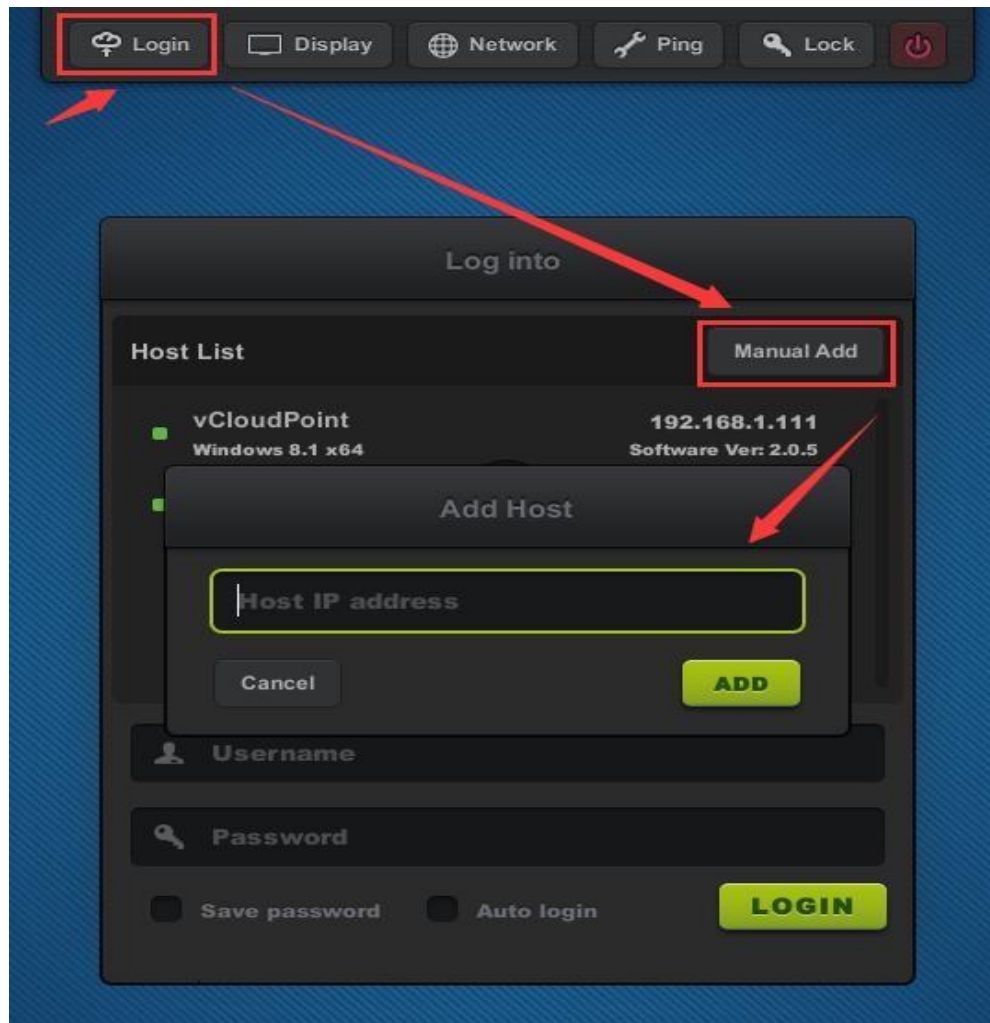
2.1 Settings Menu

Login

- Host List window shows all available hosts in the network. Host to be shown in the list are:
 - 1) hosts with vMatrix Server Manager properly installed and running,
 - 2) hosts in the same network segment as the device,
 - 3) hosts that the device ever connected to even it is not in the same network segment.

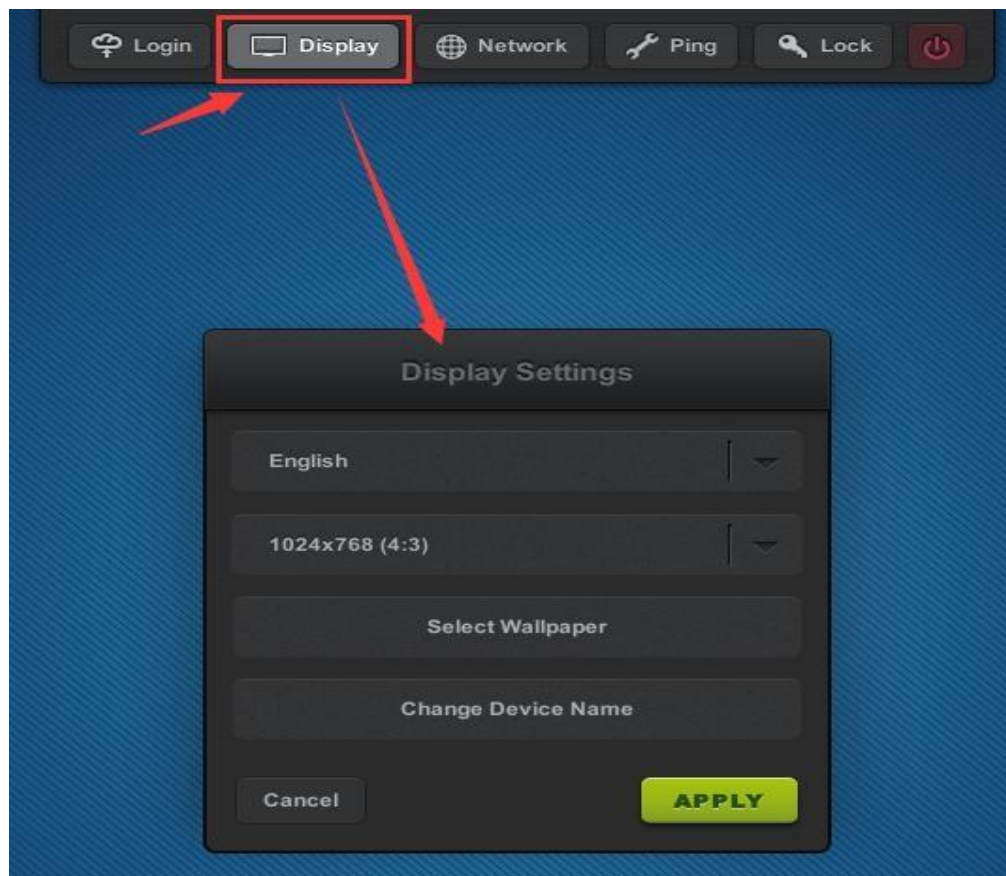


- To connect to an available host not shown in the list, you can manually add the host IP through the “Manual Add” button.

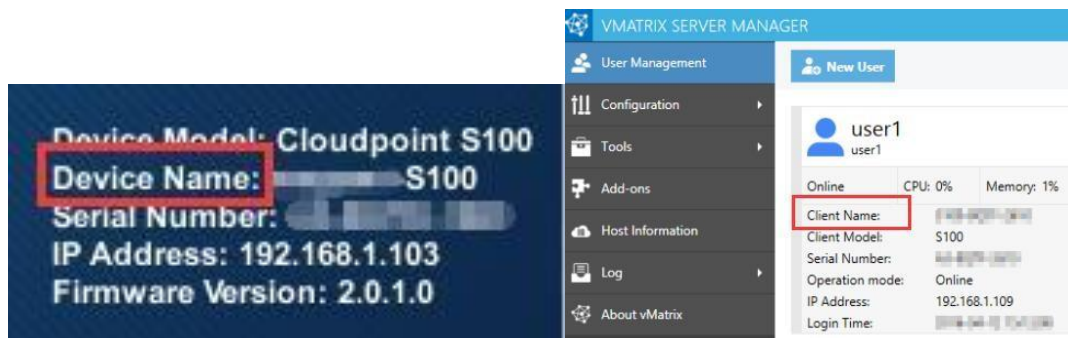


- Password field is case-sensitive while user name field is not.
- Save password: to remember the user's name and password of this login so you won't have to enter user name and password again on next login. Changes will take effect on next login.
- Auto login: enabling auto login will skip the device login page and directly enter the system of the last login host with saved user name and password on device boot. Auto login will automatically enable "Save password". Changes will take effect on next login. To cancel Auto login (go back to the device login page) after entering the host system, disconnect or sign out user session.

2.2 Display



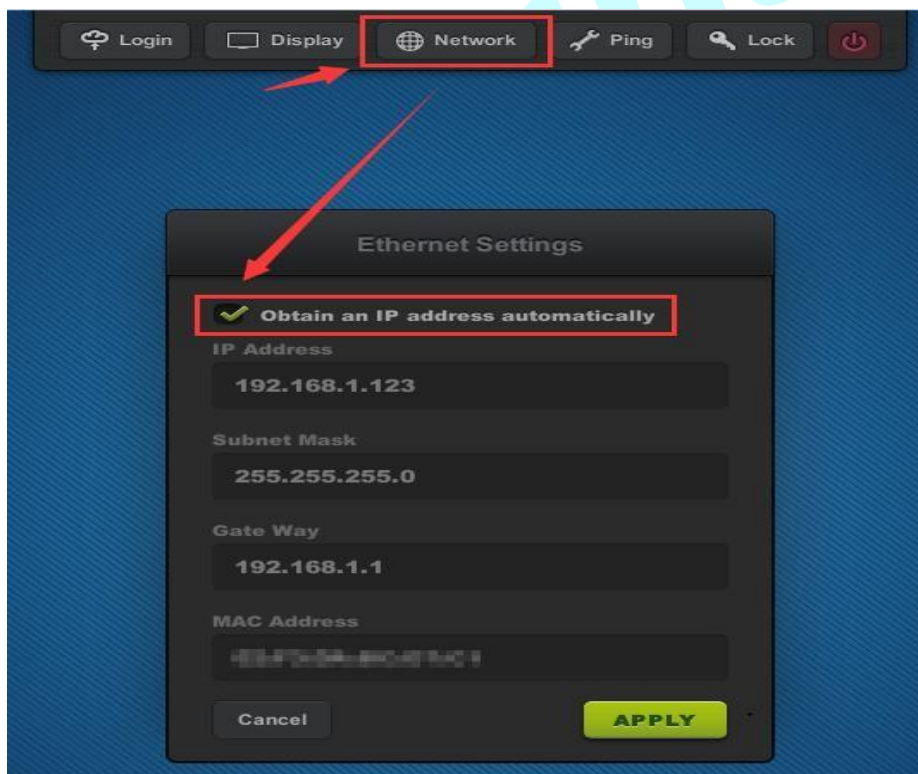
- **Language:** to change the device language; available languages: English Chinese, Russian, default: English.
- **Resolution:** to change the resolution for the device interface and user desktop; default: 1024x768 (4:3), maximum: 1920x1080.
- **Wallpaper:** to change wallpaper for the device interface.
- **Device Name:** to change device name; default: S100- (last 8 serial numbers). Device name is shown at the right bottom of device interface and User Management page on vMatrix Server Manager.



2.3 Network

● Ethernet Settings

If DHCP network service is available in your network, you can just use the default setting to obtain an IP address for this device automatically. Otherwise, if you want to allocate an IP address manually, cancel the option and enter an IP address instead.

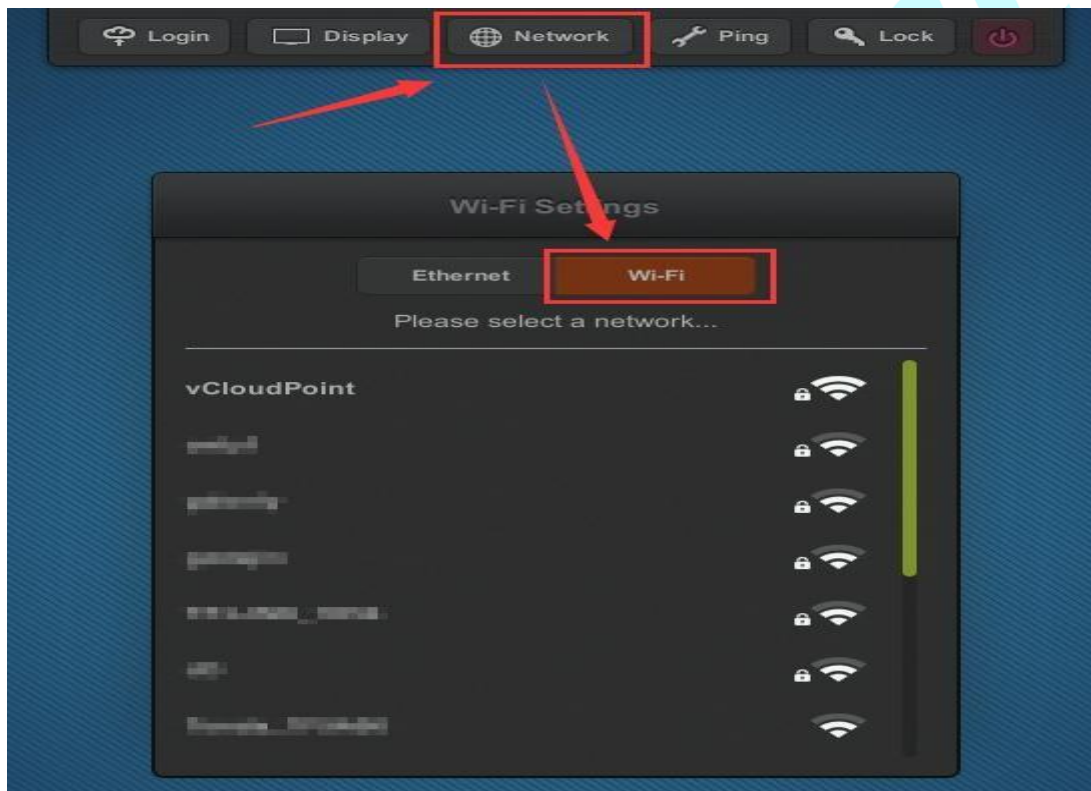


Note: IP address of the device is for communication in LAN with matrix Server Manager only, cannot be recognized by other internet software.

- WIFI Settings

You will see the WIFI Settings sub-page only when the device is a WIFI model or connected to a supported USB WIFI antenna on device boot.

- 1) Click the “WIFI” button to enter WIFI Settings page.



2. Double a click the WIFI network you are connecting to, and then enter password.



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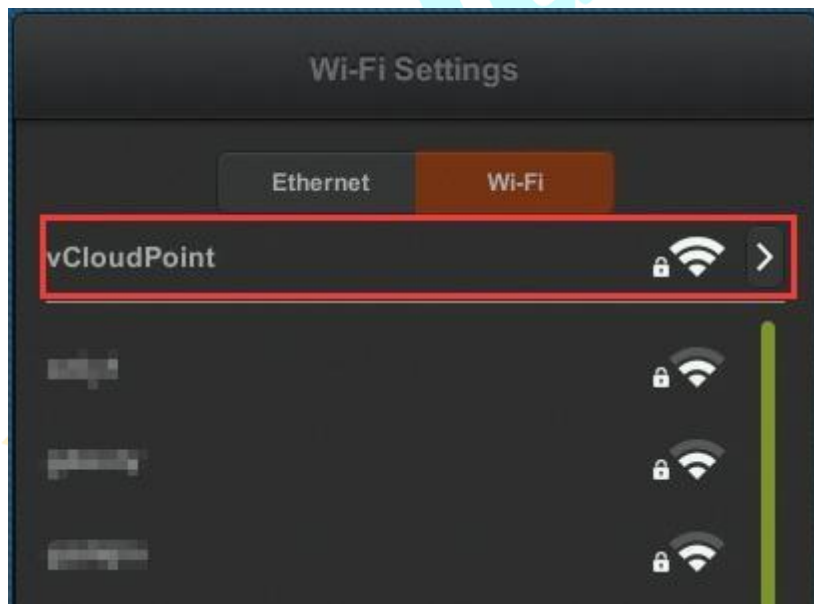
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- 2) When the WIFI network you selected is displayed above the line divider, the WIFI connection is established.



Note:



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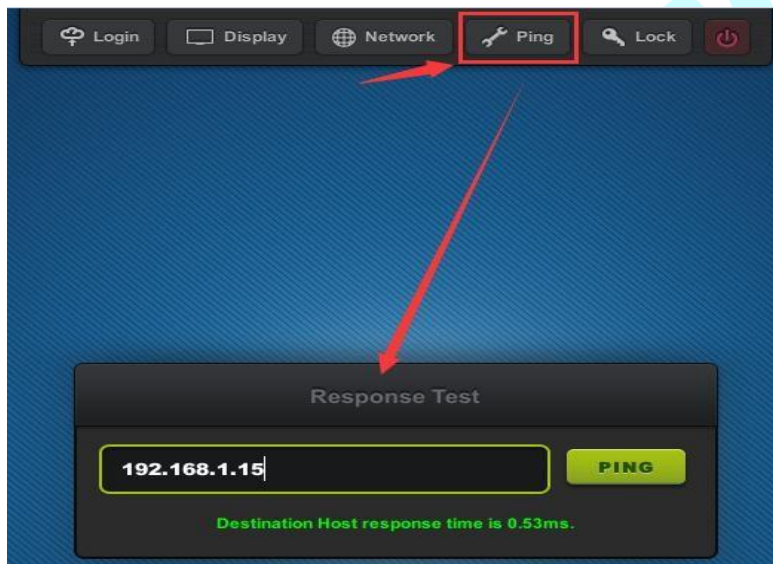
1) Any antenna that is built with 8TL8188EUS chip and connects with USB 2.0 standard is supported by vCloudPoint devices.

2) Tp link (TL-WN725N) 150 mbps.

3) TP-LINK AC1300 Archer T3U Plus High Gain USB 3.0 Wi-Fi Dongle

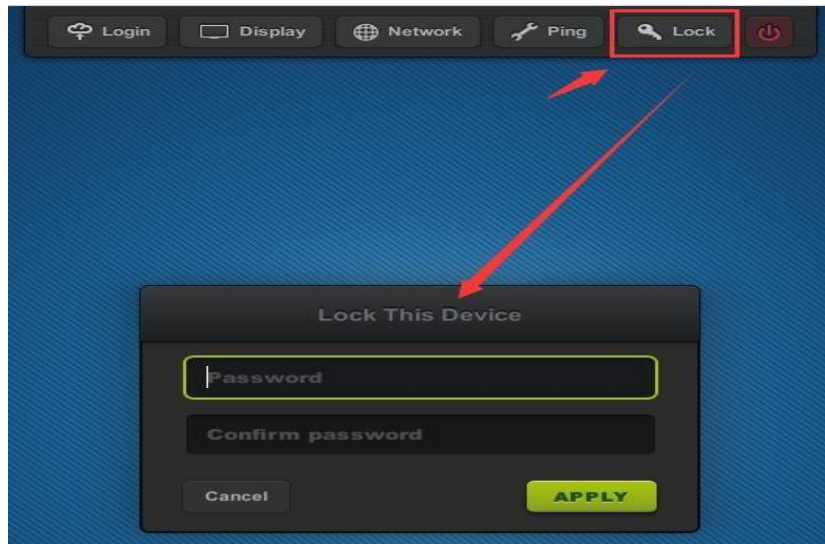
2.4 Ping

Ping test is to check the network connectivity between the current device and other device, usually the destination host in the network. Simply enter the IP address of the destination device and click the PING button. If you see a green message saying the response time, the network between these two devices is connected fine.



2.5 Device Lock

To lock the device is to set up a password on device boot so that the user is required to enter password to use the device.

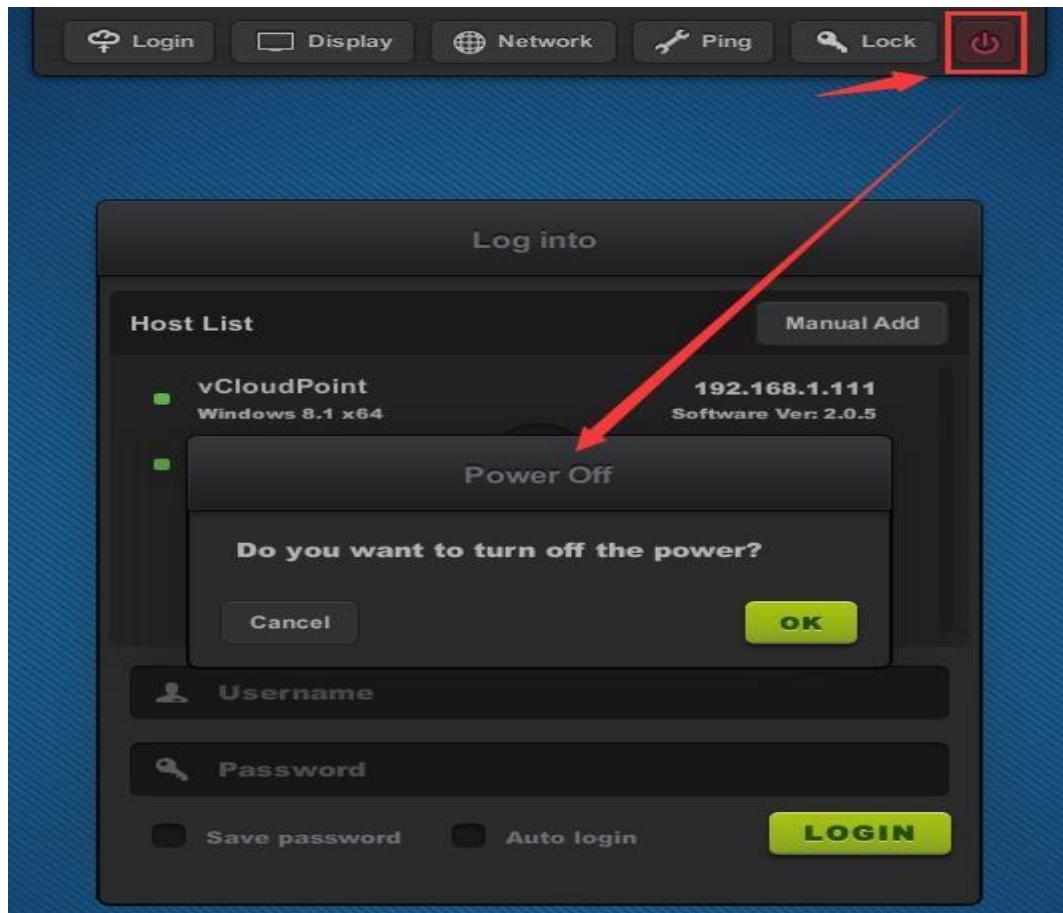


Note:

- 1) To unlock the device, just clear the password and apply.
- 2) If you forget the password, you have to reset the firmware to the factory default one.

2.6 Shutdown Button

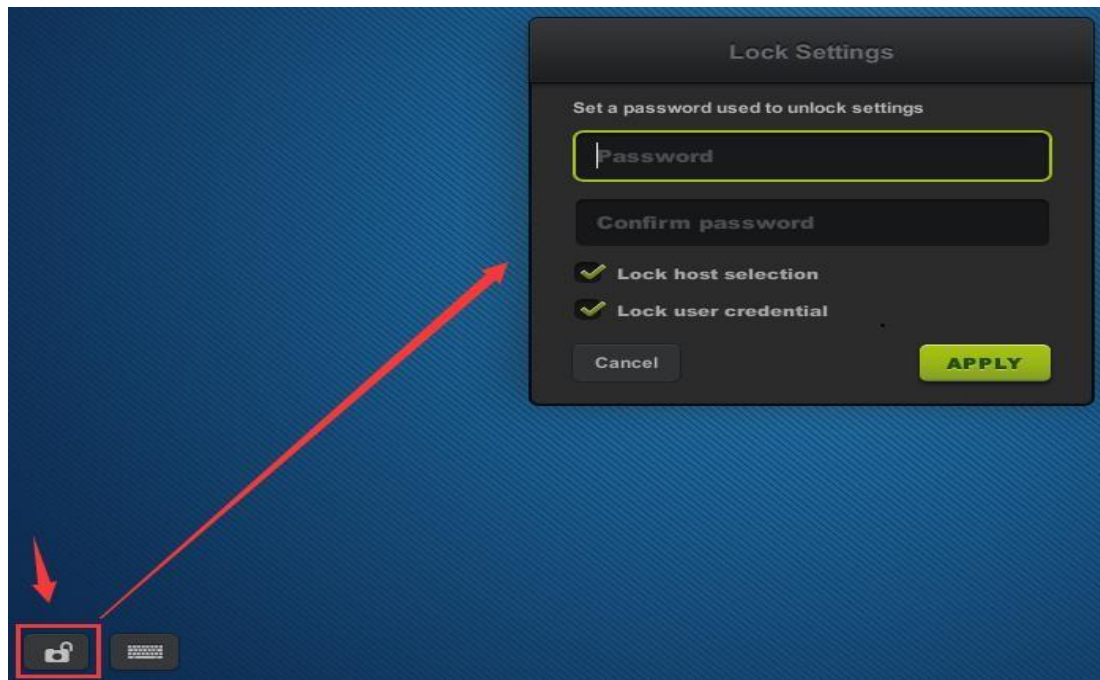
This button allows you to turn off the device without pressing the physical button on the device. This is helpful when the device is mounted at the back of the monitor.



2.7 Settings Lock

To lock settings is to lock down the settings on the Login, Display, Network and Lock menu in order to prevent other users from changing these settings.

- **Lock host selection:** to disable the host selection and force the user to login to the selected host. A host must be selected before this option is selected.
- **Lock user credential:** to disable the user to change user name and password and force the user to login with the saved user name and password. A correct user name and its related password must be saved before this option is selected.

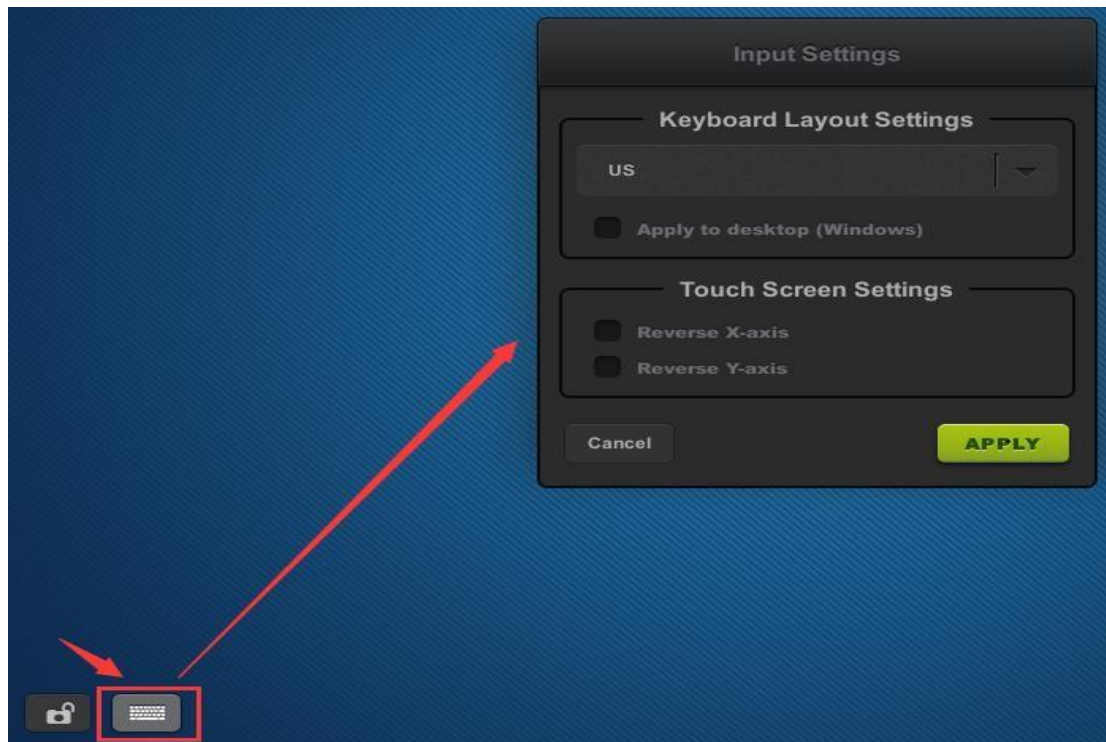


Note:

- 1) To unlock the device, just clear the password and apply.
- 2) If you forget the password, you have to reset the firmware to the factory default one.

2.8 Keyboard Layout Settings

- **Keyboard Layout Settings:** to set up the language of the keyboard input; 111 languages are available, defaulted US; if the option “Apply to desktop (Windows)” is not selected, the setting applies to input on the device interface only.
- **Touch Screen Settings:** to set up the display direction when using touch screen for the device display. “Reverse X-axis” is to change the display direction from left-to-right to right-to-left. “Reverse Y-axis” is to change the display direction from up-to-down to down-to-up.



2.8 Notification Log

To view notifications, send to this device from vMatrix Server Manager on the host side. The notification icon displays only when there is notification sent to this device. Notifications will be cleared on each reboot or shutdown of the device.



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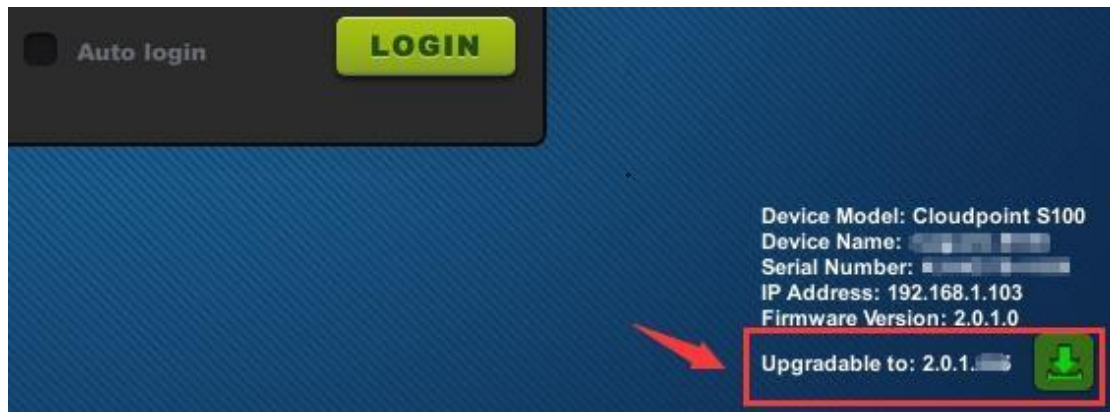
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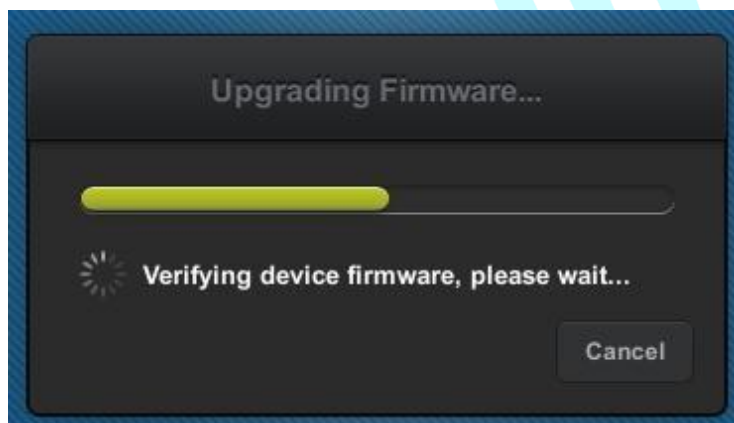


2.10 Firmware Update

It is always recommended to use the latest available version of firmware on your vCloudPoint zero client. Each installation of vMatrix Server Manager includes the latest firmware, so no additional downloads are necessary to complete this process. When powered on, the zero client establishes connection with vMatrix Server Manager and checks for update, if there is a new version available. Firmware update is not always required when a new version of vMatrix Server Manager is used. However, some firmware of the device may be incompatible with the vMatrix Server Manager. In this case, firmware update is required for logging to the host.

There are two ways for you to update the firmware:

- 1) Click the download icon at the right bottom screen to update to the latest version available in the network.
- 2) Select a host and enter user name and password. Simply click the "UPDATE" button on the pop-up update window to update to the version included in the vMatrix Server Manager on the host.



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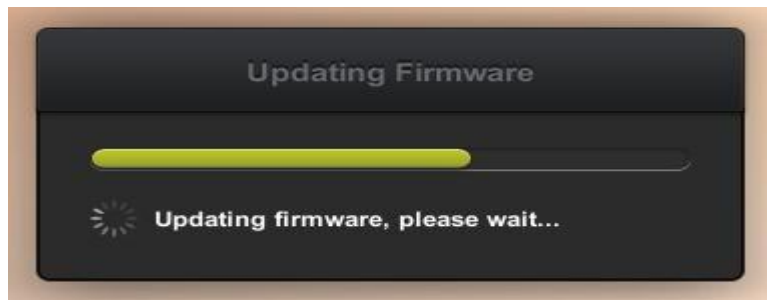
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Note: please DO NOT pause update and make sure the connection between host and device is reliable during firmware update. If the firmware is damaged, please reset and update again

2.11 Reset

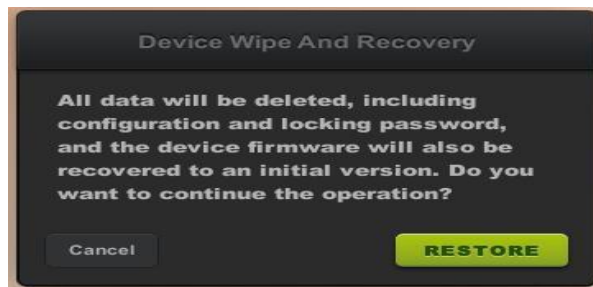
- **Reset Configuration** - press F2 key on device boot.

This is to restore all custom configurations to factory default. This is often used for restoring desktop resolution which is out of range of the monitor to 1027x768. If the Setting Lock is enabled, you are required to enter password.



- **Reset Firmware** - long press the switch button until you see the resetting window.

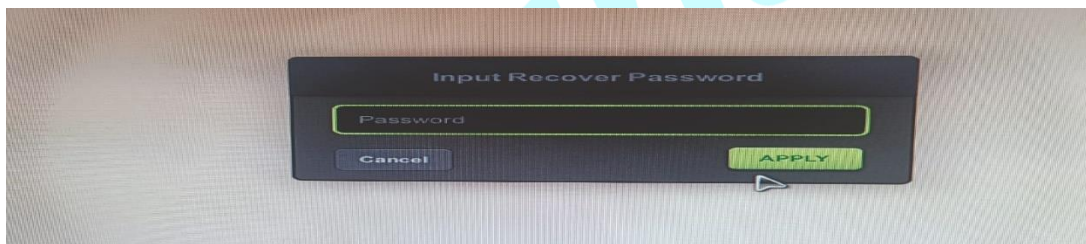
This is to reset the device firmware to the factory installed one. All configurations will be recovered to the factory defaults. This is often used when device system turns faulty or is damaged by improper firmware upgrade.



Click on Restore Button

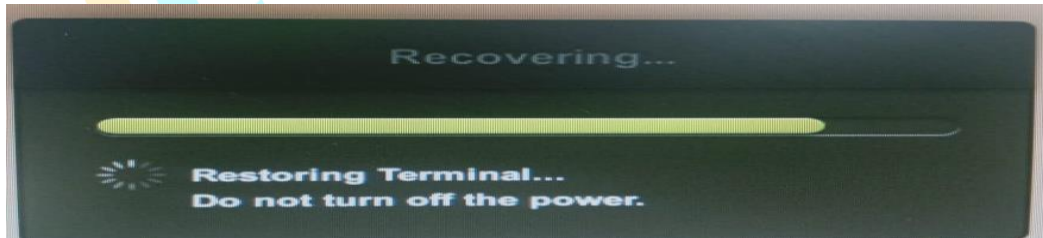
The new batch of vCloudPoint terminals adds password verification when restoring factory settings.

The password is the last character of each segment of the terminal serial number, and is case sensitive. (eg: The password of A5-8QVC-2021 is 5C1.)



This is to reset the device firmware to the factory installed one. All configurations will be recovered to the factory defaults. This is often used when device system turns faulty or is damaged by improper firmware upgrade.

Wait till Device Restart → Connect lawn cable → set manual IP to the device - Now connect to host server



2.12 Disconnect & sign off



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- **Disconnect:** to disconnect the user session; user session is still running; files and applications are still opened and in place when user connects again. There are two methods for a user to disconnect his session on host:
 - right click on the system's window button, choose "Shutdown or sign out", and then "Disconnect".
 - press the power button of the device.
- **Sign out:** to sign out the user; the user's session is ended; files applications are closed. Right click on the system's window button, choose "Shutdown or sign out", and then "Sign off".

Note: there are only options of "disconnect" and "sign off" for users, but no "power off" option to shut down the host system.

2.13 Use USB Devices

To use supported USB devices of, simply connect them to the USB ports on the device. Some USB devices may require a driver to install on the host by an administrator. There is no client driver needed for the device. To avoid data loss or damage to a memory device plugged into the device, right click on the USB icon at the right task bar to eject the device before unplugging it.



2.14 More Tools & Settings



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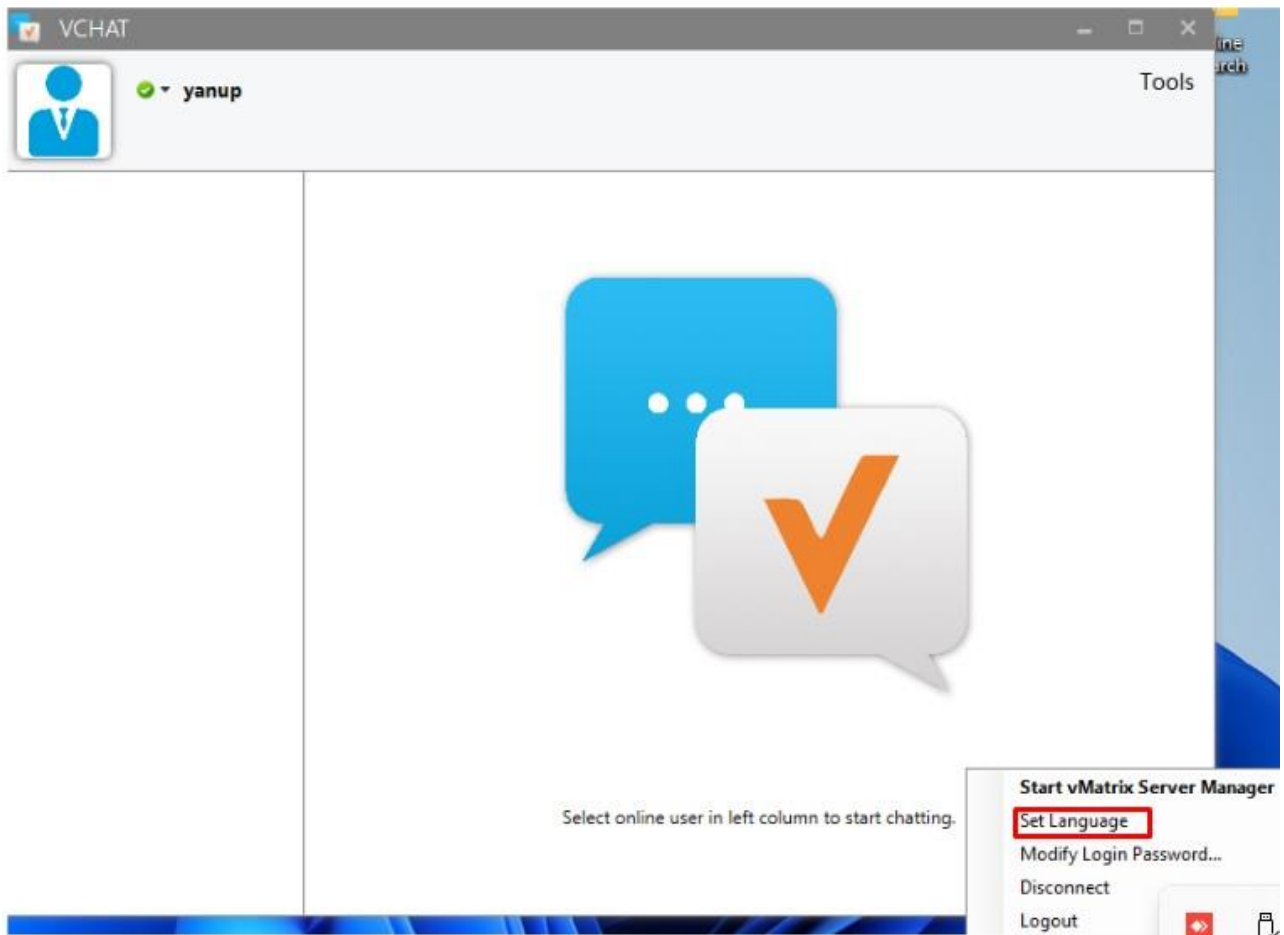
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Chat Tool

The Chat Tool allows users to talk with other users connecting to the same host. To run the Chat Tool, right click on the vMatrix icon at the task bar and then click “Open Chat Window”.



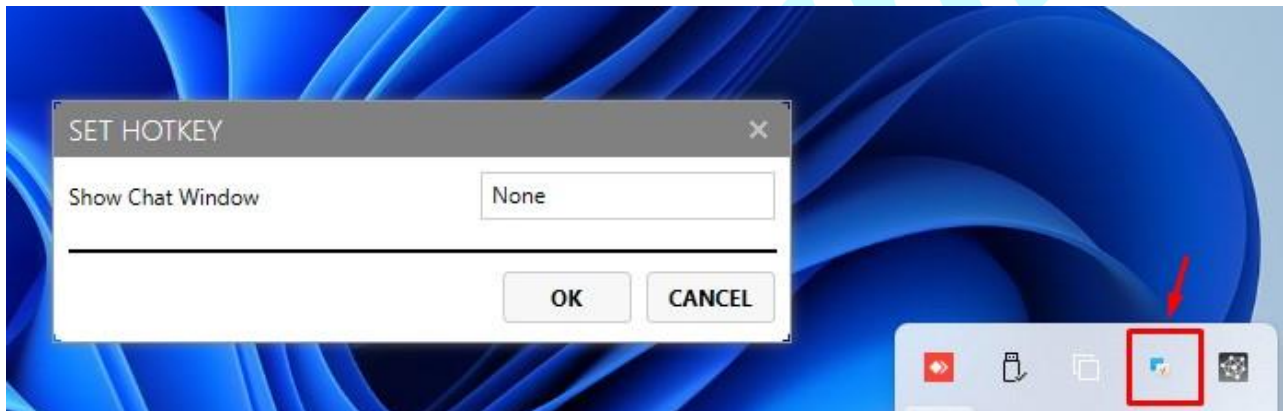
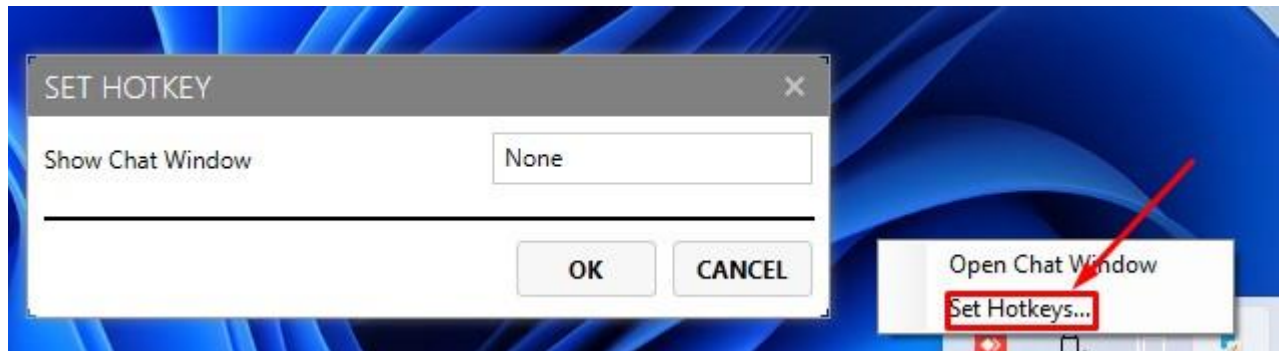
2.14.2 Set Language

This is to set language for displaying messages of the vCloudPoint system. Right click on the vMatrix icon at the task bar, click on “Set Language” and then available languages will be shown on the right.

2.14.2 Set Hotkeys ...

This is to set hotkey to open chat window. To ensure the hotkey works, do not use the same

combination of keys for other applications.



3 Using vMatrix Server Manager



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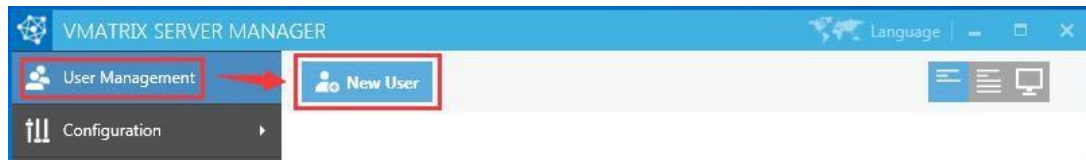
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3.1 User Management

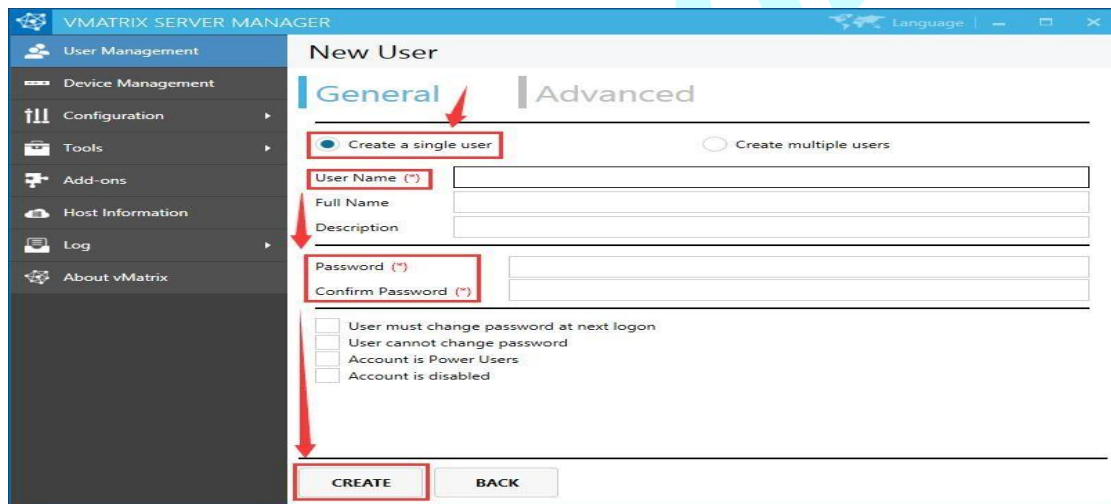
3.1.1 New User Creation

To Create users, open vMatrix Server Manager, on the initial page, click “New User”.



- Single user creation (defaulted)

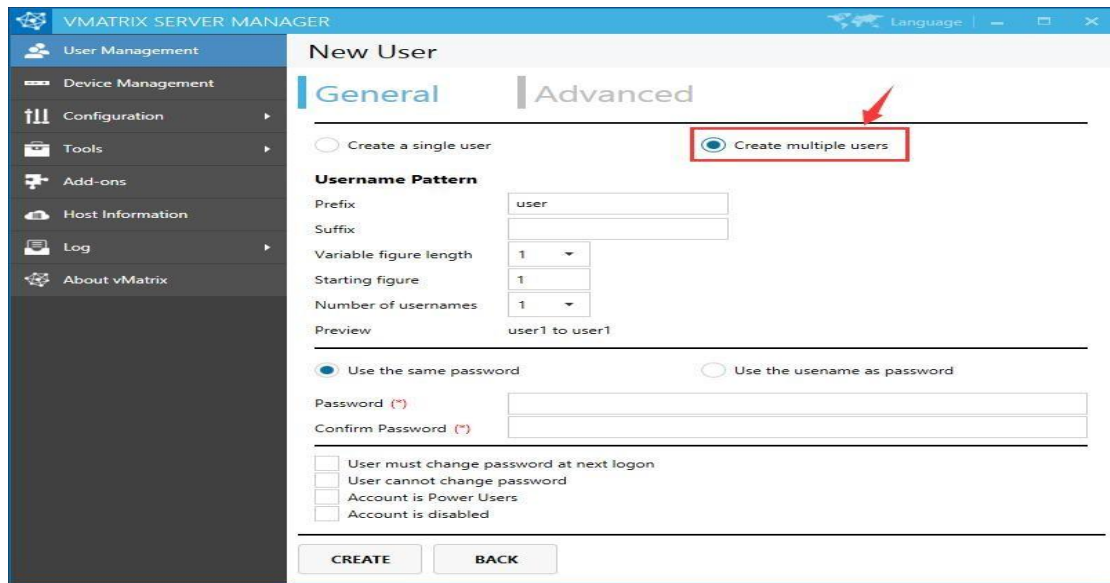
To create a single user each time, you simply enter required user name and password and click “Create” at the bottom.



- Multiple user creation

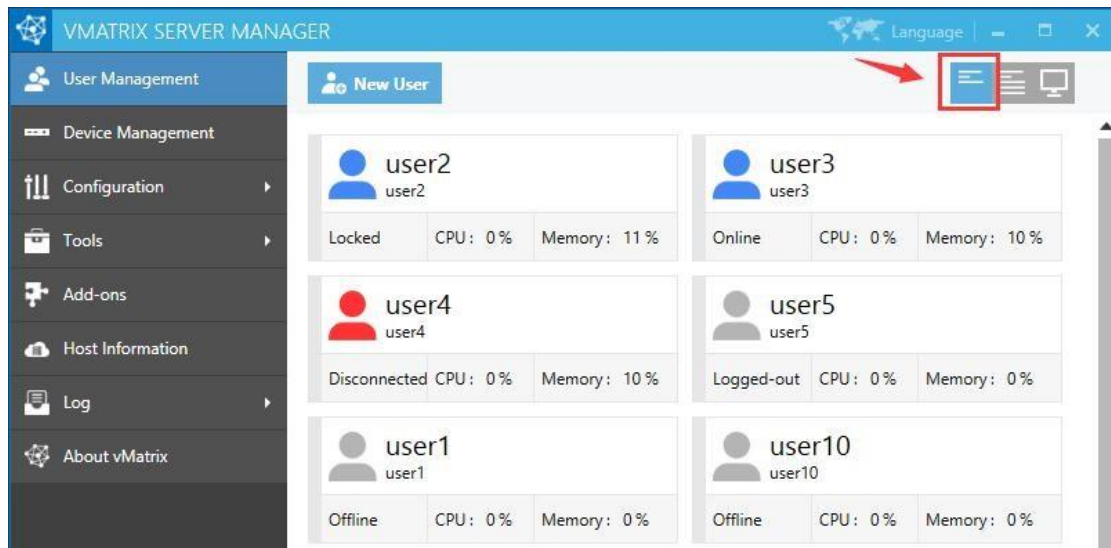
To create multiple users at a time, select “Create multiple users” and then you will be

given a few more fields.



- **Prefix:** prefix that all user names start with; defaulted “user”; e.g.: user1, sales1, student1, teacher1...
- **Suffix:** suffix that all user names end with; defaulted empty; e.g.: user1fl1, user1fl2, user1fl3...
- **Variable figure length:** the number of the variable figure; defaulted “1”; e.g.: user1fl, user01fl1, user001fl1...
- **Starting figure:** the number that the variable figure starts with; defaulted “1”; e.g.: user4fl1, user5fl1, user6fl1...
- **Number of usernames:** the number of users to be created; defaulted “1”; e.g.: user1fl1; user1fl1, user2fl1; user1, user2fl1, user3fl1...
- **Use the same password:** all users use the same password; defaulted; e.g.: user1, user1, user1.
- **Use username as password:** all users use their use name as the password; e.g.: user1, user2, user3.

3.1.2 User Status View



On this selection, you can view CPU and Memory consumption for each user and their status including:

- **Offline:** the user has not logged into this host since host boot.
- **Online:** the user has logged in and is connecting to this host.
- **Disconnected:** the user has logged in but is not connecting to this host. User session is still running but screen goes back to device login page.
- **Logged-out:** the user logged into this host but has or has been logged out. User session has been ended and screen goes back to device login page.
- **Locked:** the user has logged into this host but user session has or has been locked. Screen goes to system login page where password is required for re-login.

3.1.3 User Information View



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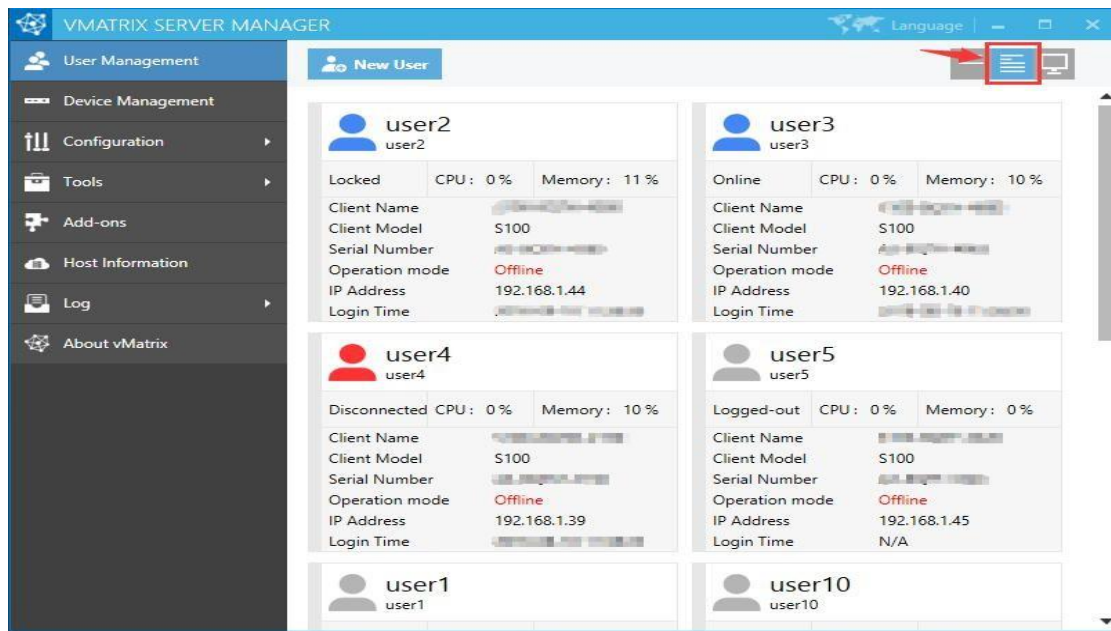
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On this selection, you can view CPU & Memory consumption and status for each user and their device information including:

- **Client Name:** name of the device.
- **Client Model:** model of the device.
- **Serial Number:** serial number of the device.
- **Operation Mode:** "Online", "Offline".
- **IP Address:** the physical IP address of the device.
- **Login Time:** the time when the user logged into this host.

3.1.4 User Desktop View



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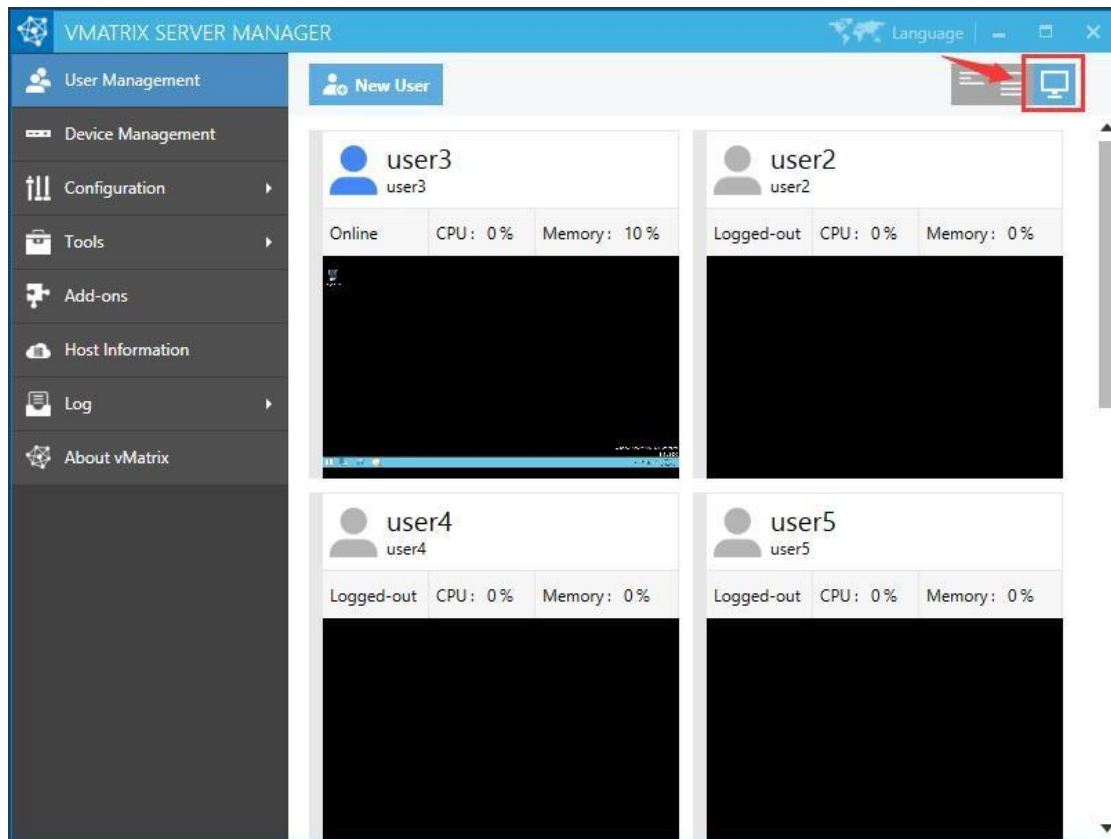
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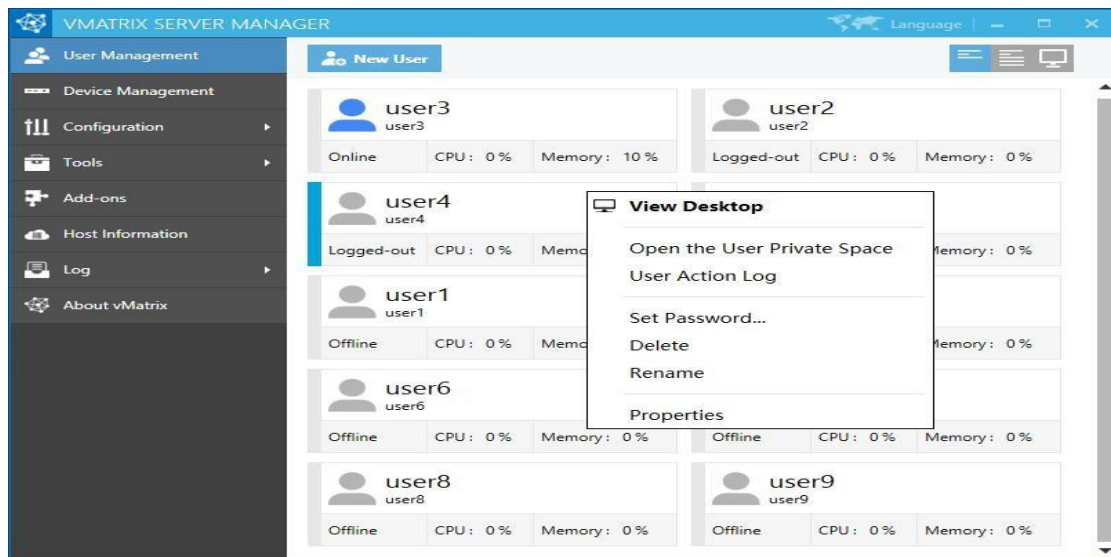


On this selection, you can view user's real time desktops in tiles.

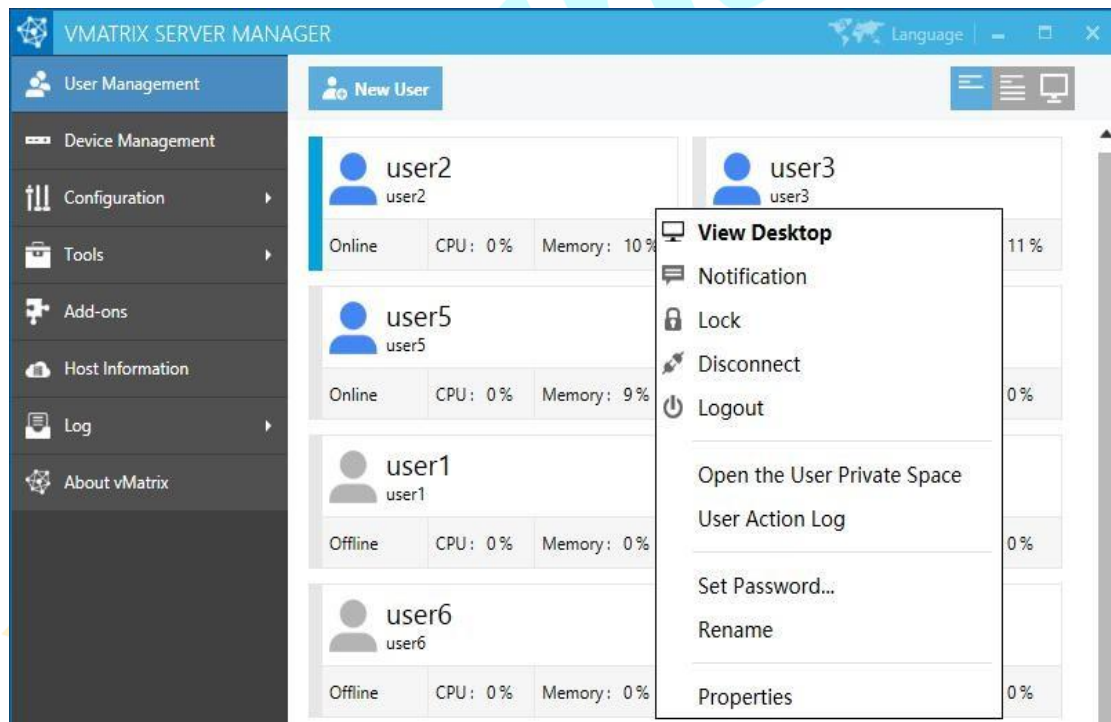
3.1.5 Right Click Menu

Right click on a single/group of offline/online user/users' modules to open the user management menu. You can drag the mouse, or use shortcut keys like "shift" or "CTRL" + "A" to select multiple modules at a time.

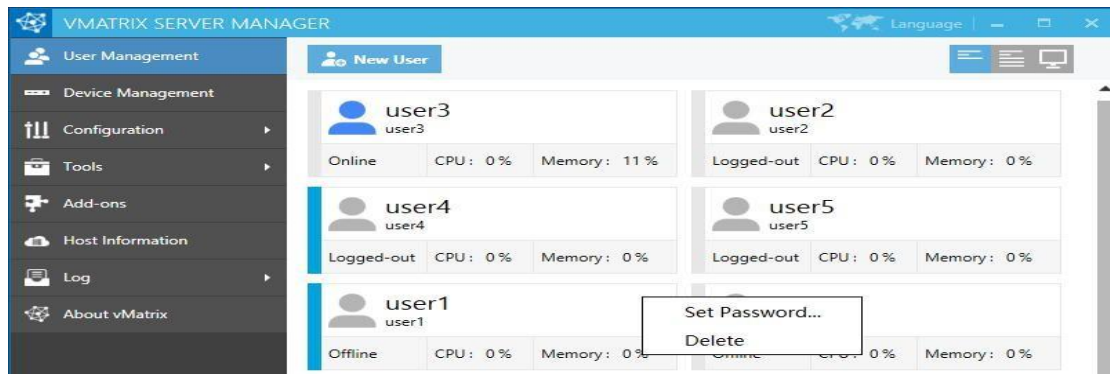
- **On a single offline user:** Open the User Private Space, User Action Log, Set Password..., Delete, Rename, Properties.



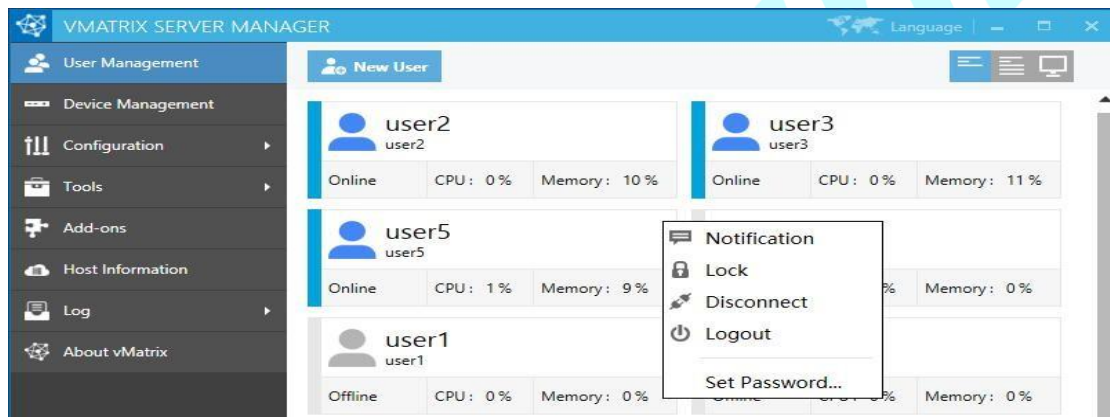
- **On a single online user:** Notification, Lock, Disconnect, Logout, Open the User Private Space, User Action Log, Set Password..., Rename, Properties.



- **On a group of offline users:** Set Password, Delete.



- **On a group of online users:** Notification, Lock, Disconnect, Logout, Set Password...

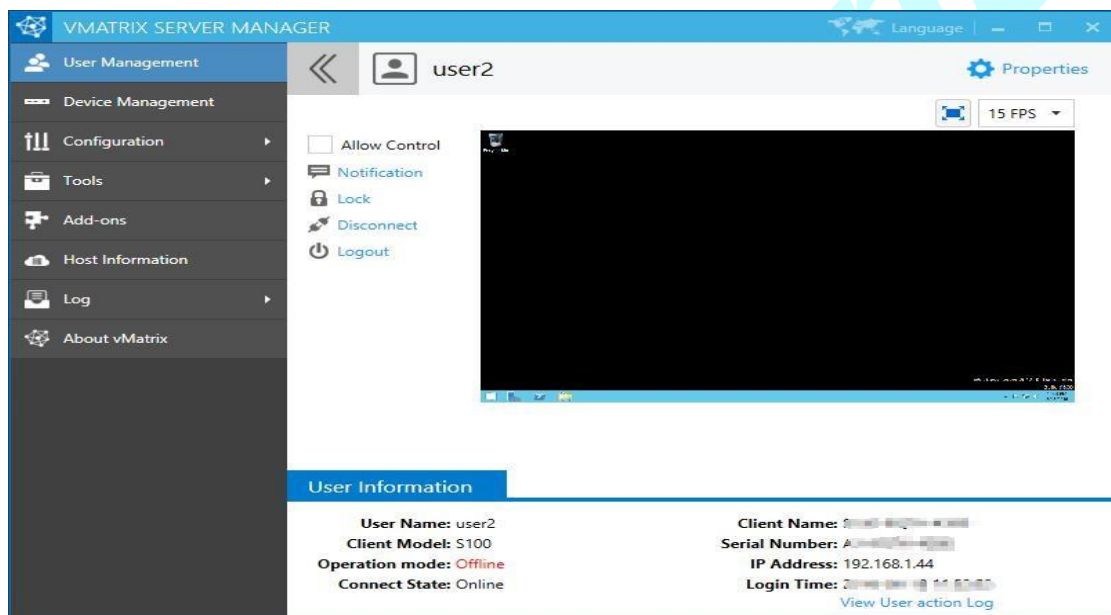


- **Notification:** to send a notification to the selected user in a small pop-up window.
- **Lock:** to lock the selected user's desktop; the user's screen goes to system login page where password is required for re-login.
- **Disconnect:** to disconnect the selected user's session; the user session is still running but screen goes back to device login page.
- **Logout:** to log selected user's session out; the user's session is ended and screen goes back to device login page.
- **Open the User Private Space:** to open the folder where the selected user's personal files are stored.
- **User Action Log:** To view all action log of the selected users on this host.
- **Set Password.** To reset password for this user. This will take effect on next login.
- **Rename:** to rename the selected user. This will take effect immediately.

- **Delete:** to delete the selected user. This will take effect immediately.
- **Properties:** to change the selected user's personal settings.

3.1.6 Personal Monitoring & Controlling

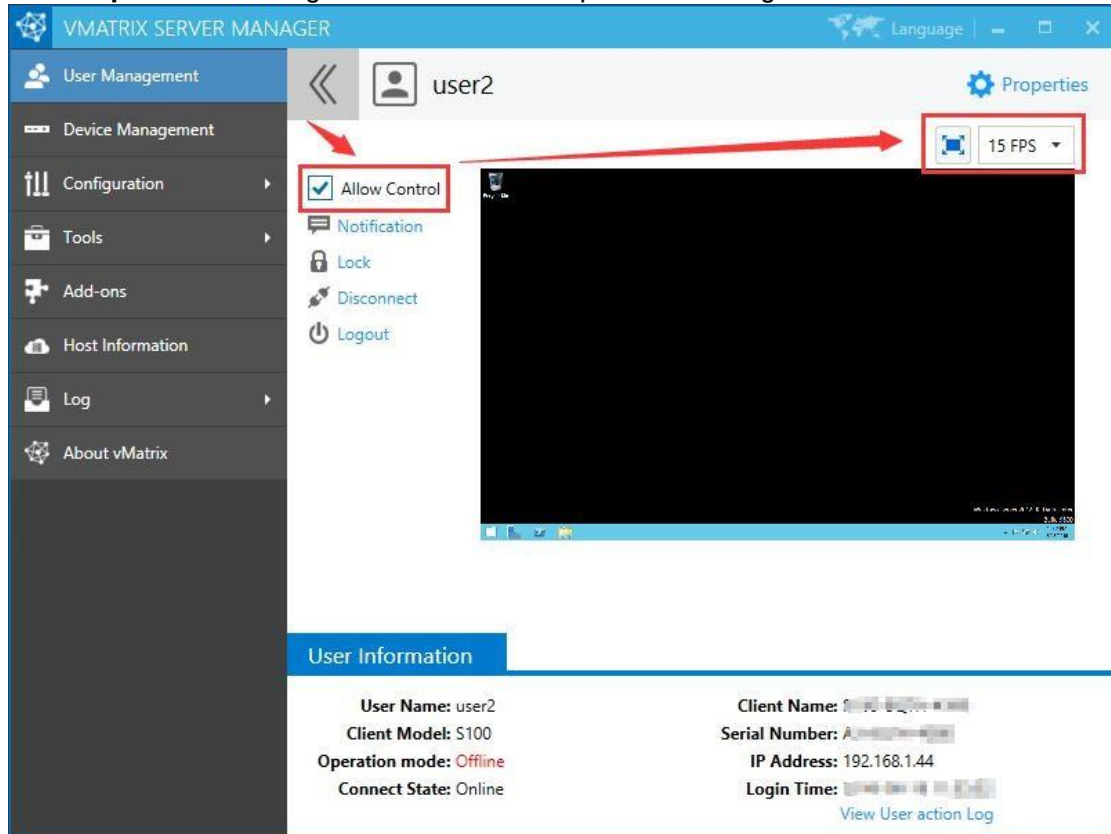
Double click or right click on on a single user module and then select “View Desktop”, to enter the user's personal page. This page allows you to monitor and take control over a user desktop.



User Information and commands of “Notification”, “Lock”, “Disconnect”, “Logout”

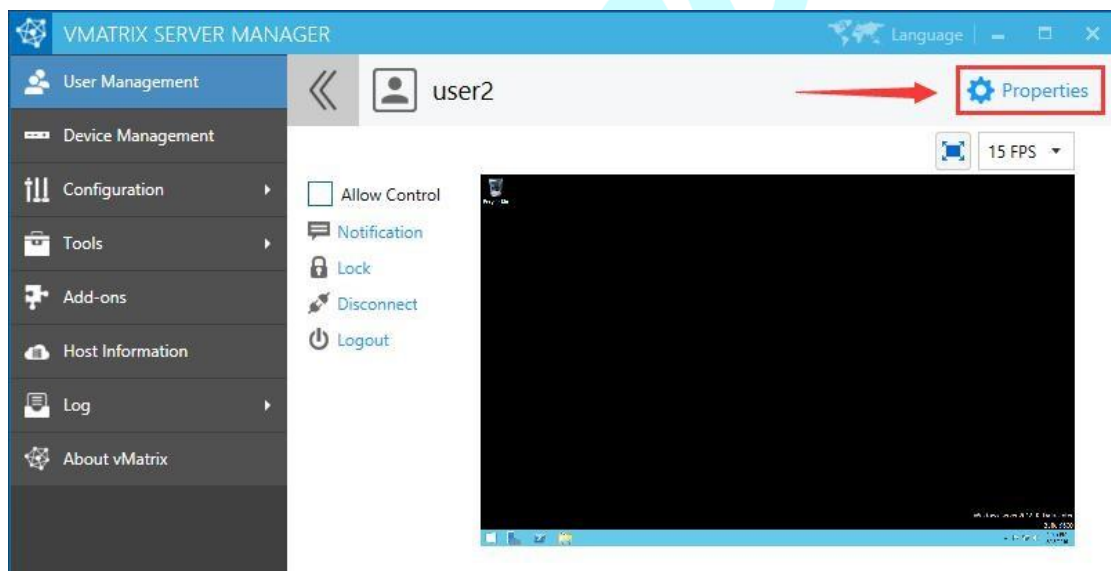
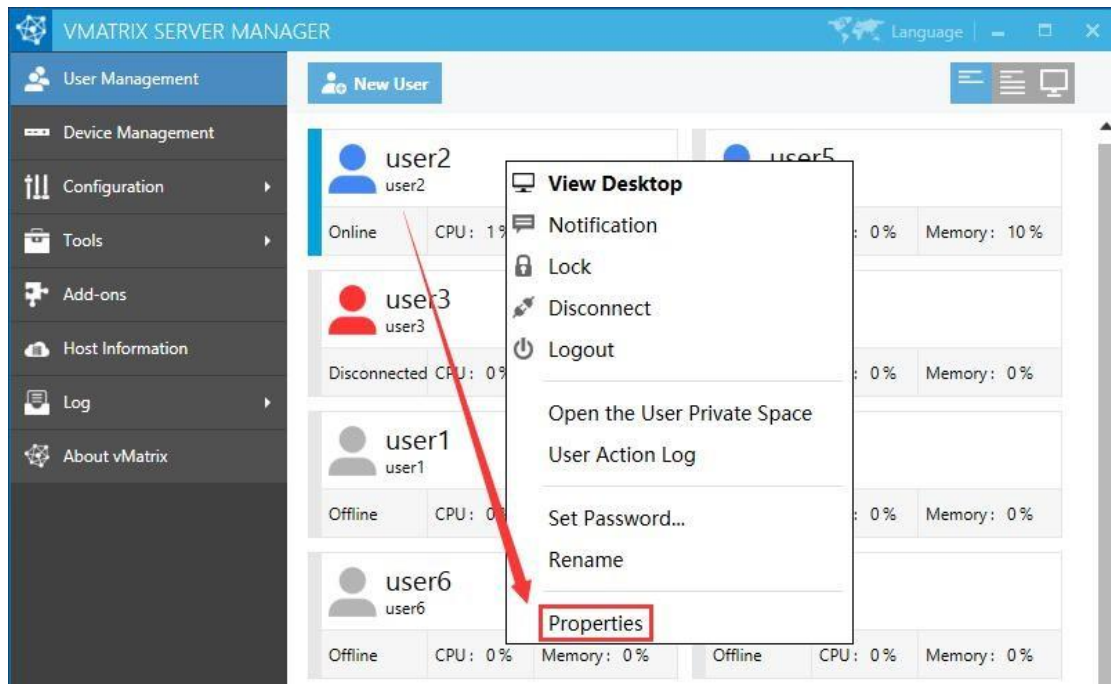
- **Allow Control:** if this option is selected, you can take control over the user's desktop.
- **Extend Icon:** click on this icon to extend the view the user's desktop in full screen. When entering full screen view, you can move the cursor to the right top corner to exit full screen view.
- **15FPS:** select the refresh rate from 5- 30FPS when you are viewing the desktop.

- **Properties:** to change the selected user's personal settings



3.1.7 Personal User Settings

To enter the setting page for a selected user, you can right click on the user module on the initial User Management page, or click on the “Properties” option after entering Personal Monitoring & Controlling page.



General Settings:



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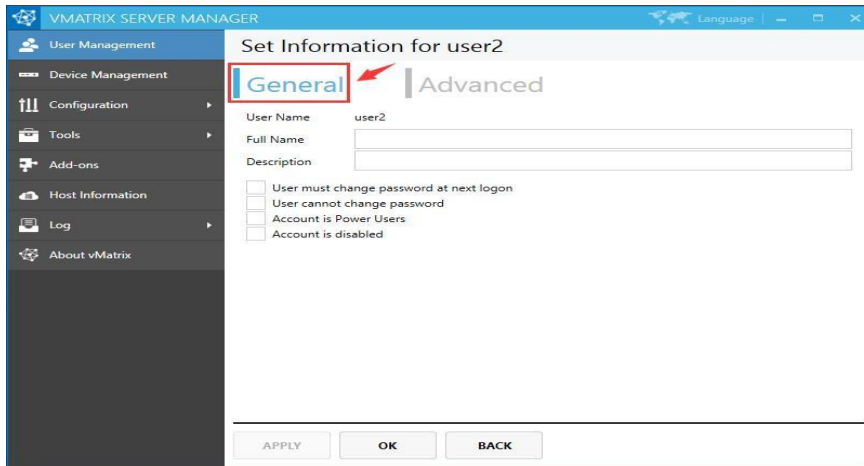
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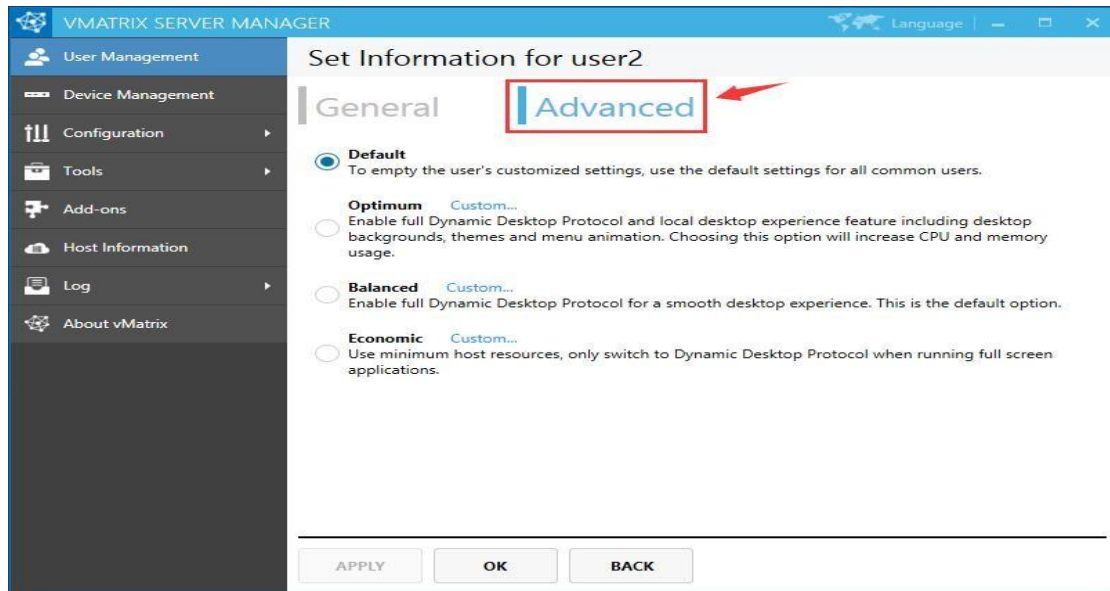
- **User Name:** user name cannot be changed on this page but only by right clicking the user module on initial User Management page.
- **Full Name:** the user's full name is the top one beside the user icon on initial User Management page.



- **Description:** description of the user does not show at any other place.
- **User must change password at next logon:** selecting this option will force the user to change password at next logon.
- **User cannot change password:** selecting this option will disable the user to change password.
- **Account is Power User:** Power User is given more rights to change system settings than a common user, but less than an Administrator.

- **Account is disabled:** selecting this option will disable the user account. This is often used when you want to disable the user temporarily, saving you trouble to delete and re-create.

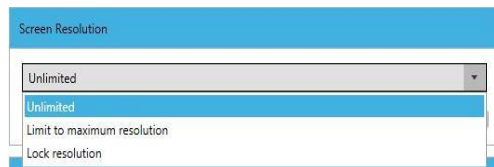
❖ Advanced Settings:



Advanced settings allow you to customize user settings. Changes will take effect at the user's next login. Advanced settings include:

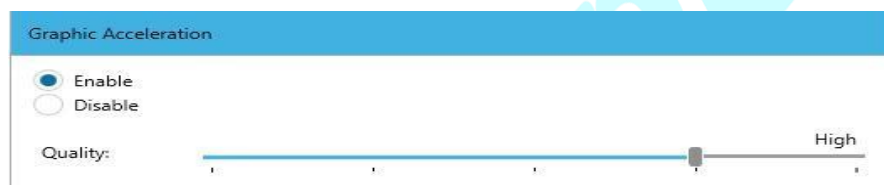
Desktop Resolution:

- **Unlimited:** the user can use all device-supported resolution.
- **Limit to maximum resolution:** limit user to use a selected resolution or resolutions below.
- **Lock resolution:** lock resolution to the only selected resolution.



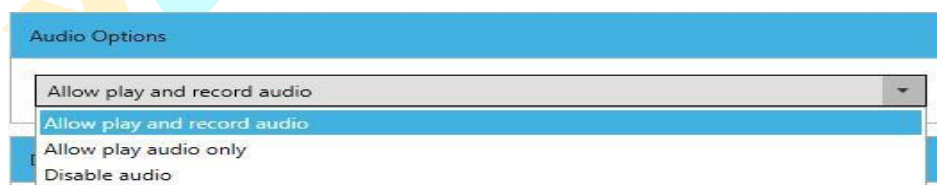
Graphic Acceleration:

- **Enable:** (defaulted and recommended) to enable the use of vCloudPoint Dynamic Desktop Protocol (DDP) for a smoother desktop experience. Enabling this option will also allow you to select display quality from lowest, low, medium, high, to highest. Default display quality is high. The higher display quality is selected, the higher CPU and network bandwidth will be consumed.
- **Disable:** to disable the use of DDP and use the system built-in Remote Desktop Protocol (RDP) for image transmission. If this option is selected, the user will be given a less desktop responsive experience and video play in full screen or large window is not watchable.



Audio:

- **Allow play and record audio:** to enable the user to play and record audio on the device. (default)
- **Allow play audio only:** to enable the user to play but not record audio on the device.
- **Disable audio:** to disable the user to play or record audio on the device.



Desktop Options:

- **Enable desktop wallpapers:** to enable the user to change background desktop

wallpapers.

- **Enable user interface themes:** to enable the user to switch interface themes.
- **Show window contents while dragging:** to enable the user to see contents within window while dragging.
- **Enable menu animations:** to enable the user to see menu animation while opening a menu.



Desktop Options

- ☐ Enable desktop wallpapers
- ☐ Enable user interface themes
- ☐ Show window contents while dragging
- ☐ Enable menu animations

Note: Desktop Options are defaulted disabled. Enabling these options will cause higher CPU and network bandwidth consumption.

USB Options:

- **Selected:** (defaulted) to allow the user to use all supported pluggable USB devices including printer, scanner, memory device, and touch screen, etc.
- **Unselected:** to allow the user to use USB keyboard, mouse and barcode scanner.

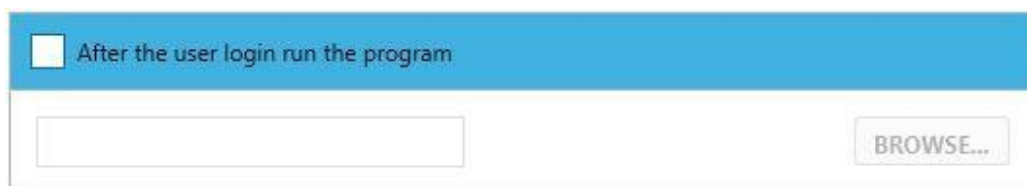


USB Options

- ☒ Enable remote USB devices

After the user login run the program:

- **Selected:** to enable this user session to auto run a specific installed program after user login without manual operation. This function is often used when the terminal device by this user is configured to be auto login after powered on. To enable this function, tick the option and then enter the directory or click "BROWSE..." to specify an installed program.
- **Unselected:** (defaulted) to go to the default desktop after user login.



☐ After the user login run the program

BROWSE...

Other Options (Chat Function):

- **Selected:** (defaulted) to enable the user to use the Chat Tool for communication with other login users.
- **Unselected:** to disable the user to use the Chat Tool.

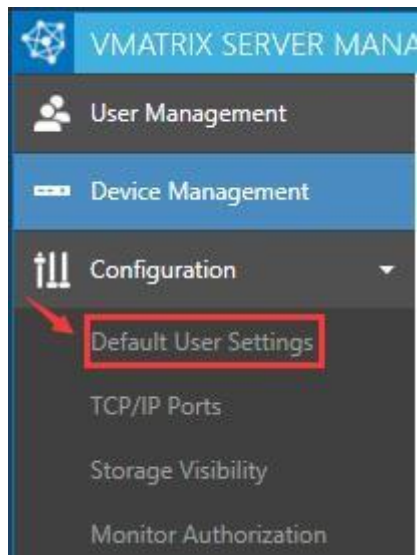


RESET TO DEFAULT SETTINGS: click to reset the current settings to default.



- **Default:**

This option uses the global settings for all users which can be configured at Configuration -> Default User Settings,



- Optimum:
 - **Desktop Resolution:** Unlimited
 - **Graphic Acceleration:** Enable, High
 - **Audio:** Allow play and record audio
 - **Desktop Options:** 1st, 2nd and 4th options selected
 - **USB Options:** selected
 - **After the user login run the program:** unselected
 - **Other Options (Chat Function):** selected

Screen Resolution

Unlimited
1920 x 1080

Graphic Acceleration

☒ Enable
☐ Disable

Quality:
High

Audio Options

Allow play and record audio

Desktop Options

☒ Enable desktop wallpapers
☒ Enable user interface themes
☐ Show window contents while dragging
☒ Enable menu animations

USB Options

☒ Enable remote USB devices

☐ After the user login run the program

BROWSE...

Other Options

☒ Enable chat function

- **Balanced:**
- **Desktop Resolution:** Unlimited
- **Graphic Acceleration:** Enable, High
- **Audio:** Allow play and record audio
- **Desktop Options:** all options unselected
- **USB Options:** selected
- **After the user login run the program:** unselected
- **Other Options (Chat Function):** selected



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Screen Resolution

Unlimited

1920 x 1080

Graphic Acceleration

☒ Enable
 ☐ Disable

Quality:

High

Audio Options

Allow play and record audio

Desktop Options

☐ Enable desktop wallpapers
 ☐ Enable user interface themes
 ☐ Show window contents while dragging
 ☐ Enable menu animations

USB Options

☒ Enable remote USB devices

☐ After the user login run the program

BROWSE...

Other Options

☒ Enable chat function

- Economic:
- Desktop Resolution: Unlimited
- Graphic Acceleration: Disable
- Audio: Allow play and record audio
- Desktop Options: all options unselected

USB Options: selected

- After the user login run the program: unselected
- Other Options (Chat Function): selected

Screen Resolution

Unlimited

1920 x 1080

Graphic Acceleration

☐ Enable
 ☒ Disable

Quality:

High

Audio Options

Allow play and record audio

Desktop Options

☐ Enable desktop wallpapers
 ☐ Enable user interface themes
 ☐ Show window contents while dragging
 ☐ Enable menu animations

USB Options

☒ Enable remote USB devices

☐ After the user login run the program

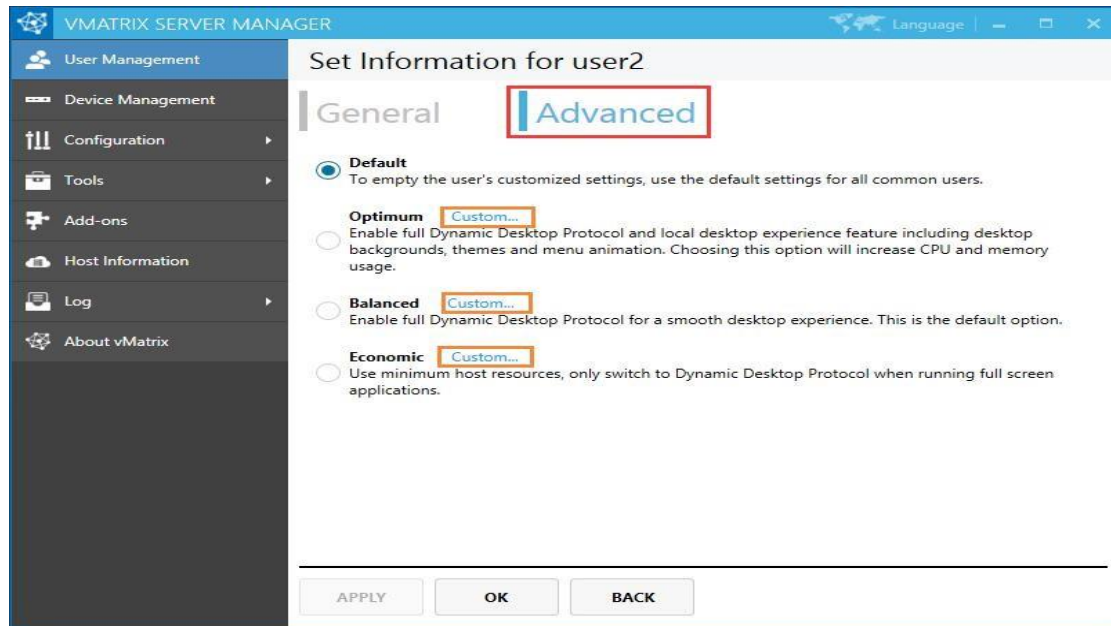
BROWSE...

Other Options

☒ Enable chat function

● Custom...:

This option allows you to customize user settings based on the 3 most used types of Optimum, Balanced, and Economic.



3.2 Device Management

3.2.1 Device Information View

On this page, you can view device information including:

- Device name: name of the device; defaulted model name + last 8 serial numbers.
- Device model: model of the device.
- Serial number: serial number of the device.
- Mac address: physical Mac address of the device.
- IP address: the IP address of the device in the LAN.
- Firmware version: firmware version that the device is using.
- Default login user: the saved user name for next login; it is the last login user name or the one customized at the Login Settings.



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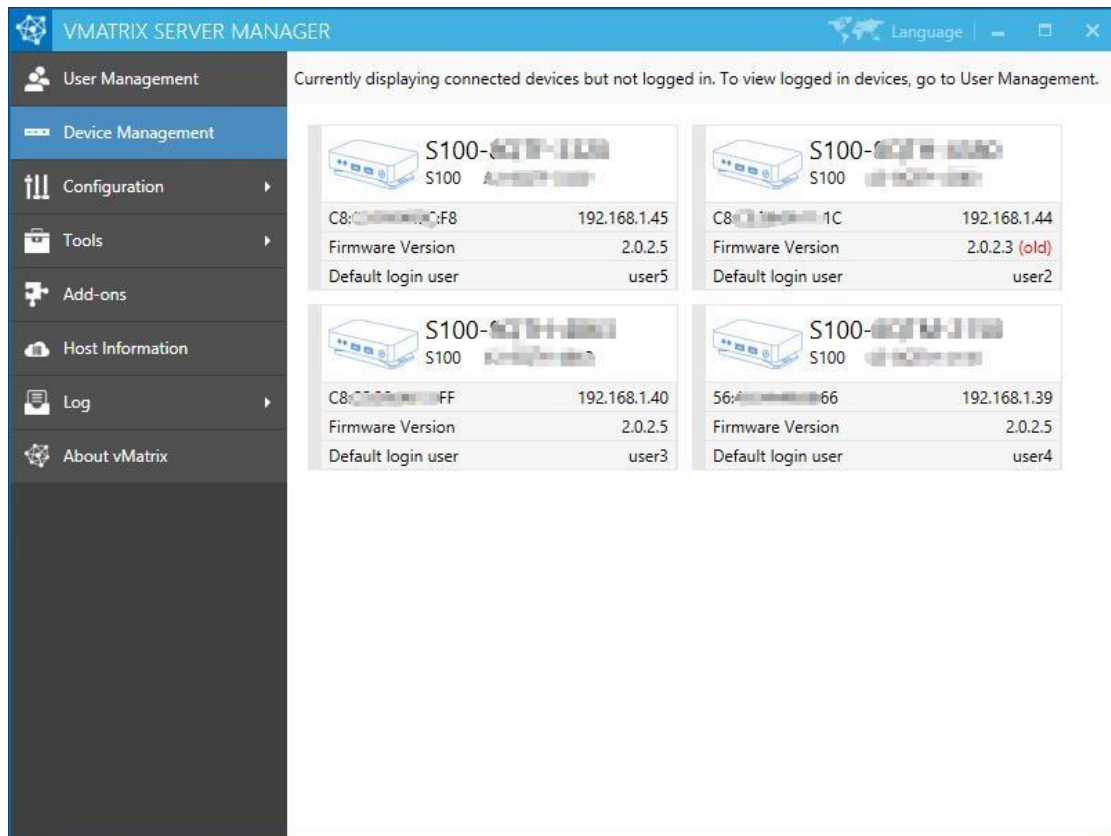
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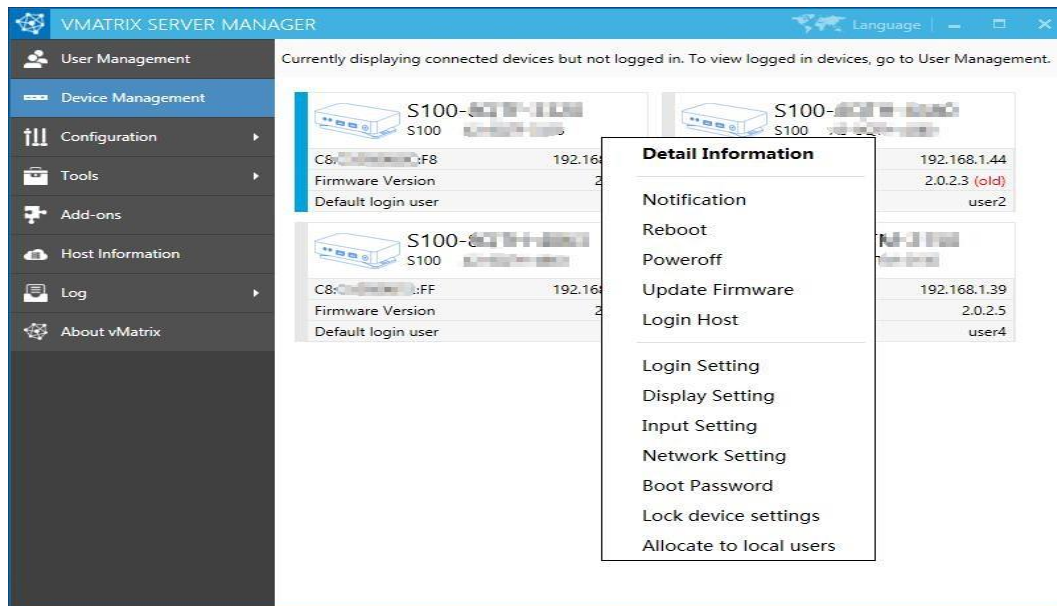


Note: This page displays connected devices (powered on devices in the same LAN as the host or powered on devices that has ever logged into the host) but not logged in. To view logged in devices, go to User Manager.

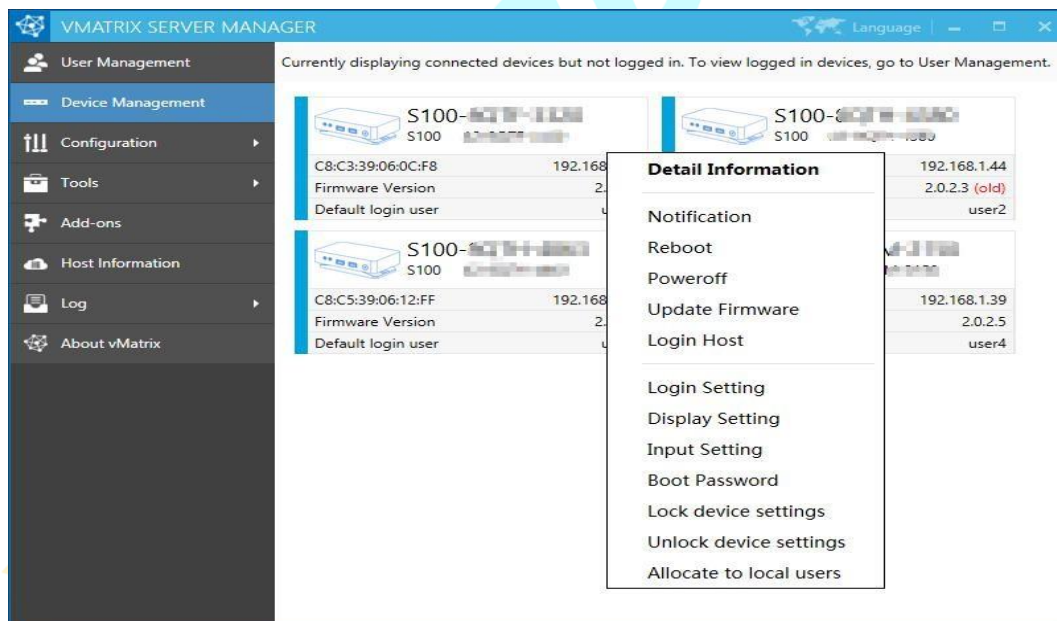
3.2.2 Right Click Menu

Right click on a single or multiple device module to open the device management menu. Each of displayed options (except Notification) performs a function which can be found on the device interface, allowing administrators to set up or manage the devices centrally and remotely from the host side. You can drag the mouse, or use shortcut keys like “shift” or “CTRL” + “A” to select multiple modules at a time.

- **On a single device:** Detail Information, Notification, Reboot, Poweroff, Update Firmware, Login Host, Login Setting, Display Setting, Input Setting, Network Setting, Boot Password, Lock Device Settings, Allocate to local users.



- **On multiple devices:** Detail Information, Notification, Reboot, Poweroff, Update Firmware, Login Host, Login Setting, Display Setting, Input Setting, Network Setting, Boot Password, Lock (Unlock) Device Settings, Allocate to local users.



- **Detail Information:** to view the detail information of the selected device. To enter this page, you can either double click the device module or right click to select the option. To change any setting on this page, click "Change".

VMATRIX SERVER MANAGER

Language | - | x

User Management

Device Management

Configuration

Tools

Add-ons

Host Information

Log

About vMatrix

S100-8

<< Back

Device Model

S100

Serial Number

Firmware Version

2.0.2.5

Login Setting

Change

Default login host name

WIN-Q1RLCKEOLB4

Is domain user

Yes

Save Password

Yes

Auto Login

No

Default user name

user3

Default password

Have

Display Setting

Change

Display Device Name

S100-8

Screen Resolution

1366 x 768

Display Language

English

Input Setting

Change

Keymap

US

Keymap apply to Windows Desktop

No

Touch Screen Reverse X-axis

No

Touch Screen Reverse Y-axis

No

Network Setting

Change

Connection type

Ethernet

MAC address

C8:8E:6E:8F:FF

Use automatic IP address (DHCP)

Yes

IP address

192.168.1.88

Subnet mask

255.255.255.0

Gateway

192.168.1.1

Security Setting

Boot Password

Not have (Change)

Setting is locked

No (Lock device settings)

Login host is locked

No

Login user is locked

No

- **Notification:** To send a notification to the selected user.



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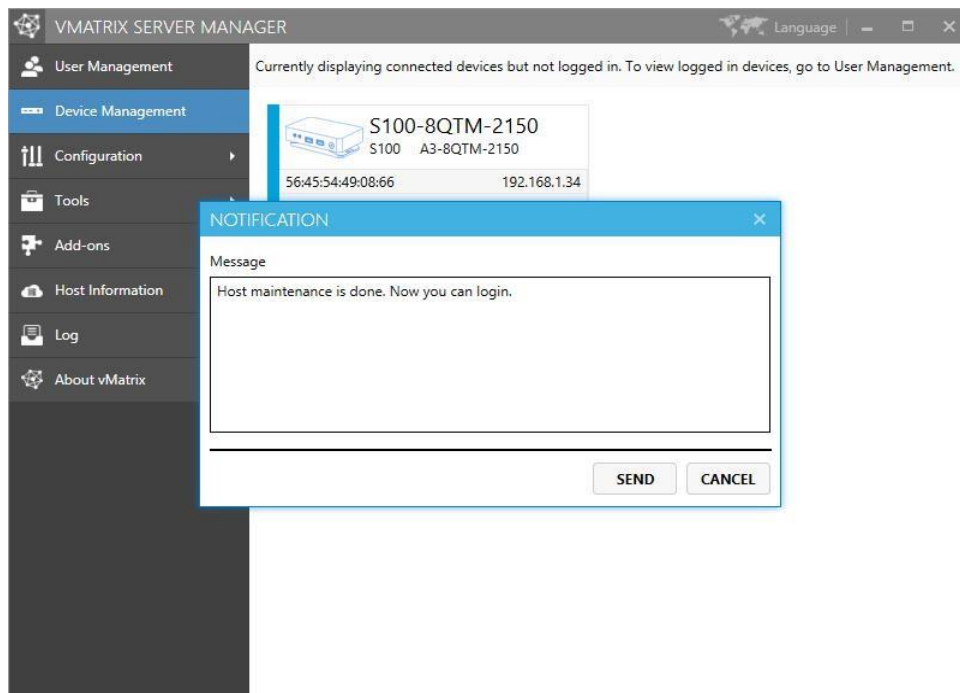


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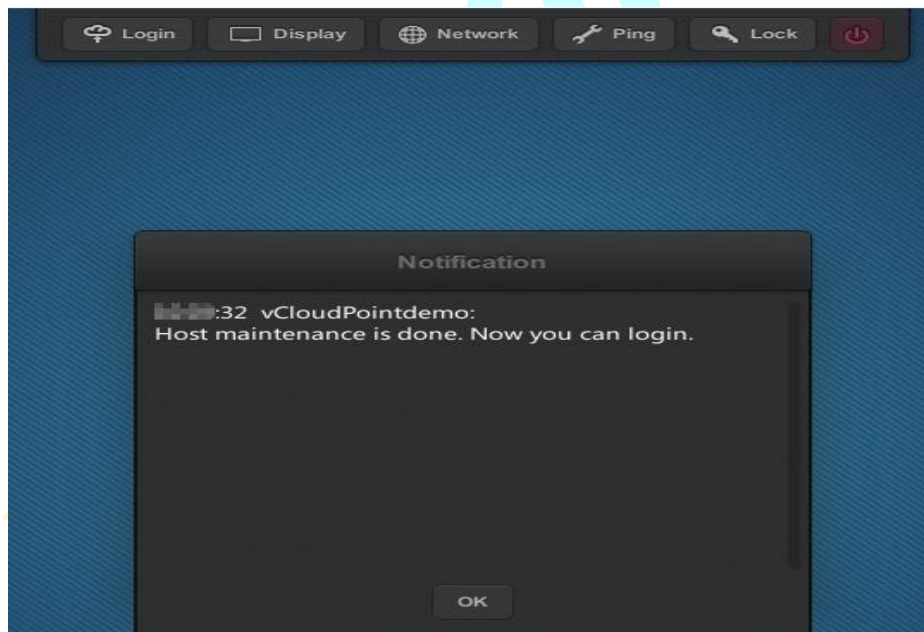


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Notification sent from host:



Notification to the device:



- **Reboot:** to reboot the selected devices.

- **Poweroff:** to shut down the selected devices.
- **Update Firmware:** to update the firmware of the selected devices; only works on devices marked “(old)” in red.

	S100-8QTH-4380
	S100 A3-8QTH-4380
C8:C5:39:06:11:1C	192.168.1.44
Firmware Version	2.0.2.3 (old)
Default login user	user2

- **Login Host:** to log the selected devices into the designated host; only works on devices with default login settings.
- **Login Setting:** to change the selected devices login settings including default login host, default user name, default password, domain selection, password saving selection and auto login selection which will be used for the devices next login. When multiple devices are selected, the Default User Name field is disabled and password change only works when the same password is used by all users. If the host is in the domain while users are logging into the host as local users (rather than domain), cancel the selection of Login as domain users (Available in domain only).

LOGIN SETTING

Default login host

vCloudPointdemo

Default user name

user1

Default password

☐ Change

☒ Login as domain user (Available in domain only)

☐ Save Password

☐ Auto Login

OK

CANCEL

- **Display Setting:** To change the display settings of the selected devices including device name, screen resolution and language; when multiple devices are selected, the Display Device Name field is disabled.



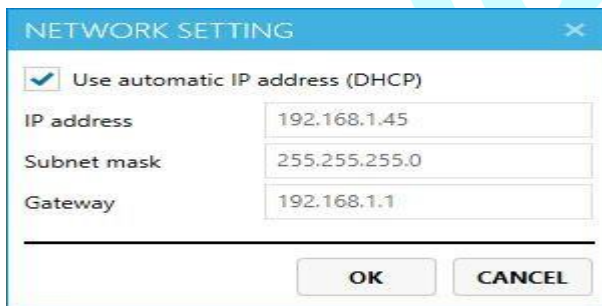
A dialog box titled "DISPLAY SETTING" with a close button (X) in the top right corner. It contains three fields: "Display Device Name" (a text input field), "Screen Resolution" (a dropdown menu showing "1440 x 900"), and "Display Language" (a dropdown menu showing "English"). At the bottom, there are two buttons: "OK" and "CANCEL".

- **Input Setting:** to change the input settings of the selected devices including keymap and touch screen X & Y axis.



A dialog box titled "INPUT SETTING" with a close button (X) in the top right corner. It contains a "Keymap" dropdown menu showing "US". Below it are three checkboxes: "Keymap apply to Windows Desktop", "Touch Screen Reverse X-axis", and "Touch Screen Reverse Y-axis". At the bottom, there are two buttons: "OK" and "CANCEL".

- **Network Setting:** to change the network settings of the selected device to using DHCP automatic or customized IP address; this option is available only when a single device is selected and WIFI setting is not available on remote control through network.



A dialog box titled "NETWORK SETTING" with a close button (X) in the top right corner. It contains a checked checkbox labeled "Use automatic IP address (DHCP)". Below it are three text input fields: "IP address" (containing "192.168.1.45"), "Subnet mask" (containing "255.255.255.0"), and "Gateway" (containing "192.168.1.1"). At the bottom, there are two buttons: "OK" and "CANCEL".

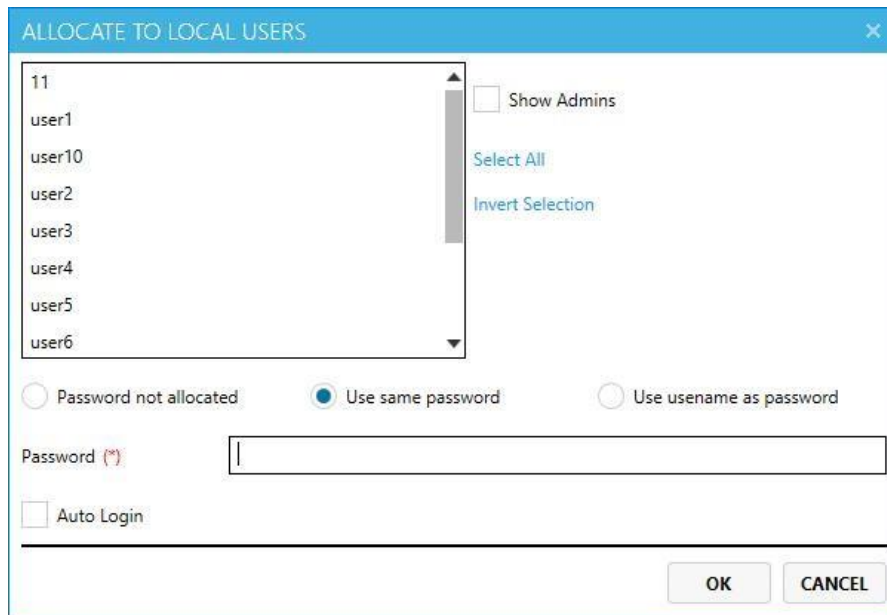
- **Boot Password:** to set up a password on device boot so that the user is required to enter password to use the device.



- **Lock Device Settings:** to lock down the settings on the Login, Display, Network and Lock menu in order to prevent other users from changing these settings. Lock host selection is to disable the host selection and restrict the user to login to the selected host. A host must be selected before this option is selected. Lock user credential is to disable the user to change user name and password and restrict the user to login with the saved user name and password. A correct user name and its related password must be saved before this option is selected. After you set up a password for the device, this option will be replaced by “Unlock Device Settings” on its right click menu.



- **Unlock Device Settings:** To unlock the device settings. The lock-down password will be clear on clicking this option will immediately clear the earlier lock password without the need to enter the password. After you unlock the settings for the device, this option will be replaced by “Lock Device Settings” on its right click menu.
- **Allocate to local users:** randomly allocate the selected devices to local users. Note: if the number of devices exceeds the number of existing user, some devices will not be collocated. If password is not allocated, auto login cannot be selected.



ALLOCATE TO LOCAL USERS

11
user1
user10
user2
user3
user4
user5
user6

☐ Show Admins

Select All
Invert Selection

☐ Password not allocated ☒ Use same password ☐ Use username as password

Password (*)

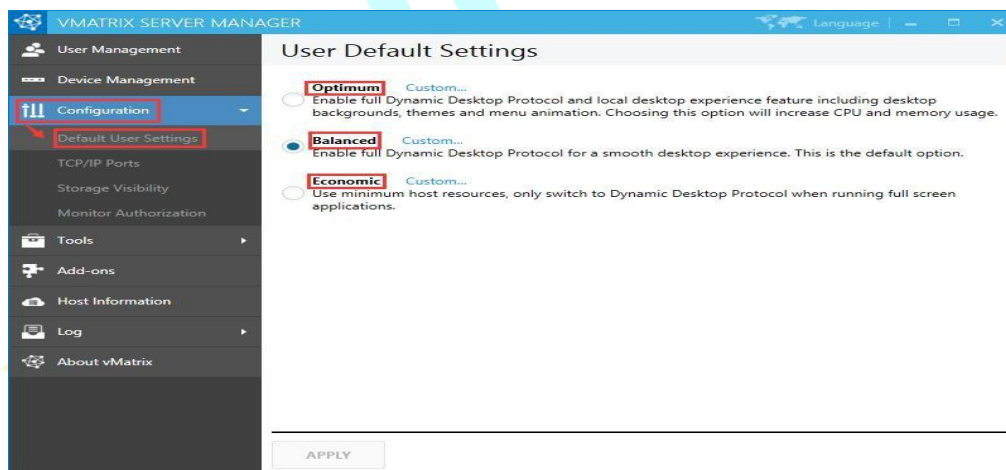
☐ Auto Login

OK CANCEL

3.3 Configuration

3.3.1 Default User Settings

Default settings will apply for those users using “Default” as their advance settings. Changes will take effect at user’s next login.



VMATRIX SERVER MANAGER

User Management
Device Management
Configuration
Default User Settings
TCP/IP Ports
Storage Visibility
Monitor Authorization
Tools
Add-ons
Host Information
Log
About vMatrix

User Default Settings

☐ **Optimum** Custom...
Enable full Dynamic Desktop Protocol and local desktop experience feature including desktop backgrounds, themes and menu animation. Choosing this option will increase CPU and memory usage.

☒ **Balanced** Custom...
Enable full Dynamic Desktop Protocol for a smooth desktop experience. This is the default option.

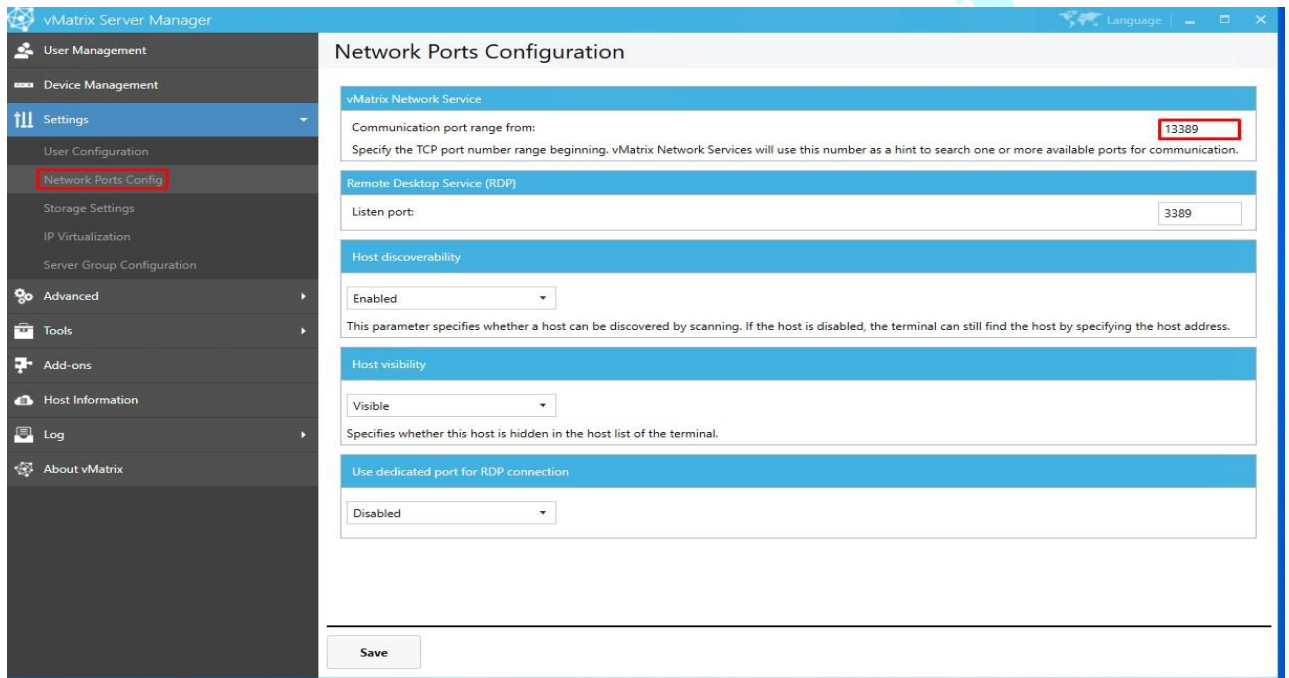
☐ **Economic** Custom...
Use minimum host resources, only switch to Dynamic Desktop Protocol when running full screen applications.

APPLY

3.2.1 TCP/IP Ports

During the operation of your vCloudPoint system, some of your network ports are utilized

by vMatrix Server Manager and the zero clients. The vMatrix Network Service uses both TCP and UDP ports. The broadcast port is fixed using UDP 13389, and the listen port begins with TCP 13389 and extends to at least 3 extra plus 3 for each user. For example, if there are 10 users needing to connect remotely, you need to at least add ports of UDP 13389-13389, TCP 13389-13422 (13422 is the minimum and reserve more if possible). The listen port for Remote Desktop Service itself also should be open. It uses TCP 3389. The default settings are recommended to be used but you can still customize the ports if needed. When customizing these ports, your zero clients will be disconnected.

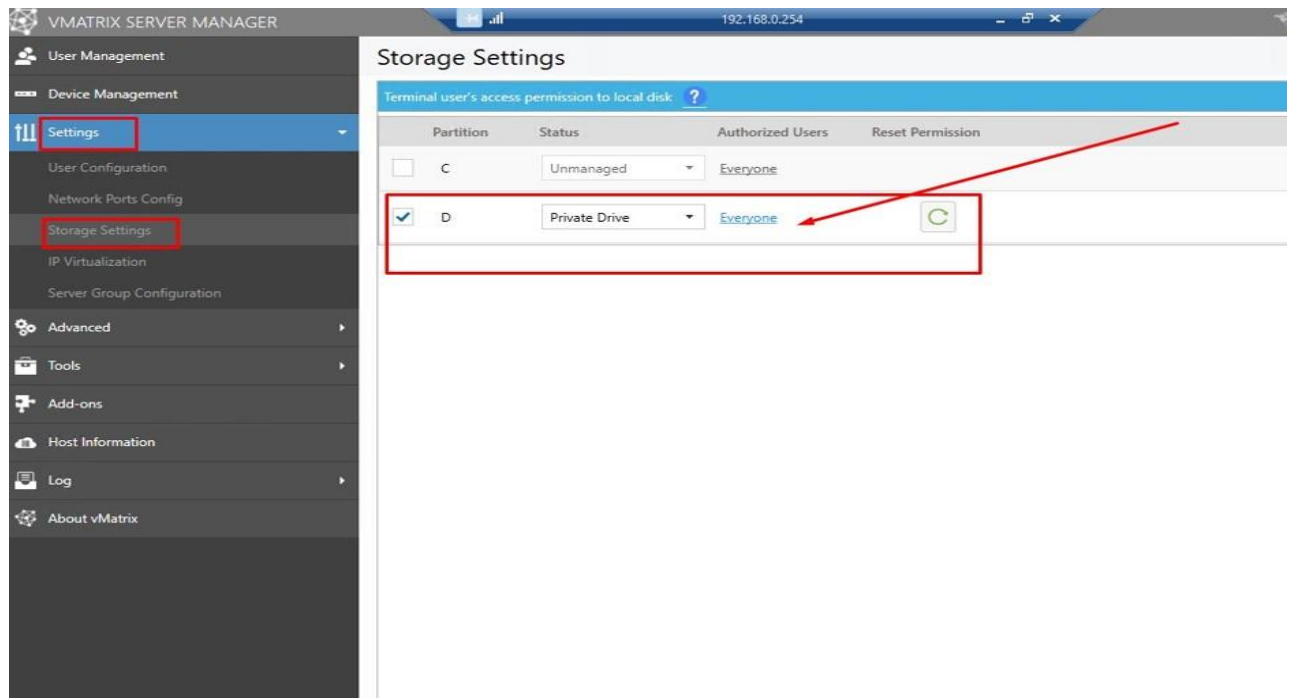


The screenshot shows the 'vMatrix Server Manager' application window with the 'Network Ports Configuration' tab selected. The left sidebar contains a menu with options: User Management, Device Management, Settings (highlighted), User Configuration, Network Ports Config (highlighted), Storage Settings, IP Virtualization, Server Group Configuration, Advanced, Tools, Add-ons, Host Information, Log, and About vMatrix. The main content area displays the following configuration options:

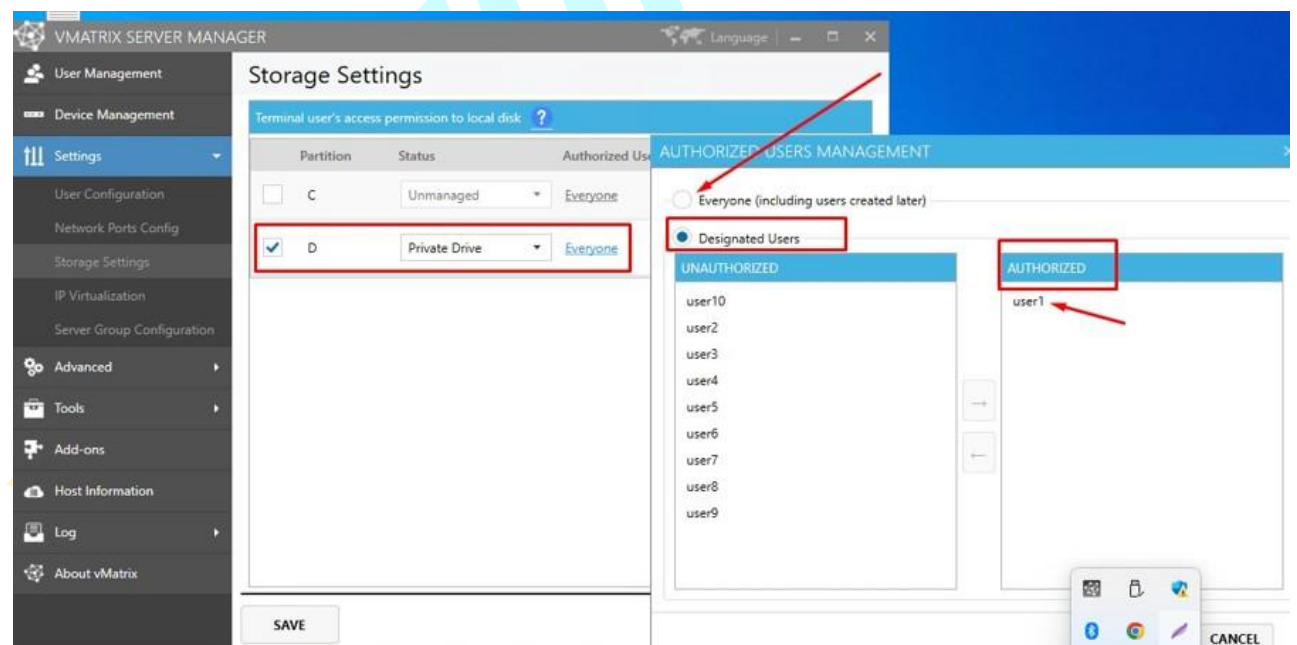
- vMatrix Network Service**
 - Communication port range from: 13389 (highlighted in red)
 - Specify the TCP port number range beginning. vMatrix Network Services will use this number as a hint to search one or more available ports for communication.
- Remote Desktop Service (RDP)**
 - Listen port: 3389
- Host discoverability**
 - Enabled (dropdown menu)
 - This parameter specifies whether a host can be discovered by scanning. If the host is disabled, the terminal can still find the host by specifying the host address.
- Host visibility**
 - Visible (dropdown menu)
 - Specifies whether this host is hidden in the host list of the terminal.
- Use dedicated port for RDP connection**
 - Disabled (dropdown menu)

A 'Save' button is located at the bottom of the configuration area.

3.3.2 Storage Visibility



- LOCATION OF USER PRIVATE SPACE:

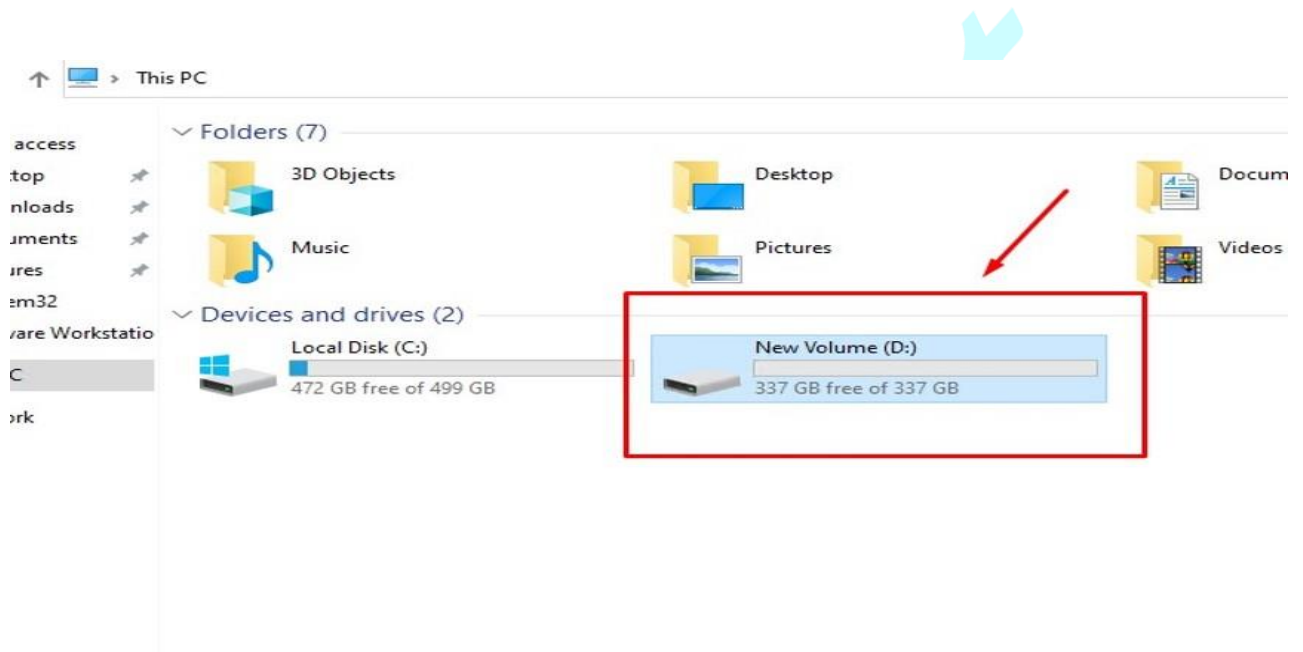


- PARTITIONS VISIBLE TO EVERYONE:

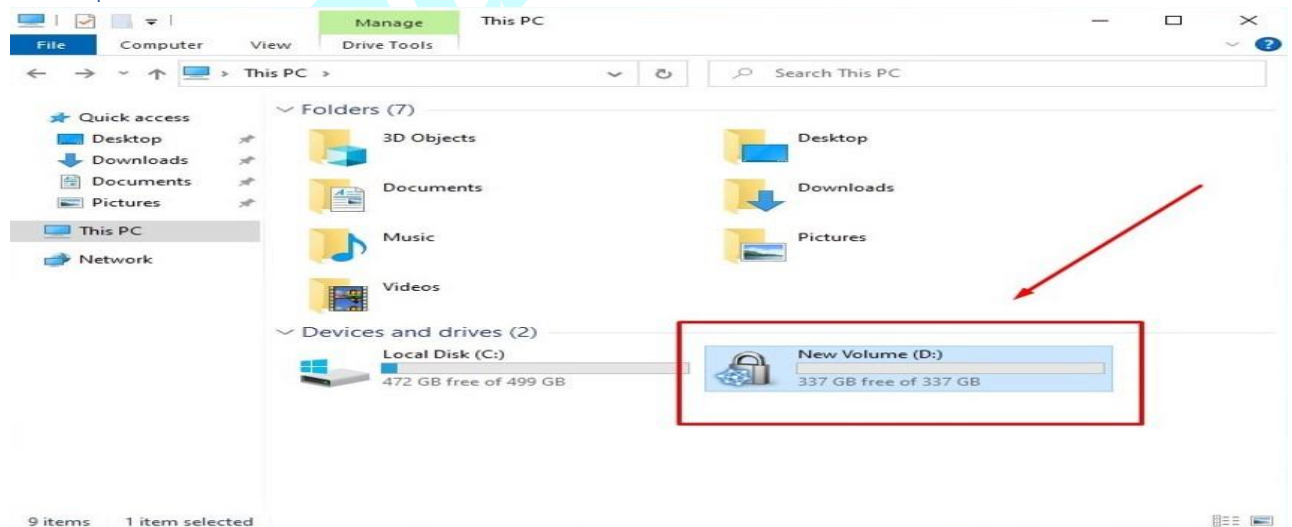
The partitions which are visible to all users. DO NOT select the one which has already been chosen for storing user files.

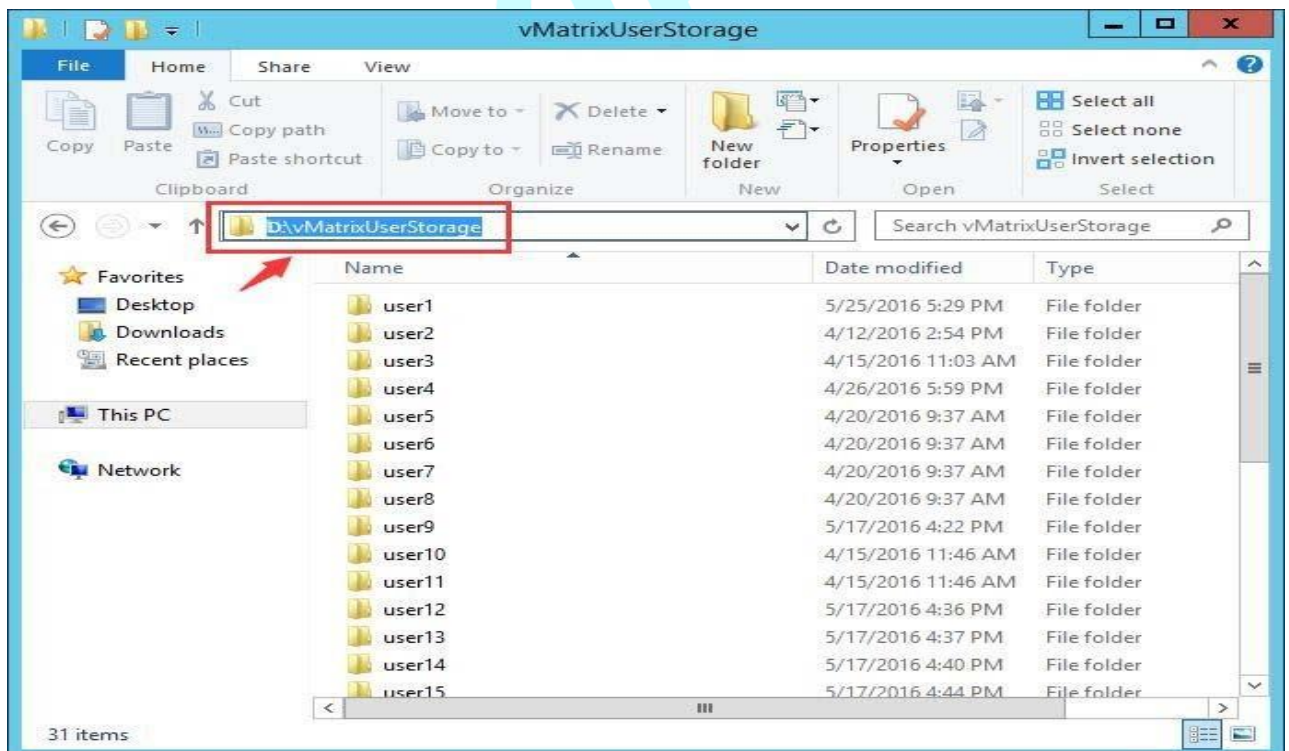
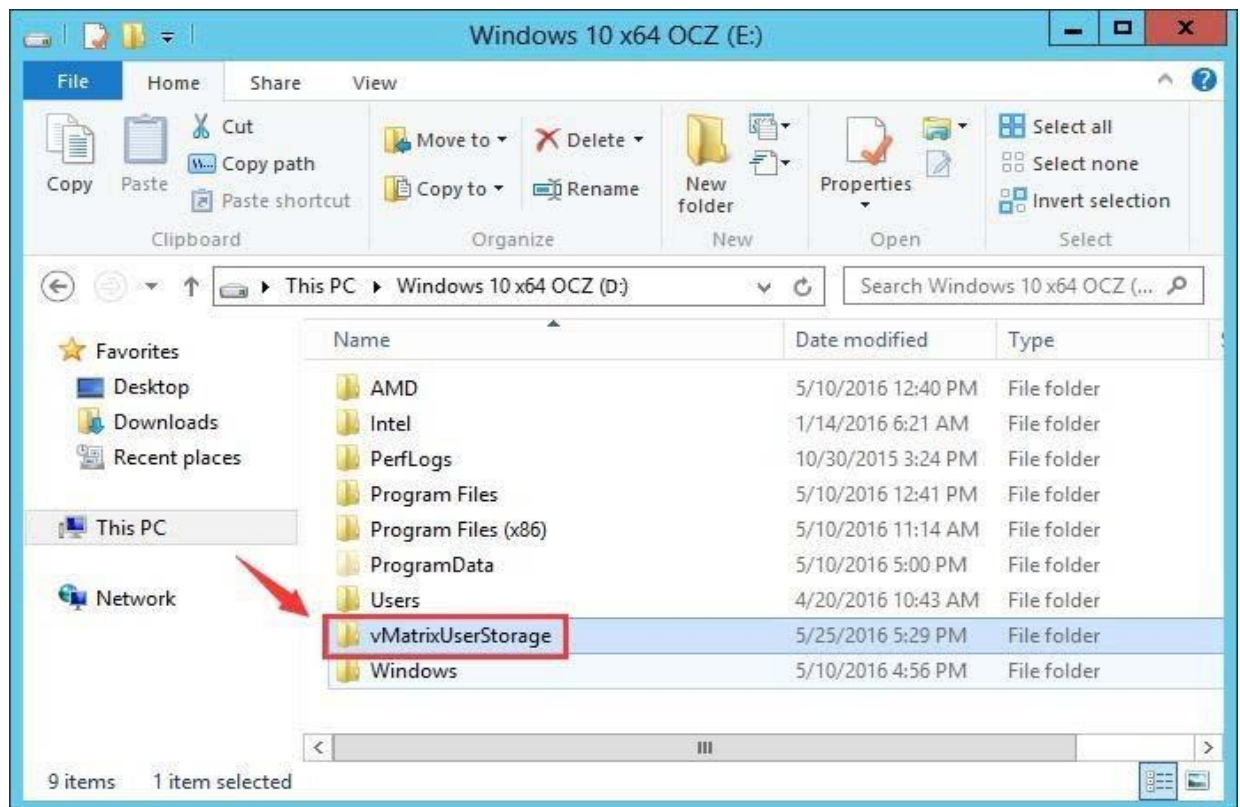
Note: disk partitions viewed by common users will be different from those by administrators.

Administrator's view:



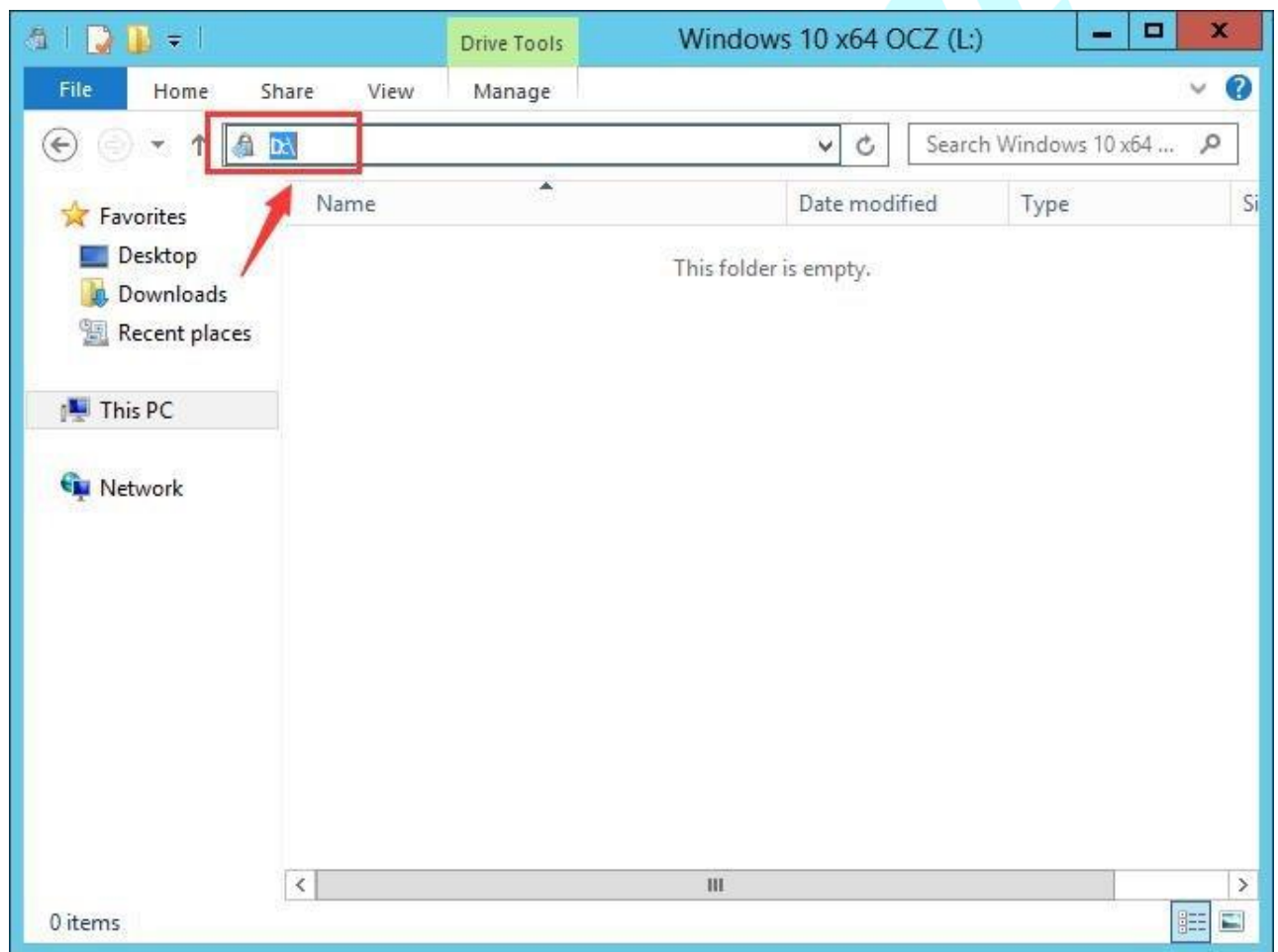
Vcloudpoint device user view:





User's view:

The root folder of the User Private Space viewed by common users is the third-level subfolder beneath the root folder viewed by administrators (Root-> Folder: vMatrixUserStorage -> Folder: %name of the user%). The partition letter of the User Private Space falls to a latter letter of that viewed by administrators.



AUTOMATION SETTING

User Management

Device Management

Settings

Advanced

Monitor Authorization

ManagementToken

Notification Settings

Enhance Mode

Permission Control

Printer Setting

Diagnostic Setting

Login Queue Settings

Automation Setting

Tools

Add-ons

Host Information

Automation Setting

Auto shutdown the terminal after the terminal user logs out

Enable

Logout disconnected session automatically(effect after restarting the host)

Never

Disconnect automatically when idle(effect after restarting the host)

Never

☐ Terminates sessions when the connection is disconnected

Scheduled Task

Daily

00:00

Shutdown

Activation date: 10/19/2022

SAVE

This setting allow the user Support of auto log off due to session disconnect and being idle state. Support of auto disconnection when session being idle state. Support of auto power off device after user logged out



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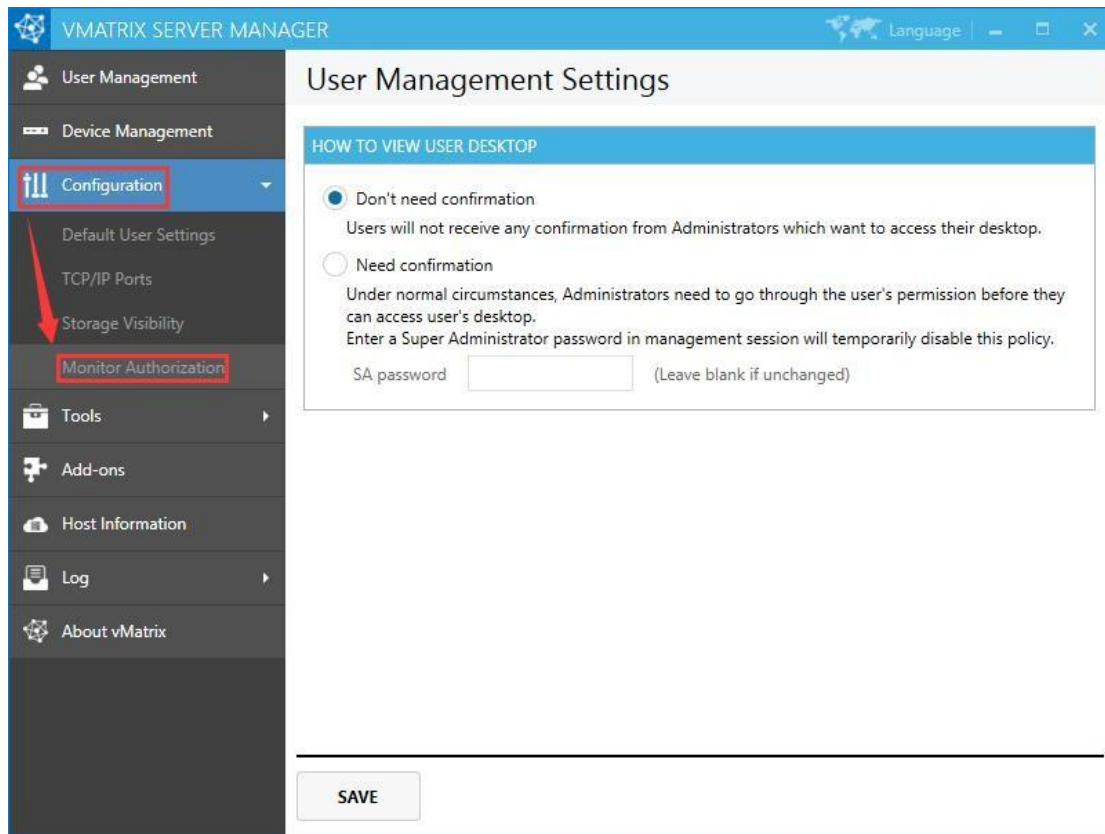


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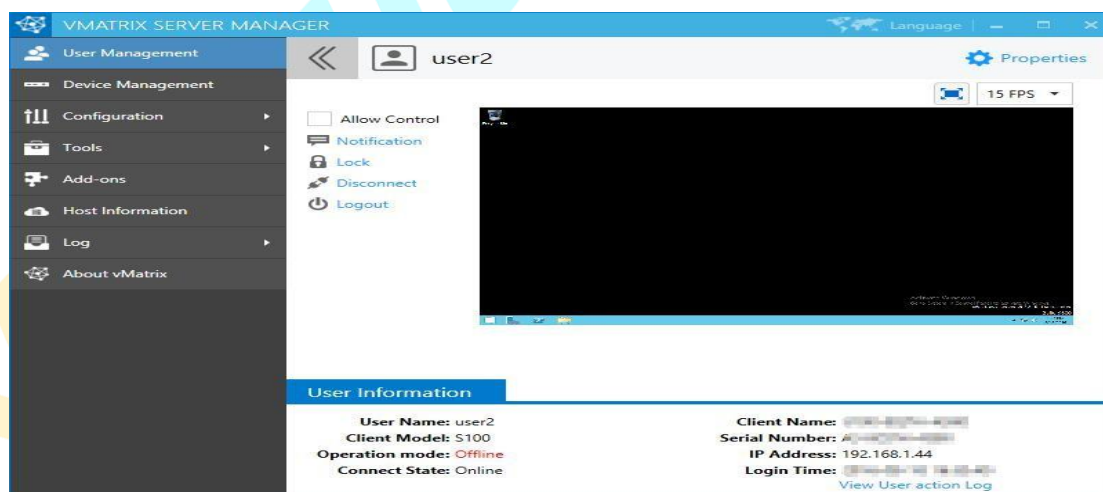
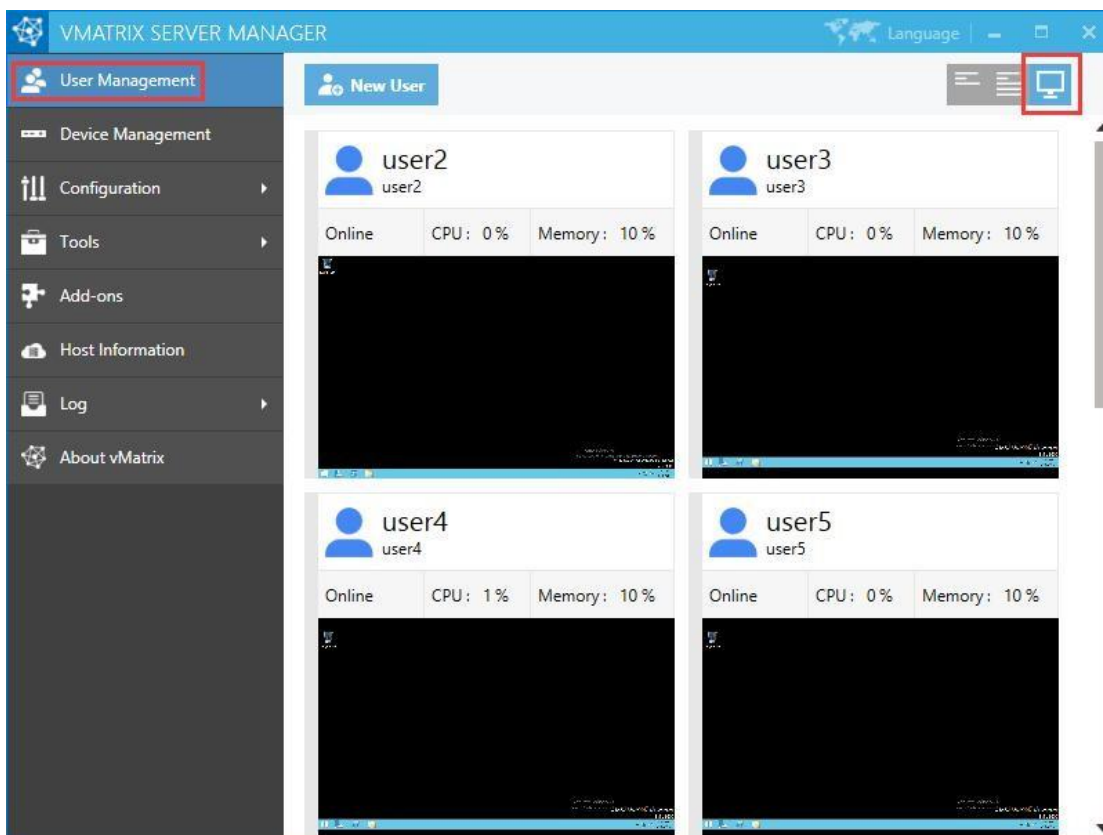
3.3.3 Monitor Authorization



- Don't need confirmation:

Administrators can monitor user desktops without requiring confirmation from the monitored users.

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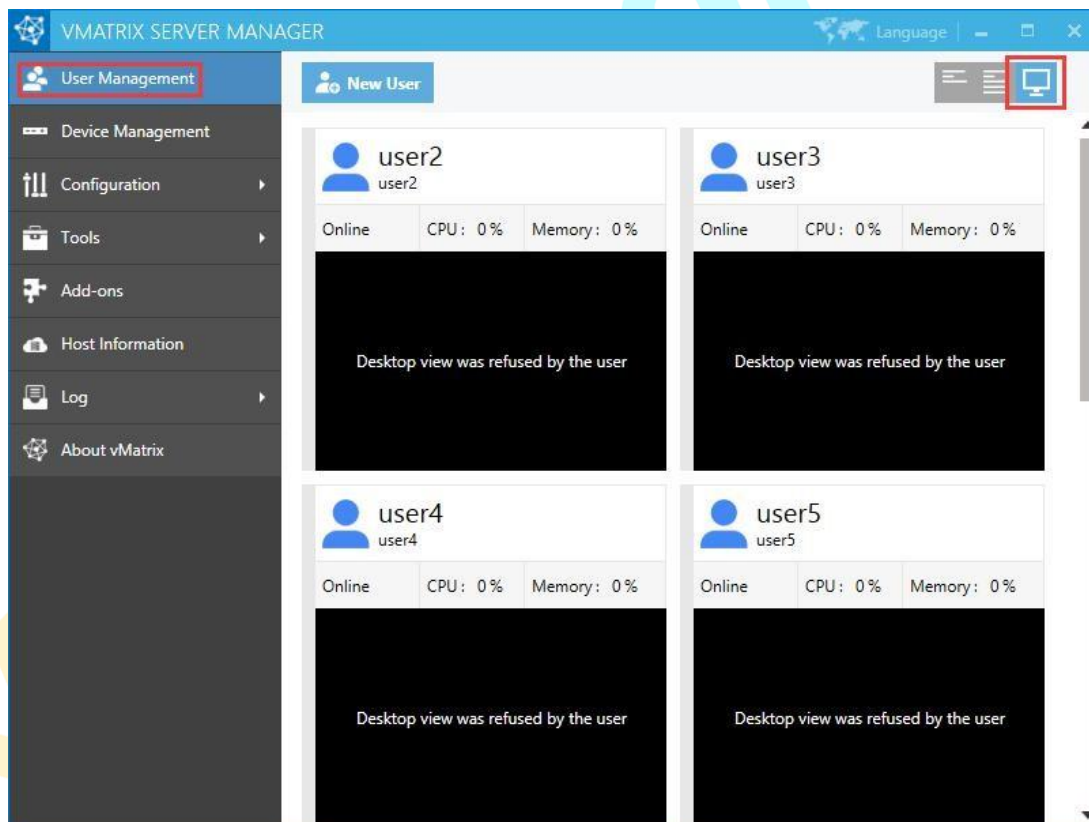
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- Need confirmation:

you are required to setup a Super Administrator (SA) password when this option is selected. By selecting this option, administrators need to send request to the user or enter SA password in order to get approval to monitor the user desktop. (Note: as localsystem administrators have the highest privileges, there is no effective way to prevent local system administrators from changing the settings, administrators can simply cancel monitor authorization by simply changing the setting to “Don’t need confirmation” or changing the SA password, however, this option allows organization owners to track management logs which is available to view through “Log” -> “Management Log” of this software.



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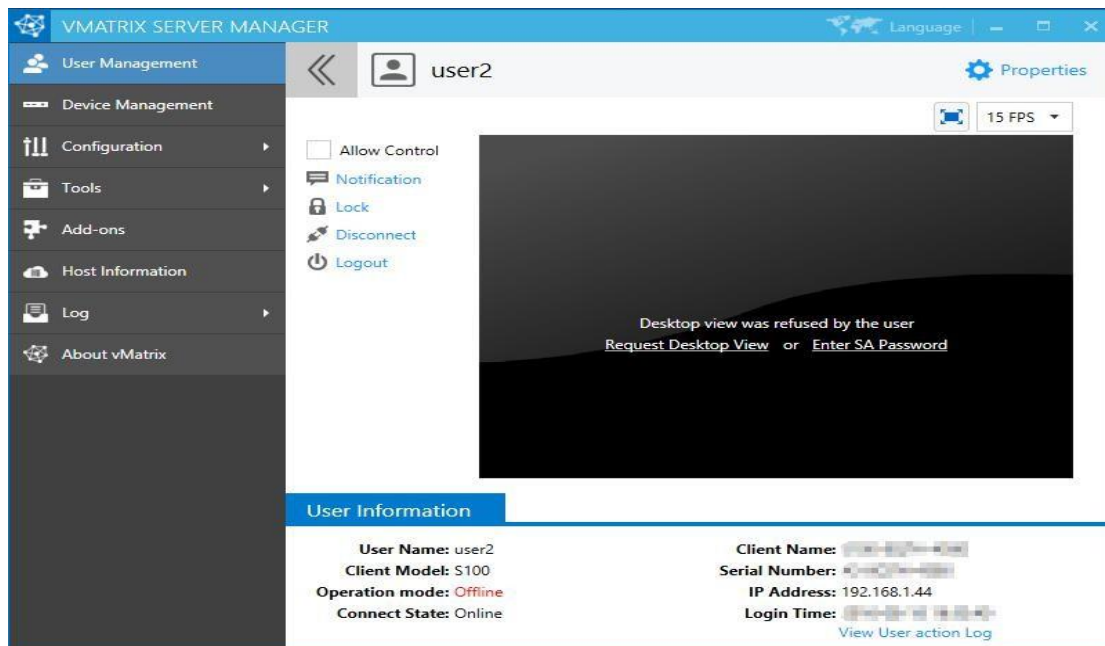
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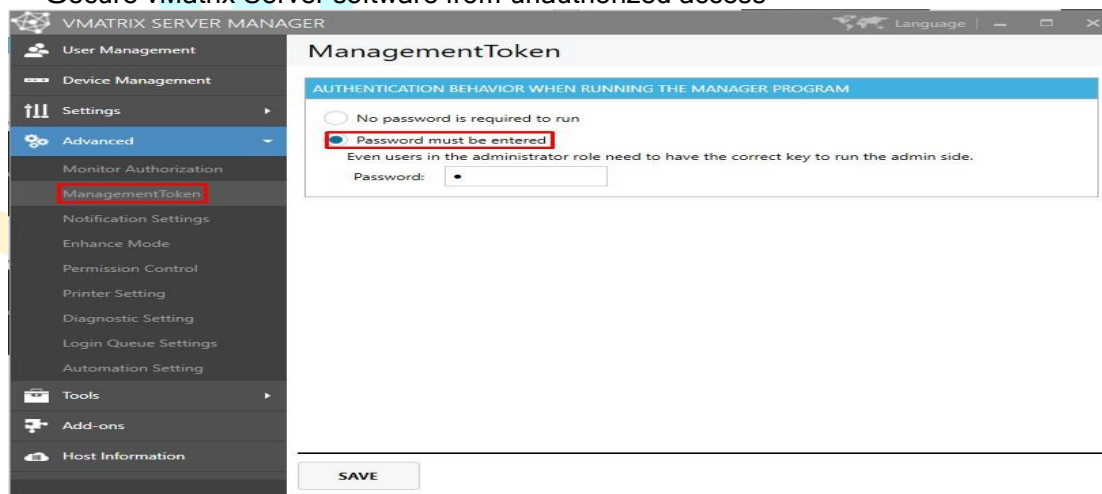


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Management Token

Secure vMatrix Server software from unauthorized access



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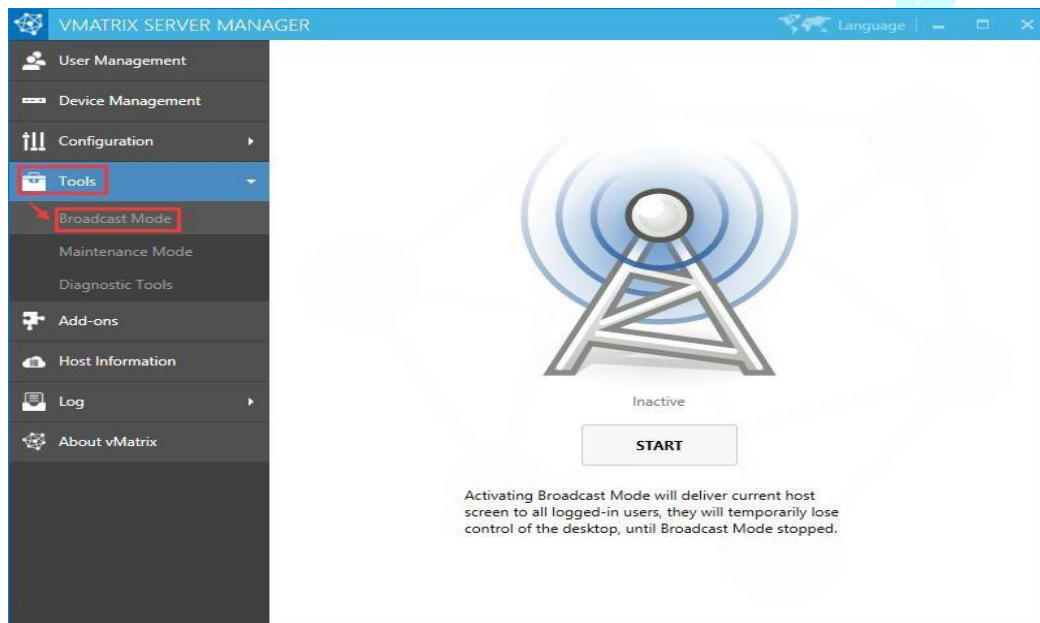


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3.4 Tools

3.4.1 Broadcast Mode Management Token

Activating this mode will display the entire host screen to the users who are currently connecting to the host. All users will lose control of their desktops when Broadcast Mode is on.

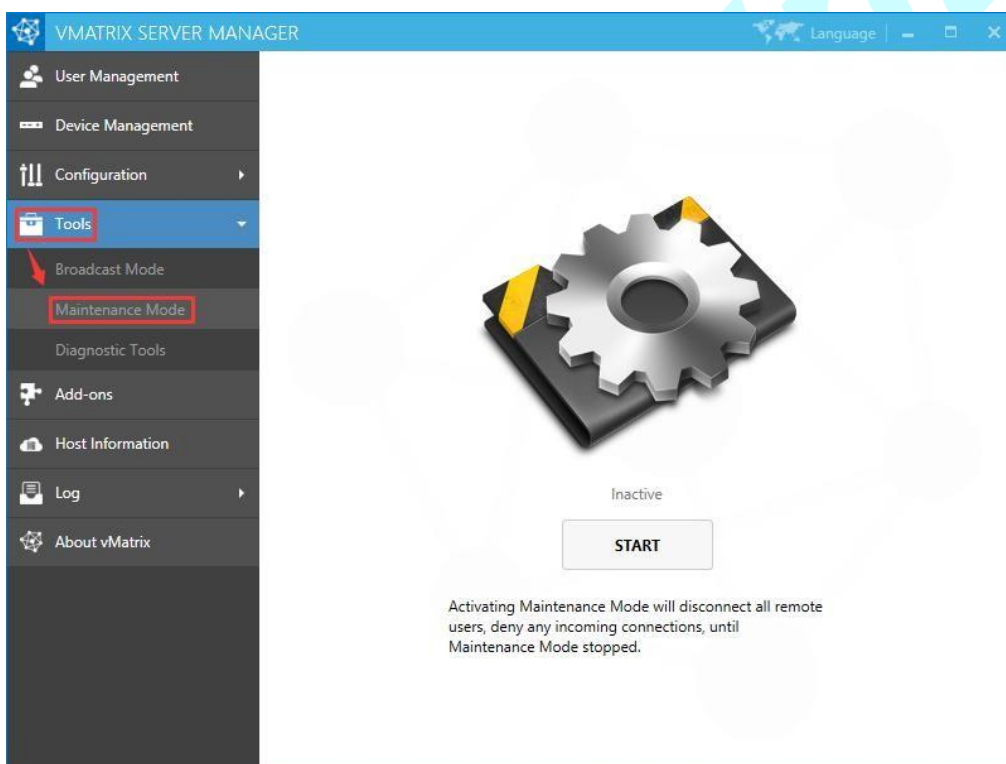
**Note:**

- 1) Users who later connect to the host after Broadcast Mode activation will also lose control of their desktops and be given the host screen at the moment they enter their sessions.
- 2) Broadcast Mode is not effective on users who have logged in but are disconnected (back to the device Login page).
- 3) When Broadcast Mode is on, desktop resolution of the affected users will be changed to that of the host. Therefore, make sure the host desktop resolution is supported by the affected users' monitor, otherwise, the user monitor will go blank due to desktop resolution out of range.



3.4.2 Maintenance Mode

Activating Maintenance Mode will disconnect all connecting users and also deny any incoming connection request from users. This is often used when the host is under maintenance.

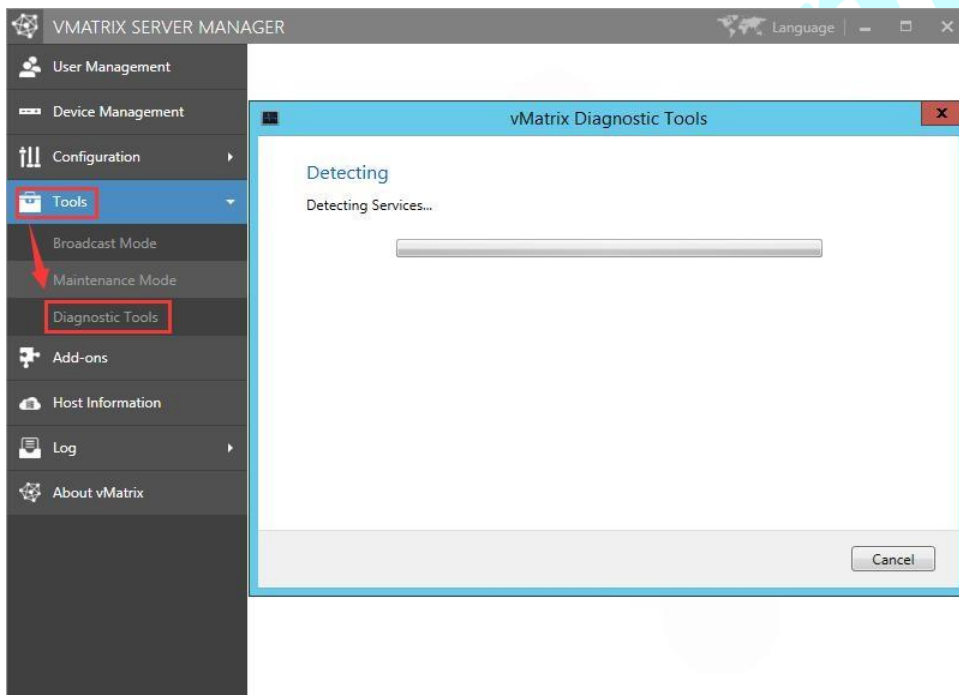


Note: Activating Broadcast Mode just disconnects user sessions, but not logged them out. Users will find their files & applications still in place when Maintenance Mode is off.



3.4.3 Diagnostic Tools

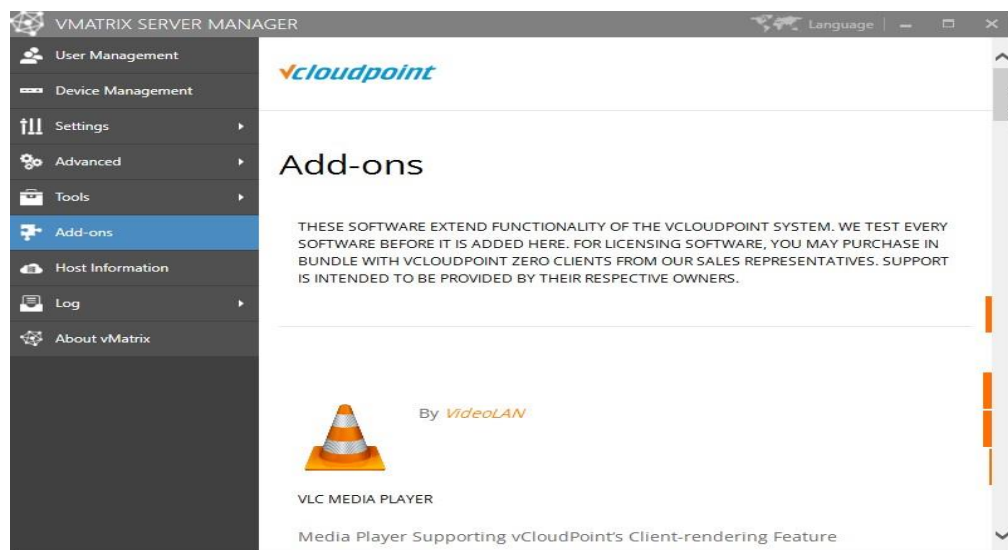
Running Diagnostic Tools will initiate a check on vMatrix Server Manager and prompts you to fix accordingly if any problem is detected. You can also launch the Diagnostic Tools at Programs and Features if vMatrix Server Manager cannot be opened.



3.5 Add-ons

This page contains recommended software that may extend functionality of the vCloudPoint System or are frequently used with vCloudPoint products. The software has been tested compatible with the vCloudPoint system.





Note: this page connects to web page on vCloudPoint website through a web viewer window, thus it requires time when loading contents. If you do not provide internet connection to the host, the page contents will not show.

3.6 Host Information

This page provides an overview of the host information including real time resources consumption, operating system, hardware and network.



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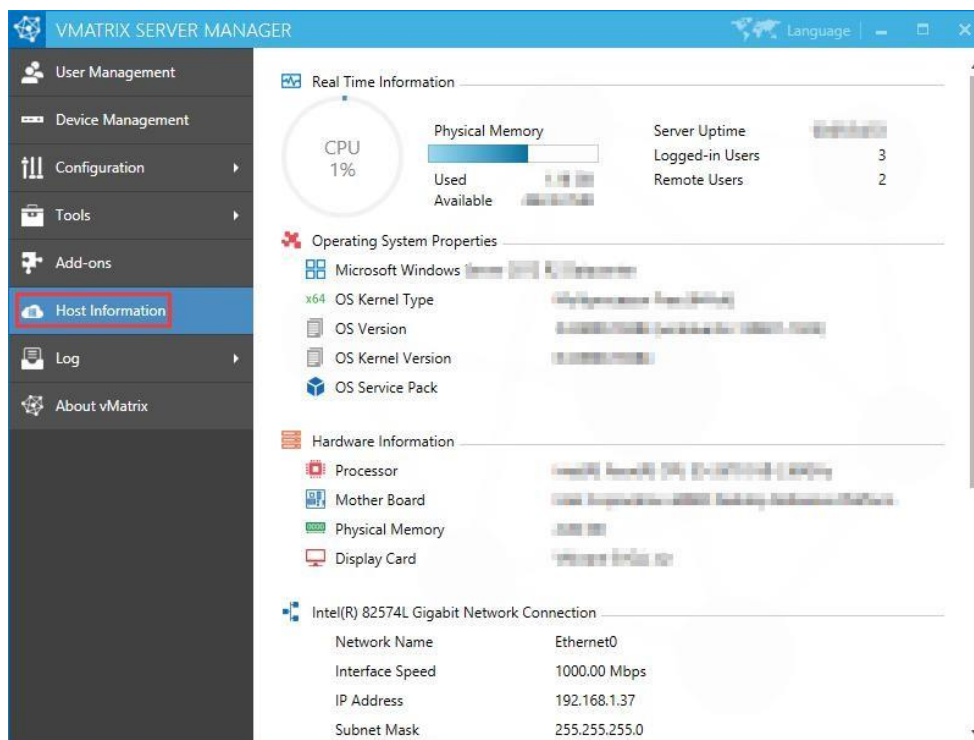
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3.7 Log

3.7.1 User Action Log

You can view all user actions since the installation of vMatrix Server Manager.



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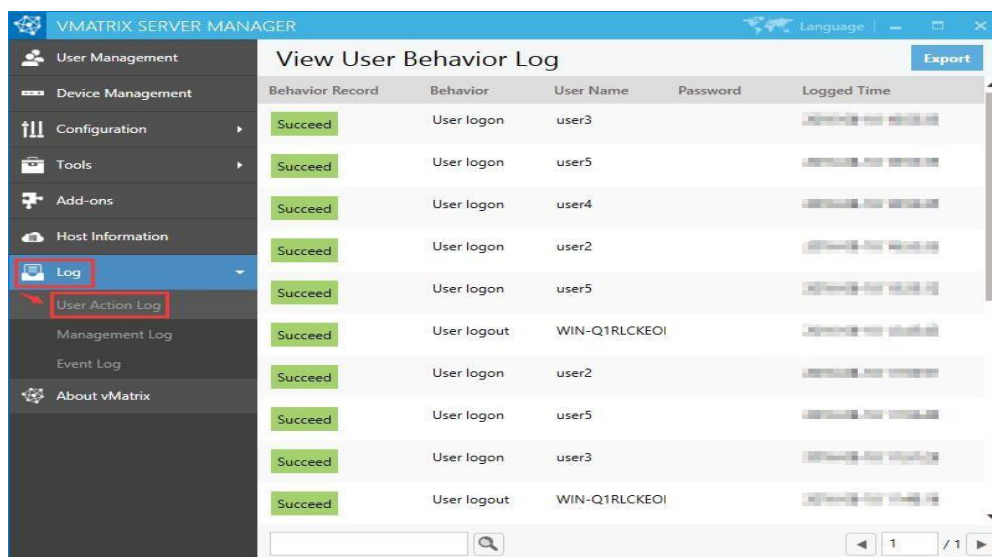
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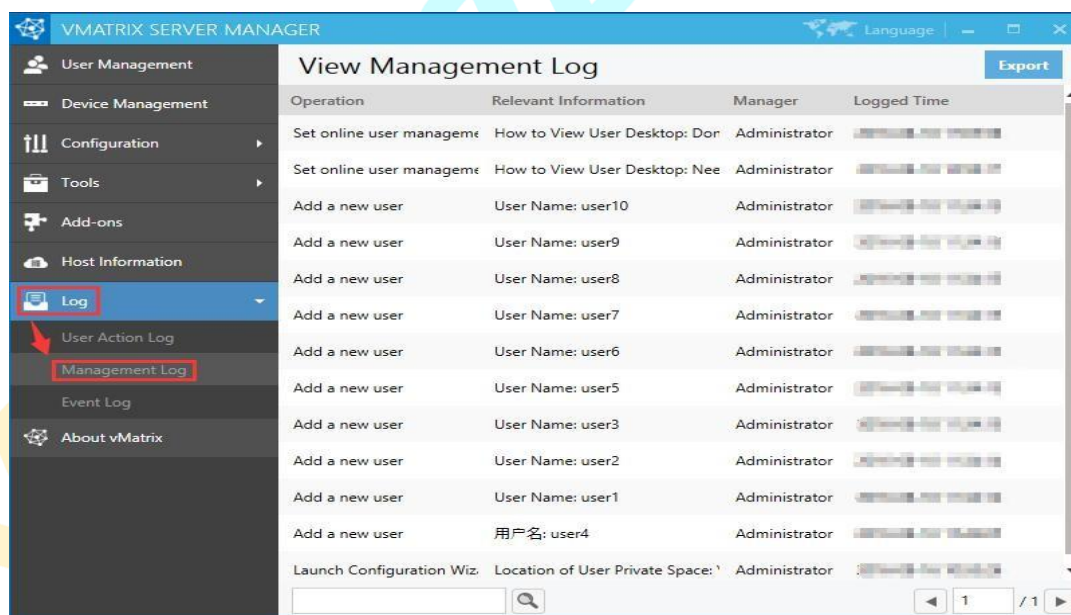
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Behavior Record	Behavior	User Name	Password	Logged Time
Succeed	User logon	user3		
Succeed	User logon	user5		
Succeed	User logon	user4		
Succeed	User logon	user2		
Succeed	User logon	user5		
Succeed	User logout	WIN-Q1RLCKEOI		
Succeed	User logon	user2		
Succeed	User logon	user5		
Succeed	User logon	user3		
Succeed	User logout	WIN-Q1RLCKEOI		

3.7.2 Management Action Log

You can view all management actions since the installation of vMatrix Server Manager.



Operation	Relevant Information	Manager	Logged Time
Set online user managem	How to View User Desktop: Dor	Administrator	
Set online user managem	How to View User Desktop: Nee	Administrator	
Add a new user	User Name: user10	Administrator	
Add a new user	User Name: user9	Administrator	
Add a new user	User Name: user8	Administrator	
Add a new user	User Name: user7	Administrator	
Add a new user	User Name: user6	Administrator	
Add a new user	User Name: user5	Administrator	
Add a new user	User Name: user3	Administrator	
Add a new user	User Name: user2	Administrator	
Add a new user	User Name: user1	Administrator	
Add a new user	用户名: user4	Administrator	
Launch Configuration Wiz	Location of User Private Space: \	Administrator	

Note: This is where you can view the setting history of Monitor Authorization to avoid administrators overuse of monitoring over user desktops.



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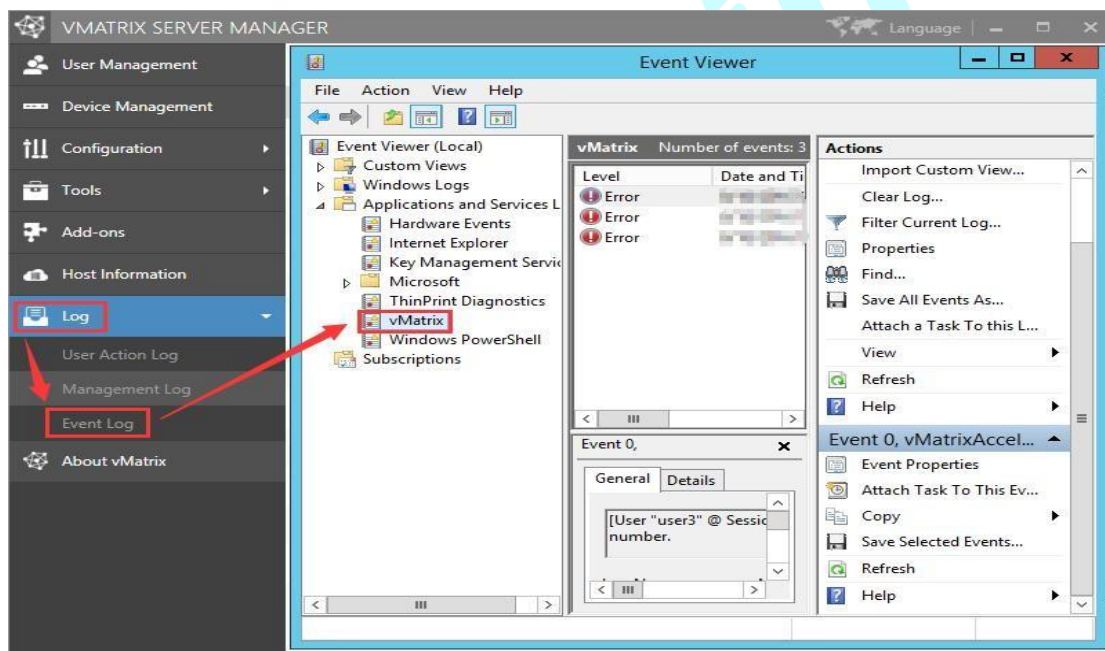
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3.7.3 Event Log

Clicking on this menu will open the Windows Event Viewer and locate to the log of vMatrix. When vMatrix Server Manager encounters a problem, the vMatrix error log is helpful for our technical team to analyze and fix problems. As a result, please export and send the vMatrix error log to vCloudPoint technical team when you are reporting a problem. (It requires a few seconds to open the Event Viewer. Besides vMatrix Server Manager, Event Viewer also can be opened through Windows Start Menu.)



3.8 About vMatrix

This page displays the current version of vMatrix Server Manager and contains a change log describing main changes over the past versions. It also describes the ownership of the software.

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3.9 Offline Usage

By factory default, vCloudPoint zero clients and vMatrix Server Manager software are configured to be used in an internet connected environment (WAN). If your host is provided with internet, no additional configuration is required to be done. The Operation Mode displayed on the User Management page of any device connecting to the host will automatically change from “Offline” in red to “Online” in black, meaning the device is properly working in an internet provided environment.

user1			user1		
Online	CPU: 1%	Memory: 0%	Online	CPU: 5%	Memory: 0%
Client Name: S100-XXXXXX			Client Name: S100-XXXXXX		
Client Model: S100			Client Model: S100		
Serial Number: XXXXXXXX			Serial Number: XXXXXXXX		
Operation mode: Offline			Operation mode: Online		
IP Address: 192.168.1.133			IP Address: 192.168.1.133		
Login Time: XXXXX-XX-XX XX:XX:XX			Login Time: XXXXX-XX-XX XX:XX:XX		

However, if the Operation Mode of the devices connecting to the host stays “Offline” in red all the time, you have to re-configure the devices for offline usage, otherwise the devices may be disconnected in every few minutes during operation. Use cases where you may encounter this problem and need to apply for “Offline Usage” normally includes the followings:



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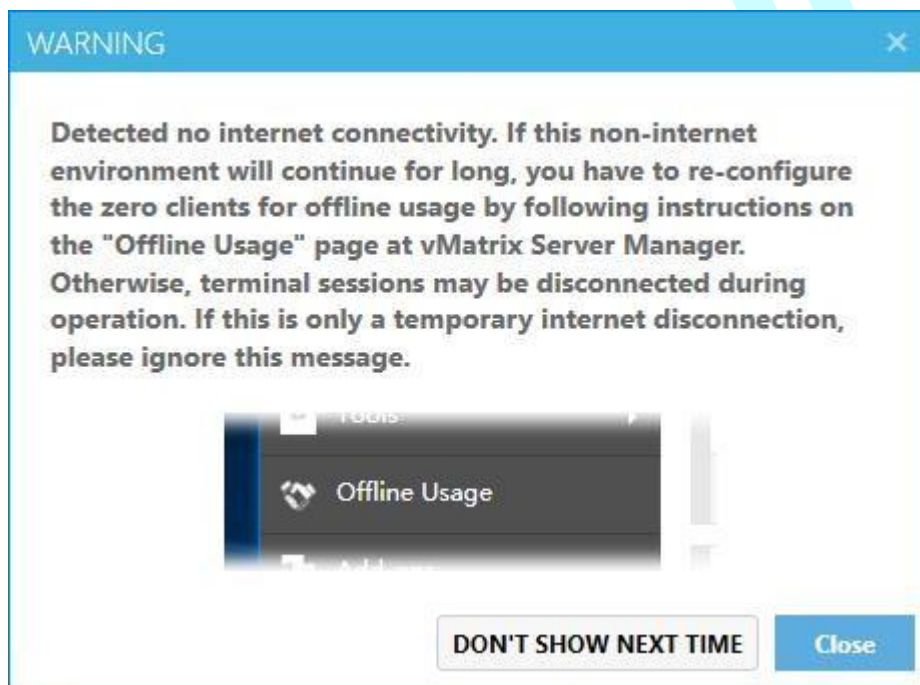


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- you do not provide internet connection (WAN) to the host or the internet connection is extremely unreliable;
- you use proxy or VPN or internet control software that the host cannot access our configuration server: api.cpterm.com.

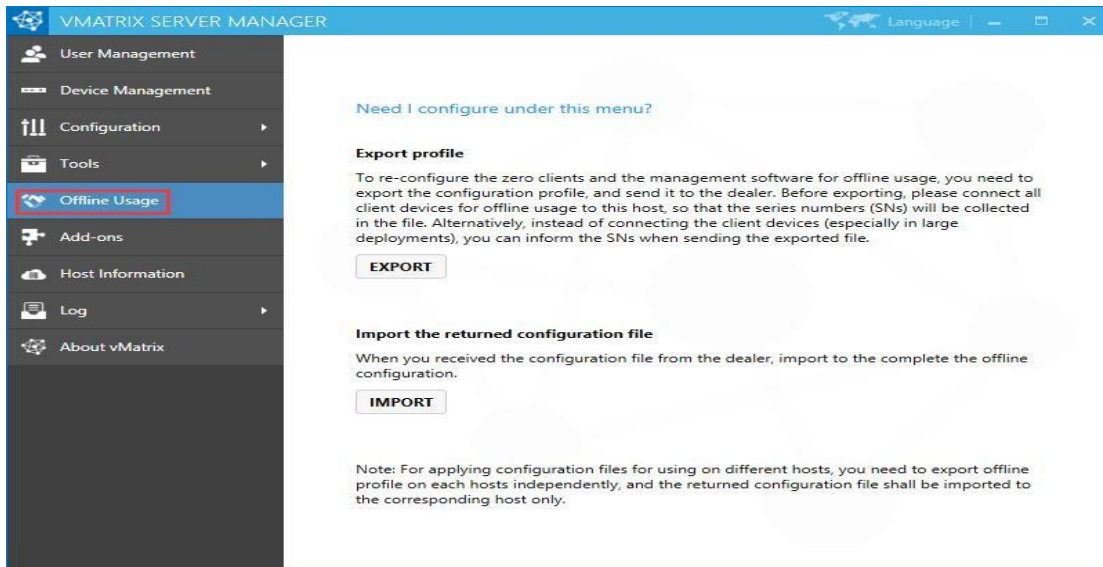
How to re-configure the devices for offline usage:

- 1) In a non-internet connection environment, vMatrix Server Manager will prompt a message window for offline usage configuration within 5 minutes after host boot.



- 2) Open vMatrix Server Manager, go to Offline Usage page (this page only appears when the host is not provided with internet connection on system boot).





- 3) Export the configuration profile, and send it to the dealer. Before exporting, please connect all client devices for offline usage to the host, so that the serials numbers (SNs) will be collected in the file. Alternatively, instead of connecting the client devices (especially in large deployments), you can inform the SNs when sending the exported file.
- 4) The dealer will return you with a configuration file based on your last exported profile. Import the returned file to complete.
- 5) If your configuration for offline usage is successfully accomplished, the Operation Mode changes from "Offline" in red to "Online" in black.

user1 user1			user1 user1		
Online	CPU: 1%	Memory: 0%	Online	CPU: 5%	Memory: 0%
Client Name:		S100-0	Client Name:		S100-0
Client Model:		S100	Client Model:		S100
Serial Number:			Serial Number:		
Operation mode:		Offline	Operation mode:		Online
IP Address:		192.168.1.133	IP Address:		192.168.1.133
Login Time:			Login Time:		



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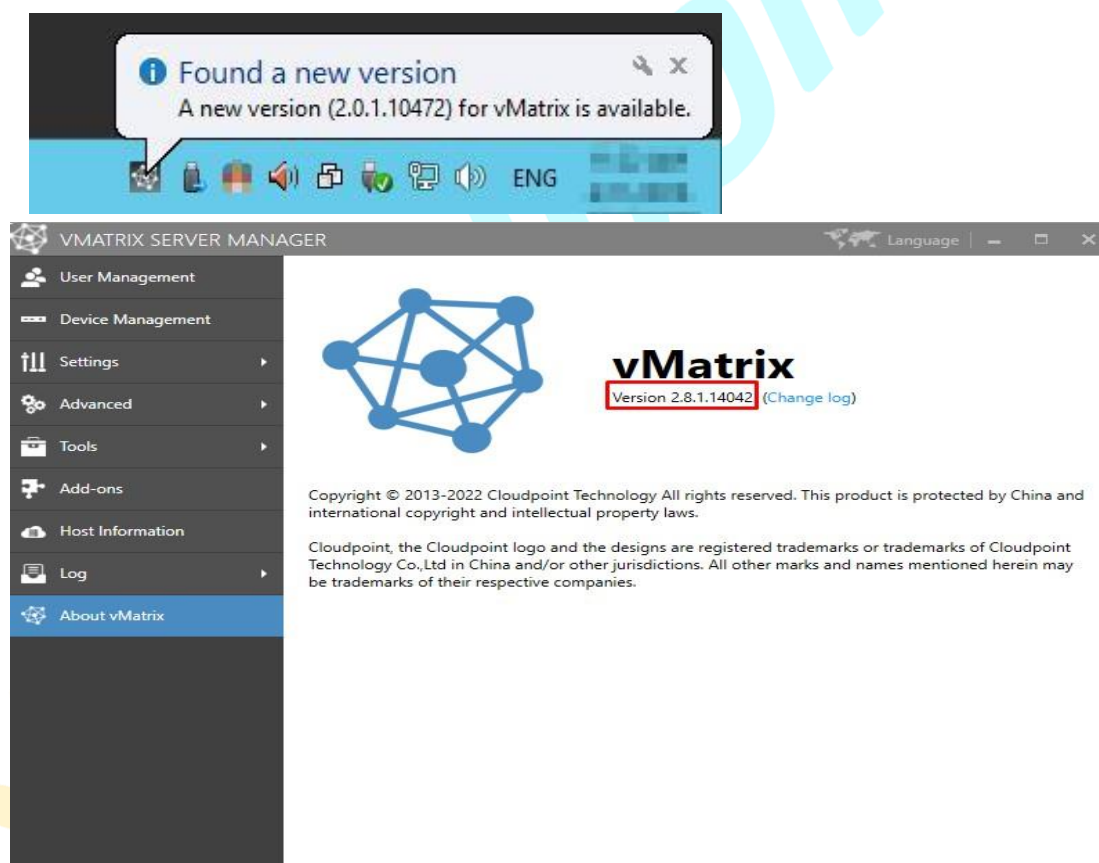


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Note: Offline usage configuration on vMatrix Server Manager was introduced in the release of vMatrix Server Manager 2.0.2 version, if you are planning to use the vCloudPoint zero clients in a non-internet or unstable internet environment, please use 2.0.2 or a later version of vMatrix Server Manager, and follow the instructions on “Offline Usage” page to process.

3.10 vMatrix Update

When a new version of vMatrix Server Manager is available, an update message will pop up from the vMatrix icon at the task bar. You will also see the same message with link to download on the About vMatrix page on vMatrix Server Manager.



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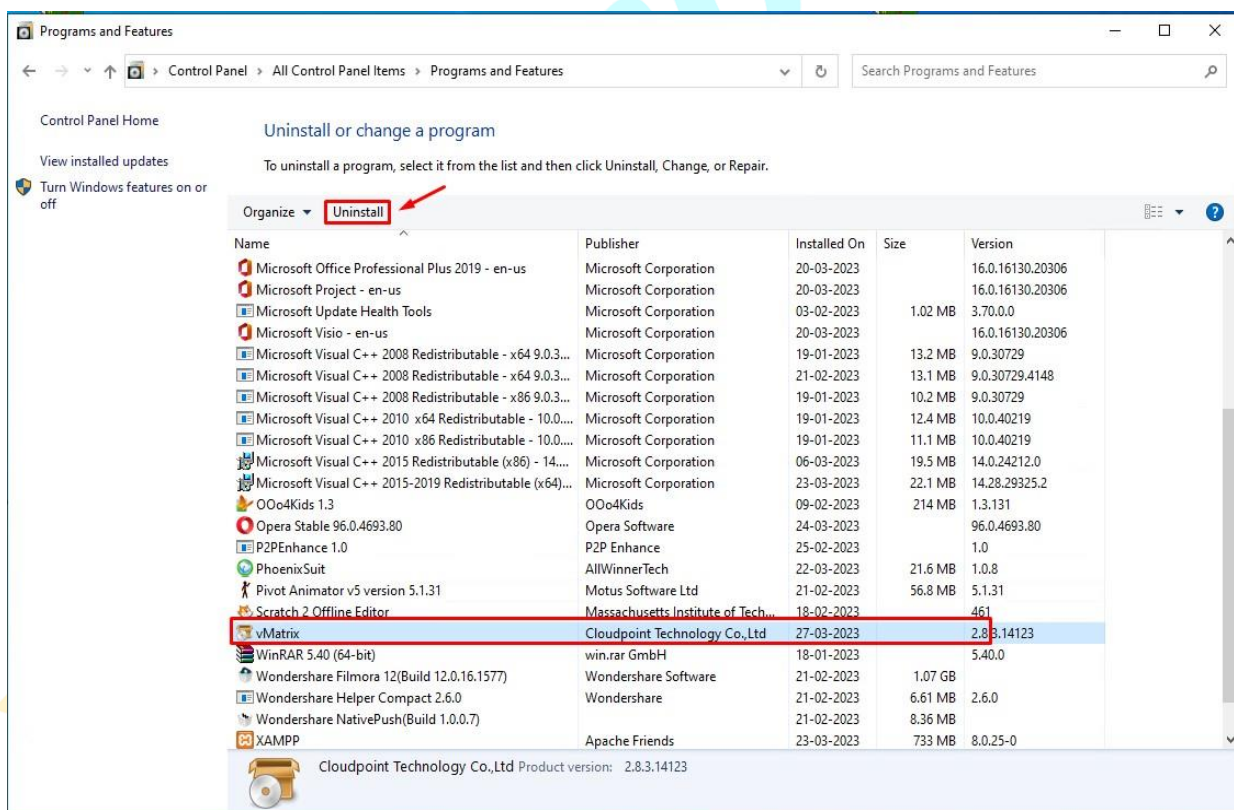
Download the new version by opening the link or visit download center at vCloudPoint website: www.vcloudpoint.in/support/downloads/.

After downloading, follow the steps below to update:

- 1) Log out all users and disable security software to avoid mistaken report on vMatrixInstallation files.
- 2) Run the installer and process as it is done on initial installation.
- 3) Reboot system after installation completes.

3.11 vMatrix Uninstall

- 1) Open system control panel, click uninstall a program,



- 2) Select "vMatrix", and then click to uninstall.

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3) Click "Yes" when it prompts if you want to uninstall.



4) Click "OK" when uninstall completes.



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