# deskMate
## Remote Training Desktops

Supervisor/Trainer Manual (September/29th./2022)

# Table of content

# Important to know

➜ The training desktops run in our data centers in Frankfurt/Washington/Hong Kong. No data leaves the data centers.

➜ The deskMate desktop network is separated to the trainees network. Possible malicious software can't be exchanged between these networks.

➜ No personal data is stored in deskMate.

➜ If using pool desktops the deskMate desktops run the whole duration of a training. If a pool desktop is stopped (shutdown) all data will be deleted. So do not stop/shutdown a desktop while running a training. A reboot will not delete data.
At the end of a training day just close the browser tab of your desktop. The desktop will run further in our data center.
When training finished all trainee's desktops will be stopped automatically

# Login portal



URL can differ. Ask your admin if unknown

Logo and screen design can differ.

Login and password can't changed by the trainee/trainer

app.deskmate.de

deskMate Login

Email

Password

Login with LinkedIn | Forgot my password | Support

Homepage
AGB
Impressum

deskMate 2022
Powered by Kivito deskMate Technology

deskMate
Remote Training Desktops

# My desktops start screen



TRAINING ACADEMY

**Supervisor** | **My desktops** | p1_trainer@demotraining.de

Name of the desktop/desktop pool

Demo Pool1

Only shown if user has supervisor/trainer rights

Advanced desktop functions (not needed normally)

Connect to desktop

Connect

Bookmark this page

Training
website
imprint

Portal
downloads
about

account
my desktops
help & support
settings

Demo
Powered by Kivito deskMate Technology

deskMate
Remote Training Desktops

# Supervisor/ Trainer view [1/2]

## The perfect view for trainers to get an overview of the participant desktops

**Important to know:**
- you must have local admin or supervisor rights do use this view.
- supervisors only see these pools/groups which are released for them.
- all 10 seconds a screendump of the participants desktops is presented in the supervisor view
- if you initially start the view in a session there is a delay for about 5 - 10 seconds before you see the screens.
- we recommend that you inform you participants upfront that you are able to see their desktops
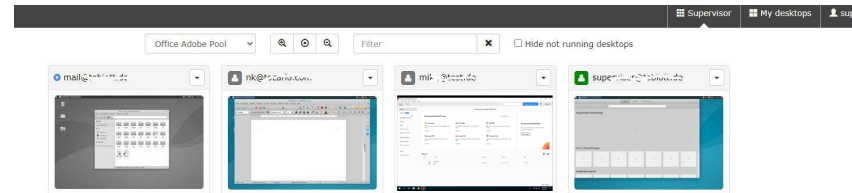


**The trainer/supervisor sees only the participant's deskMate desktop, no other screens, tabs or other end device information.**
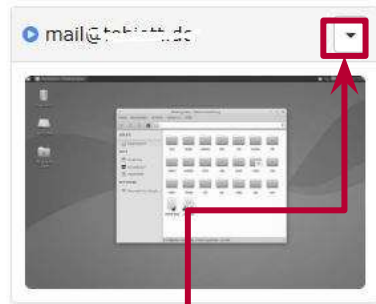
deskMate
Remote Training Desktops

# Supervisor/Trainer view [2/2]
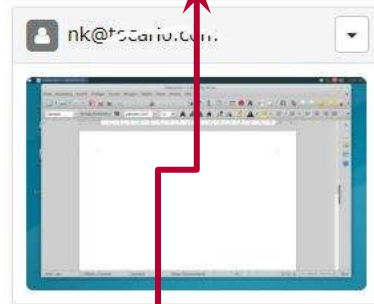
Choose the pool or group you want to view.

Set up filter for easy searching

Not relevant for pool desktops (only for persistent desktops)

You find the Supervisor view on the upper right area of your portal.

**Supervisor** | **My desktops** | su

Office Adobe Pool

Filter

Hide not running desktops

mail@tabiatt.de

nk@tocario.com

mik...@test.de

supervisor@tabiatt.de

Stop, reset (reboot) or start the desktop.

Zoom in and out to get a more detailed view.
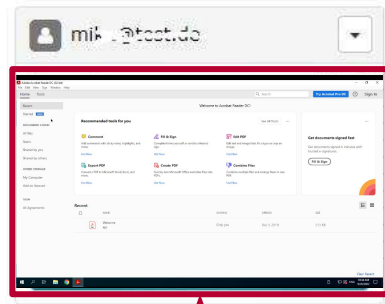
If desktop is colored participant is connected.
If greyscale participant is not connected but system is running.
If black system is off.
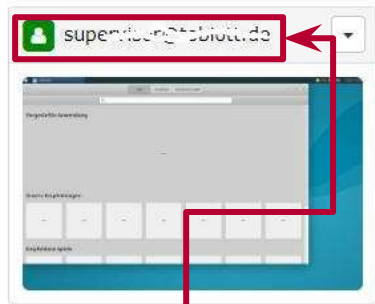
You see the head icon and name if the participant is connected at the moment.
The head color can be different. See also here

deskMate
Remote Training Desktops

© 2022 Kivito GmbH

# Access trainee's desktops
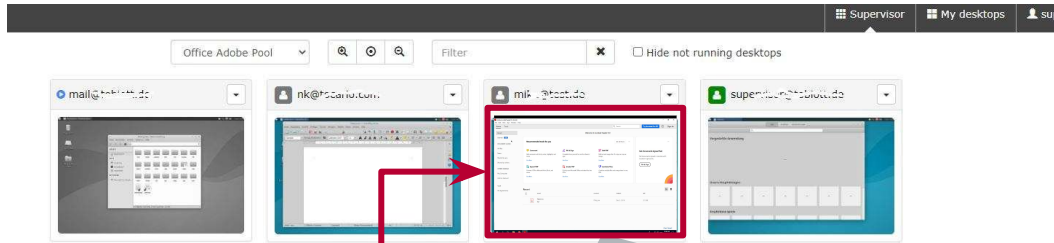


click on the chosen desktop and a new browser tab with the trainees desktop occurs.

Both trainer and trainee have full access rights

deskMate
Remote Training Desktops
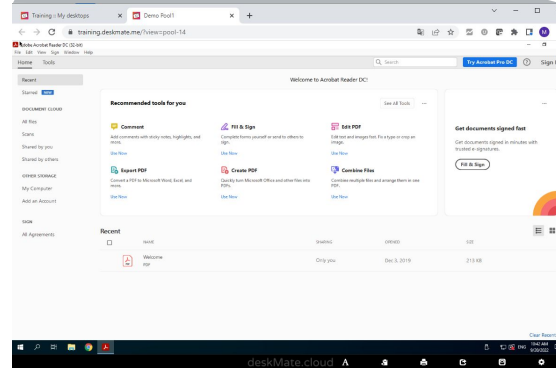
# Tips for handling training and desktops

Below are tips and also explanations for typical emerging issues during training.

**deskMate**
Remote Training Desktops

# drag&drop feature 1/3

With the drag&drop feature you can exchange data between the deskMate remote training desktop and the trainers/participants end device.
Normally there is a strict separation between end device network and deskMate network.

The following points should be observed:
- the feature must be generally enabled by the deskMate support for each environment/classroom
- if enabled the admin of an environment/classroom can enable/disable the feature for all or for specific users
- it is also possible just allow the feature for one direction
- feature is only available for MS Windows end devices and MS Windows deskMate desktops
- the deskMate desktop must have access to the internet at least to app.deskmate.de
- deskMate utils version 1.4 or newer must be installed on the deskMate desktop
- you can copy single files. If you have to copy more first zip them in a single file before using drag&drop
- at the moment the feature is only available in the German Data Center

**deskMate**
Remote Training Desktops

# drag&drop feature 2/3

**Copy from local** (trainer's/participant's end device) **to remote** (deskMate remote training desktop)



Click and hold the right mouse button on the file you want to copy and hold button pressed while moving the file over the deskMate desktop

**deskMate**
Remote Training Desktops
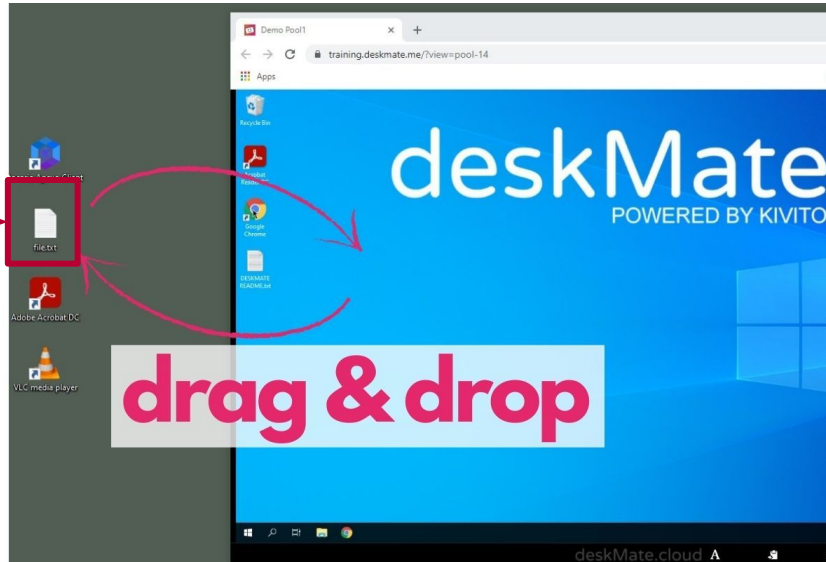
# drag&drop feature 3/3

Copy **from remote** (deskMate remote training desktop) **to local** (trainer's/participant's end device)

Click with right mouse button on the file you want to copy, then choose "**Send to**" and in the submenu "**deskMate File Transfer**".
After that your local browser ask you if open the file or store it in the local download directory
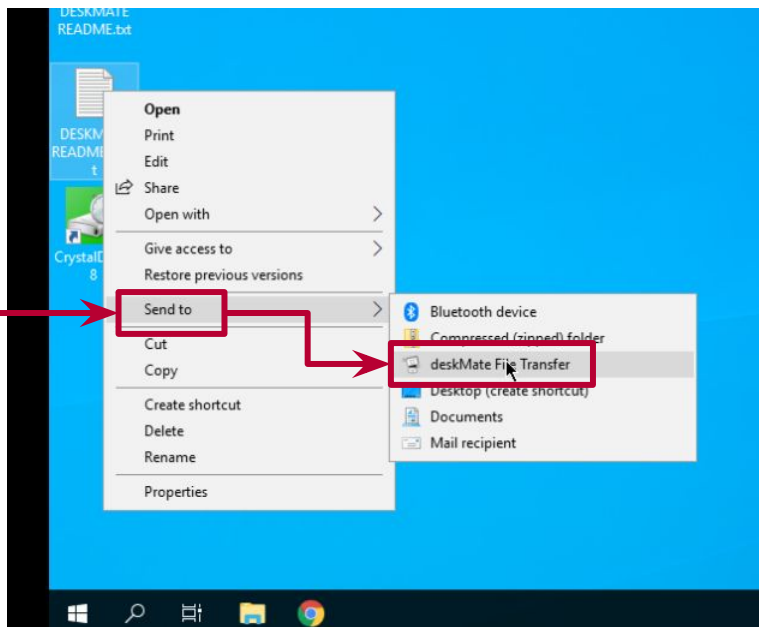
# Browser desktop window

Maximum resolution: 2560x1600



Desktop task bar

deskMate
Remote Training Desktops
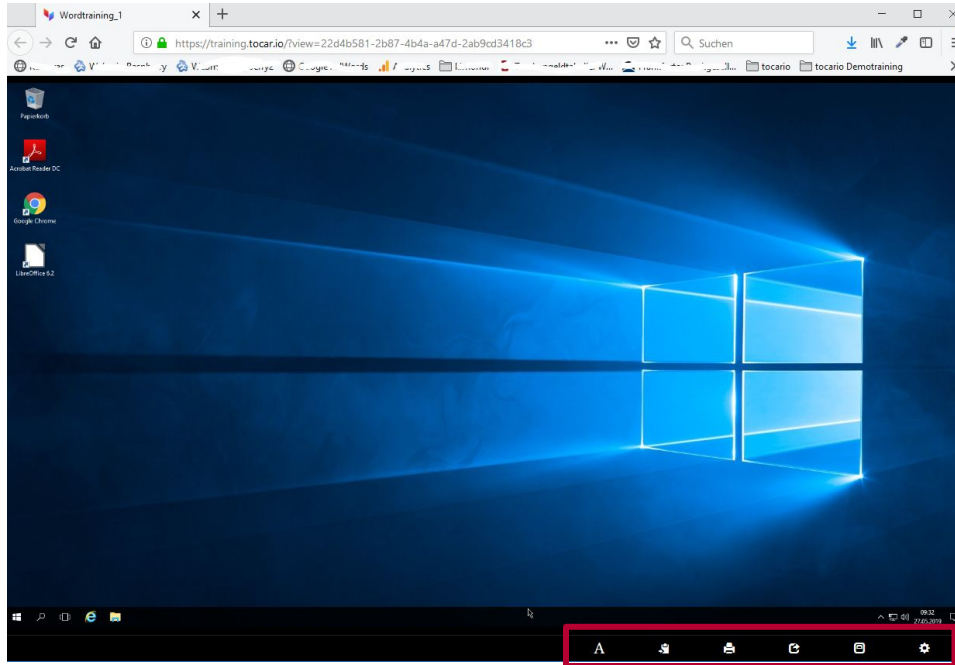
# Browser desktop window: scale/zoom/resolution

When clicking at **view icon** at the tocario desktop task bar (right bottom corner) the view windows occurs.
If you do not see the **view icon** connect to the desktop once again.

With following settings you can adjust the virtual desktop windows to your local
Web Browser

**Zoom in:**
Zooms into the virtual desktop windows.

**Zoom out:**
Zooms out (after Zoom in)

**Default scale: (active if checked)** ☐ **suggested setting**
virtual desktop is shown with resolution configured in desktop OS

**Scale to browser: (active if checked)**
Resolution configured in desktop OS is scaled to browser.

**Auto-adapt resolution: (active if checked)** (!Adapt resolution not works with WIN7/Server2008 and earlier. Setup Desktop OS resolution manual)
Desktop OS resolution is adapted automatically if browser resolution is changed

**Adapt resolution now:** (!Adapt resolution not works with WIN7/Server2008 and earlier. Setup Desktop OS resolution manual)
Desktop OS resolution is adapted to the browser resolution

**Toggle fullscreen:**
Browser fullscreen with max. resolution. Press „ESC" to end. The deskMate task bar (at the buttom) is always visible.
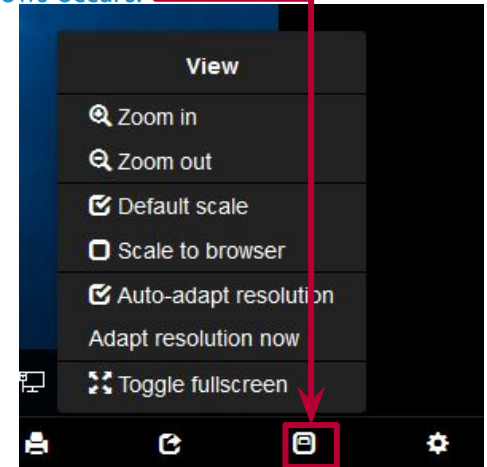
# Browser desktop window: Copy/Paste
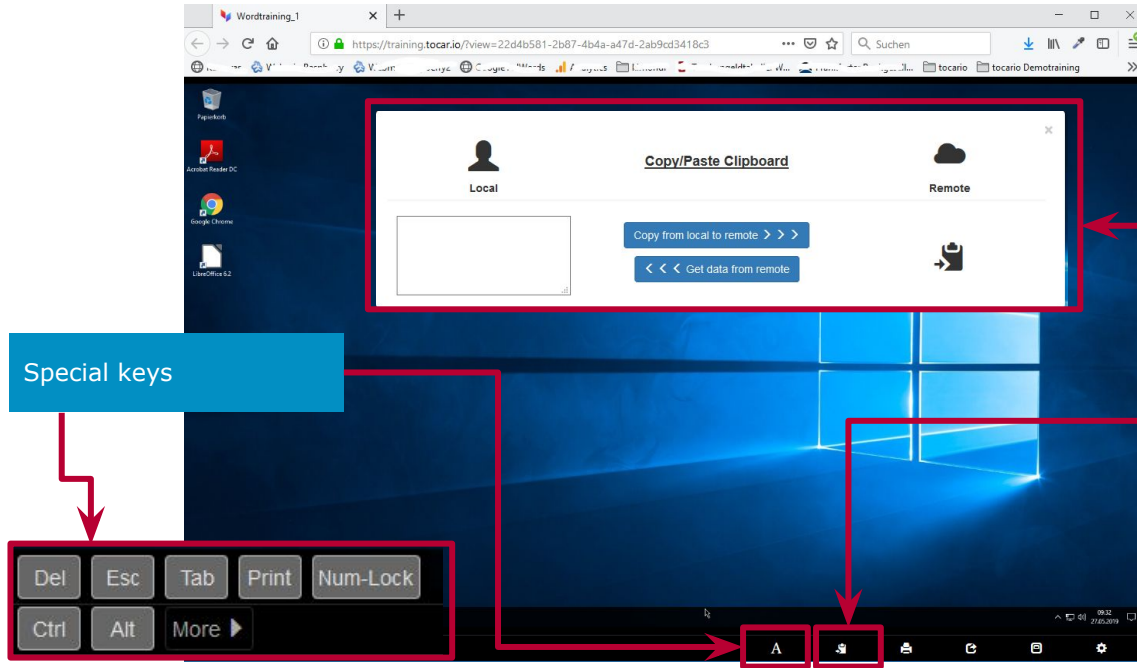
Copy/Past from to virtual desktop

Copy from local to remote:
1. copy data in local desktop
2. paste in field
3. click "Copy from local to remote"
4. paste in remote

Get data from remote
1. copy data in remote desktop
2. click "Get data from remote"
3. copy in field
4. past in local

Special keys

**deskMate**
Remote Training Desktops

# Misc topics not mentioned before

# International Keyboard Layouts

The deskMate web client supports numerous international keyboard layouts without special settings.
Please keep in mind that the OS keyboard layout should be the same as the OS keyboard layout of your deskMate cloud desktop.


Der deskMate Web-Client unterstützt zahlreiche internationale Tastaturlayouts ohne dafür spezielle Einstellungen vornehmen zu müssen.
Bitte beachten Sie, dass das OS-Tastaturlayout des lokalen Endgerätes mit dem OS-Tastaturlayout Ihres deskMate-Cloud-Desktops übereinstimmt.

# Connection problems 1/2

A cloud desktop is a real time application and needs therefore always a TCP connection between cloud desktop and participants end device.
If this connection interrupts and can't be established again following messages occurs.

**Disconnected**

The connection could not be established. Please check your internet connection and try to reconnect or press F5 to reload your browser tab.
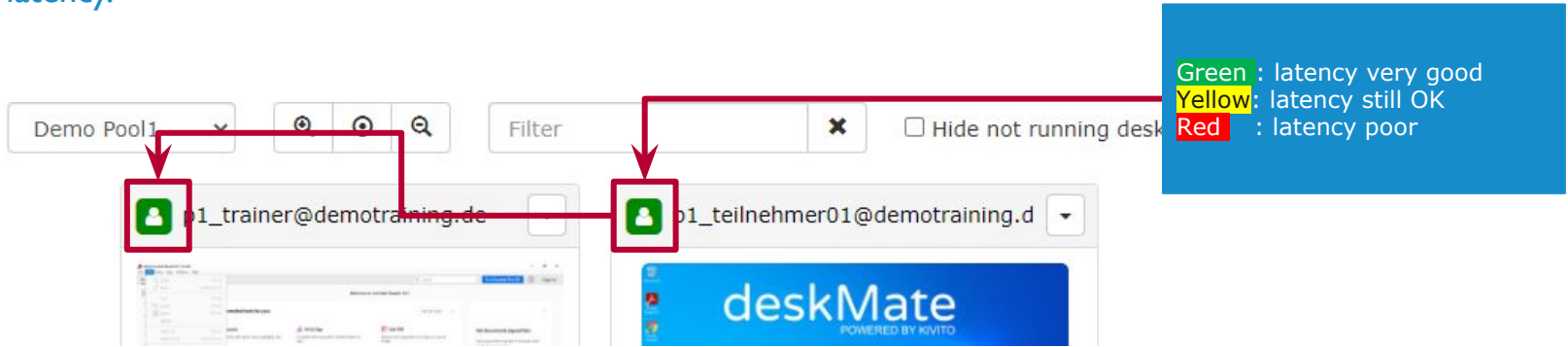
Reconnect

Often it is more helpful to refresh the browser tab several times than click the "Reconnect" button.

deskMate
Remote Training Desktops

# Connection problems 2/2

If a participant is telling the system is slow, often the latency between cloud desktop and particiants end device is the problem.
To check this identify the participants desktop. The color of the "connected head" shows you the latency.



Green : latency very good
Yellow: latency still OK
Red : latency poor

If only one or a few participants are red often the end device network has problems because due a network traffic overload or a poor Wifi connection.

deskMate
Remote Training Desktops

# How to improve latency

Latency is an expression of how much time it takes for a data packet to travel from one designated point (deskMate data center) to another (participants end device).

Although a significant part of the latency is the distance of the subscriber to the deskMate data center, there are tips to improve the latency.

- Avoid local network overload. This is the main cause of latency fluctuations.
- Use LAN connection instead of Wifi connection
- If Wifi prefer 5GHz instead of 2,4 GHz
- Choose a place near of you Wifi router
- Avoid large up- or downloads while working with our cloud desktops
- Deactivate VPN. If VPN is used the traffic is routed through the company network infrastructure before reaching our DC.

**deskMate**
Remote Training Desktops

# Connection requirements

To access our deskMate desktops we have minimal requirements. If a user can't connect to the desktops please check if following requirements are met.

Die Anforderungen um auf unsere deskMate Desktops zuzugreifen sind sehr gering. Sollte ein Benutzer sich dennoch nicht verbinden können, so prüfen Sie bitte ob folgende Anforderungen erfüllt sind.

deskMate WebClient:
*The web client uses a secure WebSocket connection (wss://) over TCP/443 to the deskMate connection proxies.*
*A company proxy must allow WebSockets and the HTTP protocol upgrade mechanism for this connection to work.*

deskMate native software client:
*The native software client will not work if a proxy is used which breaks the certificate chain for content/ssl inspection.*
*The native software client and the deskMate connection proxies communicate over a proprietary realtime protocol over TCP/443 which differs from HTTPS and must not be intercepted.*

*Following FQDNs/IPs could be whitelisted (TCP/443):*

*If you are using our data center in Germany:*
*        connproxy-1.deskmate-connection.com (185.14.48.150)*
*        connproxy-2.deskmate-connection.com (185.14.48.151)*
*        …*
*        connproxy-15.deskmate-connection.com (185.14.48.164)*

# Connection requirements

*Following FQDNs/IPs could be whitelisted (TCP/443):*

*If you are using our data center in Hong Kong:*
  *cp01.as01.deskmate.cloud (43.249.37.132)*
  *cp02.as01.deskmate.cloud (43.249.37.133)*
  *cp03.as01.deskmate.cloud (43.249.37.181)*
  *cp04.as01.deskmate.cloud (43.249.37.182)*
  *cp05.as01.deskmate.cloud (43.249.37.162)*
  *cp06.as01.deskmate.cloud (43.249.37.176)*


*If you are using our data center in America:*
  *proxy01.us01.deskmate.cloud (147.135.80.66)*
  *proxy01.us02.deskmate.cloud (147.135.80.67)*
  *proxy01.us03.deskmate.cloud (147.135.80.68)*
  *proxy01.us04.deskmate.cloud (147.135.80.69)*
*:*

**deskMate**
Remote Training Desktops