



deskMate

Remote Training Desktops

Admin Manual Pool Desktops (February/14th./2023)

Table of content 1/2


- [Introduction](#)
- [The admin section](#)
- [Tasks before and after the training](#)
 - [Tasks before the training starts](#)
 - [Tasks after the training ends](#)
 - [Validity Time](#) ←  **NEW**
- [Tips for handling trainings and desktops](#)
 - [Supervisor View - Access trainee's desktop](#)
 - [Default portal language, default access rights](#)
 - [drag&drop feature](#)
 - [Internet access restrictions](#)
 - [Trainee's login portal and dashboard](#)
 - [Browser desktop window](#)
 - [Scale/zoom/resolution](#)
 - [Copy/paste](#)
 - [Cloud printing](#)



Table of content 2/2

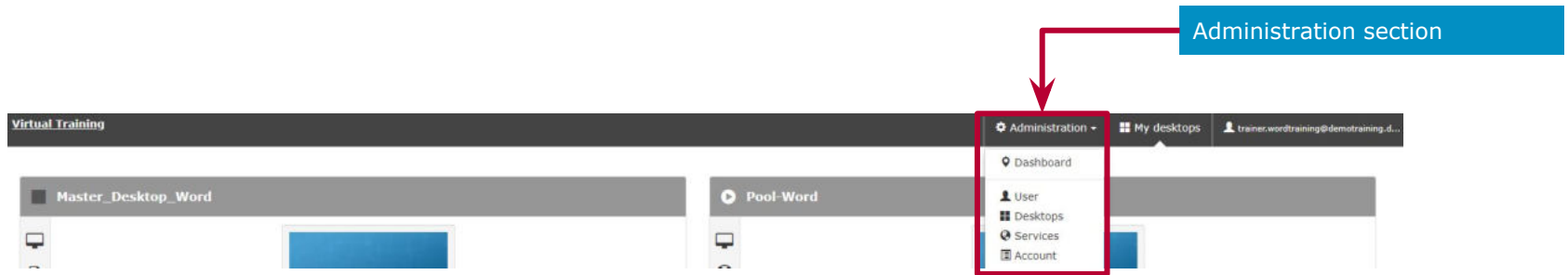
- [Installing and deploying the Master Desktop](#)
 - [Upload files for installation](#)
 - [Deploy/Copy a new image for pool desktops](#)
- [Misc topics](#)
 - [User rights, setup Supervisor/Trainer user](#)
 - [Pool settings](#)
 - [International keyboard layouts](#)
 - [Connection problems](#)
 - [Improve latency](#)
 - [Connection requirements](#)

Introduction

In this manual we assume that the classroom is already set up. I.e. the logins of the participants are created and the training images are already distributed to the pool(s).
A new training is due and the environment must be prepared. As training organizer/trainer the login data for the corresponding admin account is known.

Login with admin credentials

For most in this manual described tasks you should go to the admin section which you will find in the upper right area of your portal





Tasks before and after the training

Because using Pool desktops the tasks before and after training are very simple. Depending on your organisation these steps are also done by the training organisation team.

Typically a few days before holding the training 1/3

Set Unlock-Time when training begins. If set and user is locked he will be automatically unlocked. No manual process needed.

- ▶ Add a Unlock-Time (normally a few minutes/hours before the training begins). Data Center time zone will be considered.

The screenshot shows the 'User accounts' management interface. The left sidebar contains 'Dashboard', 'User', 'Overview', 'Desktops', 'Services', and 'Account'. The main area shows a table of users with checkboxes for selection. A 'Multi actions' dropdown menu is open, showing options like 'Lock', 'Unlock', 'Set Lock-Time', 'Set Unlock-Time', 'Set Validity-Time', 'Set random password', 'Send password reset email', and 'Delete'. A dialog box titled 'Unlock user at specific time' is open, prompting for an unlock time in the format 'dd.mm.yy hh:mm'.

1. Go to User
2. Select individual or via multi select
3. Choose **Set Unlock-Time** via Multi actions
4. A new input windows appears

Typically a few days before holding the training 2/3

Set Lock-Time when training finished. If set user will be automatically locked. No manual process needed.

- ▶ Add a Lock-Time (date directly after training finished)

The image shows a screenshot of the deskMate user management interface. On the left, a sidebar contains navigation options: Dashboard, User, Overview, Desktops, Services, and Account. The 'User' option is highlighted. The main area displays a table of users with columns for ID, Name, and Role. A context menu is open over the table, showing options: Lock, Unlock, Set Lock-Time, Set Unlock-Time, Set Validity-Time, Set random password, Send password reset email, and Delete. Below the menu are options: Select all, Select only User-role, and Deselect all. A dialog box titled 'Lock user at specific time' is open, showing a text input field with the value '31.12.2018 12:00' and 'OK' and 'Cancel' buttons. A red box at the bottom right contains text about a user attribute.

1. Go to User

2. Select individual or via multi select

3. Choose **Set Lock-Time** via Multi actions

4. A new input windows appears

Lock user at specific time

Enter Lock-Time in the future in the format:
"dd.mm.yy hh:mm" (e.g. "31.05.2020 23:59")
or "no" to remove Lock-Time.

31.12.2018 12:00









OK Cancel

If customer attribute "pool_cleanup_user_lock" is set, the users pool desktop is switched off and the user is locked out when lock time is arrived. Your local deskMate admin or the deskMate support can tell you if this attribute is set.



What the Lock/Unlock icons will show you

You will see if a user is locked and if the user will be locked/unlocked in the future.

		Info	
			[#7
@demotraining.de	Owner		[#4259]
otraining.de		 	[#4262]
otraining.de		 	[#4261]
otraining.de		 	[#5046]
otraining.de			[#5047]
otraining.de		 User will be locked after 02.10.2020 17:00	

User is locked

Unlock-Time (in future) is set

Lock-Time (in future) is set

Place your mouse over the yellow Lock/Unlock icon and the Lock-/Unlock time is shown

Typically a few days before holding the training 3/3

1. If you use default login IDs it is important to generate new passwords for each training.
 - ▶ Give each trainee his login credentials

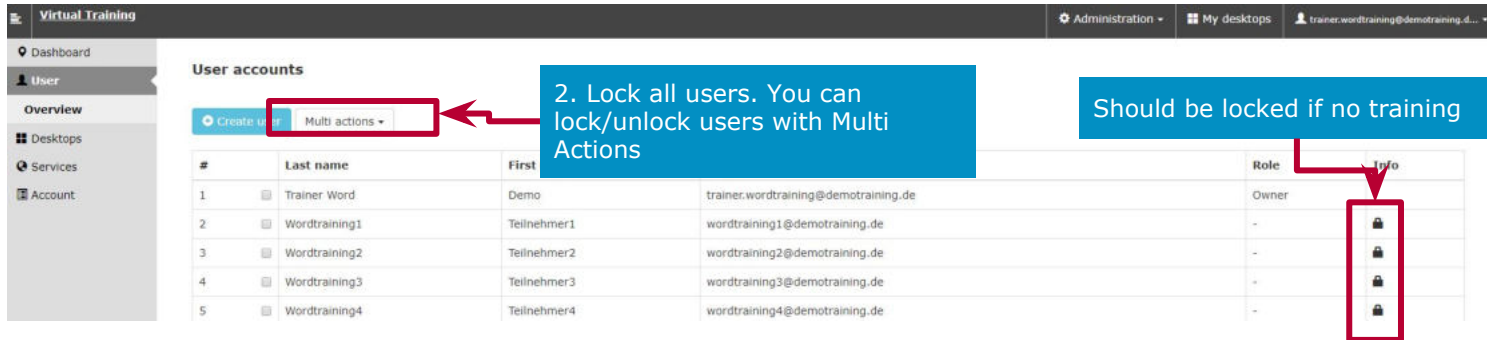
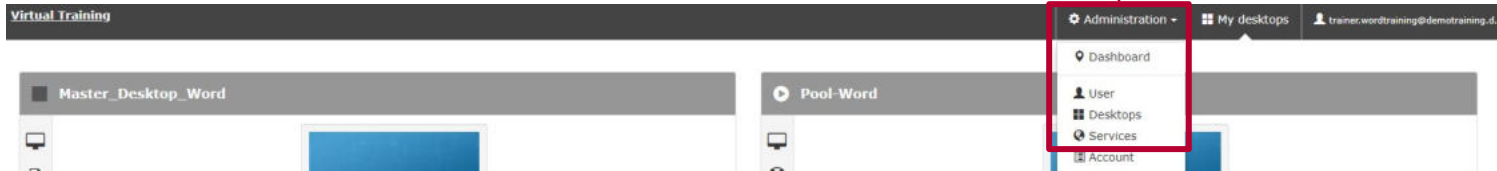
The screenshot shows the 'User accounts' management interface. A sidebar on the left contains navigation options: Dashboard, User, Overview, Desktops, Services, and Account. The 'User' option is highlighted with a red box and a callout box that says '1. Go to User'. The main area displays a table of users with columns for '#', 'La', and 'Multi actions'. A red box highlights the checkboxes in the table, with a callout box that says '2. Select individual or via multi select'. A context menu is open over the table, showing options like 'Lock', 'Unlock', 'Set Lock-Time', 'Set Unlock-Time', 'Set Validity-Time', 'Set random password', 'Send password reset email', and 'Delete'. The 'Set random password' option is highlighted with a red box and a callout box that says '3. Click Set random password'. Below the 'Delete' option, there are sub-options: 'Select all', 'Select only User-role', and 'Deselect all', which are also highlighted with a red box.

The password(s) are shown to you just once a time. Please copy to use them further.

Typically immediately after training (if no automatic lock) 1/2

To prevent abuse all user should be locked if there is no training.

1. Go to Administration/Users



Typically immediately after training (if no automatic lock) 2/2

To reduce networking resources and costs stop desktops if there is no training

If customer attribute "pool_cleanup_user_lock" is set, the users pool desktop is switched off and the user is locked out when lock time is arrived. Your local deskMate admin or the deskMate support can tell you if this attribute is set.

Before stopping check if there is no user connected.

The screenshot shows the 'Desktops' management page in the deskMate interface. A sidebar on the left contains navigation options: Dashboard, User, Desktops (highlighted with a red box and an arrow pointing to the main content), Pools, Templates, Media/Images, Unattend, Services, and Account. The main content area is titled 'Desktops' and includes an 'Add Desktops' button, filter fields for Name and User, and an 'Apply' button. Below the filters is a table with columns for #, Name, Model, OS, and Status. The table is divided into sections: 'Master Desktop' and '*Pool: Pool-Word'. The 'Master Desktop' section contains one row with ID 1, Name 'Master_Desktop_Word', Model 'Pro (HDD: 40 GB)', OS 'Windows 2016', and Status 'Stopped'. The '*Pool: Pool-Word' section contains two rows. Row 1 has ID 1, Name 'trainer.wordtraining@demotraining.de', Model 'Pro (HDD: 40 GB)', OS 'Windows 2016', and Status 'Running'. Row 2 has ID 2, Name 'wordtraining1@demotraining.de', Model 'Pro (HDD: 40 GB)', OS 'Windows 2016', and Status 'Running'. Annotations include a blue box '1. Go to Desktops/Desktops' with an arrow pointing to the 'Desktops' menu item. Another blue box '2. Stop each running pool desktop' has an arrow pointing to the 'Stop' button in the actions menu of the second row in the pool section. A red box highlights the 'Stop' button in the actions menu of the first row in the pool section. A red box highlights the user icon in the actions menu of the first row in the pool section. A red box highlights the 'Support Code: 882324' field next to the first row in the pool section.

#	Name	Model	OS	Status
Master Desktop				
1	Master_Desktop_Word	Pro (HDD: 40 GB)	Windows 2016	Stopped
*Pool: Pool-Word				
1	trainer.wordtraining@demotraining.de	Pro (HDD: 40 GB)	Windows 2016	Running
2	wordtraining1@demotraining.de	Pro (HDD: 40 GB)	Windows 2016	Running

Validity Time (optional)

The **Validity Time** feature is perfect for e-learning, blended learning and self-paced training.

Validity Time is a period in days within the unlock and lock time in which your participants can use the deskMate desktops. Your participants can decide on their own when to start with practical exercises.

For example, you can sell training vouchers with a validity of x months and within this validity period the participants can work with deskMate desktops Y days in a row.

The Unlock and Lock Time determine the validity period of the voucher and the Validity Time determines the time period during which the participants can work with deskMate desktops.

Validity Time

For classic instructor lead remote trainings the Validity Time is not necessary. If needed for e-learning do following steps.

The screenshot shows the 'User account' management interface. A sidebar on the left contains 'Dashboard', 'User', 'Overview', 'Desktops', 'Services', and 'Account'. The 'User' menu item is highlighted. A table of users is visible with checkboxes for selection. A context menu is open over the table, listing actions: Lock, Unlock, Set Lock-Time, Set Unlock-Time, Set Validity-Time, Set random password, Send password reset email, and Delete. The 'Set Validity-Time' option is highlighted. A dialog box titled 'Define validity time / usage period' is shown, with instructions to enter a validity time in days or 'no' to remove it. A red box at the bottom contains a note about the 30-day default limit.

1. Go to User

2. Select individual or via multi select

3. Choose **Set Validity-Time** via Multi actions

4. A new input windows appears

Define validity time / usage period

Enter validity time / usage period in days or "no" to remove Validity-Time. This will reset an already started usage period.

OK Cancel

Validity Time is limited to 30 days by default. If a longer period is needed, please contact our sales team via sales@deskmate.cloud

What the validity icons will show you

Depending on colors in the “Users Overview” list you can see the state of a validity user

If yellow validity time not started yet

Place your mouse over the yellow clock item to see detailed information

Validity time set to 20 days, but has not started yet

If black validity time already started

Place your mouse over the black clock item to see how many days still remain

Validity time started; will expire at 26.02.2023 23:5...

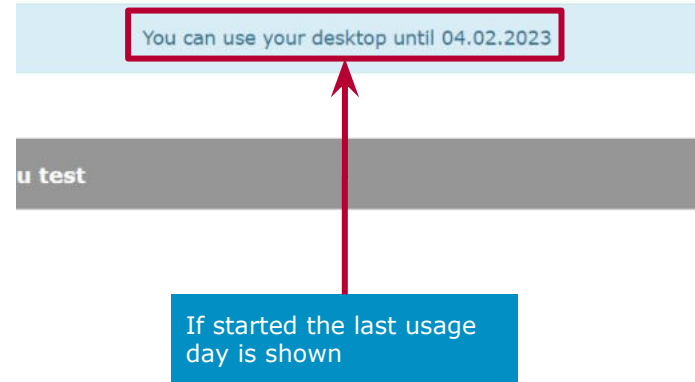
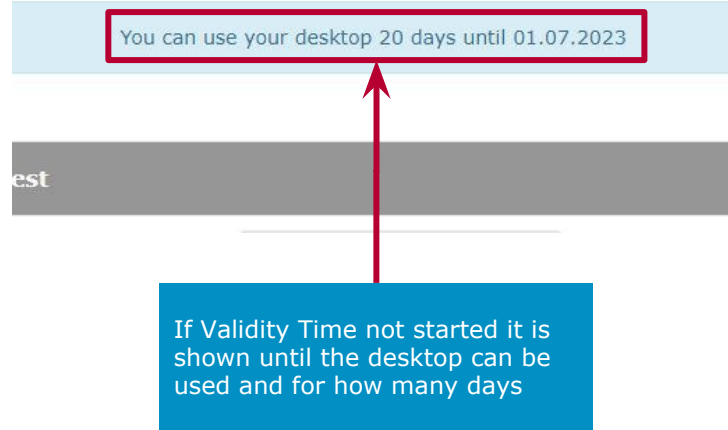
The validity time starts if the user connects first time with his deskMate desktop.

If validity time ends the user will be locked out and his pool desktop will switched off. Also the users account will be locked.



What the validity information the participant will see

In the “My desktops” view a participant can see if his Validity Time is started and how many days remain.



The validity time starts if the user connects first time with his deskMate desktop.



Tips for handling training and desktops

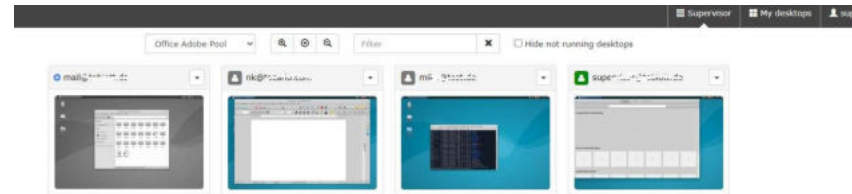
Below are tips and also explanations for typical emerging issues during training.

Supervisor view - Access trainee's desktop (admin/supervisor only) [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.
- local admins by default can see all desktop groups or pools
- supervisors only see these 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
- to access just click on the chosen desktop and a new tab with the participants desktop occurs. You both have full access rights on that desktop



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

Supervisor view - Access trainee's desktop (admin/supervisor only) [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.

The screenshot shows the deskMate Supervisor view interface. At the top, there is a navigation bar with 'Supervisor' and 'My desktops' tabs. Below this, there are several controls: a dropdown menu for 'Office Adobe Pool', a search and filter icon, a 'Filter' input field, and a checkbox for 'Hide not running desktops'. Below these controls are four desktop thumbnails. Each thumbnail has a dropdown menu in the top right corner. The first thumbnail shows a desktop with a window open. The second thumbnail shows a desktop with a window open. The third thumbnail shows a desktop with a terminal window open. The fourth thumbnail shows a desktop with a window open and a green head icon in the top right corner. Red arrows point from the text boxes to the corresponding elements in the interface.

Stop, reset (reboot) or start the desktop.

Zoom in and out to get a more detailed view.

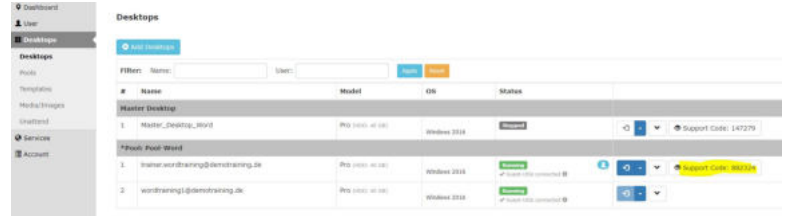
If desktop is colored participant is connected. If greyscale participant is not connected but system is running. If black system is off.

You see the head icon and name if the participant is connected at the moment. The head color can be different. See also [here](#)

Access trainee's desktop - legacy method (trainer/admin only) [1/2]

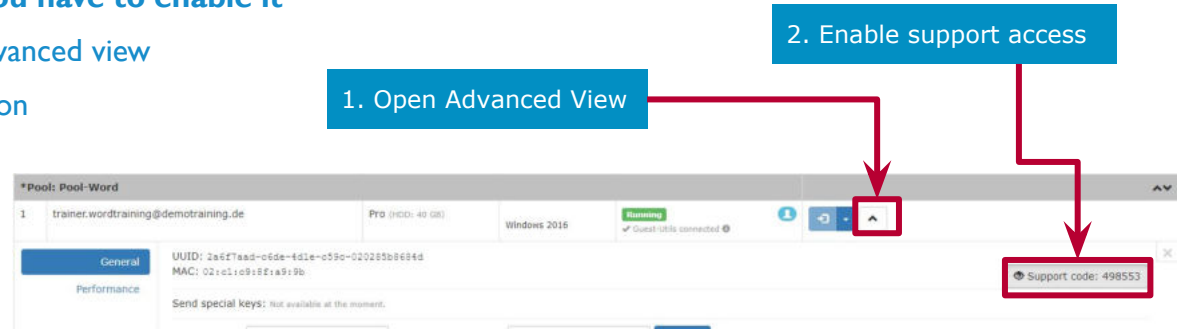
First check if support access enabled

1. If in you see a support code (see left picture) you have access to the trainee's desktop. The support code # doesn't matter



If support access is not enabled you have to enable it

1. Click arrow down to expand the advanced view
2. Click on Enable support access button
3. Reload Browser Page



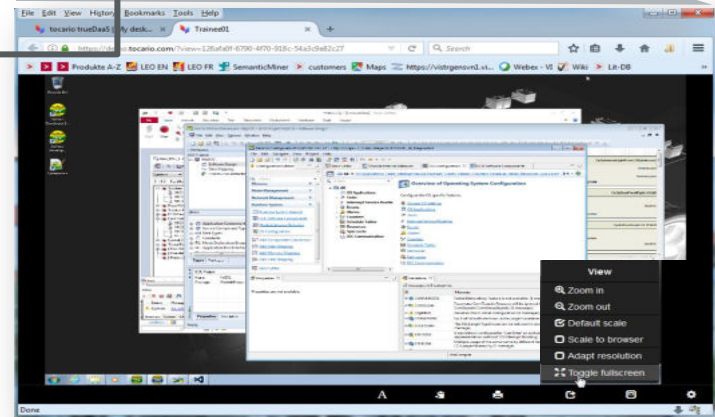
3. Reload Browser Page!!!!!!

Access trainee's desktops (trainer/admin only) [2/2]

Dashboard	2	Windows	Premium	Windows 2016	Running	192.168.0.184: WIN-1F80652MFDL	Support Code: 800468
User	Messe						
Desktops	4	Windows 10	Premium	Windows 10_16	Running		
Overview							

click on **Support via Web Client**

- A new browser tab with the trainees desktop occurs



Global Language settings / default access rights

- Services
- Account
- Settings**
- Security
- Billing
- API
- Verified domains

No authentication

Test Save Cancel

Change email language

 English

 Deutsch

Default email language.

- Dashboard
- User
- Desktops
- Services
- Account
- Settings**
- Security**
- Billing
- API
- Verified domains

Check passwords against a database with compromised passwords: (Only a part of your hashed password is sent encrypted to the [haveibeenpwned.com](#) API)

Disallow passwords in the database

Save Cancel

Default desktop access rights

Change default access policies and rights for your whole customer account:

Connect CD/Media Cloud printing Clipboard USB File transfer

Default access rights
*File transfer only available if enabled by deskMate support

Default settings are valid for all users and desktops if not overwritten by special settings. Special settings can be changed for each user and desktop in their settings.

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.

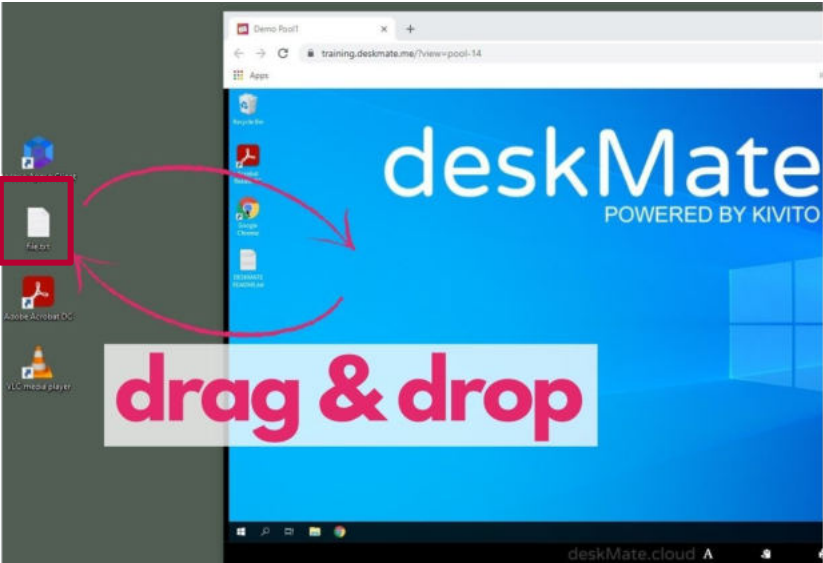
The following points should be observed:

- 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

drag&drop feature 2/3

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

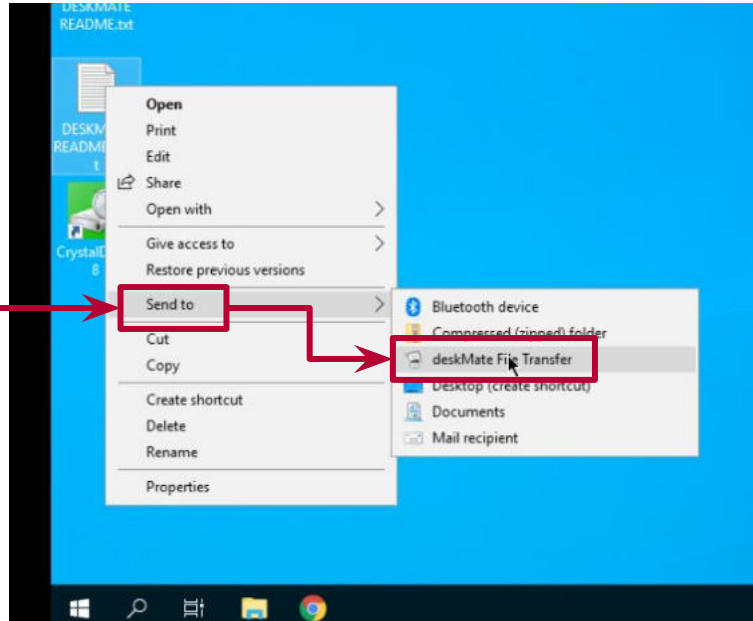
Click and hold the right mouse button on the file you want to copy and hold button pressed while moving the file over the deskMate desktop



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



Internet Access restriction

1. Go to the Services and Internet routing sub menu

2. Allow/Disallow Internet Access globally

3. Save settings

4. Re-init

Router

Active: **Unmanaged router** Deactivate

Upgrade to managed router

Managed router

Features:

- Advanced DHCP options
- VPN Server (with Site-2-Site)
- Static and dynamic port forwardings
- Static routes

Router settings

Internal IP address: 192.168.0.1

Subnetmask or prefix: /24

DNS Server: Leave empty to use default or enter a comma separated IP-address list.

External IP address: 185.14.48.109

Internet access: OFF

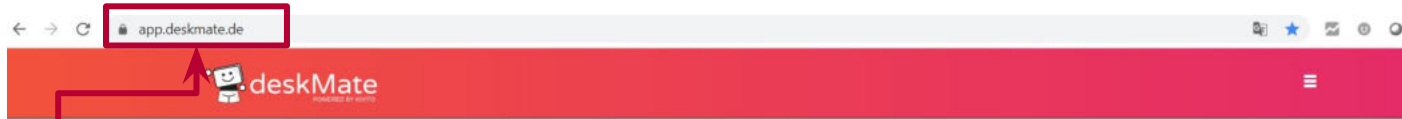
DHCP Server (for internal network)

Enabled: ON

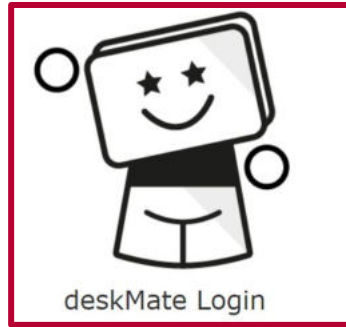
DHCP Range: From: 192.168.0.10 To: 192.168.0.199

Check Save Re-Init

Trainee's login portal



URL can differ. Ask your admin if unknown



Logo and screen design can differ.

! If using copy/paste make sure there is no blank at the end. !

[Login with LinkedIn](#) | [Forgot my password](#) | [Support](#)

deskmate.cloud
Homepage

deskMate 2020
Powered by Kivito deskMate Technology

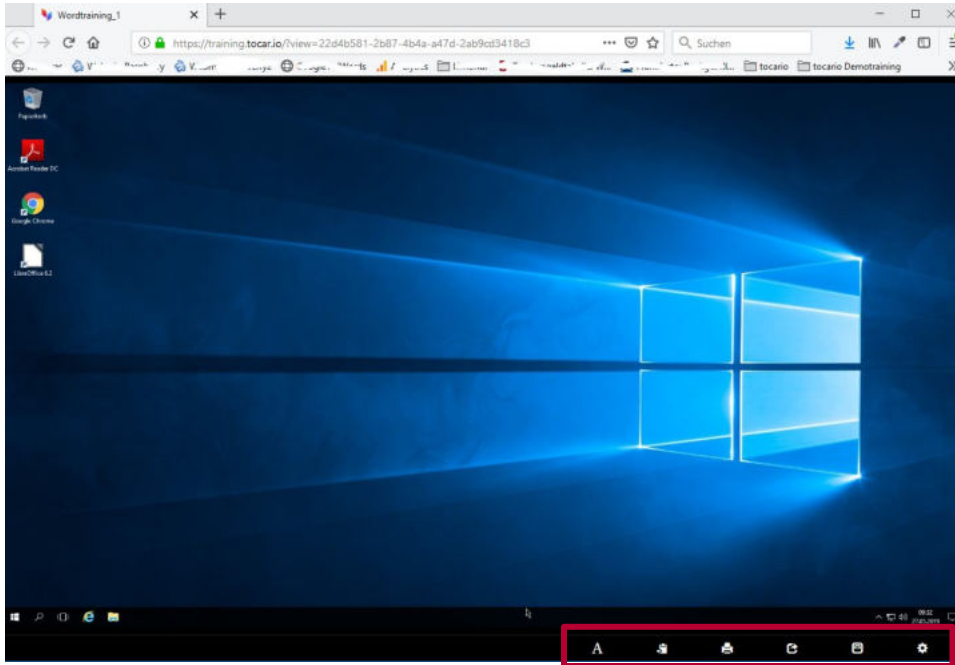
Trainee's start screen

The screenshot shows the 'Trainee's start screen' interface. At the top, a dark header bar contains the text 'Training' on the left, 'Name of the desktop' in a blue box pointing to 'Wordtraining_1' in the middle, and 'wordtraining1@demotraining.de' on the right. Below this, a central area displays a desktop environment. A play button icon next to 'Wordtraining_1' is annotated with a blue box: 'Indicates if OS is running. Arrow=running Squad=stop'. To the left of the desktop is a vertical toolbar with icons for a monitor, printer, gear, and a car. A blue box labeled 'Advanced desktop functions' points to this toolbar. A 'Connect' dropdown menu is open, showing options: 'via Web Client' (pointed to by a blue box: 'Connect to desktop Choose via Web Client (in most configurations no client menu will be shown)'), 'Download Software Client', and 'Bookmark this page'. A blue box labeled 'Desktop sharing' with 'off' next to it is also visible. At the bottom, a footer contains navigation links: 'Training website imprint', 'trueDaaS downloads about', 'account my desktops help & support settings', and 'Powered by tocario trueDaaS Technology'.



Browser desktop window

Maximum resolution: 2560x1600



Desktop task bar

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)

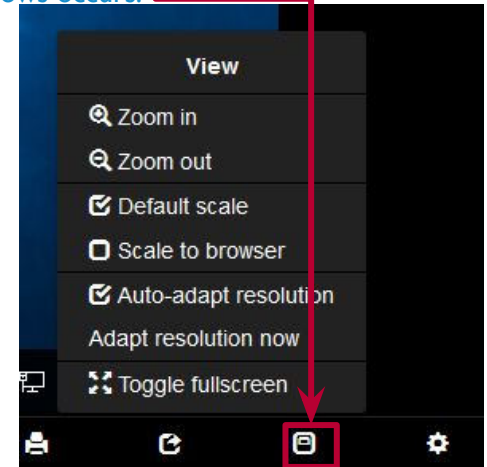
Desktop OS resolution is adapted automatically if browser resolution is changed

Adapt resolution now: (!Adapt resolution not works with WIN7/Server2008 and earlier. Setup Desktop OS resolution manual)

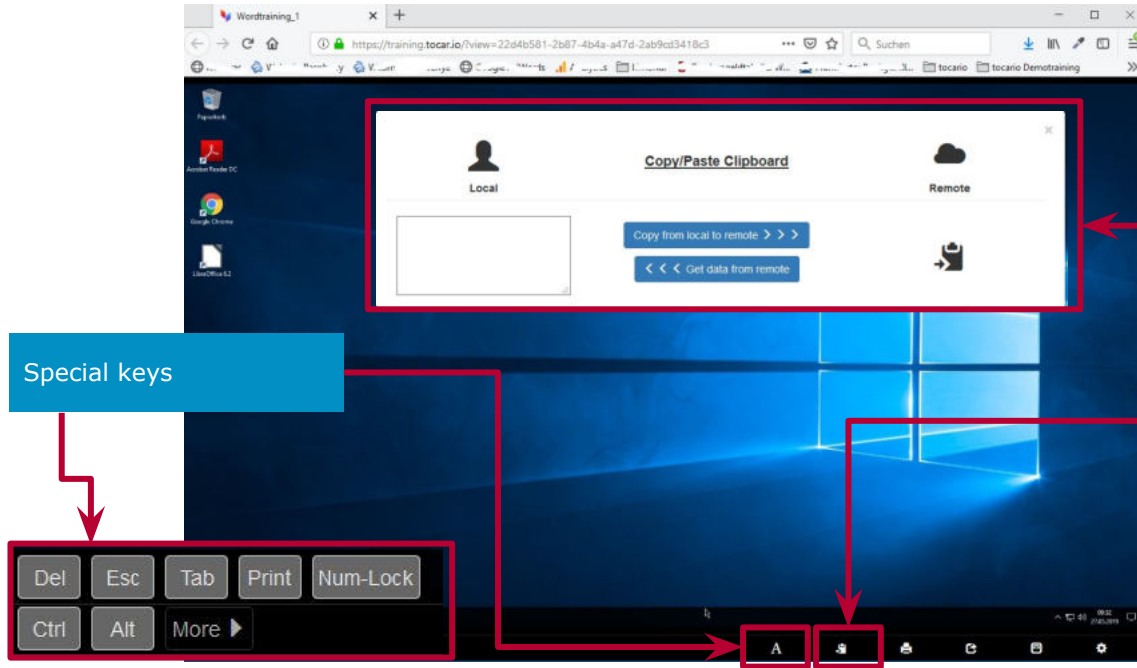
Desktop OS resolution is adapted to the browser resolution

Toggle fullscreen:

Browser fullscreen with max. resolution. Press „ESC“ to end. The deskMate task bar (at the bottom) 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

Browser desktop window: cloud printing 1/3

Cloud printing offers the possibility to print out a print job from the deskMate Remote Training Desktop on a participants local printer.

The following points should be observed:

- the deskMate Network and the participants network are still separated
- the admin of an environment/classroom can enable/disable the feature for all or for specific users
- feature is only available for MS Windows deskMate desktops. The participant can have different OS end devices.
- the deskMate desktop must have access to the internet at least to app.deskmate.de
- deskMate utils version 1.4 or newer and the “deskMate Printer” must be installed on the deskMate Remote Training Desktop
- the document can be print out on any printer which is available on the participants end device.

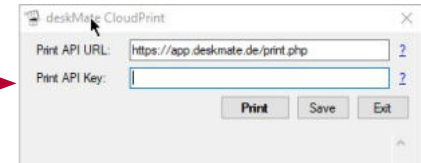
Browser desktop window: cloud printing 2/3

First of all you have to install a “deskMate printer”. Please contact our support to provide you the necessary printer driver. We suggest you to install the “deskMate printer” at the Master_Desktop.

If this is your first print you have to assign the „deskMate printer“ to your deskMate WebClient

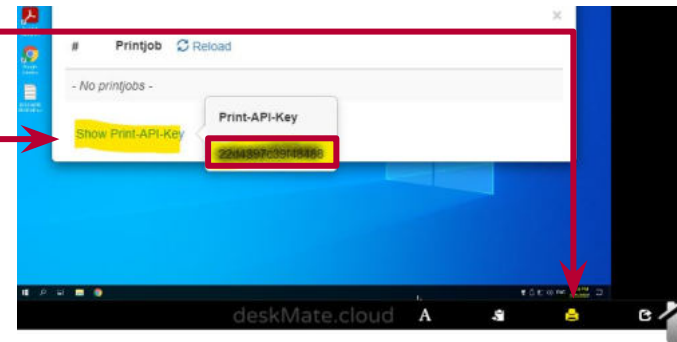
1.) In the print dialogue of your application choose „ deskMate Cloud Printer“

2.*) A new windows occurs asking for Print API Key.



3.*) The Print-API-Key you will find in the print menu at the right bottom corner of your WebClient.

4.*) Enter the key into the „Print API Key“ field and click „Save“ then „Print“

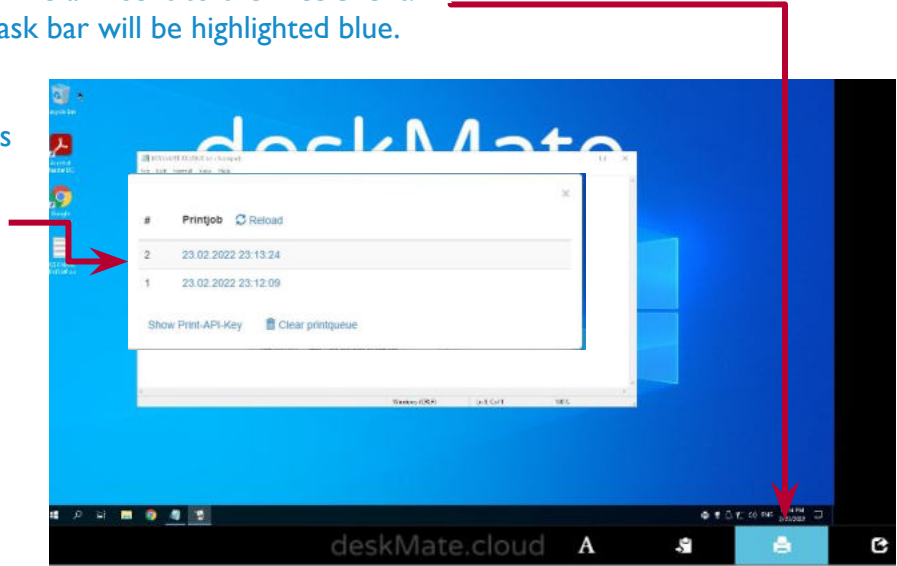


*is only done once

Browser desktop window: cloud printing 3/3

5.) The printed document will be converted to a PDF file and sent to the WebClient.
If this is done the printer icon in the deskmate task bar will be highlighted blue.

6.) If clicking on the blue printer icon a new windows occurs, showing you the printjob(s).
After clicking on the printjob your local browsers PDF-Viewer occurs and you can print out the document.





Tips for Installing and deploying the Master Desktop

If you need to install, modify a Master Desktops following pages will give you useful information.

Upload files for installation 1/2

If you want to install software on the Master Desktop, but Internet Access is switched to OFF there is another way you can upload and present files to a desktop.

The deskMate system automatically converts files < 500 MB into an ISO format that can be mounted to the desktops. Files >500 MB must be converted to ISO format before uploading. Tools for this can be found on the Internet.

1. In the admin menu go to "desktops", "Media/Images"

2. If you have more than one file pack them (zip, rar,...) before upload

3. Don't forget reload after the upload

Filename	Type	Size	Uploaded	
gs921w64.exe.iso		16.44 MB	22.02.2022 17:19	
qs9540w64.exe.iso		27.74 MB	13.09.2021 15:39	

Upload files for installation 2/2

Once the file is uploaded (please do not forget the Reload List button) it can be selected in the Advanced menu of the running desktop in the "General" submenu and presented to the desktop as a file in the CD drive.

1. In the admin menu go to "Desktops"

2. Open advance menu

3. Select you file

4. Pres Save

#	Name	M	Info	Status
Master Desktop				
1	Master_Desktop	Custom vCPU: 2 RAM: 3.5 GB HDD: 55 GB	WIN2019 Windows 2019	Running ✓ Guest-Utils connected

General

Model | OS

User mapping | ACLs

Backup|Restore|Copy

Performance

Mount media: Select ... Eject? Boot order: First boot: Media/CD/

Print API Key

Select ...
gs921w64.exe.iso
gs9540w64.exe.iso

Save

There the "CD" can also be "ejected" again and is automatically ejected when the system is stopped.

Deploy/Copy a new image for pool desktops 1/3

Pool desktop images are only read only. So you have to modify your image on a persistent desktop (normally called Master Desktop) and then deploy/copy the image to the pool. We assume that the image is ready for deploy/copy.

1. Go to Desktops

2. Open Advanced View then Backup & Recovery.

3. Click on Backup|Restore|Copy

! Desktop must be stopped via operating system !

#	Name	Model	OS, Info	Status
1	Master_Desktop_AUTOSAR	Custom vCPU: 2 RAM: 3.5 GB HDD: 50 GB	WIN2019 Windows 2016 *w	Stopped

Backups

#	Finished	Type	State
-	No backups		

Templates

Select template:

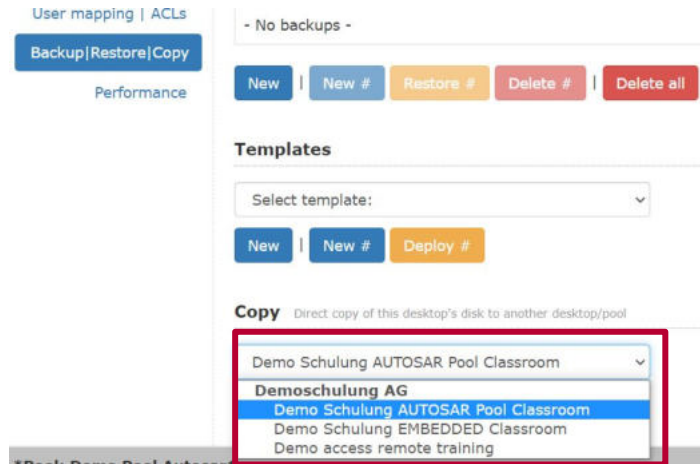
New | New # | Deploy #

Copy Direct copy of this desktop's disk to another desktop/pool

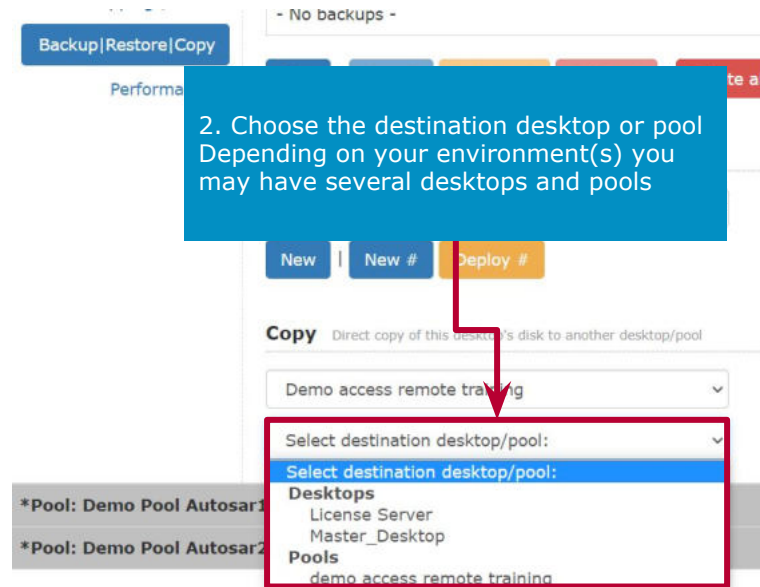
Demo Schulung AUTOSAR Pool Classroom [#2428]

Deploy/Copy a new image for pool desktops 2/3

You now have to choose the destination classroom and the destination desktop or pool.



1. Choose the destination classroom
Depending on your rights, you may have several classrooms available



2. Choose the destination desktop or pool
Depending on your environment(s) you may have several desktops and pools



Deploy/Copy a new image for pool desktops 3/3

After chosen classroom and desktop or pool start your copy process.

User mapping | ACLs

Backup | Restore | Copy

Performance

- No backups -

New | New # | Restore # | Delete # | Delete all

Templates

Select template:

New | New # | Deploy #

Copy Direct copy of this desktop's disk to another desktop/pool

Demo access remote training

demo access remote training

Activate pool disk after deployment:

Copy

*Pool: Demo Pool Autosar1

When chosen a pool by the inactive HDD will be overwritten.
Mark if you want to automatically change active<->inactive HDD when copy finished.

Keep in mind that depending on the image size the copy process make take some time.



Misc topics not mentioned before

User levels / user rights

We know different users levels with different user rights.

	“Reseller admin” Training Organization	local Admin	Supervisor/Trainer	User/Trainee
Full admin rights (setup user, generate passwords, add desktops and pools,copy/upload images, change network settings)	Yes	Yes	No	No
Can have a desktop	No	Yes	Yes	Yes
<u>Supervisor View</u>	No	Yes	Yes	No
Access to other desktops	Yes	Yes	Yes	No
Stop/restart other desktops	Yes	Yes	Yes	No
Can manage multiple classrooms	Yes	No	No	No

Setup Supervisor/Trainer user 1/2

For set up a Supervisor user you must have admin rights. Please following the steps below.

1. Go to "User" menu and click on the user line you want to change.

2. Chose "Supervisor" as user role.

3. Go down and save

User accounts

#	La
1	as
2	De
3	f
4	Kr
5	Ku
6	ml
7	Mu
8	rdj
9	Su
10	Te
11	te
12	te
13	te

Edit user: testp@kivito.com

Created: 01.12.2021 10:21

First name: testp

Last name: testp

E-mail address: testp@kivito.cc

Accounts with email addresses of verified domains must not be verified and are active immediately.

ADMIN: Set email as verified on change:

Send confirmation email on change: (Will not be sent if verified domain)

Role: User (dropdown menu showing User, Supervisor, Admin)

Desktop access: Xubuntu 20.04

Delete: Delete user? Type "delete" in the box:

Save Cancel

Setup Supervisor/Trainer user 2/2

4. Click again on the user where you have assigned the supervisor role.

5. In the Supervisor access area you can add pools and desktop groups.

You can also assign pools and groups to an "Admin" user. If not set an "Admin" user can see all pool and groups

6. Go down and save

#	La
1	mil
2	Ott
3	tes
4	tes
5	tes
6	tes

Role: Supervisor

Desktop access: Select ...

Supervisor access: Select ...

- Select ...
- Persistent desktop groups
- Default
- Desktop pools
- TEST

Access rights: Cloud printing, Clipboard, File transfer

Delete: Delete user? Type "d"

Save Cancel

Pool settings

Normally there is no need to change the pool settings

The screenshot shows the 'Desktop Pools' management interface. A sidebar on the left contains navigation options: Dashboard, User, Desktops (selected), Pools, Templates, Media/Images, Unattend, Services, and Account. The main content area displays 'Demo Pool Autosar1' with tabs for Overview, Model & OS, Desktop settings, and User mapping. A circular progress indicator shows 2 desks 'In use', 0 'Prestarted', and 0 'Available'. The 'Pool settings' section includes: Size (2), In use (0), Prestart (0), and Inactivity time (259200 sec / 3.0 days). Callouts provide detailed explanations for these settings.

Max. of pool desktops which can be started.

Qty. of prestarted desktops. These desktops are already started but not assigned to an user. Changing this to >0 affecting a new pricing model

Qty. of pool desktops which are already started

Inactivity time in seconds. If user is disconnected and inactivity time is arrived desktop will be switched off and **all data will be DELETED**

If customer attribute "pool_cleanup_user_lock" is set and users lock time is NOT arrived inactivity time will be ignored



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.




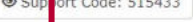



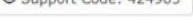


Often it is more helpful to refresh the browser tab several times than click the “Reconnect” button.

Connection problems 2/2

If a participant is telling the system is slow often the latency between cloud desktop and customers end device is the problem.

To check this login as admin, go to the “Desktops” view and identify the participants desktop. The color of the “connected head” shows you the latency.

#	Name	Model	OS, Info	Status	
Master Desktop					
1	Master_Desktop	Custom vCPU: 2 RAM: 3.5 GB HDD: 55 GB	WIN2019 Windows 2019	Running ✓ Guest-Utils connected	   
*Pool: Demo Pool1					
1	p1_trainer@demotraining.de	Pro (HDD: 55 GB)	Windows 2019	Running ✓ Guest-Utils connected	   
*Pool: Demo Pool2					

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.

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.

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)