# Splashtop Installation Guide

Introduction

This guide will explain the steps for the installation and configuration of the Splashtop Streamer. This software will allow Claromentis Technicians to connect to your system, these sessions can be recorded and sent to you on request.

Prerequisites

- Logged into the Server/Machine/VirtualMachine where Claromentis is installed
- An Internet Connection
- Splashtop Streamer Installer downloaded from: here and placed on the system where Claromentis is installed.
- A Windows Service account provisioned for the Claromentis team to use when accessing the web server(s)
    - This account needs Domain user permission upon initial setup of the system but can be removed once completed

Step 1. Installation

Run the Splashtop_Streamer_Windows_DEPLOY_INSTALLER_v3.3.6.0_K43SAP4HXY3Z.exe file, click Yes on the prompt. Shown Below:
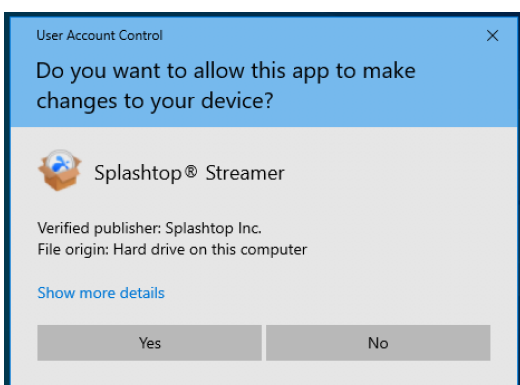
Wait for the installer to finish, once it has been completed the Splashtop Streamer will open and we can move to step two.

Step 2. Allow Team Access

Once the installer is finished the Splashtop Streamer will open. The first prompt will ask if you want to allow Will.Emmerson's team access? Confirm this prompt, shown below:
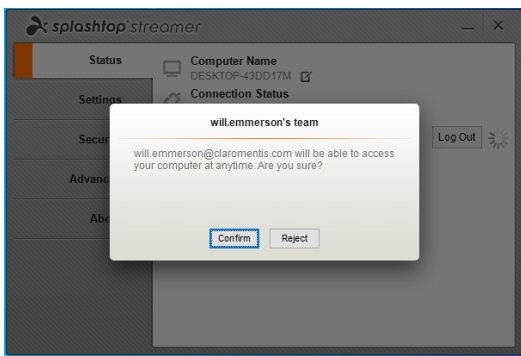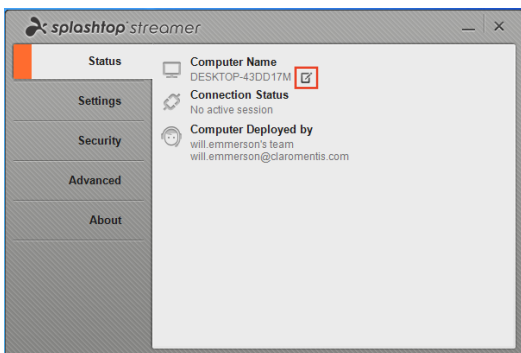
Step 3. Settings Configuration

Now we have confirmed the access prompt we can edit some settings on the Splashtop Streamer.

Step 3.1. Status

First, we want to edit the name of the computer, within the Status page click the edit button next to the computer name highlighted below:


Once in the edit window rename the computer to your companies name with dashes in place of spaces, shown below:
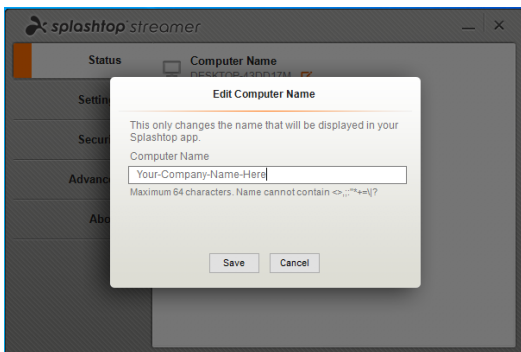

Step 3.2. Security

Navigate to the Security tab within the Splashtop Streamer, once there select the 'Require Security Code' option. Now create and note down a security code between 8-20 characters long with a mix of upper and lower case, at least one number, and one letter with no special characters. For example 'eXamP13C0d3' screen shown below:
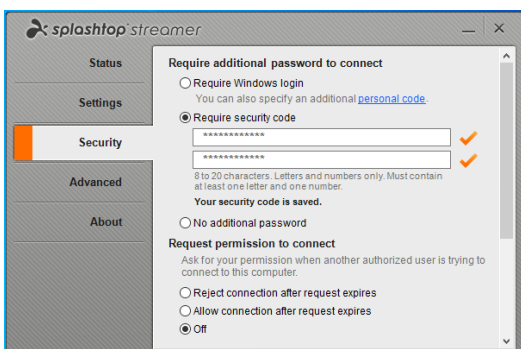
Once this code is created it will need to be provided to Claromentis so that we may connect to your system.

Still within the Security tab under the 'Request permission to connect' setting select 'Reject connection after request expires', this will prompt a user on the

system to allow or reject a request to connect from a Claromentis Technicians, if a member of your team is not at the system to approve the request it will time out and reject the connection.
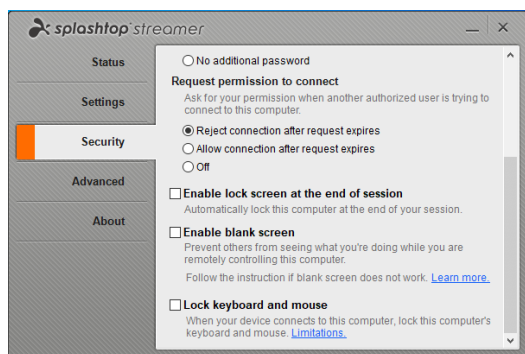
Alternatively*:*

If you want Claromentis Technicians to be able to access your system out of your working hours this setting can be set to 'Allow connection after request expires'. This will allow the Technicians here at Claromentis to access your system without your approval so long as the system is up and running.

Step 4. Finish and Explanation

The setup for Splashtop is now complete, and Claromentis Technicians can connect to your system with your approval without a screen share, these sessions can be viewed by someone on the system at the time. These sessions will be recorded and sent to you at your request.

Troubleshooting

Here are some common troubleshooting steps for the Splashtop application.

Screen Capture Options:

On the Splashtop streamer within the Advanced tab, change the Screen Capture Options to software (this is hardware by default).
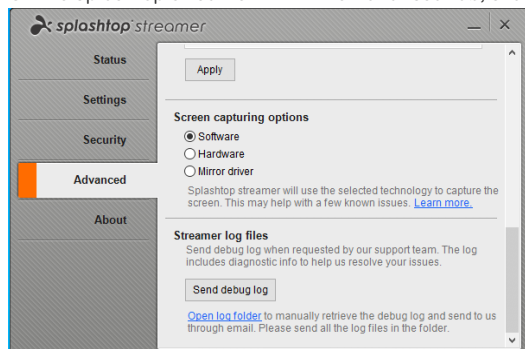
Allow Connection After Request Expires:

On the Splashtop streamer within the Security tab, change the Request Permission to 'Allow connection after request expires'.
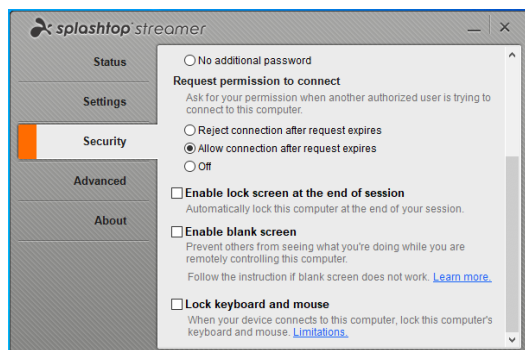
Unblock Connections within Firewalls:

Allow the below listed connections for inward and outbound connections on any firewalls in place or around the webserver hosting the Claromentis instance.

.api.splashtop.com (represents wildcard)

.relay.splashtop.com (represents wildcard)

sn.splashtop.com (for endpoints auto-update)

For more information on these as well as testing these are unblocked please see the below links from Splashtop.

https://support-splashtopbusiness.splashtop.com/hc/en-us/articles/115001811966-What-are-the-Firewall-Exceptions-and-IP-addresses-of-Splashtop-servers-Services-

https://www.splashtop.com/check