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Remote Management Software

User Manual

V1.8.6-000
P/N: RM Software

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1. Introduction

RM software is a set of remote management software for Thin Clients. It allows you to manage the Thin Client devices in your network remotely, so that you can add new or remove remote desktop settings for Thin Client devices, deploy large amounts of RDP and Citrix etc. for Thin Clients in the network and other remote desktop connection settings; it also allows you to control Thin Client devices remotely and help Thin Client users to solve their problems. You can also perform group management for multiple Thin Clients in your network using this centralized management software.

Function

- Remote push settings
- Remote pull settings
- Remote shutdown/power on/reboot
- Remote control
- Group management for Thin Client settings
- Remote restore device default settings
- Device profiles data backup/restore
- Scan and search for Thin Client devices

Supported Devices

ARM: DH20 **x86:** K800/C800

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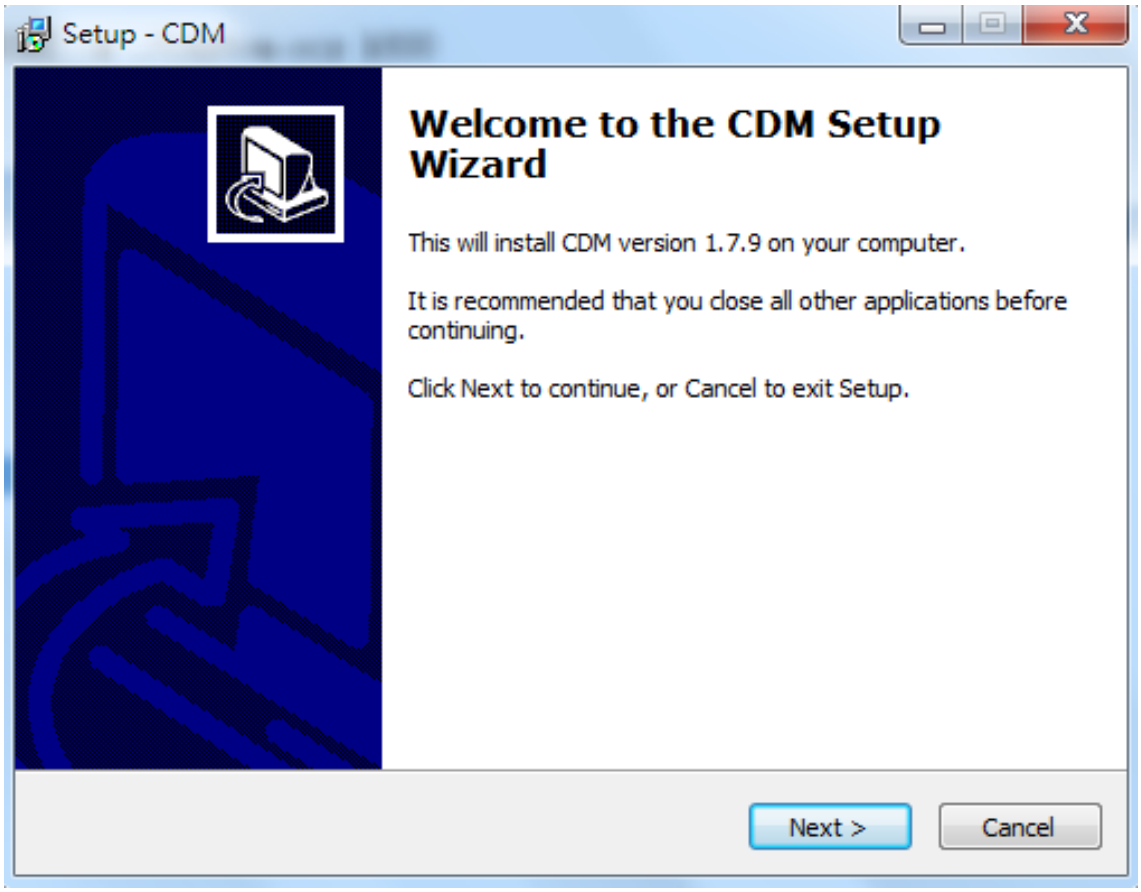
2. RM Management Software Installation

1 Double click the setup.exe installation program to perform the installation

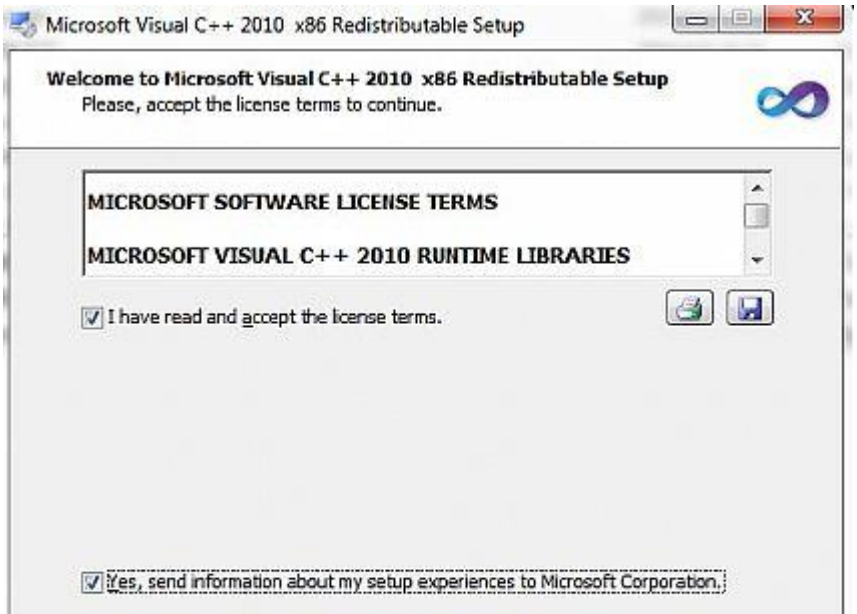


setup

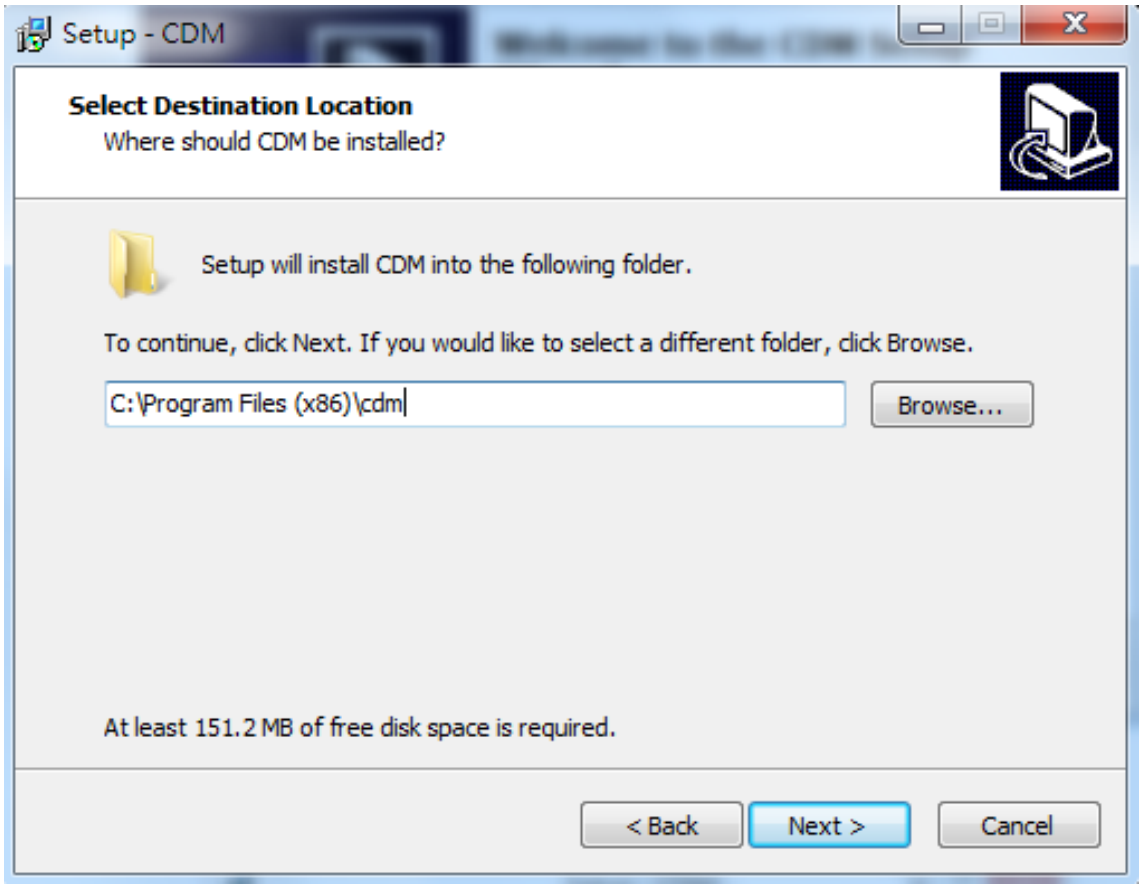
2 Installation steps



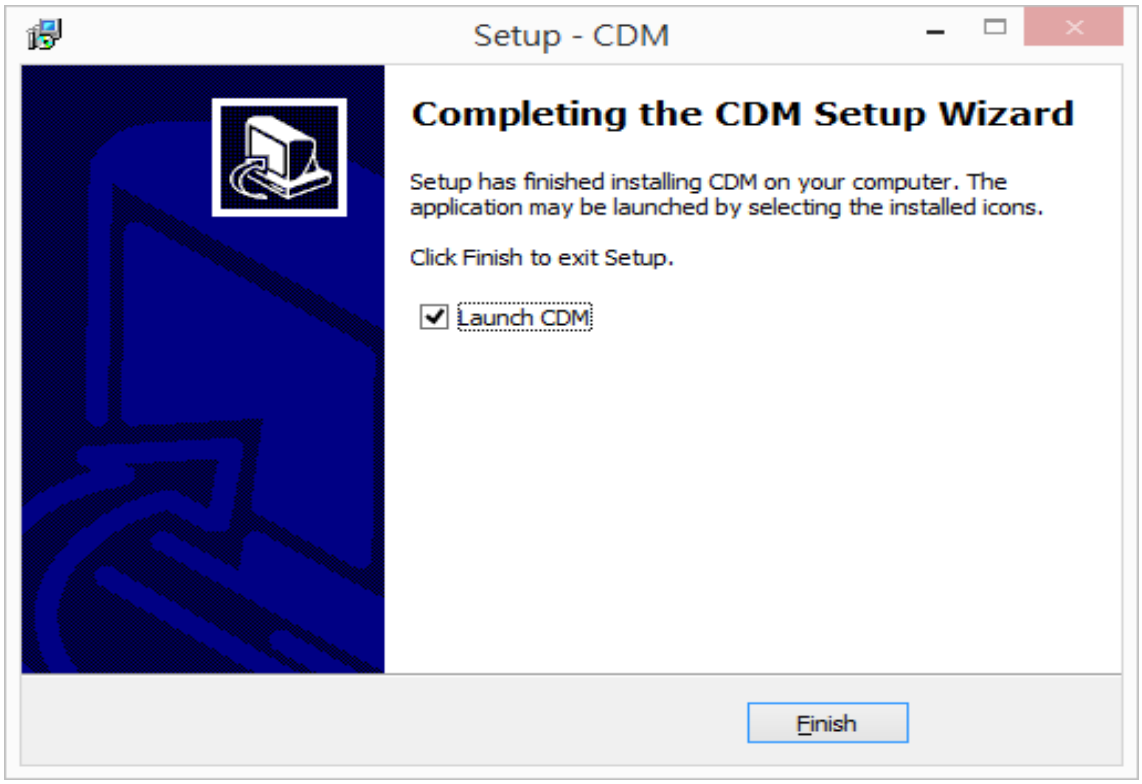
Install Visual C++ 2010 x86 Redistributable



Select installation location

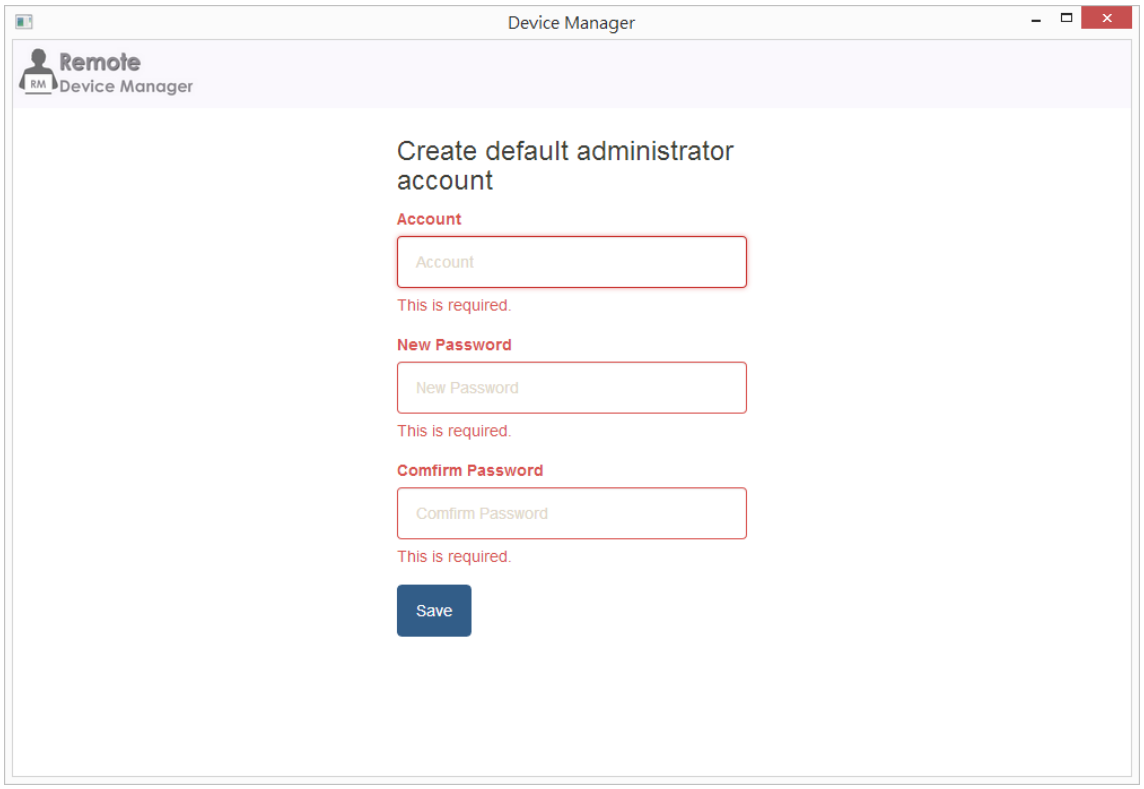


3 Complete the installation


Setup - CDM
Completing the CDM Setup Wizard
Setup has finished installing CDM on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Launch CDM
Finish

4 Once installation is complete, RM software will start executing automatically. The following account and password input window will appear at the first time the software has completed installation.

The first account entered after installation is complete will be the administrator account.



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3. Software Interface Description

1 There are five tabs on the top (as shown in 1 in the figure below) which can switch between the five main setting pages Thin Clients, Scan, System, System Logs, About.

2 After pressing one of the five main tabs on top, press the tab on the left (as shown in 2 and 3 in the figure below) to enter the subpage of the tab.

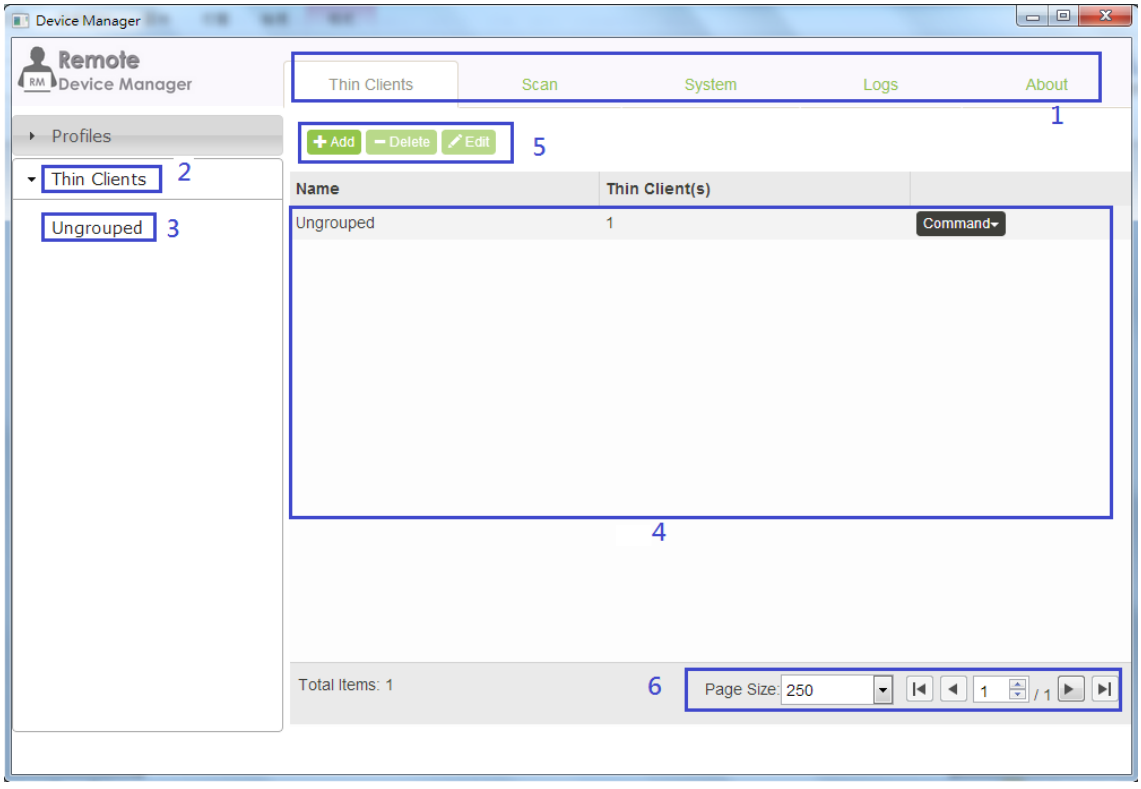
3 The subpage selected on the left will be displayed in white, and the unselected subpage will be displayed in gray.

4 You must enter a subpage on the left in order to see more settings.

5 The main screen in the middle (as shown in 4 in the figure below) displays the main settings of each subpage.

6 Performable behaviors (as shown in 5 in the figure below: Add, Delete, Edit etc.) for that subpage are displayed on top of the main settings.

7 Page switching controls (as shown in 6 in the figure below) are displayed at bottom of the main settings .



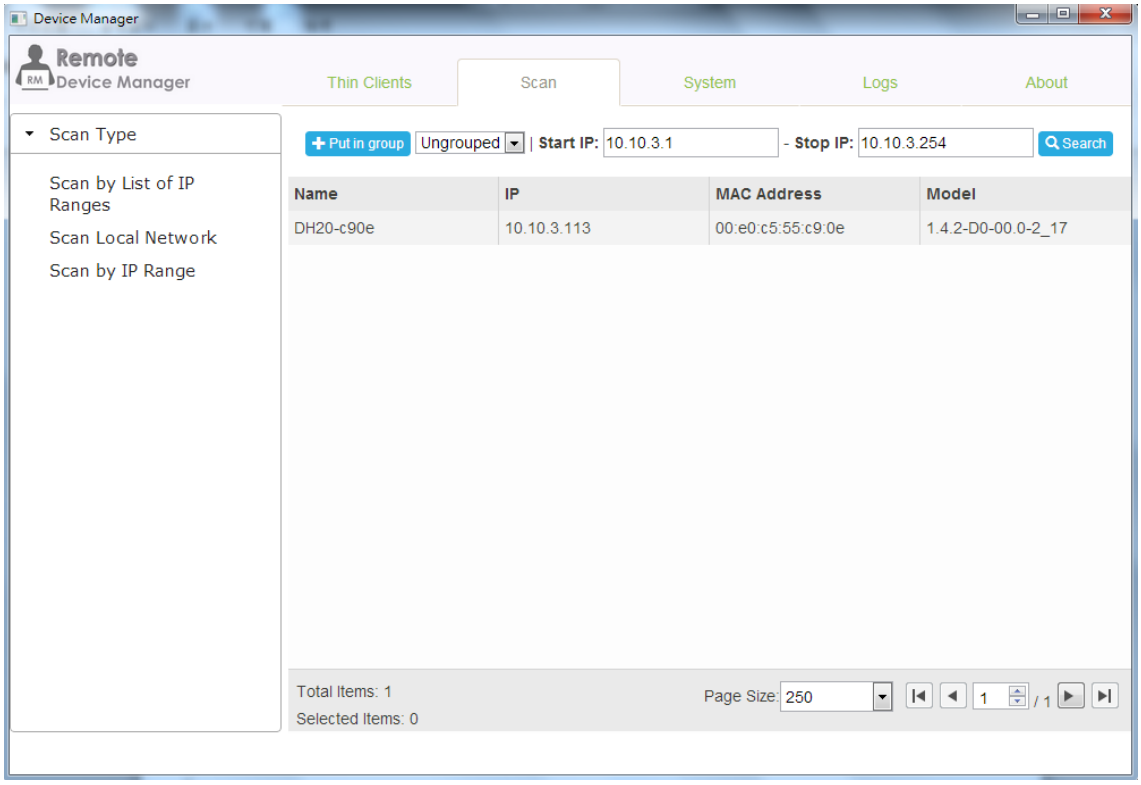
4. Scanning Thin Client and Adding to Management List

1 Click Scan Local network on the left of the scan tab to scan for the Thin Clients, that are turned on in Scan Local Network.

2 The Thin Clients found from scanning the local network will be displayed in the list.

3 Select the Thin Client you want to manage from the list and then press the Put in group button on the top to add the selected Thin Client into the management list.

4 The drop-down menu after pressing the Put in group button displays the group currently selected; select other groups that you want to add the Thin Client device into the group for group management.



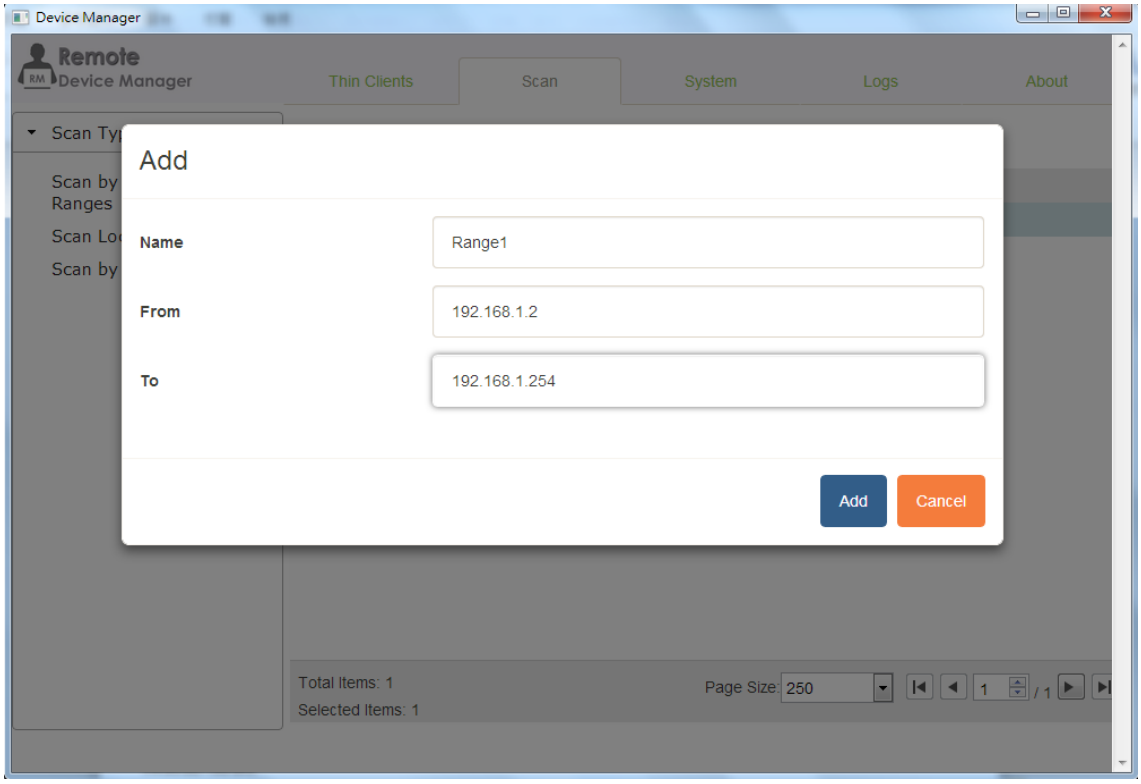
Note:

If a Thin Client is added into a management list, it will no longer be displayed in the scanned list; if you want it to be displayed in the scanned list again, you must delete that device from the management list page so that this device can be displayed again in the scanned list once scan is executed.

Scan by List of IP Ranges

This allows you to create an IP Range list to scan, and it only scans within the selected network range. Click the Add button to add a new scanning range. Once a scanning range is created, you can press

the Scan button from the list to scan the selected ranges.



Scan Local Network

Scan Local Network allows you to scan whether there are manageable Thin Client devices in the same network segment as your current network without having to specify an IP range. It allows you to quickly find manageable Thin Client devices in your network.

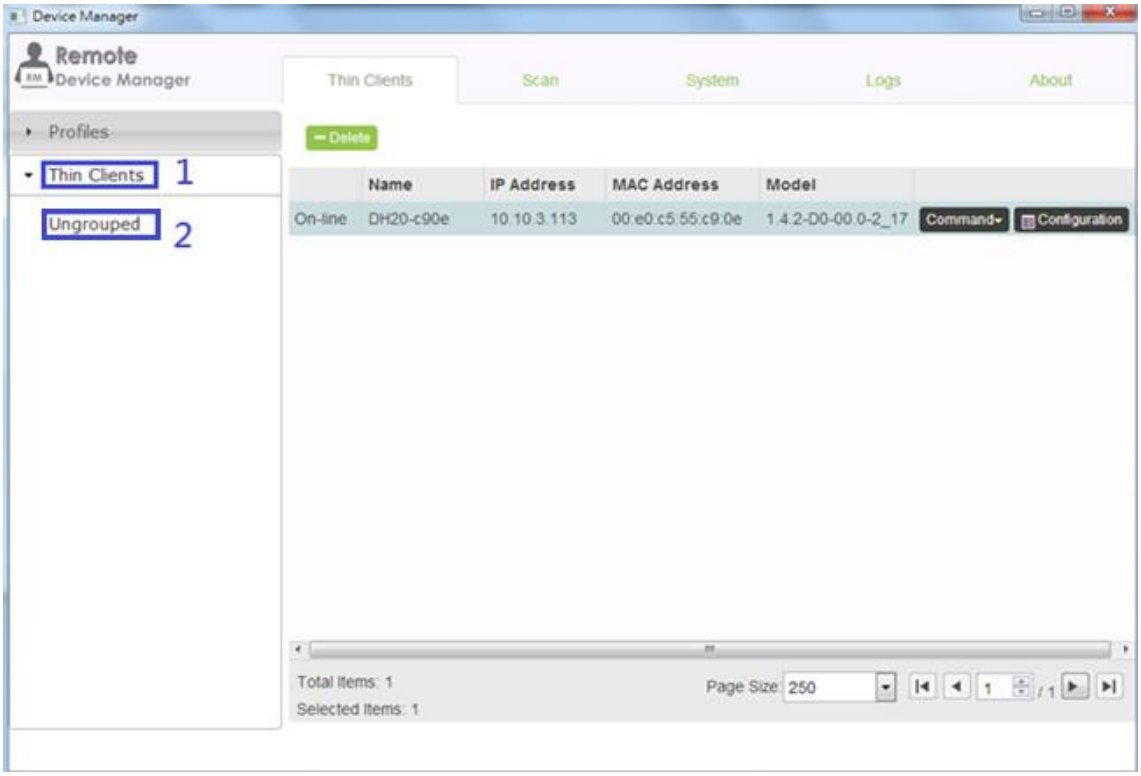
Scan by IP Range

This allows you to specify an IP scan range by setting the Start IP and Stop IP in order to determine the scanning range. It will quickly search for manageable Thin Client devices within the specified range after pressing the Search button behind.

5. Thin Client Management List

1 Thin Client group list added to the management list will be displayed once the Thin Clients tab on the left is selected (as shown in 1 in the figure below).

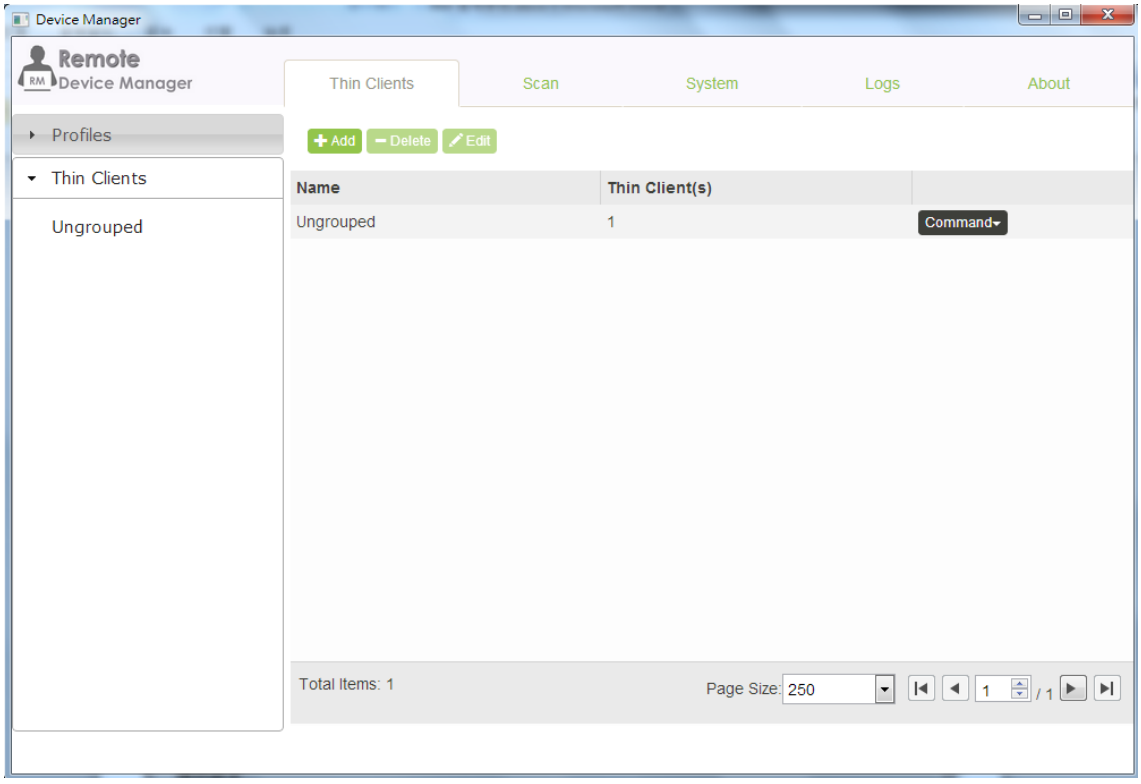
2 All Thin Client devices in the group will be listed once the group tab on the left is selected (as shown in 2 in the figure below).



6. Add Management Group

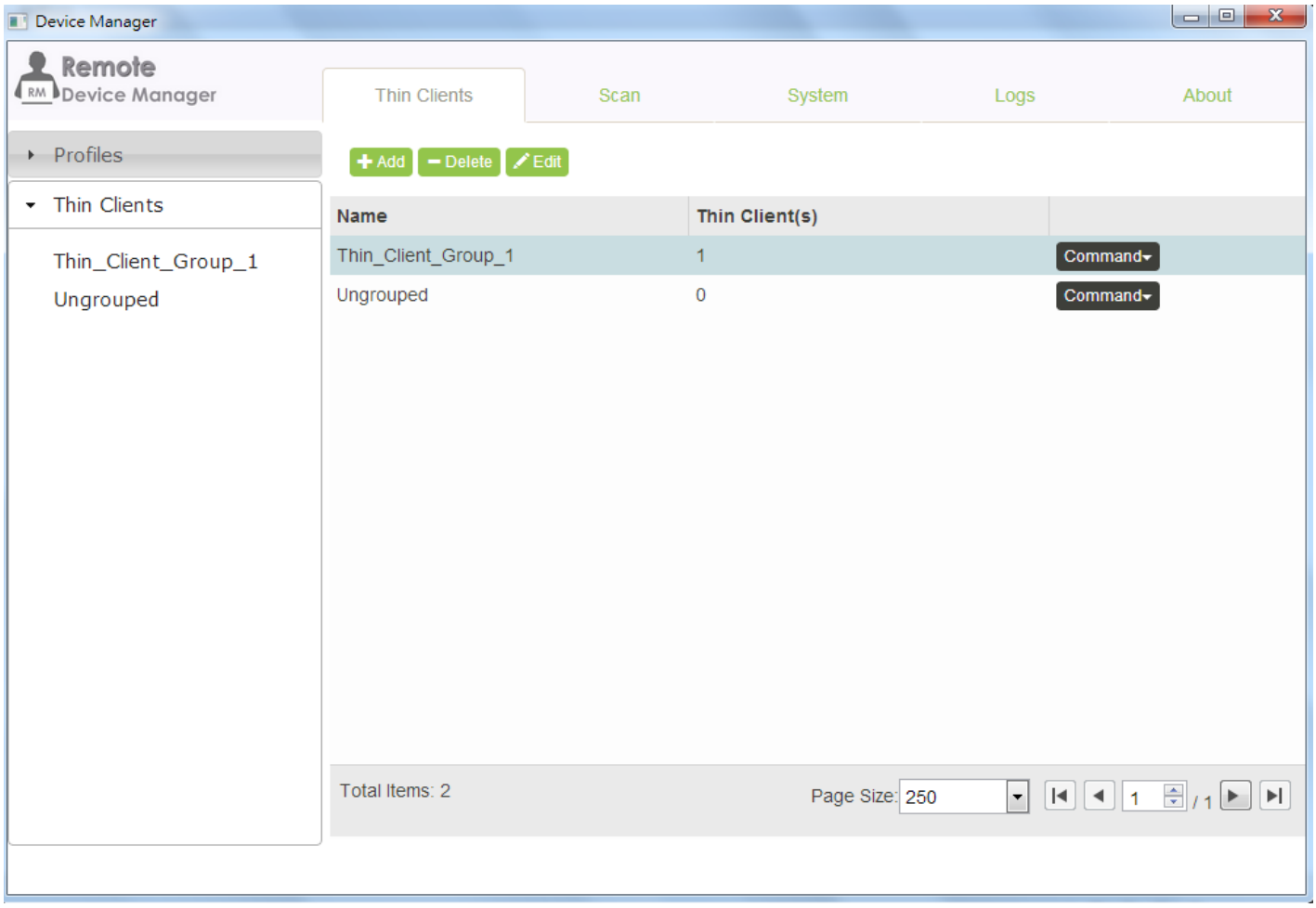
Press the +Add button to add a new Thin Client group.

Thin client groups allow you to set the same thin client category to manage under the same group; once they are set under the same group and push settings are set for the group, it will push the profiles to all the Thin Client devices in that same group.



7. Delete Management Group

After selecting the group to delete in the Thin Client group list, press the –Delete button on top to delete the specified group.



Note: The Ungrouped group is a preset group that exists in the system and cannot be deleted.

8. Group Control Commands

RM supports performing of the following group control commands:

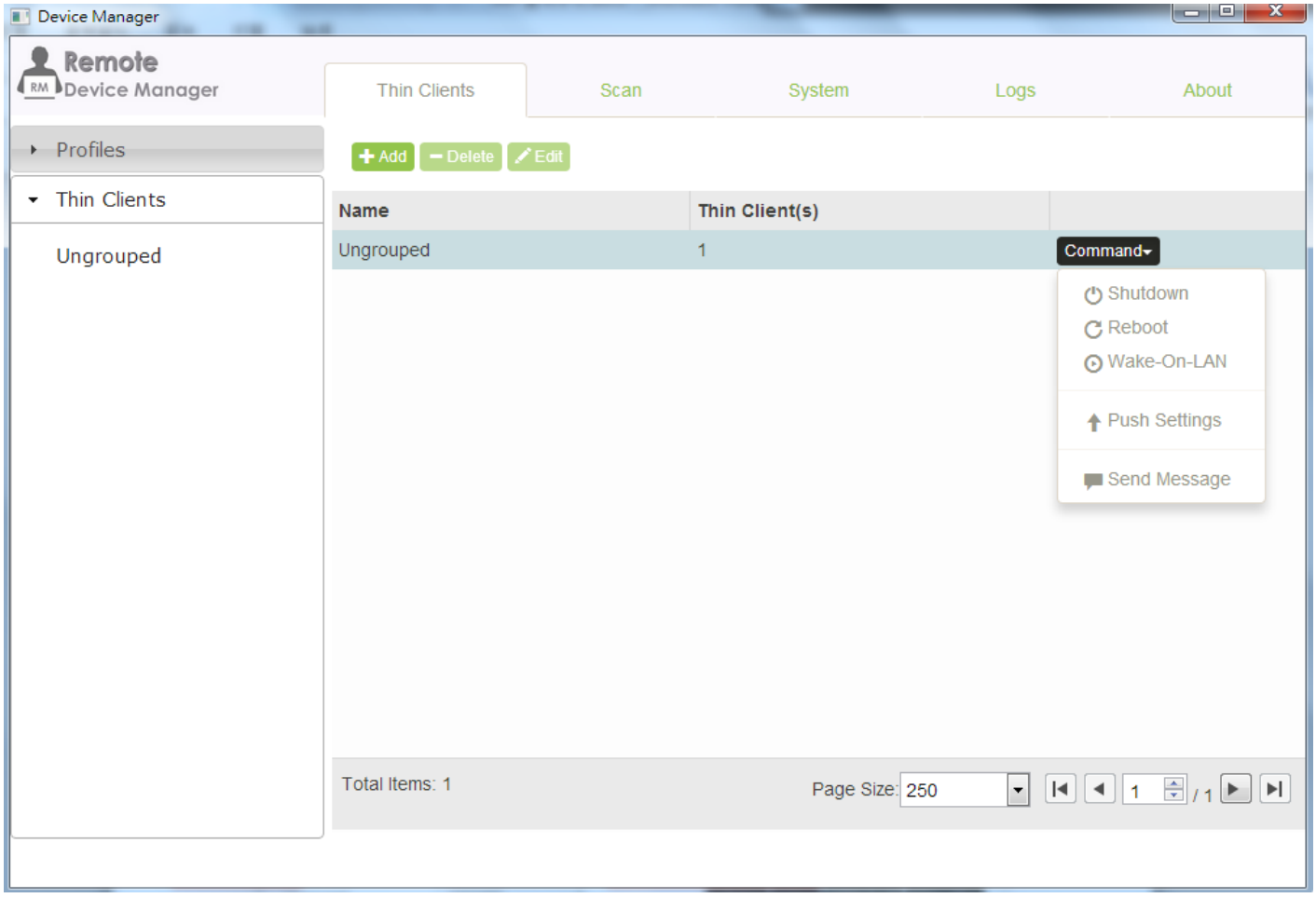
1 Shutdown: Shut down all Thin Client devices in the group

2 Reboot: Reboot all Thin Client devices in the group

3 Wake-On-LAN: Turn on all the Thin Client in the network that are in the off status remotely through network wake up

4 Push settings: Push group profiles into all the Thin Client devices in the group

To execute group control commands, the Thin Client devices to send the command must be added into the group first, and then click the top level tab of the Thin Client and select Command on the right and select from the drop-down menu.



9. Single Thin Client Control Commands

RM supports performing of the following control commands:

1 Shutdown: Shut down the Thin Client device

2 Reboot: Reboot the Thin Client device

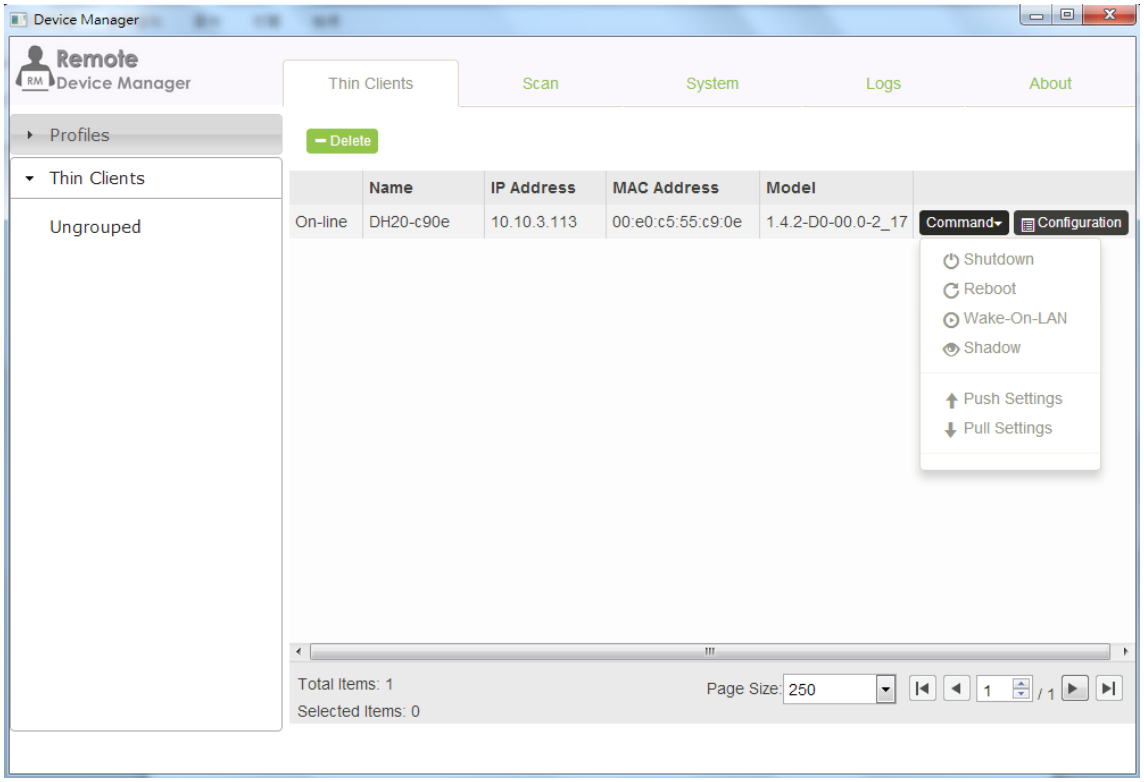
3 Wake-On-LAN: Turn on the Thin Client in the network that is in the off status remotely through network wake up

4 Push settings: Push the profile into the Thin Client device

5 Shadow: Remote VNC control function. Allow you to control Thin Client device remotely in order to perform setting and usage operations.

6 Push settings: Push the profile to the remote Thin Client device.

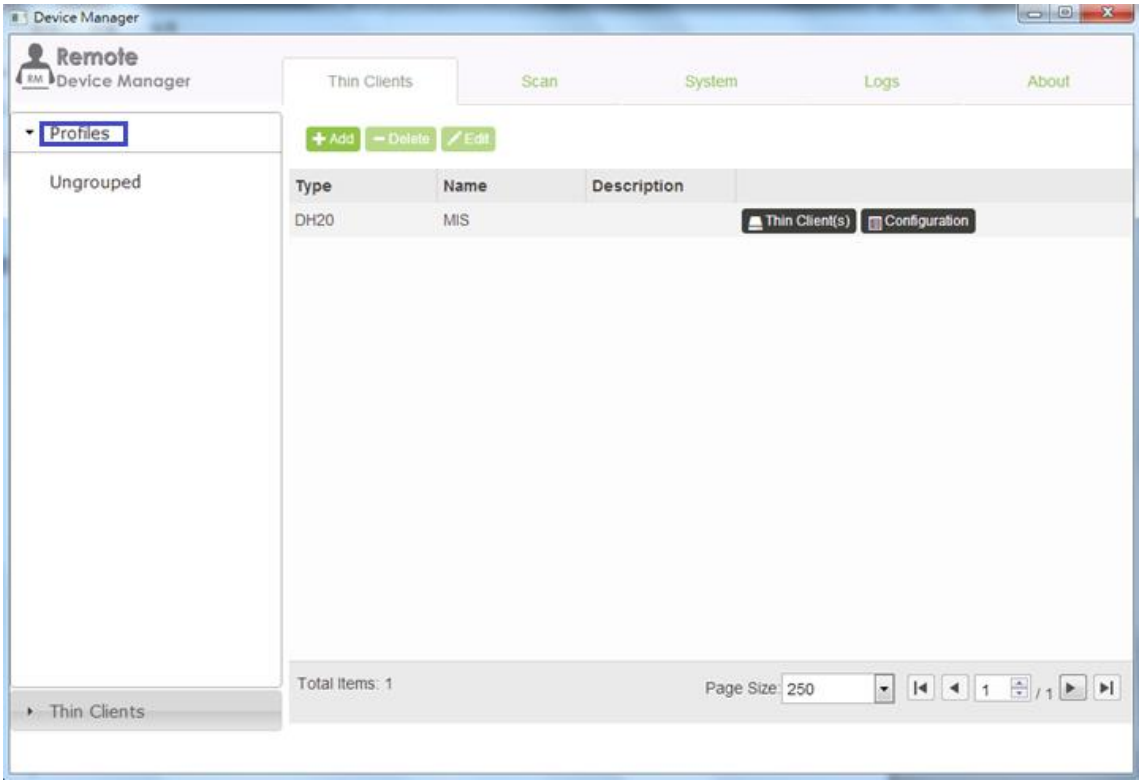
7 Pull settings: Pull the profile of the remote Thin Client device.



10. Profiles

Select Profiles tab on the left to perform profiles management.

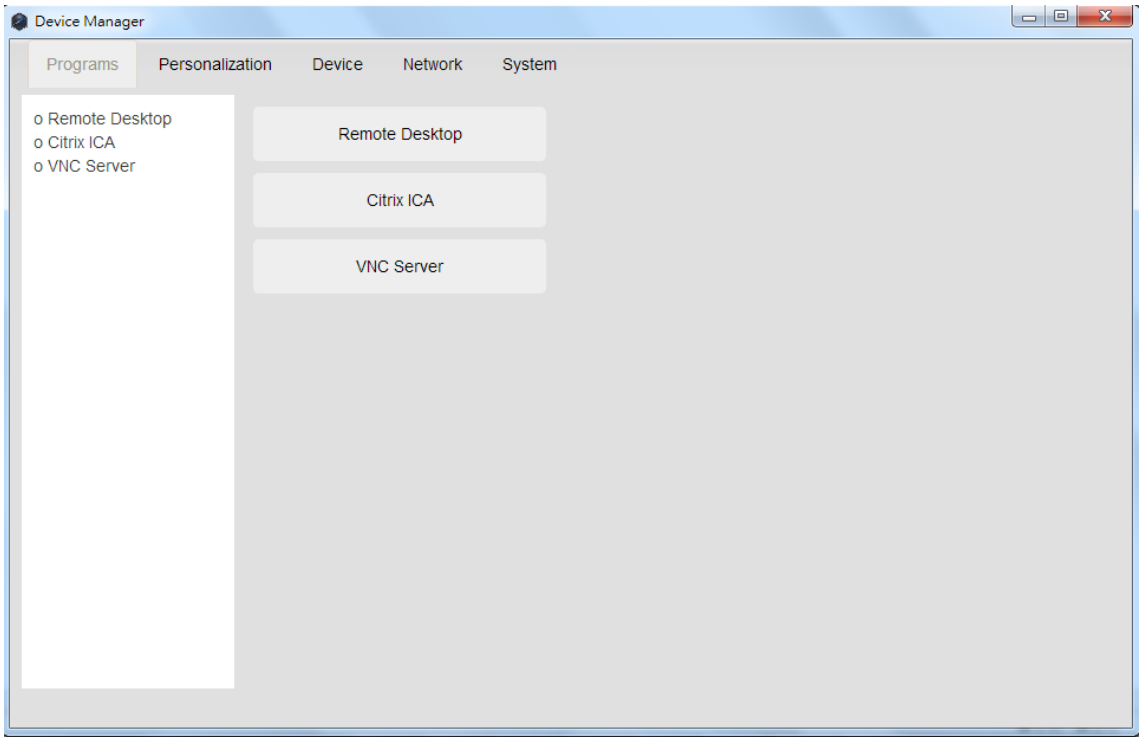
New profile groups can be created here. Once profile group is created, press the Thin Clients button to add devices into this group. Click the Configuration button on the right to set the various profiles in the profile group. The profile group settings will be pushed to all Thin Client devices you specified in the Thin Clients list when you perform group push settings.



11. Configuration

Press the Configuration button to enter configuration (as shown in the figure below). The settings of the Client terminal can be set on this page; there are five pages. Programs, Personalization, Device, Network and System.

- Programs: Configure RDP remote desktop/Citrix ICA/VNC server settings etc.
- Personalization: Configure desktop/display/keyboard and mouse/screen saver settings etc.
- Device: Configure audio/printer/USB storage device settings etc.
- Network: Configure host/wired network/DNS settings etc.
- System: Configure date and time/update/restore factory default value settings etc.



12. Remote Control Function: Shadow

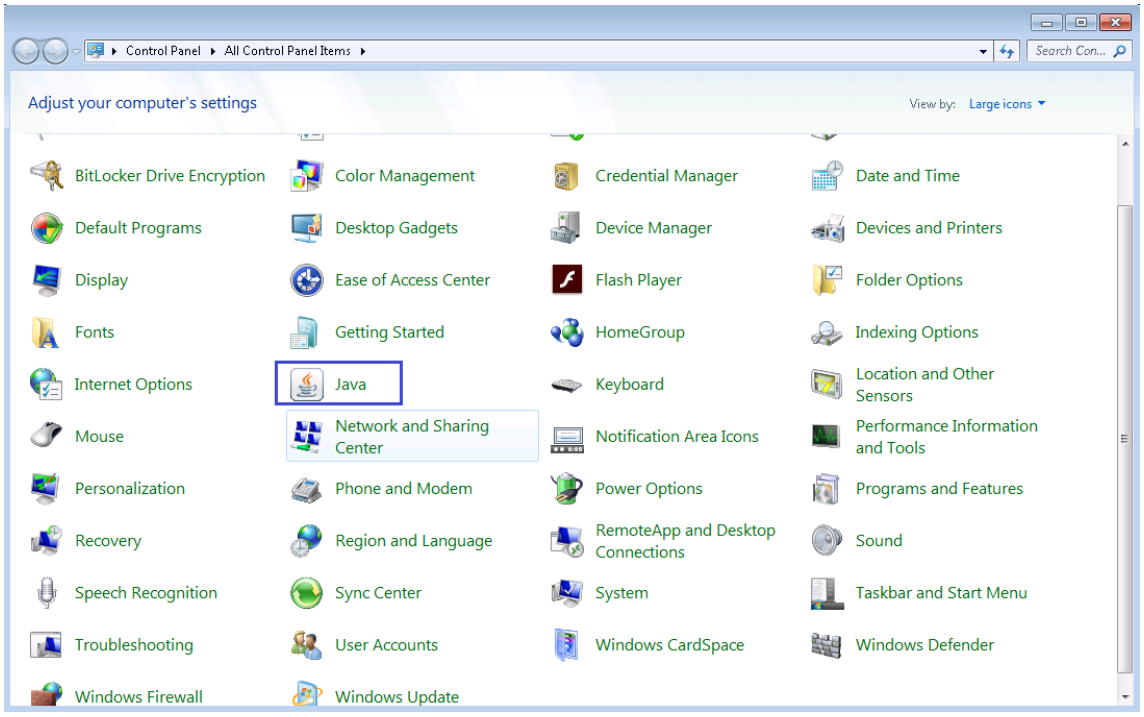
Java security exceptions

When you use Shadow to connect, the following security exception might occur because you must set the connection URL address of Shadow file:/// as a Java security exception connection address

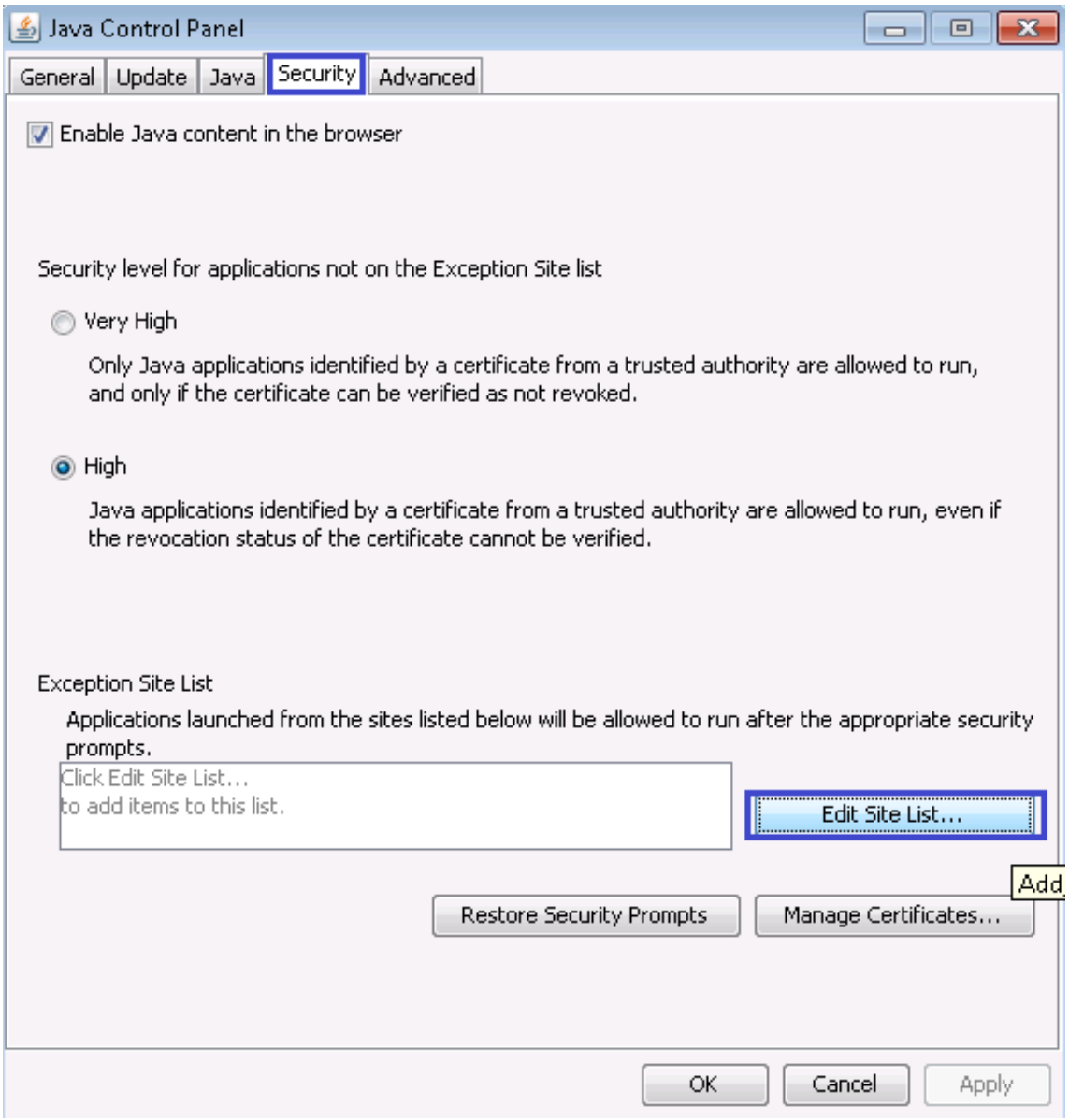


Setting Java security exceptions:

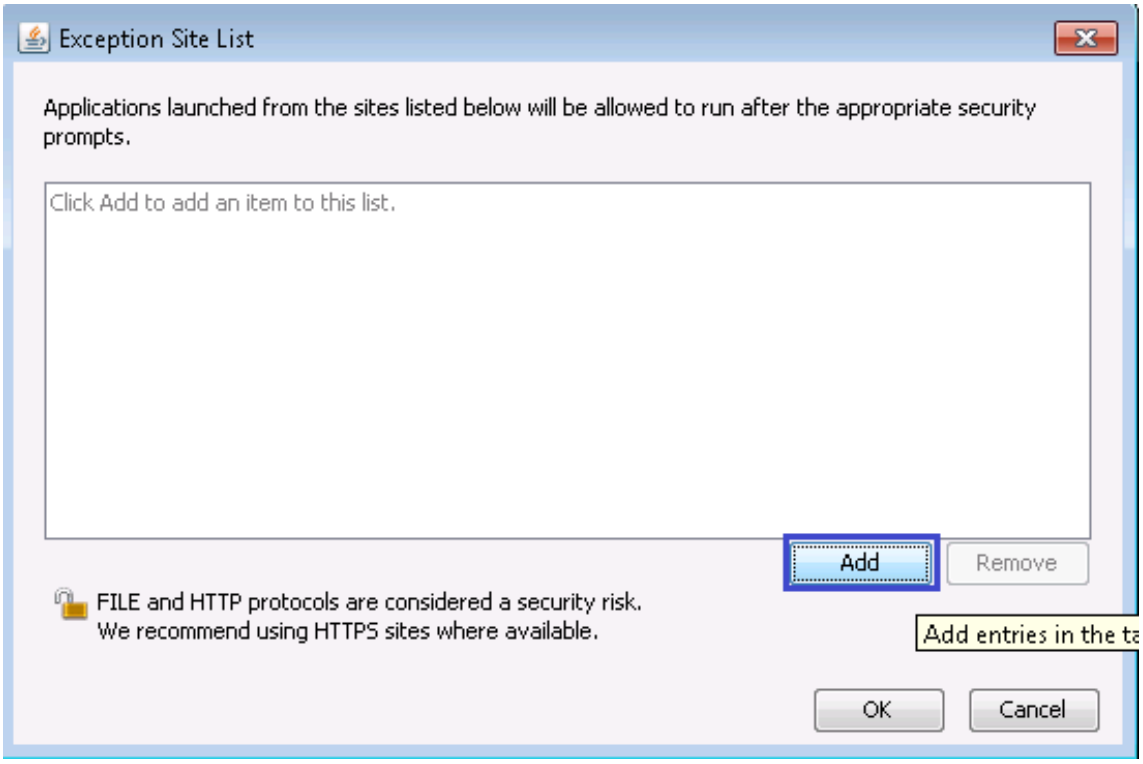
1 Select the Java control panel in control panel



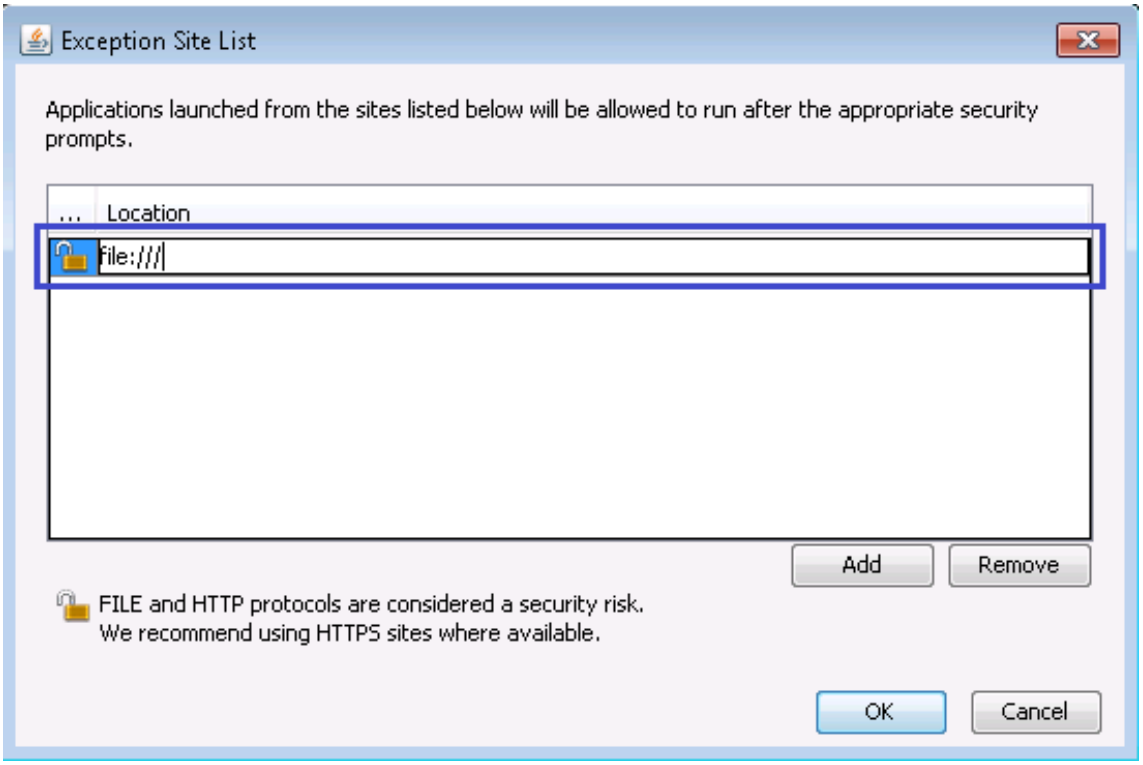
2 Click on the Security tab on top of the Java Control Panel and press the Edit Site List button in that page (as shown in the figure below)



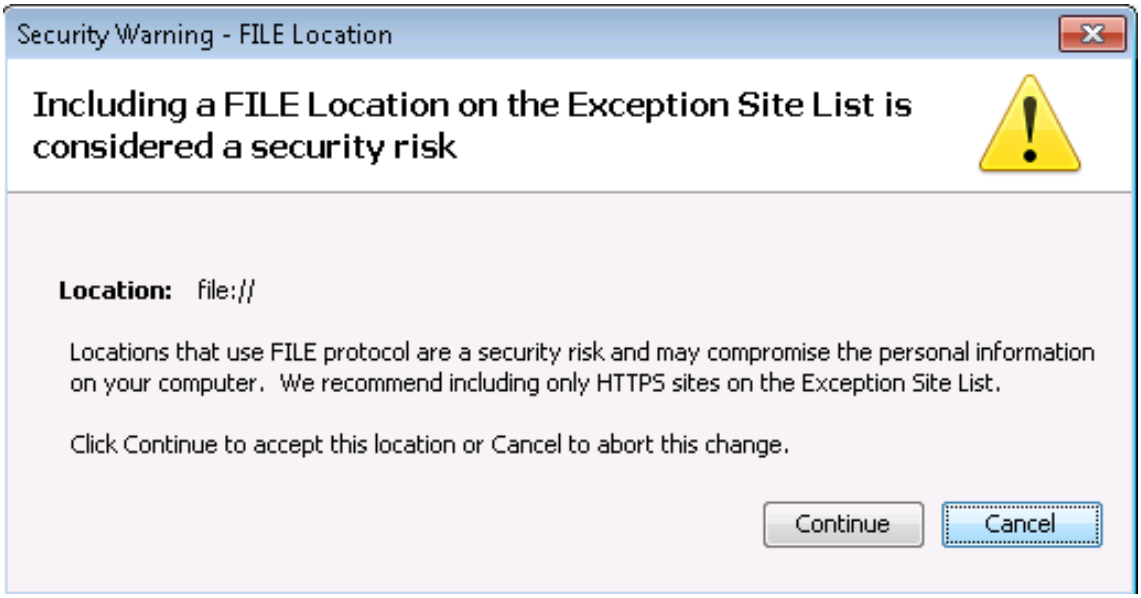
3 Then press the Add button in the Exception Site List window to add a new exception site address



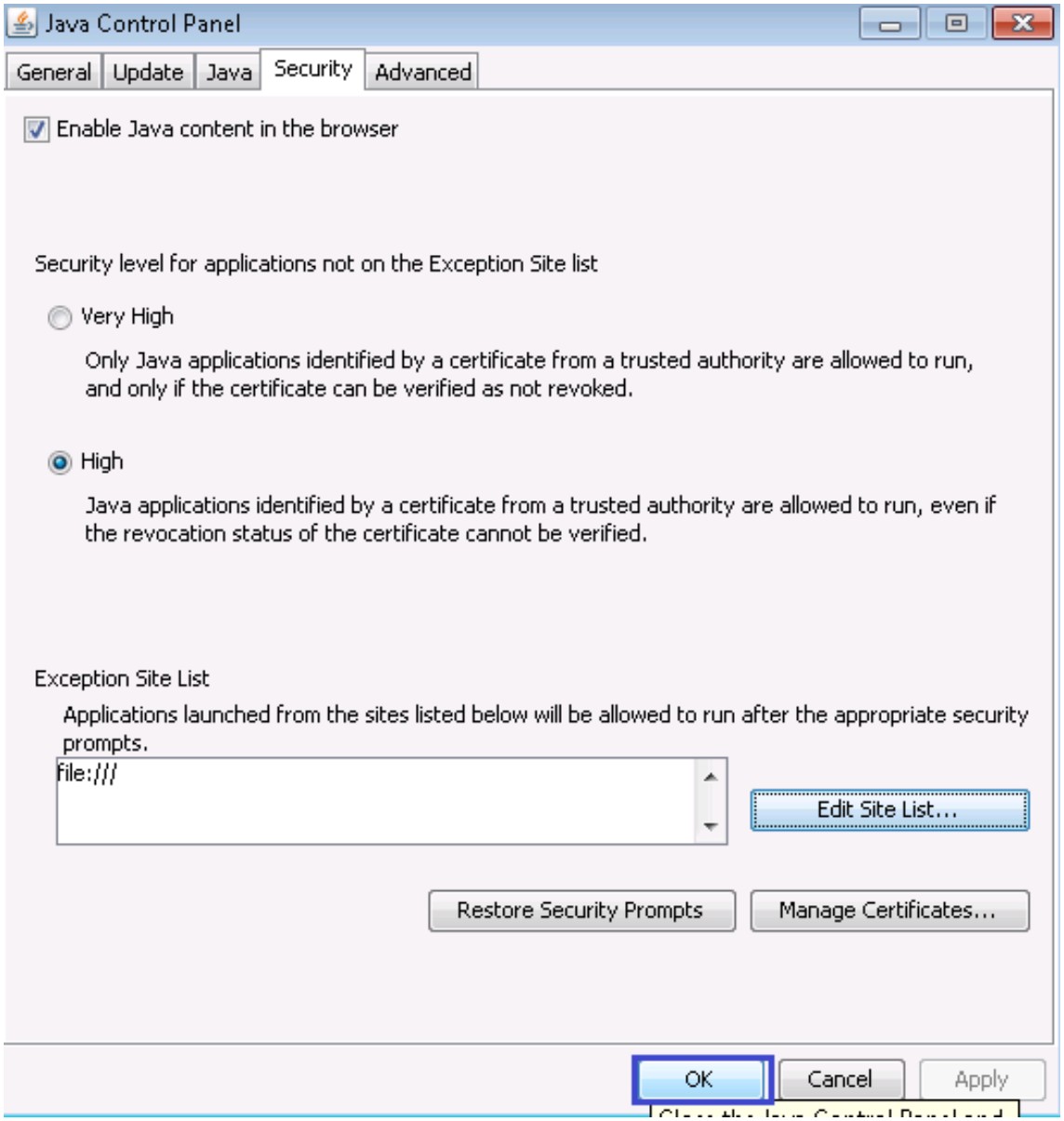
4 Please add the exception site address: file:/// (as shown in the figure below)



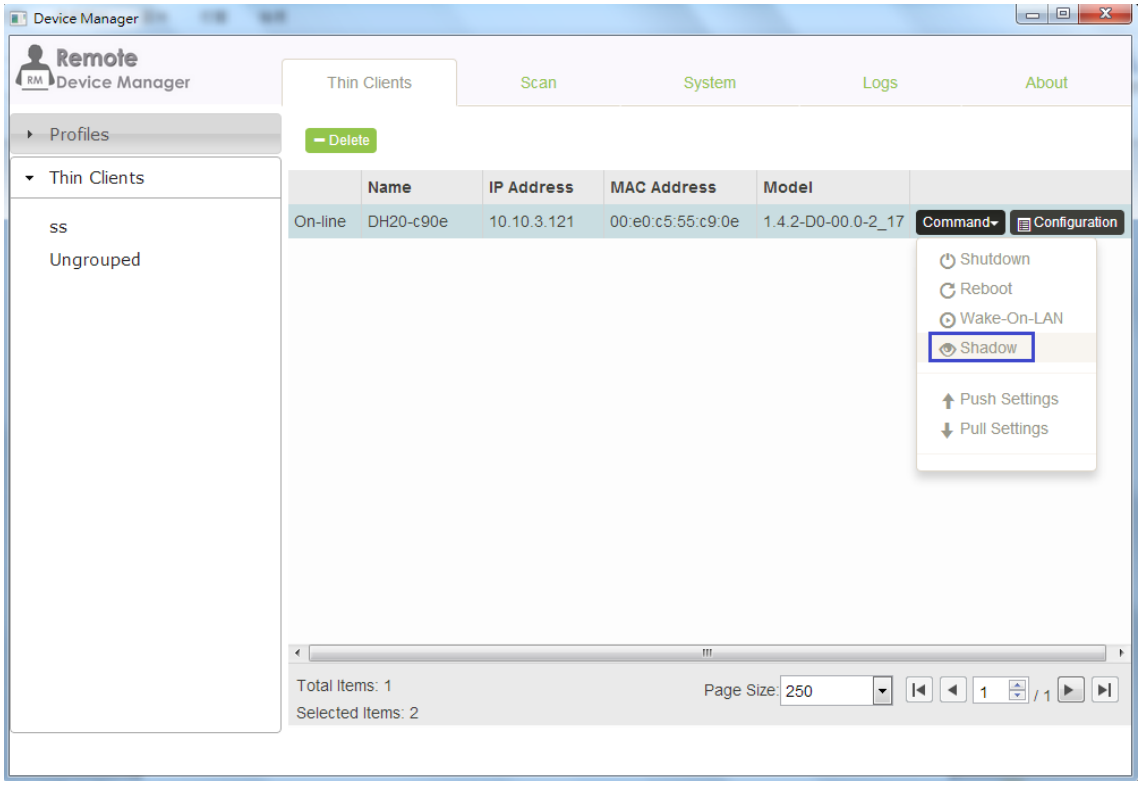
5 A security warning will appear; please press Continue to accept



6 Finally, press OK to complete the setting

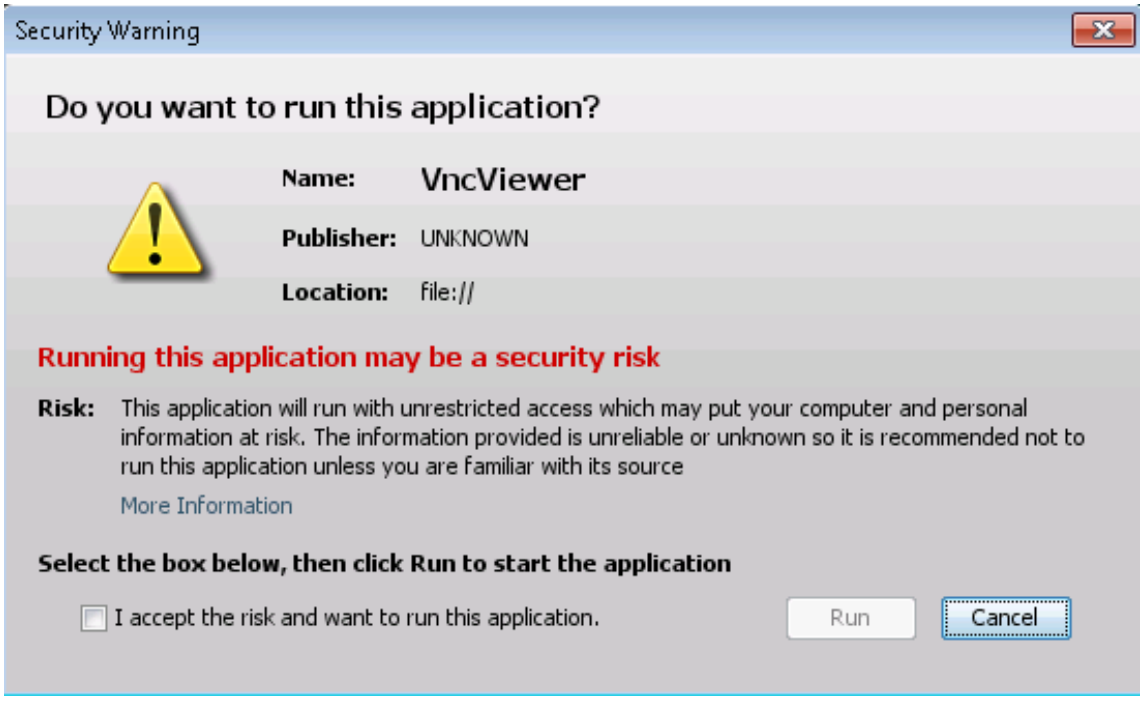


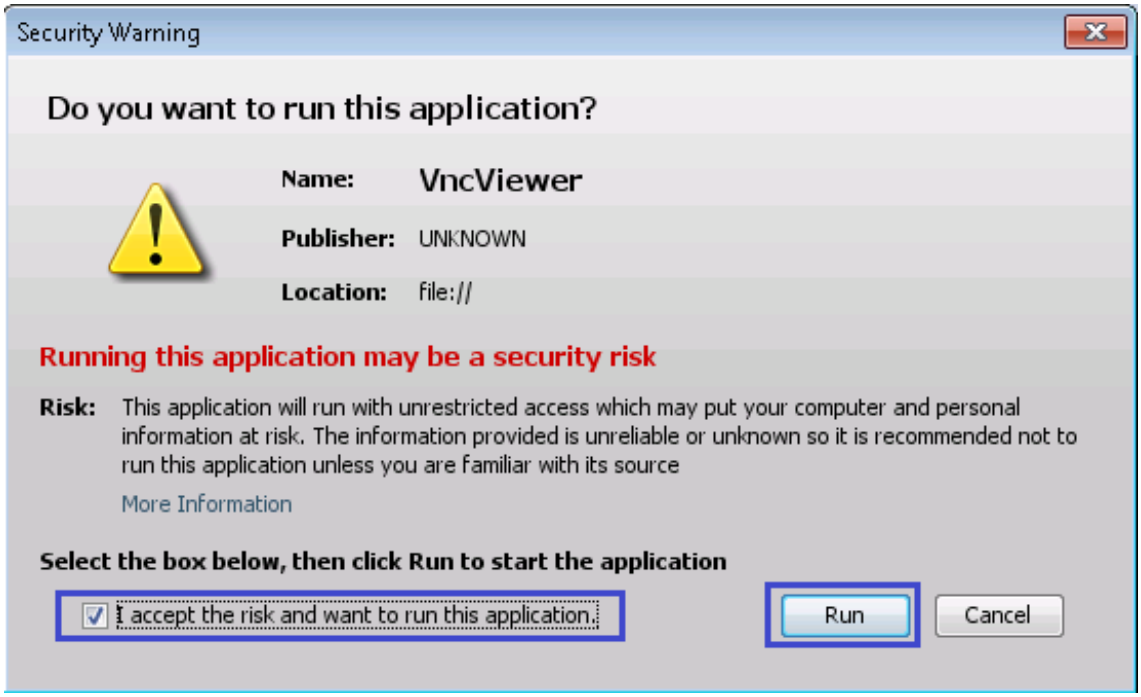
The Shadow function allows you to control a single Thin Client device remotely. To execute the Thin Client remote control function, select Shadow from the Command drop-down menu in the Thin Client list to connect with the remote device.



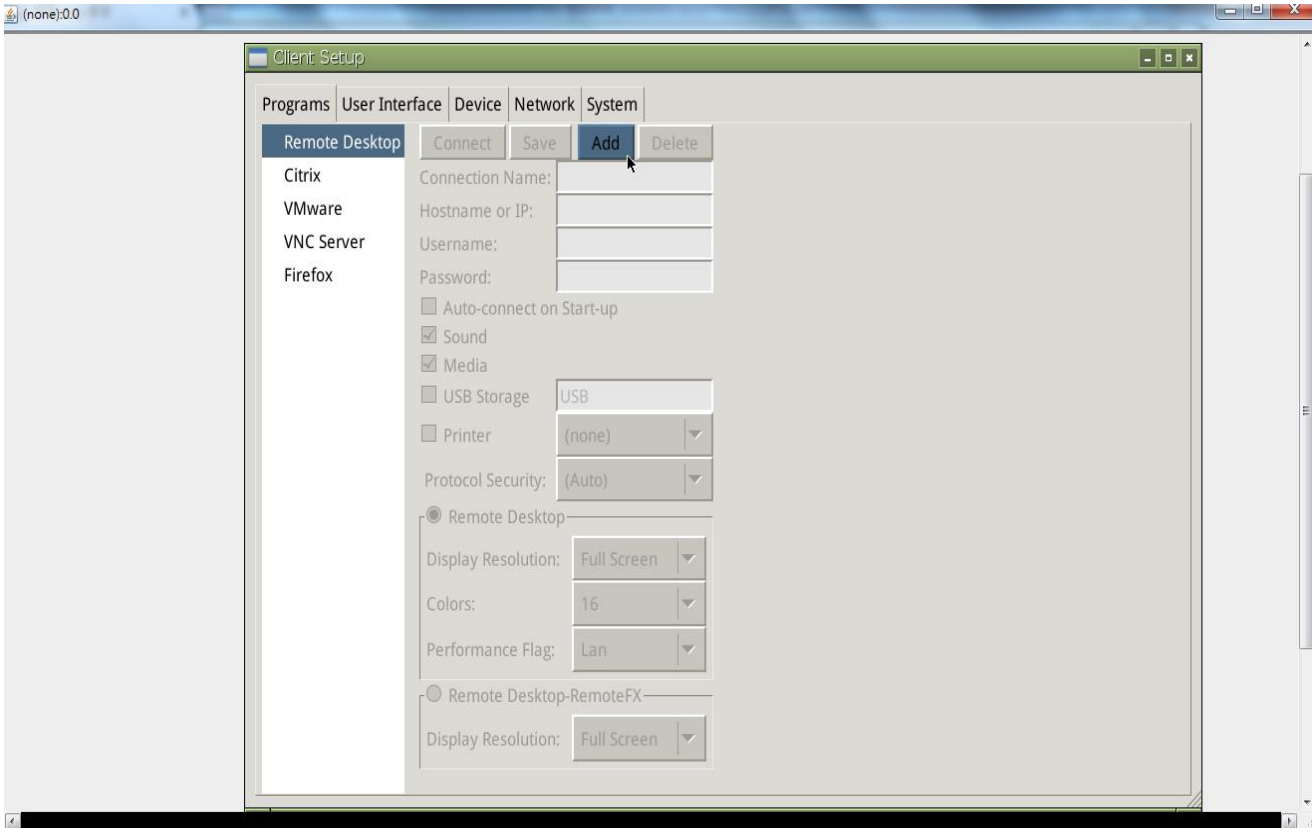
Security warning:

When you perform Shadow connection, the following Java connection security warning will appear; please press "I accept the risk and want to run this application" and then click Run.





Once you can control the remote Thin Client device, you can change, add or delete the settings for that device. You can also perform remote desktop connection operations remotely. Please drag the slider to the right and bottom to have full control of the desktop contents of the remote Thin Client.



Note:

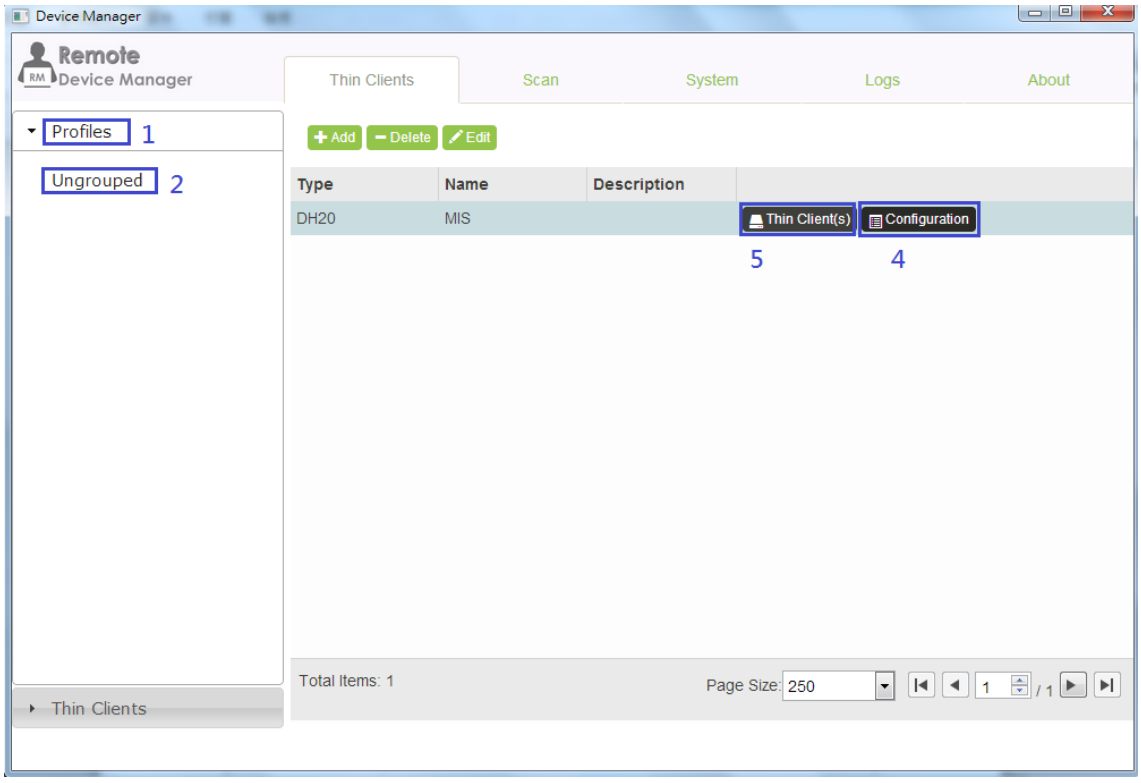
1 The Shadow function requires the Java Runtime Environment to be installed in the computer; if you did not install it, you will unable to use the Shadow function (You can download the Java Runtime Environment from the Java website https://www.java.com/).

2 Executing remote control requires the remote Thin Client device and its VNC Server function to be turned on.

13. Push Profile to Thin Client

By using push profiles, we can push the profiles to one or multiple Thin Clients through the RM remote management software.

1 First click Profiles on the left to start setting the Profile to push. (As shown in 1 in the figure below)
2 Select your profile group on the left. (As shown in 2 in the figure below)
3 After selecting a profile group, the profile sub-group will appear in the middle.
4 Press the Configuration button to enter the edit settings page, and you can start editing RDP and Citrix and other profiles to push. (As shown in 4 in the figure below)
5 Use the Thin Client button to select which Thin Client to push this profile to. (As shown in 5 in the figure below)

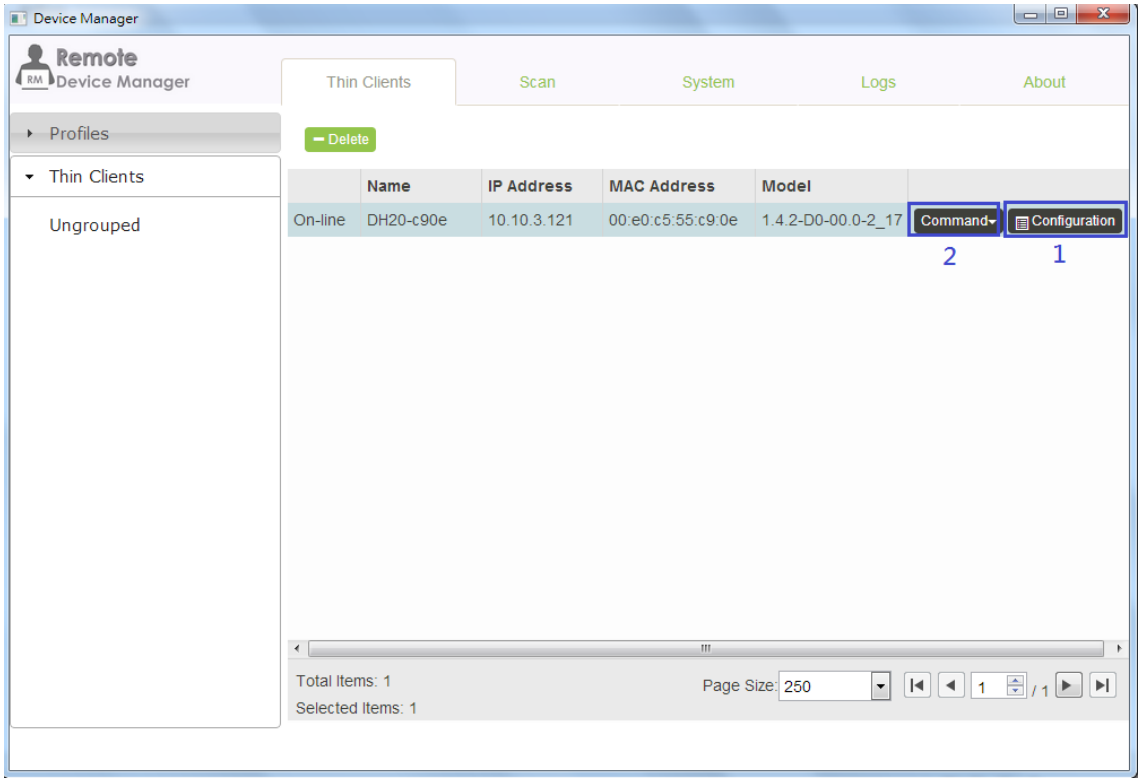


14. Push Profile to Single Thin Client Directly

You can use the Thin Client list to set the profile you want to push and then push directly.

1 Select the device you want to push the profile from the Thin Client list, and then click the Configuration button behind it and set the profile to push. (As shown in 1 in the figure below)

2 Press the Command button on the left, and then select the push profile option from the command menu to push the profile you selected in the previous step to this Thin Client device. (As shown in 2 in the figure below)



15. Pull Profile of Single Thin Client

You can pull profiles of remote Thin Clients back in order to change and modify the profile. To change the profile of a remote device, first pull the profile back from the remote device, and then edit it and push it back to the device terminal. This allows you to keep part of the original profile and only make changes to the settings you want.

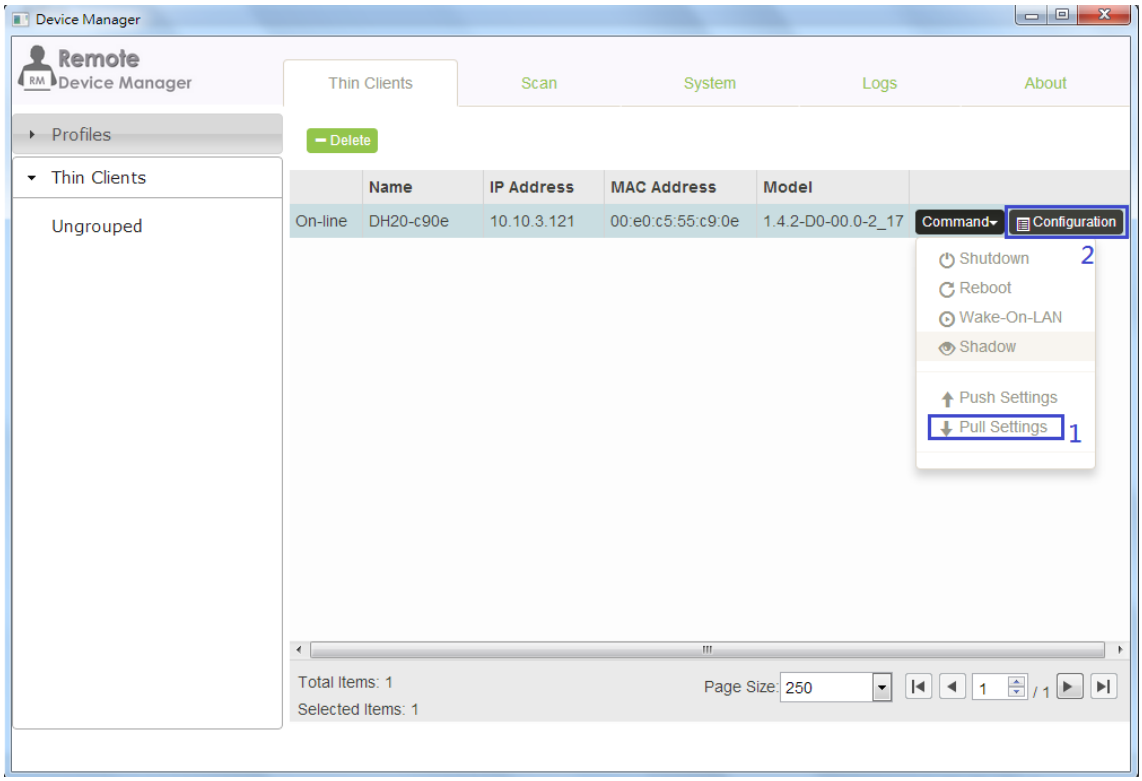
1 Select the Thin Client device you want to pull the profile from the Thin Client device list.

2 Press the Command button behind the device and select Pull Settings from the drop-down command menu that appears. (As shown in 1 in the figure below)

3 After pressing Pull Settings, the profile of the remote Thin Client device will be retrieved.

4 Then you can press the Configuration button to view this profile. (As shown in 2 in the figure below)

5 To change the settings, just modify it directly and then use Push Settings to push it back to the device terminal.

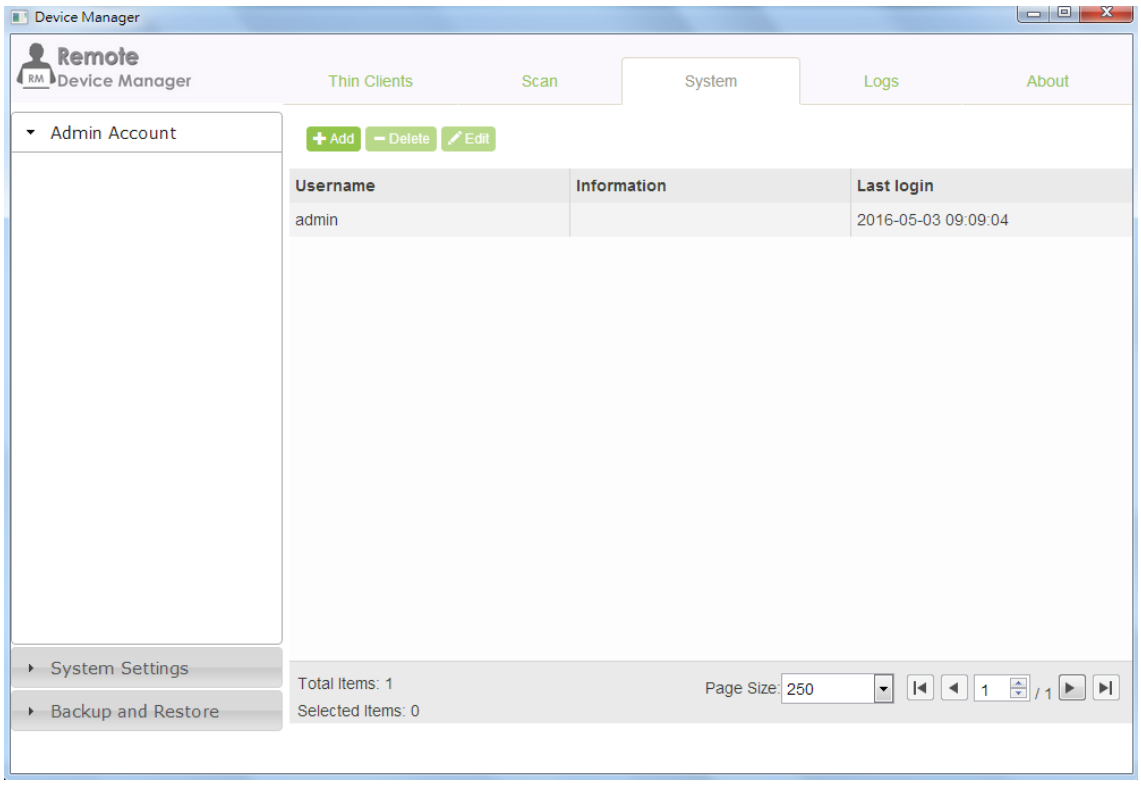


16. System Setting

You can add or delete management accounts on the System page, and also set the software interface language.

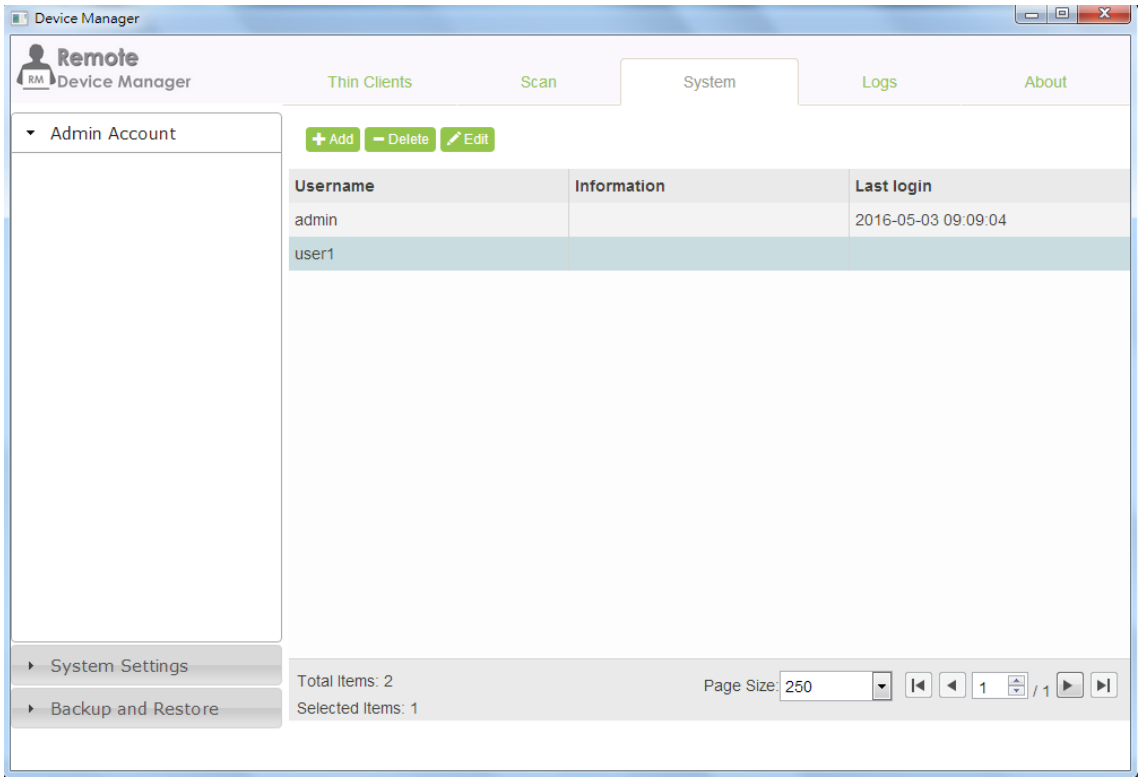
Add Account

Press +Add on the **System** > Admin Account page to add management accounts.



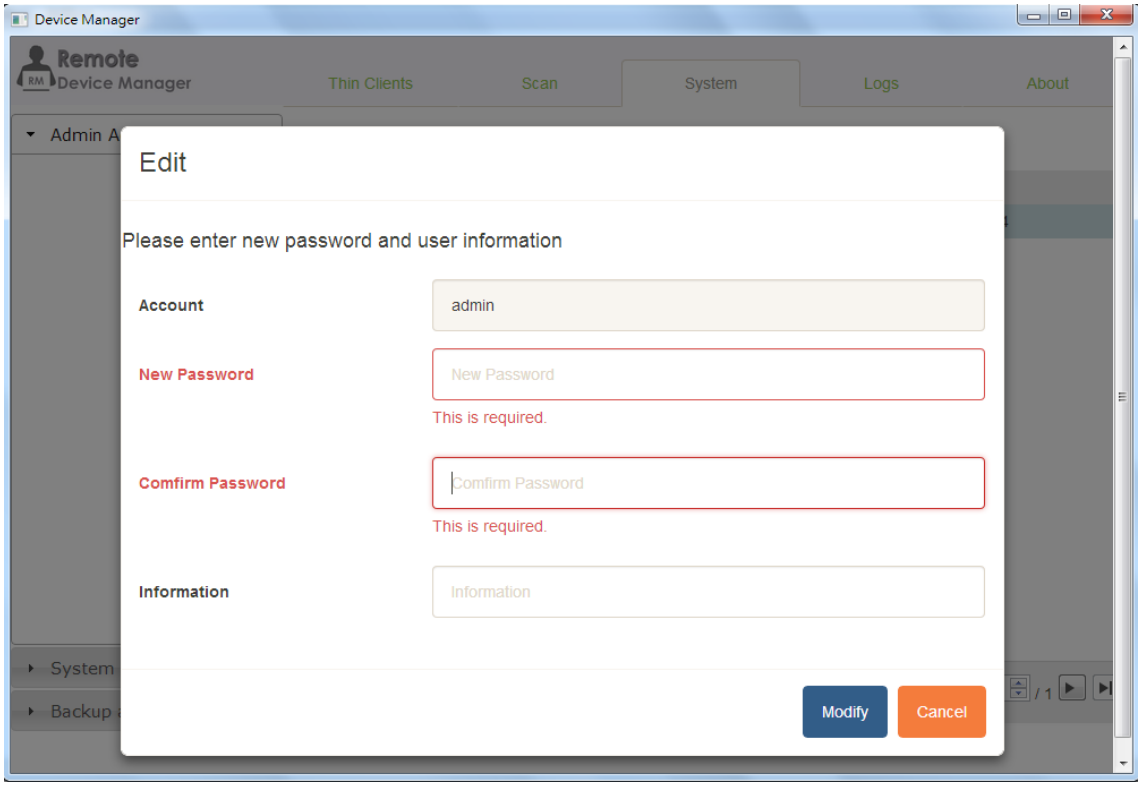
Delete Account

Press -Delete on the System > Admin Account page to delete management accounts.



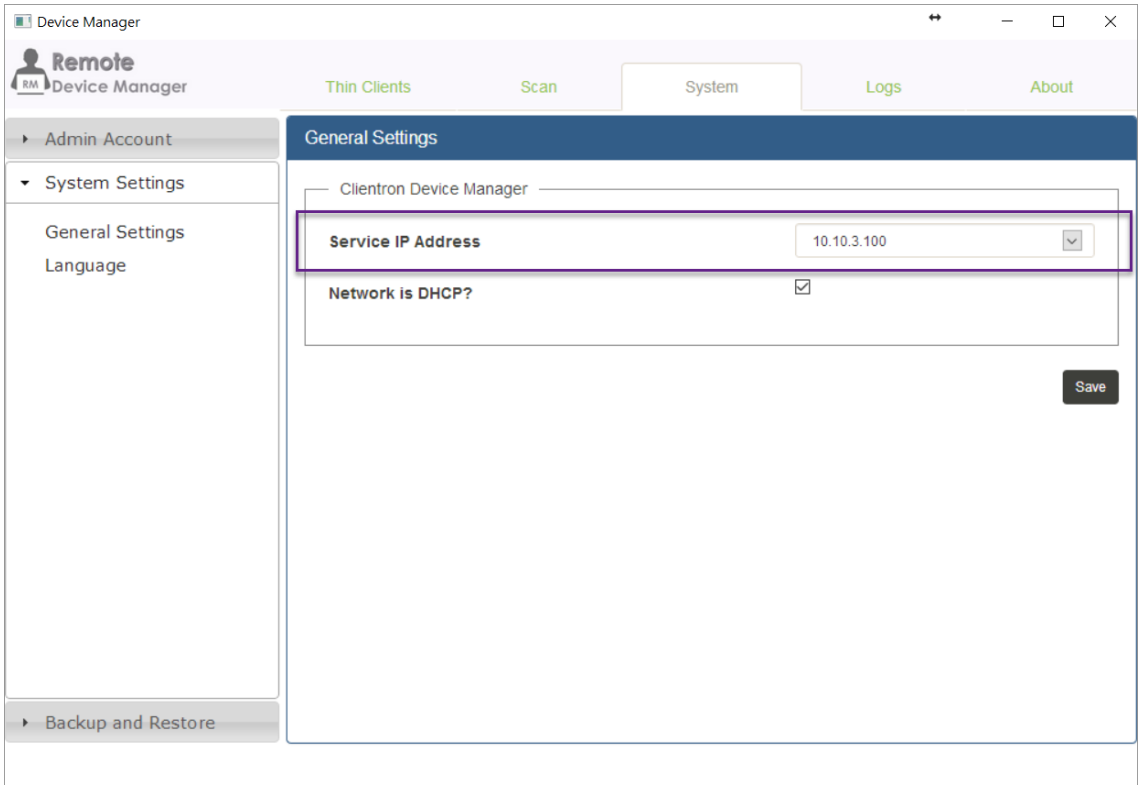
Edit Account

Press Edit on the System > Admin Account page to edit management accounts. It allows you to change the password and set personal information.



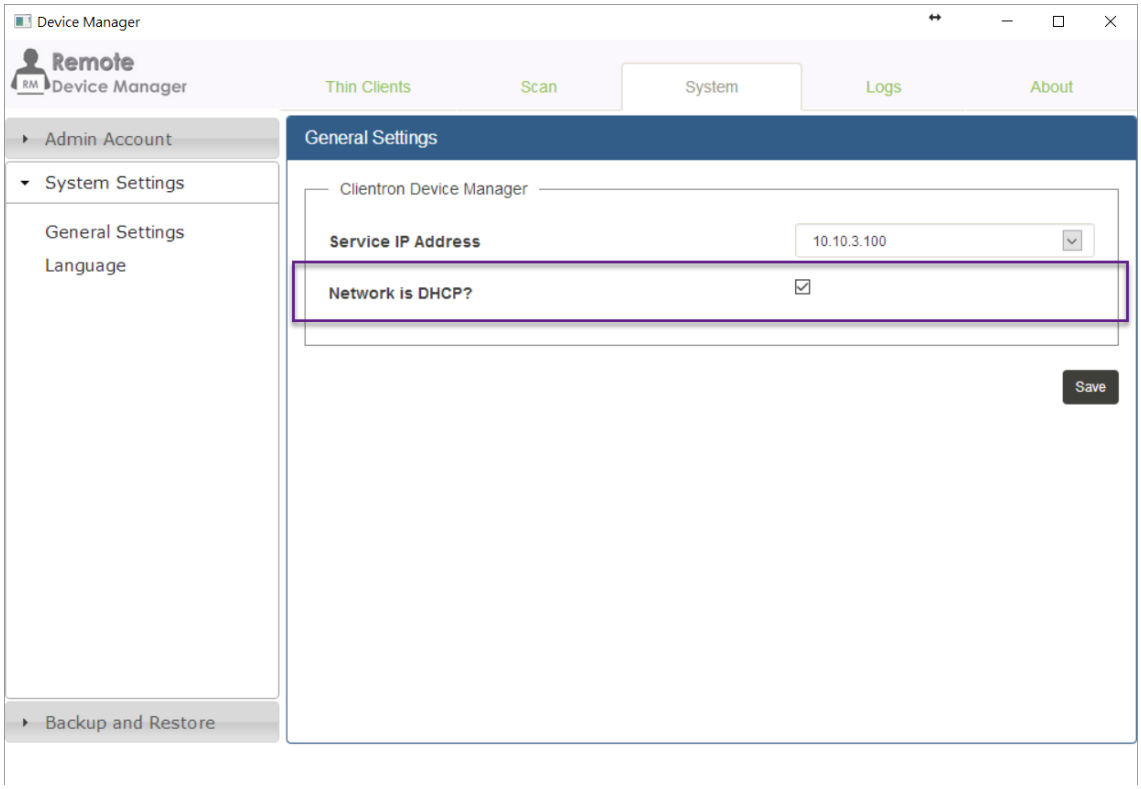
Server IP Address

The IP address of your current server is displayed in System > System Settings > General Settings



Network is DHCP?

If the network is using DHCP function, click this option. TMR system will scan all Thin Client IP address and automatically renew them within the network.

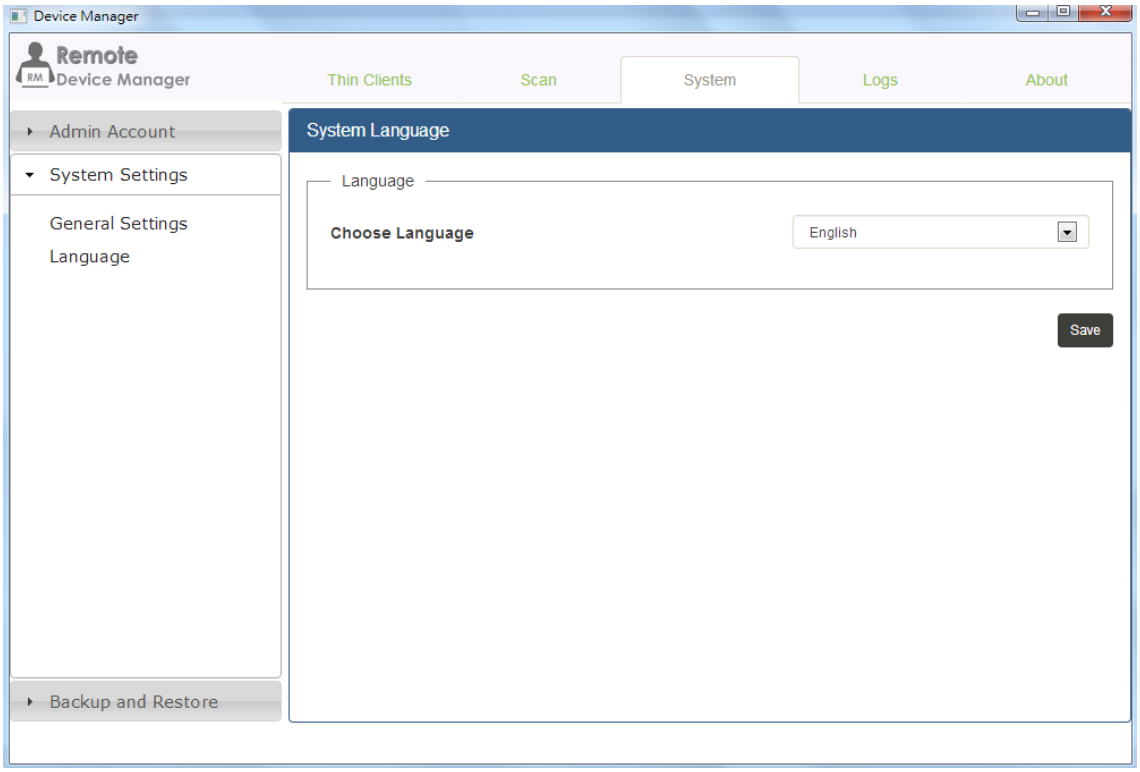


Change System Interface Language

You can set the system interface language in System > System Settings > Language. Interface languages that you can set include the followings:

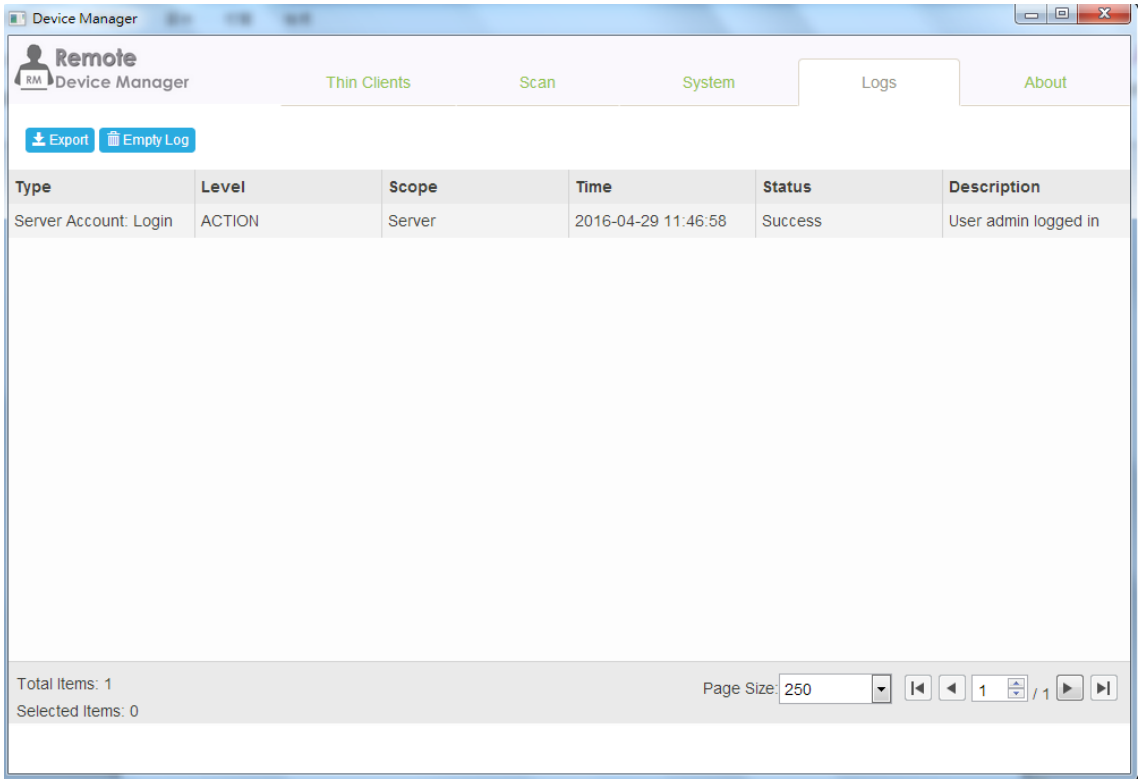
- English
- German
- Simplified Chinese
- Traditional Chinese
- Portuguese

After switching the interface language, the language of the page will be immediately changed to the language set.


Device Manager
Remote
Device Manager
Thin Clients
Scan
System
Logs
About
Admin Account
System Settings
General Settings
Language
Backup and Restore
System Language
Language
Choose Language
English
Save

17. System Logs

System Logs record system events; you can also export the system logs to a CSV format file.



Export System Logs

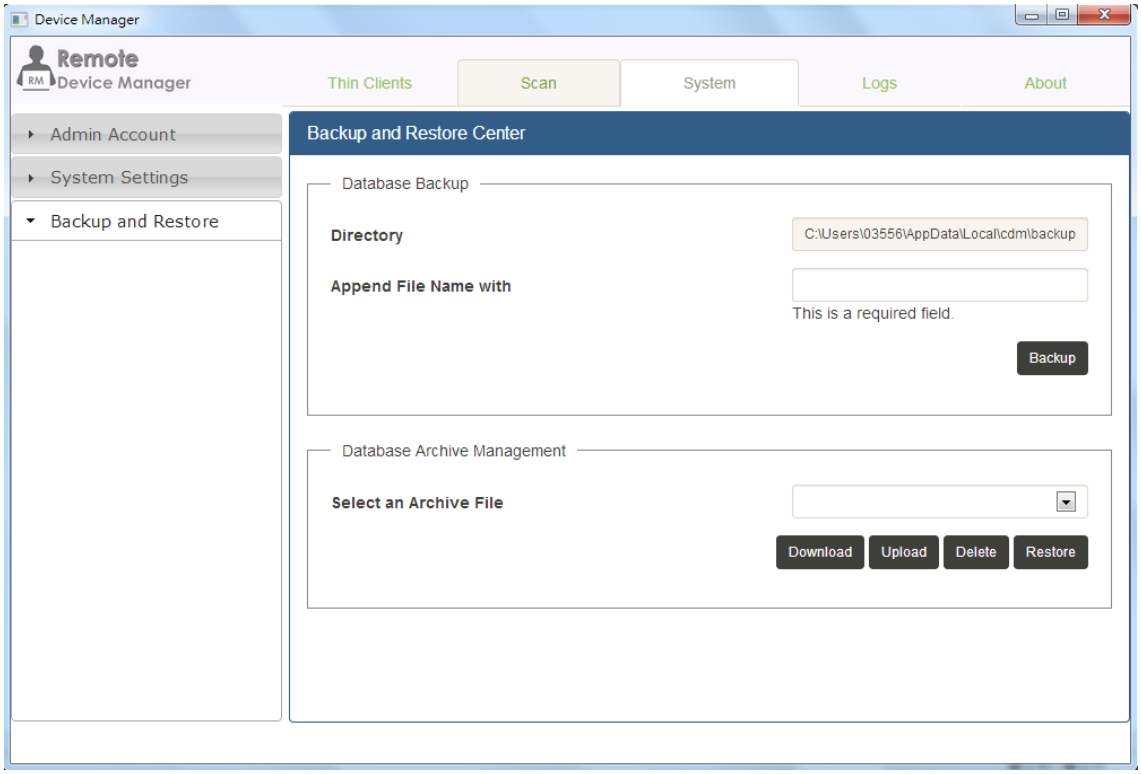
Press the Export button to export System Logs and save the System Logs to a CSV format file.

Empty Log

Press Empty Log to clear all system logs.

18. Backup and Restore System Setting and Profiles

You can backup system settings and the profiles you have set from the System > Backup and Restore page. You can also install the RM software on another computer and import the backed up profiles to restore your original system settings and all profile settings.



Backup System Data

Back up the account, profile, group and Thin Client configurations in your system.

1 Enter your backup file name after Append File Name with.

2 Press the Backup button and the system backup file will be saved to the path specified in Directory.

Download Backup Data File

Once you have created a backup data file, it is best to download it to other locations of the computer terminal in order to perform security.

1 Once you have created a backup data file in the previous step, you can use the Download Backup Data File function to save it to another path.

2 Press the Download button and a save new file inquiry window will appear; please select the path you want to save the data backup file.

3 You can save this backup file to an external flash drive device or a network storage

location in order to restore system settings and profiles in the future.

Upload Backup Data File

1 If you have already created a backup data file and have copied it out to save on your backup device.
2 Press the Upload button and a select file location window will appear.
3 Select the backup file you want to upload and then double-click on it to upload the data file to the Directory system path.
4 Upload Backup Data File only uploads the data file into the system path. To full restore original configurations, you must execute the step **Restore Backup Data File** in order to import the data file into the system.

Delete Backup Data File

This will delete the backup data file in the Directory path.

Restore Backup Data File

This will restore the backup data file in the Directory path into the system.

19. Version Information

Version information, contact information and license etc. of your product will be displayed on the About page.