

vSpace® PRO

Quick Installation Guide

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*We are delighted to have you on board **vSpace Pro 11**, our administrative platform for your desktop virtualization environment.*

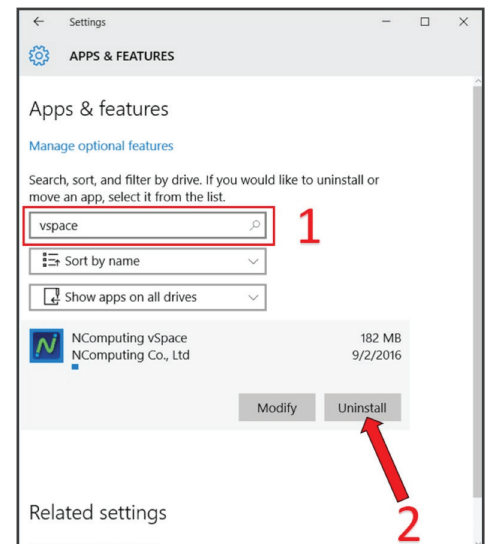
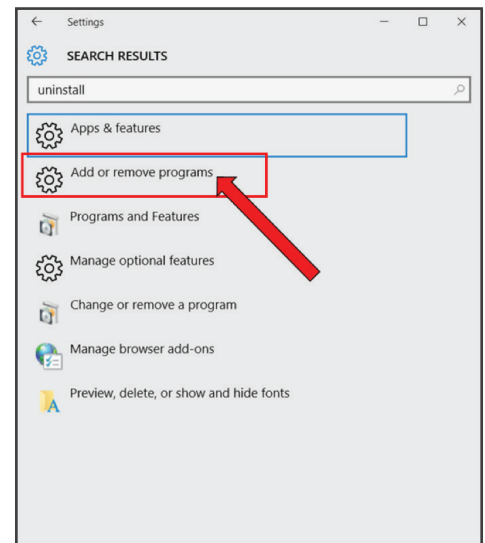
Please follow these simple steps to complete the installation.

Step 1 : Uninstall existing vSpace Version

vSpace Pro 11 cannot be installed over a previous version. Uninstall any previous **vSpace** version.

Go to Start » Settings search 'Uninstall' » click 'Add or remove programs'

1. Search 'vSpace'
2. Select 'Uninstall' to remove any previous versions of vSpace

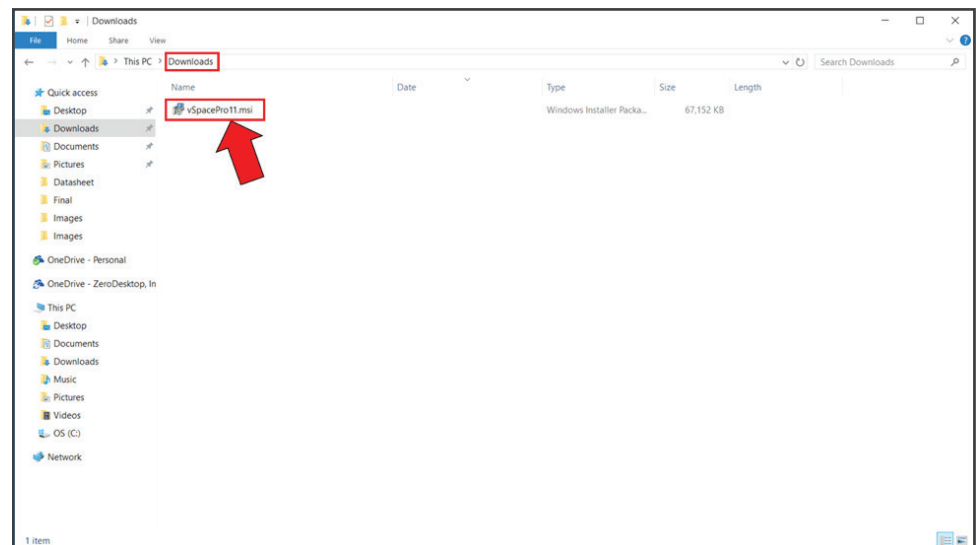


Step 2: Download vSpace Pro 11

Download vSpace Pro 11 - <https://www.ncomputing.com/support/downloads>

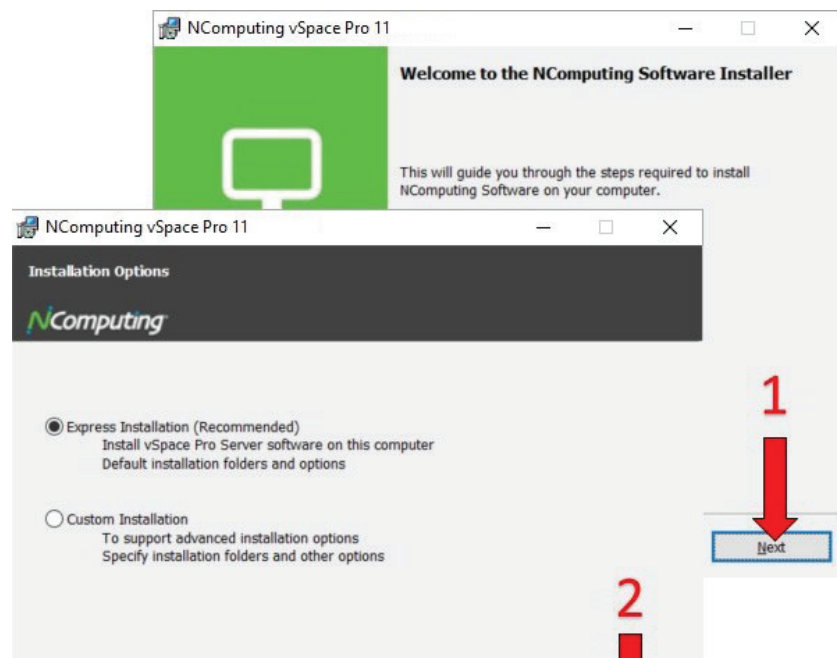
Step 3: Begin Installation

After downloading the file, open 'Downloads' folder. Double-click '**vSpacePro11.msi**' to begin installation.



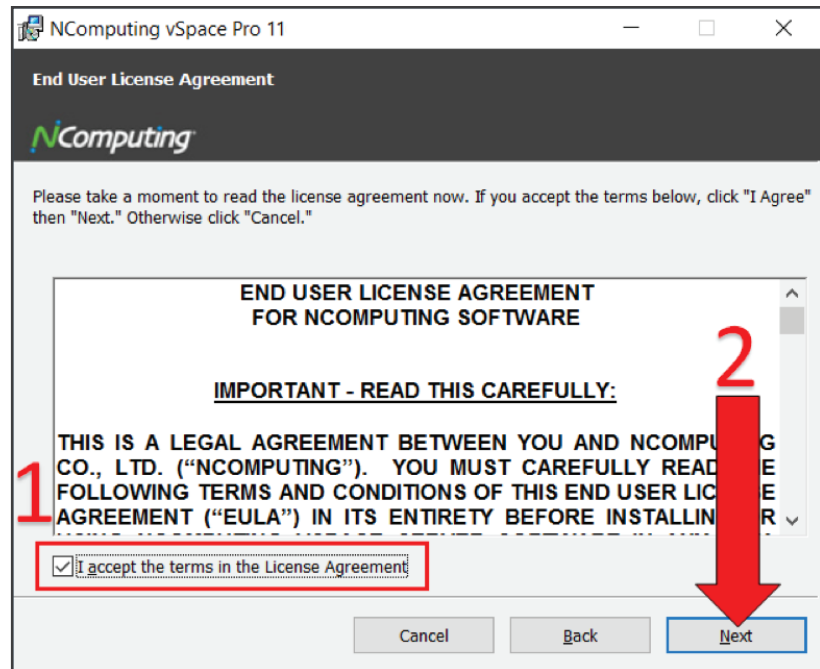
Step 4: Express Installation

Click 'Next' on the upcoming selections to move along in the installation process and select 'Express Installation (Recommended)' to complete the single-host installation scenario.



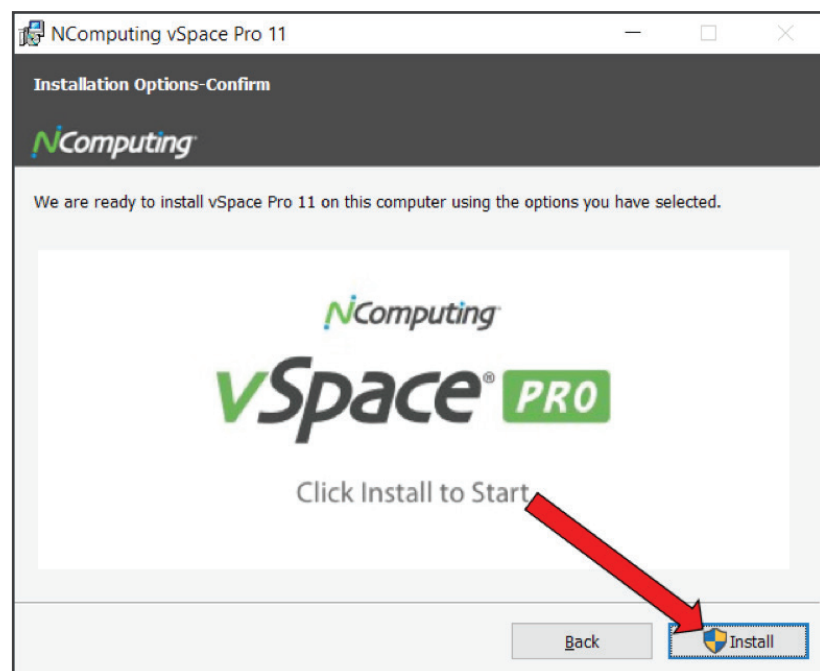
Step 5: End User License Agreement

Read the End User License Agreement, accept the terms, and click 'Next'



Step 6: Confirm installation options

Click 'Install' and you're ready to go!

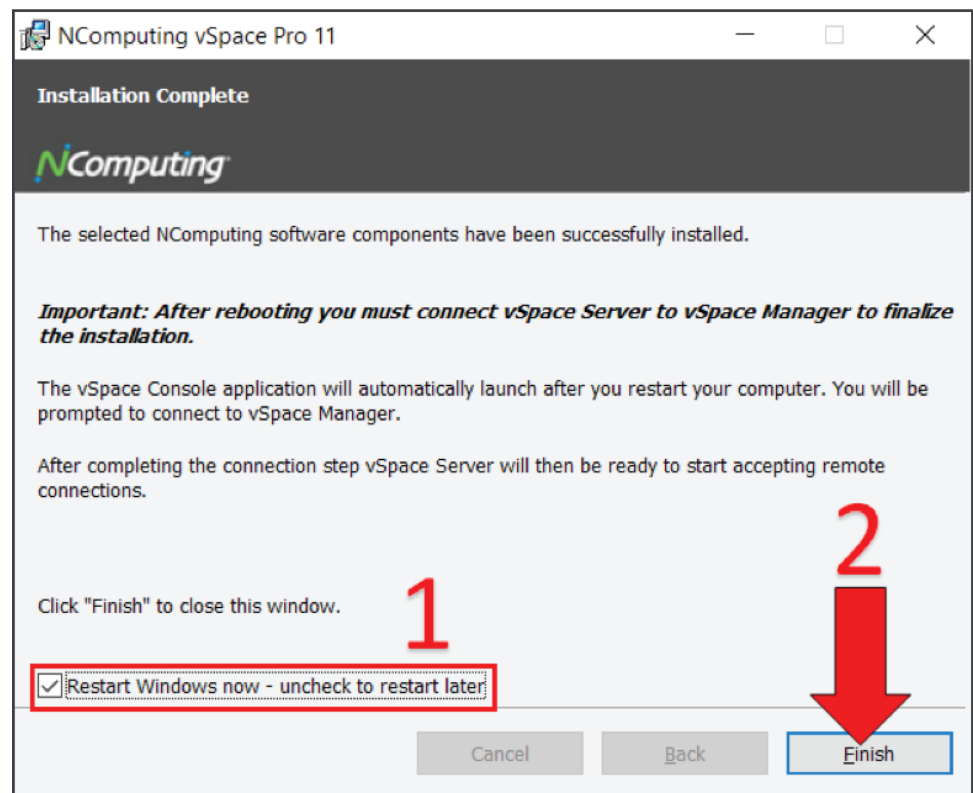


Step 7: Restart after completing the installation.

After completing the installation:

1. Check 'Restart'
2. Click 'Finish' to reboot your device.

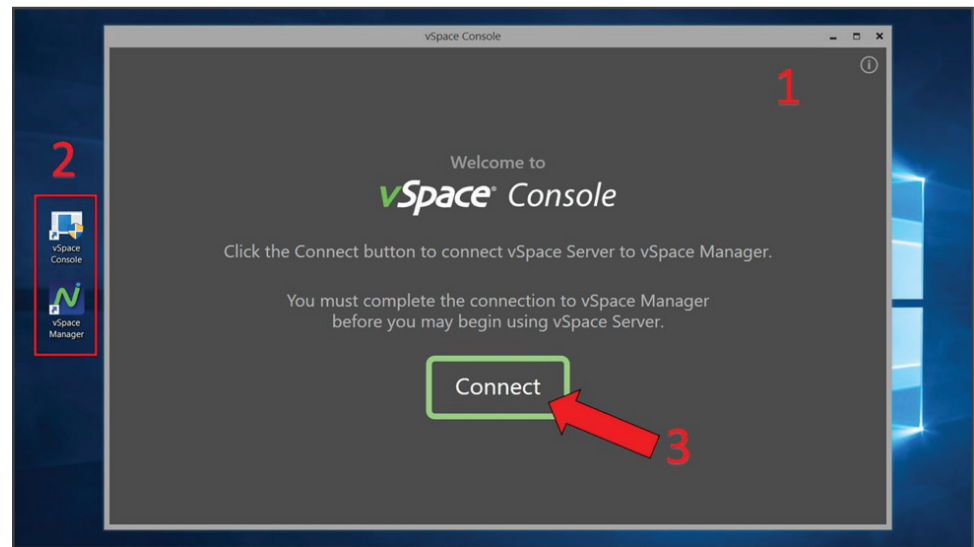
Note – Important: After rebooting you must connect **vSpace Server** to **vSpace Manager** to finalize the installation



After rebooting your device, in order for clients to connect to the host machine (and begin a session), **vSpace Server** must connect to **vSpace Manager** AND **vSpace Manager** must register with the Management Portal.

Step 8: Get started with vSpace Console

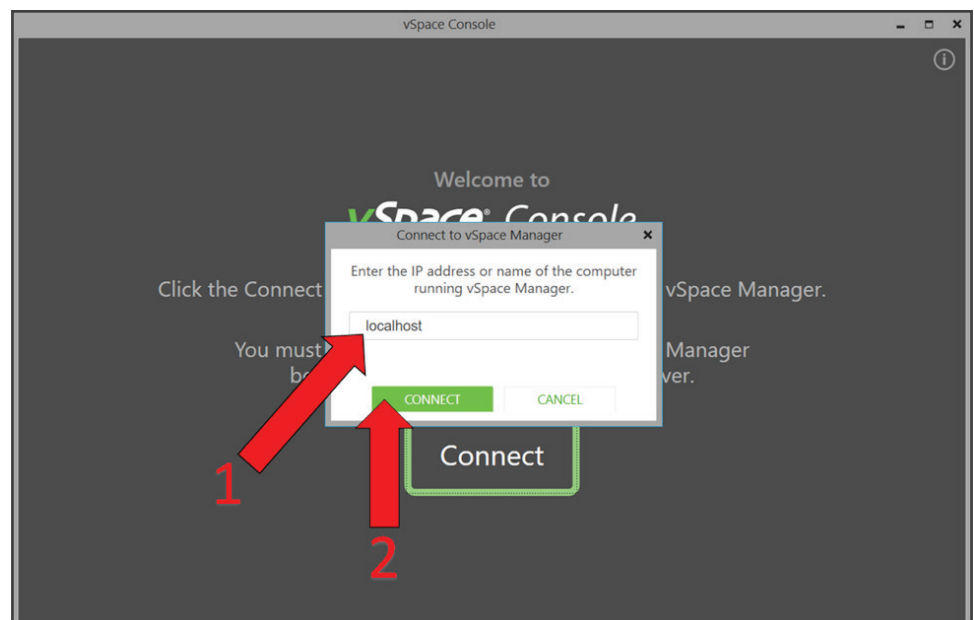
1. vSpace Console will automatically appear on your screen
2. You will also notice 'vSpace Console' and 'vSpace Manager' shortcut icons on your desktop
3. Click 'Connect' to get started



Step 9: Connect vSpace Server to vSpace Manager

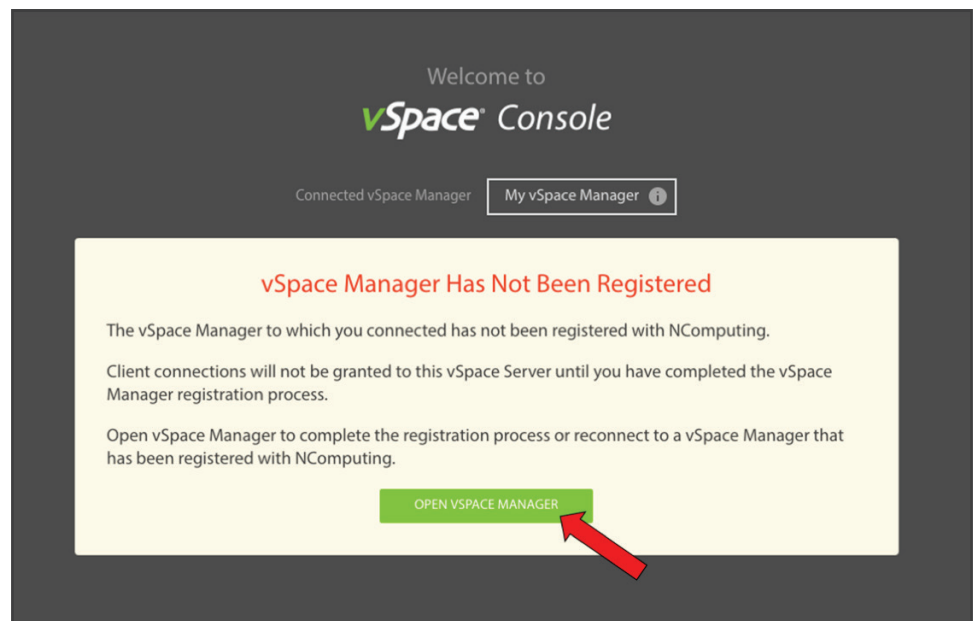
This establishes connection between vSpace Server and vSpace Manager.

1. 'localhost' is already pre-filled in the textbox
2. Click 'CONNECT'



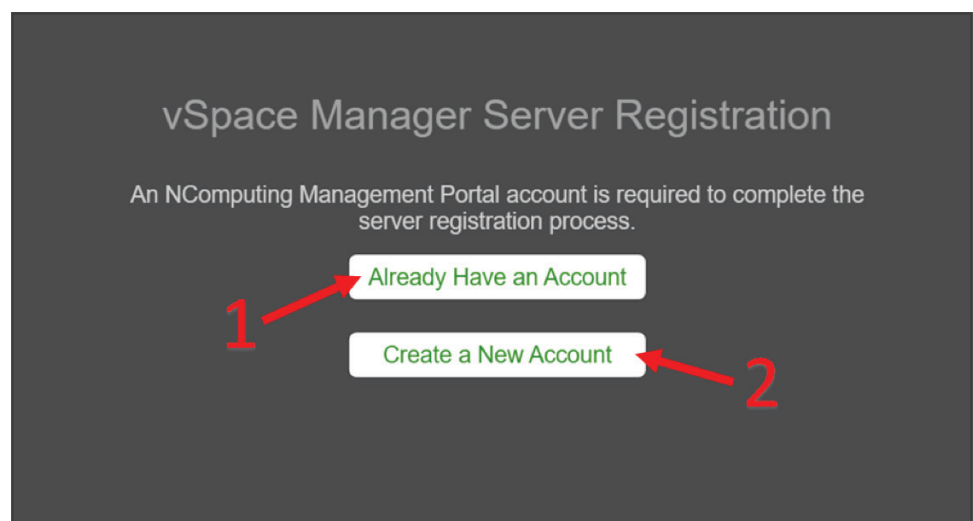
Step 10: Register vSpace Manager

You are directed to the following welcome page to register **vSpace Manager** with the Management Portal. Click 'OPEN VSPACE MANAGER'



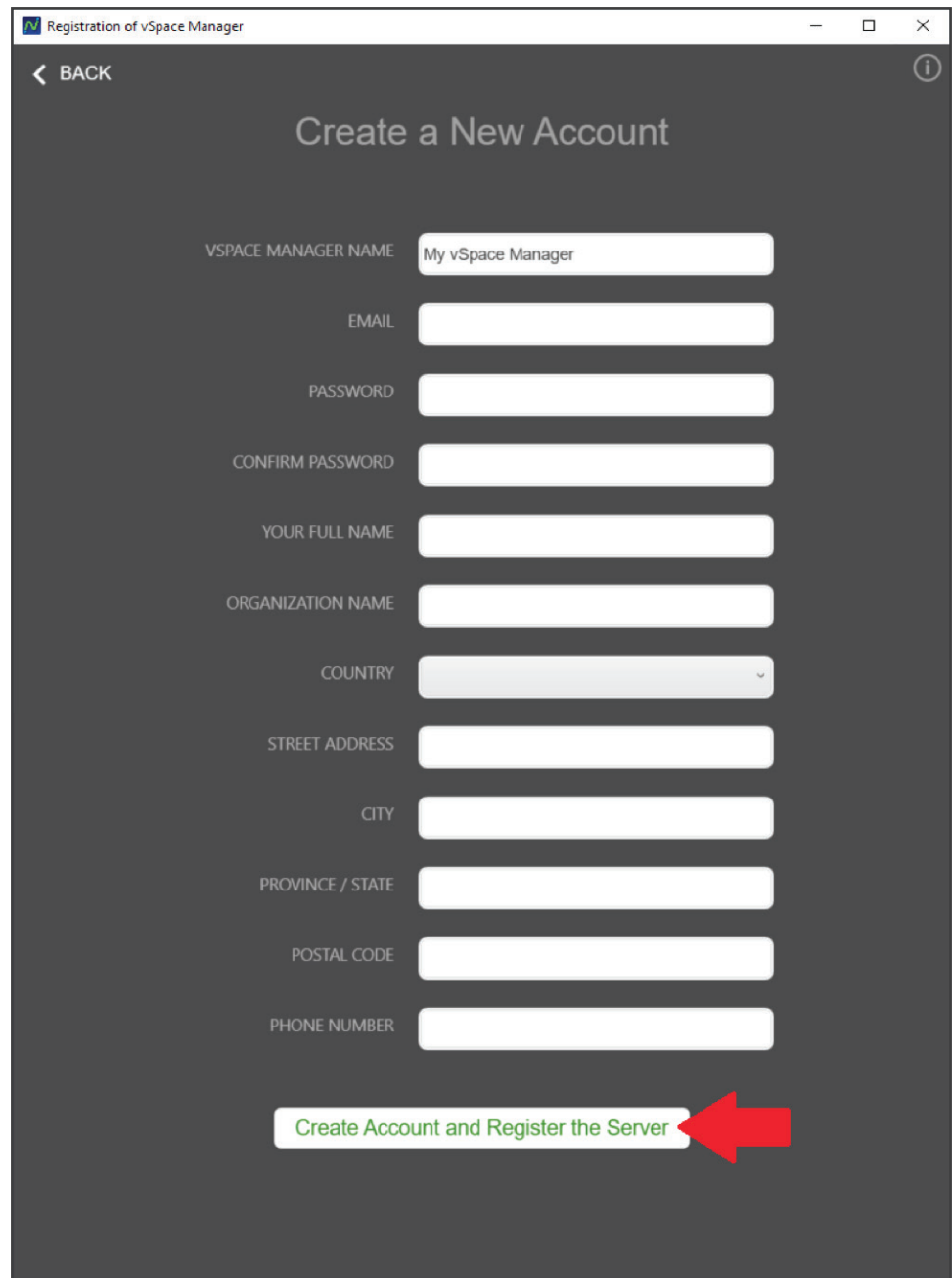
Step 11: Online Registration

This opens the **vSpace Manager**. Click 'Online Registration'



1. If you already have an account with NComputing, click 'Already Have an Account' to register vSpace Manager with the Management Portal OR:
2. Click 'Create a New Account' to register vSpace Manager with the Management Portal

To create a new account, complete the following information and click 'Create Account and Register the Server'



Registration of vSpace Manager

< BACK

Create a New Account

VSPACE MANAGER NAME

EMAIL

PASSWORD

CONFIRM PASSWORD

YOUR FULL NAME

ORGANIZATION NAME

COUNTRY

STREET ADDRESS

CITY

PROVINCE / STATE

POSTAL CODE

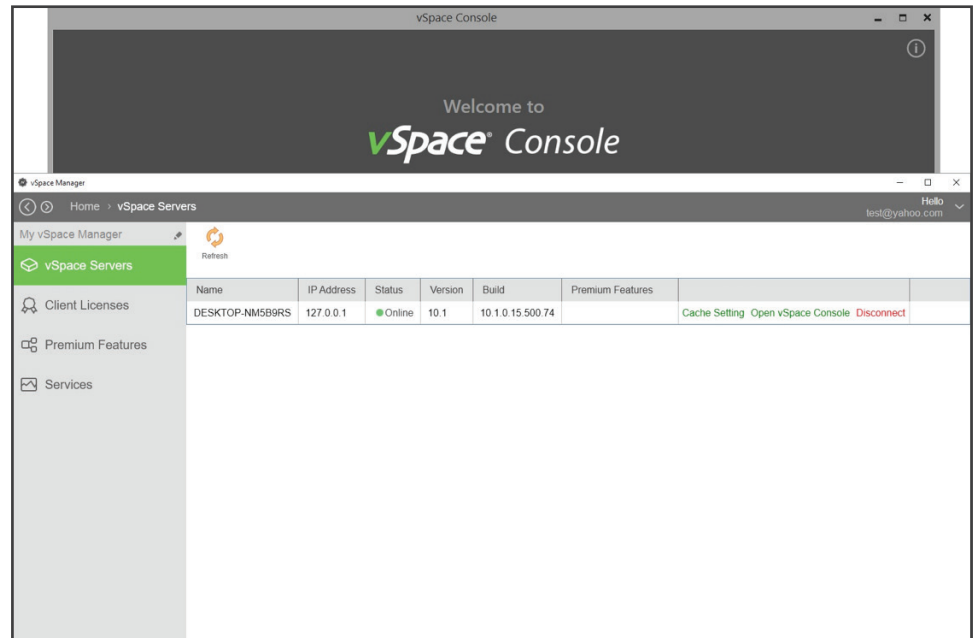
PHONE NUMBER

Create Account and Register the Server

**** THE ONLY WAY TO REGISTER vSpace Manager with Management Portal is completing this section. If registration is incomplete, clients CANNOT establish session.**

Step 12: Connect your thin clients & software clients

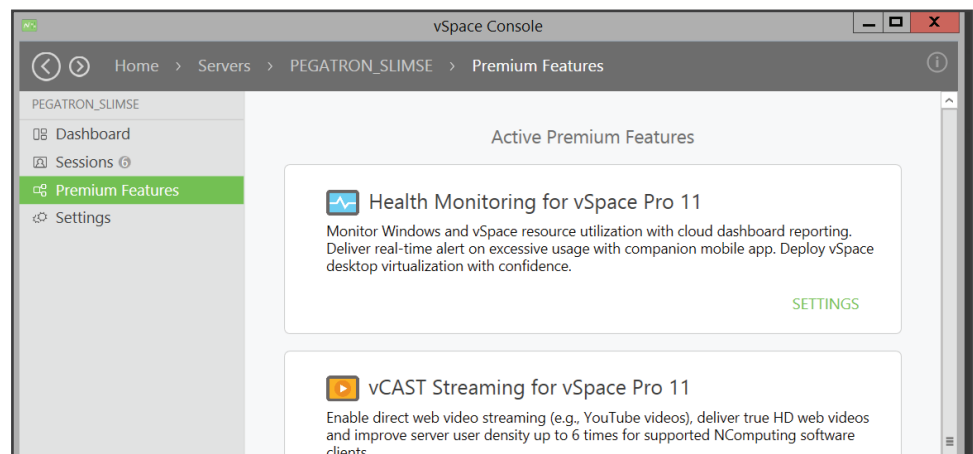
After completing registration, your *NComputing* thin clients can now connect (i.e. session connection requests are granted). You're ready to get to work! Now you can use **vSpace Console** to manage your environment.



Step 13: 30-day free trial of AMP for vSpace Pro 11

When you register your **vSpace Pro 11** with *NComputing* Management Portal, you will be given a 30-day free trial of AMP for **vSpace Pro 11** to enjoy vCAST Streaming, Broadcasting, Enhanced Smart Card support, Health Monitoring, along with additional complimentary licenses and enhanced support.

You can find the activated premium features in the **vSpace Console**.



Glossary

vSpace Server:

- Hardware and software clients connect directly to **vSpace Server**
- **vSpace Server** must be connected to a registered **vSpace Manager** before it will begin accepting client session connection requests. This connection to a **vSpace Manager** is provided through the new **vSpace Console** application

NComputing vSpace Management Portal:

- The new **vSpace Management Portal** is a built-in cloud dashboard
- It allows admins to remotely manage up to several hundred sessions, improving accessibility and visibility of users in the classroom or workplace
- It can be accessed from any browser to enable the admin to allocate and/or reassign *NComputing* license keys and premium features to their deployed **vSpace** servers
- The Management Portal serves as a foundation supporting many new features in *NComputing's* development pipeline

NComputing vSpace Manager:

- Manages the software licenses seats and allocates the paid features among the connected **vSpace** servers, enabling flexibility to different deployed scenarios
- For smaller deployments (default recommendation), **vSpace Manager** can be installed on the same host machine as **vSpace** server
- For larger deployments, admins can centrally manage licensing of multiple **vSpace Servers** on different host machines

NComputing vSpace Console:

- Centrally manage **vSpace Server** deployment and device management features
- Management capabilities such as tweak performance, update firmware, and remotely see what servers are doing
- Admins can view user sessions, send messages to the user and end user sessions
- Completely redesigned admin console, the **vSpace Console** (formerly known as NC-Console) provides a far more powerful server and new device management features
- Helps organize deployment on single/multiple sites, making it easy to perform management tasks remotely such as firmware updates, device resets, and **vSpace Server** configuration

vCAST Streaming Technology

- vCAST Web Streaming – delivers direct video streaming to client devices, thereby reducing the overall server-side CPU usage when users watch web video content like YouTube without the need for expensive GPUs. This results in higher quality media streaming using the network bandwidth without CPU bottlenecks and allows increased number of concurrent users. vCAST Web Streaming is supported on RX300 thin client, Windows and Chrome software clients.
- vCAST Media Streaming – delivers direct video streaming to client devices, thereby reducing the overall server-side CPU usage when users watch local media content without the need for

expensive GPUs. This results in higher quality media streaming using the network bandwidth without CPU bottlenecks and allows increased number of concurrent users. vCAST Media Streaming is supported on RX300 thin client and Windows software client.

- vCAST MOJO Streaming – delivers direct video streaming to *NComputing L-series, M-series and MX-series* thin clients. Local video files are encoded ahead of time to *NComputing's* proprietary MOJO video format by the administrator (one time action), and subsequently stream directly to the supported thin clients. This results in higher quality media streaming using the network bandwidth without CPU bottlenecks and allows increased number of concurrent users.
- vCAST Streaming is available with an active AMP subscription for **vSpace Pro 11**.

Broadcasting

- Broadcasting provides screen sharing functionality, allowing one screen to be broadcast to others. This allows an instructor to broadcast their screen, or a student's screen, to everyone else. Great for presentations, sharing local or web videos, or highlighting other content within a group.
- Broadcasting feature can be accessed from **vSpace** Console. Click on Manage Servers icon -> select your **vSpace Pro 11** server -> click on 'sessions' -> click on 'multiview' at the top menu. Then select the user session you would like to broadcast from (sender), and click on 'broadcast' icon at the top menu to broadcast to the rest of the connected access devices (recipients).
- Broadcasting feature is available with an active AMP subscription for **vSpace Pro 11**.

Enhanced Smart Card Support

- If your organization requires smart cards for single sign-on, access control or other security-related measures, **vSpace Pro 11** supports up to 10 connected CCID-compliant smart card readers per **vSpace Server**. AMP for **vSpace Pro** unlocks extended smart card support, removing the 10 reader limit.
- The enhanced smart card reader support is available on RX300 thin client and **vSpace Pro** client for Windows, with an active AMP subscription for **vSpace Pro 11**.

Health Monitoring

- Health Monitoring allows administrators to monitor server health, CPU usage, memory usage, disk usage, Network IO usage, and number of connected session usage.
- Operates independent of **vSpace** server, and executes autonomously. A companion mobile app will be available. When the CPU usage exceeds a certain threshold, an alert notification is sent to the IT administrator to make real-time decisions including remotely resetting the **vSpace** server(s).
- Health Monitoring feature is available with an active AMP subscription for **vSpace Pro 11**.

Dual Monitor Display

- *Available on **vSpace Pro Client** for Windows and RX300
- **RX300 requires a separate *NComputing* USB dongle (VGA or DVI) for the second monitor display.
- Dual monitor display capability is free in **vSpace Pro 11**.

Architectural Overview

