

Frequently Asked Questions

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What's New in the Latest Update

1. I'm happy with vSpace Pro 10, why should I upgrade to 10.3?

- i. vSpace Pro 10.3 supports the latest Windows and Linux OS, existing NComputing Thin Clients including L/M/CX/MX and the new RX-Series, and software client for Chromebook.
- ii. Premium Features including vCAST Streaming Technology, Health Monitoring, and Dual Monitor Display (available in Q2) each add improved quality of service and allow better user experience
- iii. vSpace Console allows centralized management of all your connected vSpace Servers
- iv. vSpace Manager reduces IT management complexity by having the flexibility to allocate and reallocate software licenses among the connected vSpace Servers

2. What are the goals of premium features? What new features are associated with this update?

The premium features aim to enhance the user experience to deliver a fast, full function computing environment.



vCAST Streaming Technology delivers direct video streaming to client devices, thereby reducing the overall server-side CPU usage when users watch web videos like YouTube or 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.



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). A license is required per vSpace server (i.e. if you have 5 vSpace servers = you need 5 health monitoring licenses).



Dual Monitor Display requires a separate NComputing USB dongle (VGA or DVI) for the second monitor display (coming in Q2/2017). It is available only on vSpace Pro Client for Windows and RX300.

3. I noticed there are three parts of vCAST Streaming technology. Does my subscription to vCAST include all three, what are they and what is the difference?

Yes, your subscription to vCAST Streaming technology includes all three parts. This includes Media, MOJO, and Web. Their individual features are:

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.

4. Does vCAST work on all browsers?

Currently vCAST only works on the Chrome browser

5. I’m interested but on the fence about buying a license, do you offer free trials for the Premium Features?

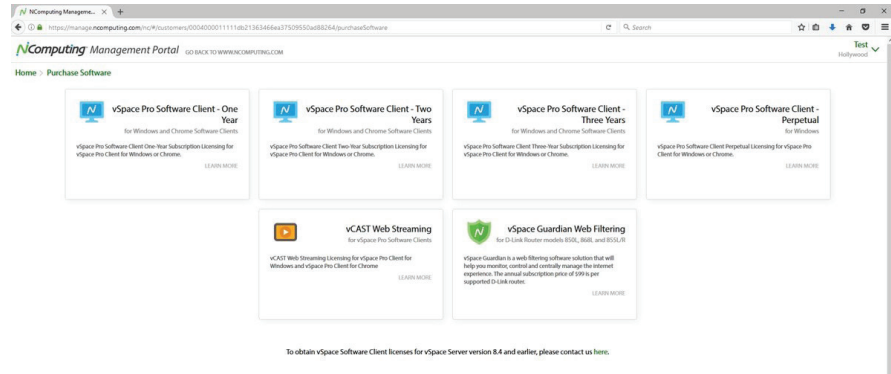
Yes. When you register vSpace Pro 10.3 with NComputing Management Portal, you will be given a 6-month complementary license to enjoy vCAST Streaming, Health Monitoring and Dual Monitor Display premium features.

6. After the free trial expires, do I need to purchase the Premium Features to retain the optimal user experience? How long is the license?

Yes. After the trial expires, the customer must purchase license(s) on an annual basis to continue using the Premium Features.

7. This content is fantastic! How can I buy Premium Features?

- i. Login to the Management Portal and go to Purchase Software.



or

- ii. Open vSpace Manager, click the arrow point down in the top right of the registered user, and then select ‘Open Management Portal’.

8. I’ve just bought the Premium Features, how do I allocate the licenses?

- i. Open Management Portal My Software search specific license (on right side) select ‘ALLOCATE’ (Administrators can deallocate the license from an existing vSpace Manager and re-assign it to another vSpace Manager for flexible deployment)
- ii. Open vSpace Manager Premium Features press ‘Allocate’

General

9. What is the price for the Premium Features?

vCAST: \$99/server per year

Health Monitoring: \$99/server per year

Dual Monitor Display: \$49/server per year

*Prices may vary depending on region. Listed price excludes any applicable regional tax

10. Do I have to purchase a vCAST license for the host machine or for each connected device?

An individual vCAST license needs to be purchased per each vSpace Server.

11. What OS's does vSpace Pro 10.3 support?

vSpace Pro 10.3 supports over 9 popular Windows Operating Systems, including the latest Windows Server 2016 (technical preview version) and Windows 10 to deliver a true desktop like PC experience for the end user

Please see the [OS compatibility matrix](#).

12. Where can I get vSpace Pro 10.3? Is it free? How can I install vSpace Pro 10.3?

- Yes, it is FREE. Refer to our [tutorial videos](#).

- Go to <https://www.ncomputing.com/en/vSpacePro10> to download and follow steps in the [Installation Guide](#).

13. What components are included in the vSpace Pro 10.3 installer?

The vSpace Pro 10.3 master installer include vSpace Server, vSpace Console, vSpace Manager and optional premium/cloud features. The entire install & setup of vSpace Pro 10.3 can be completed within 15 minutes or less.

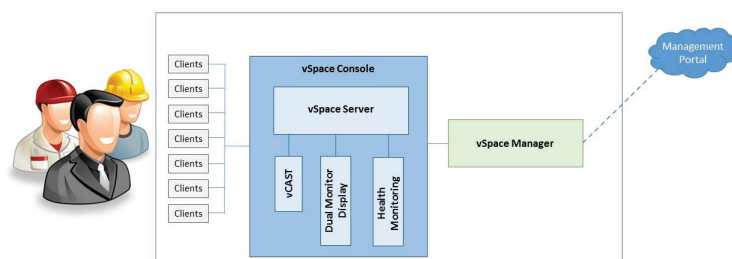
About the Platform

14. What is vSpace Console?

vSpace Console is the central management interface for the vSpace Pro 10.3 environment.

vSpace Console is the admin console where the admin can centrally manage vSpace deployment with device management features. We have completely redesigned the previous admin console from the ground up with a new UI/UX to provide more powerful features while making it easier to use. Admin rights include viewing user's session, sending a message to the user, or ending the user's session.

Architectural Overview



vSpace Console will also provide management tools for Premium Features such as vCAST Health Monitoring, and Dual Monitor Display.

15. What is vSpace Server?

vSpace Server is the desktop virtualization technology provided by NComputing that sharing a PC/server with up to 100 users

16. What is vSpace Manager?

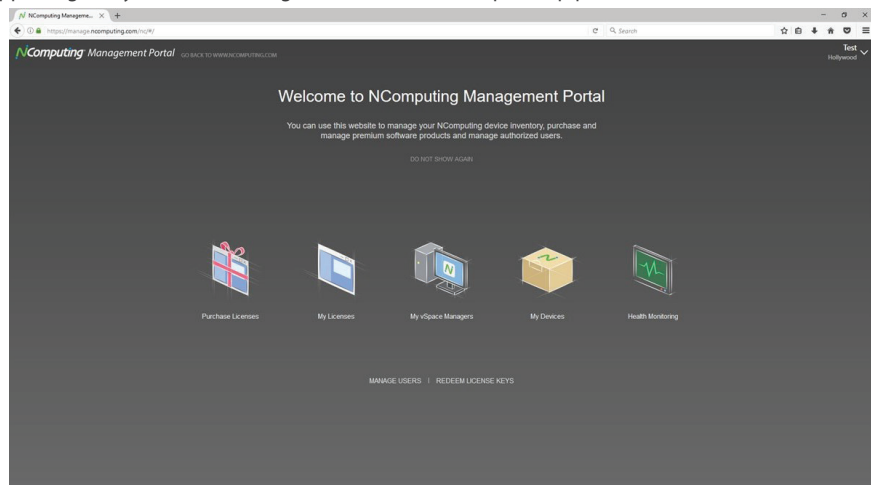
- vSpace Manager is responsible for managing local license and premium features allocation to connected vSpace Servers.
- vSpace Manager also provides the registration functionality. The customer must complete the vSpace Manager registration process before they begin using vSpace Pro 10.3.
- The administrator can launch vSpace Manager to allocate and re-allocate software license seats among connected vSpace Server, enabling flexibility to different deployed scenarios



- For smaller deployments, vSpace Manager can be installed on the same host machine as vSpace Server.
- For larger deployments, a centralized vSpace Manager can be setup to manage licensing of multiple vSpace Servers on different host machines.
- vSpace Manager is the gatekeeper of the Management Portal, allocating purchased licenses (switches on or off) to vSpace Server.

17. What is the Management Portal?

NComputing Management Portal is a customer cloud dashboard where the admin can manage and allocate their NComputing software licenses, and premium features to their deployed vSpace servers. It also gives the administrator improved accessibility and visibility of asset tracking and user information. The Management Portal serves as a foundation supporting many new and exciting features in our development pipeline.

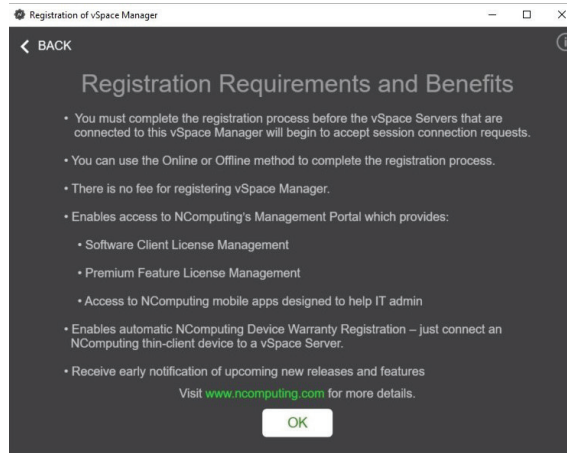


18. Is the Management Portal accessible using a mobile device?

No. Currently the Management Portal is unavailable. However, using Android/iOS application NComputing Register, customers can scan serial numbers and register their devices manually.

19. Is registration required?

Yes, registration is a requirement. With vSpace Pro 10.3 customers must register vSpace Manager before they can begin using the functionality. Only vSpace Manager must be registered – then many vSpace Servers can connect – the individual vSpace Servers do not require registration.



20. If I already have an NComputing account can I use those credentials to register vSpace Manager?

Yes. Login with a previously registered NComputing account or create a new account. It is however important to ensure that you are using an account where your license may be purchased. Please be sure you are using your environment domain.

Administrator Controls

21. How do I redeem license keys?

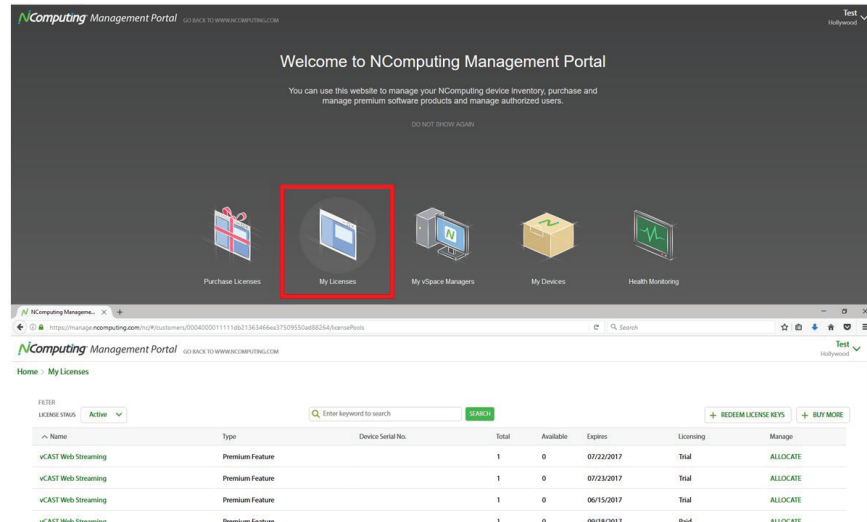
- If you purchase products like software client licenses or premium features from resellers, you'll get a license key from them. License keys are automatically registered to accounts after registration. To manually redeem a license key,
- Go to the Management Portal 'REDEEM LICENSE KEYS', and enter the license key and redeem the products you have purchased.

Or

- Open vSpace Manager and go to 'Client Licenses' 'Redeem License Key' and enter the license key and redeem the products you have purchased.

22. Where can I view all my purchased NComputing licenses?

Go to Management Portal My Licenses



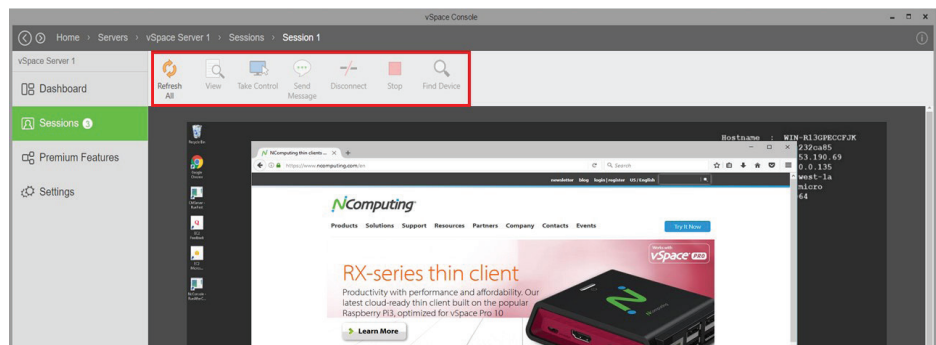
23. What are device groups and how do they help?

Admins can create groups with predefined specifications, and assign devices to this configuration. Administrators can create device Groups and freely assign devices, for example belonging to specific locations, departments, or users. This group clustering simplifies device configuration and activity monitoring and is especially effective with many connected devices.

24. My CPU usage is high and palettes are red, what should I do?

- It is advisable to look at the individual user's session by opening vSpace Console Manage Servers click the particular vSpace Server Sessions, and then select 'View' or 'Stop'.
- Open vSpace Manager Services, select the particular vSpace Console Server Process and press 'Restart'

25. A user is abusing the session, what are my capabilities as an administrator?



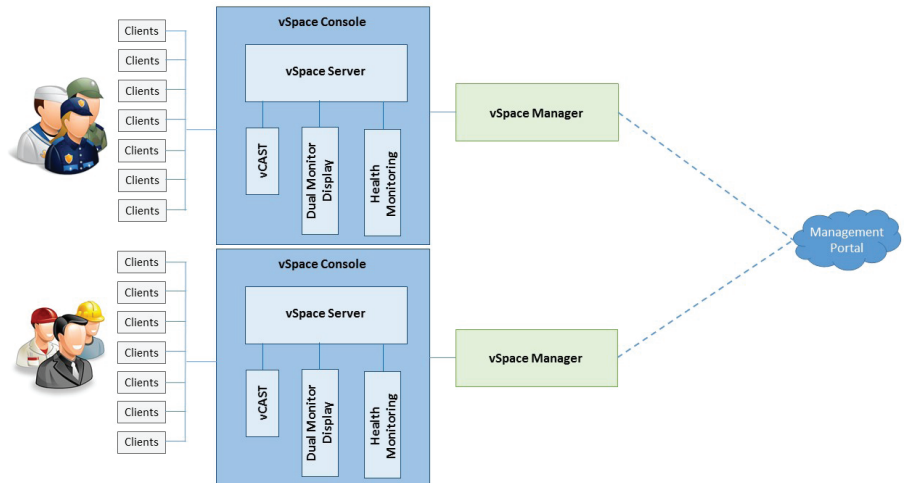
'Sessions' lists all connected users including the client, serial number and other information. Administrators can view an individual user's session, send a message to the user, or end the user's session.

26. How to register offline?

Open vSpace Manager Offline Registration and follow the steps

27. Can I install more than one vSpace Manager in my environment?

Yes. One vSpace Manager can be installed per host machine and there can be multiple host machines per customer environment.



28. How many vSpace Servers can I connect to a vSpace Manager?

It is recommended to not exceed 20 vSpace Servers per vSpace Manager to allow for moderate performance. However, administrators can connect up to 100 vSpace Servers to a vSpace Manager.