

SEP User Manual

CONTENTS

Foreword.....3

1. Product Introduction3

 1.1 Overview..... 3

 1.2 Operating Environment..... 3

 1.3 Protocols Supported 4

 1.4 Port Resources..... 4

2. License & Policy Server5

 2.1 License Server..... 5

 2.1.1 User interface5

 2.1.2 Apply for license7

 2.1.3 Configure license8

 2.1.4 View license9

 2.2 Policy Server..... 10

 2.2.1 Description10

 2.2.2 Instructions for Configuration.....13

3. Product Features.....16

 3.1 TWAIN Mapping 16

 3.1.1 Environment preparation.....16

 3.1.2 Using TWAIN mapping to capture image.....16

 3.1.3 Image preview screen in COS/COSA system18

 3.1.4 Notes20

 3.2 Webcam Mapping 20

 3.2.1 Environment Preparation20

 3.2.2 Use Webcam mapping to capture video20

 3.2.3 Notes21

 3.3 USB Mapping 21

 3.3.1 Automatic mapping of USB device.....22

 3.3.2 Manual mapping of USB device24

 3.3.3 Show hidden devices.....27

 3.3.4 Advanced mode of use mapping27

 3.3.5 Notes28

Approved by:
Date:

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Date:

Prepared by:
Date:

SEP User Manual

Document No.: SE-1

Document Version: V3.0

Page: 2/44

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3.4 Disk Mapping	32
3.4.1 Disk mapping configuration.....	32
3.5 Serial/parallel port mapping	32
3.6 MMR.	32
3.6.1 Using MMR to play video.....	33
3.6.2 Notes	33
3.7 Other Notes	44

Approved by:
Date:

Checked by:
Date:

Prepared by:
Date:

Foreword

Thank you for choosing Smart Extend Protocols (SEP), a proprietary software product developed by Centerm Information Co., Ltd. Before using this product, please carefully read through this User Manual.

Please understand that due to the continual upgrade of software version, the illustrations given herein may differ from the actual software interface, and we do appreciate your kind understanding.

1. Product Introduction

1.1 Overview

SEP is an application developed by Centerm for running in the virtual office environment. It mainly consists of the following six modules:

- TWAIN mapping: optimized image display and transmission of devices supporting TWAIN protocol;
- Webcam mapping: optimized image display of video devices on the server side;
- USB mapping: to map local USB devices to the server side;
- MMR (Multimedia Redirection): optimized playback of cloud video;
- Serial/parallel port mapping: to map local serial/parallel port to the server side;
- Disk mapping: to map local USB storage device (flash disk or mobile HDD) to the server side.

1.2 Operating Environment

- Operating systems supported on the server side

Windows XP 32-bit, Windows Server 2003, Windows 7, Windows Server 2008 R2

- Operating systems supported on the client side

Windows XP 32-bit, Windows 7 32-bit, XPe, WES7, COS, COSA

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- Operating systems supported by the license & policy server

Windows Server 2003, Windows Server 2008, Windows Server 2008 R2

1.3 Protocols Supported

- ICA Protocol

Client supported:

Windows system: Citrix Receiver 13.x or above versions

COS/COSA system: Citrix Receiver12.x, 13.x

- PCoIP Protocol

Client supported:

Windows system: VIEW 5.1 or above versions

COS/COSA system: All versions of CT Vision Client

- RDP Protocol

Client supported:

Windows system: Windows' built-in remote desktop connection tool

COS/COSA system: the built-in remote desktop connection tool

- Xred 2.0 Protocol

Windows system: Xred 2.0 or above versions

COS/COSA system: Xred 2.0 or above versions

1.4 Port Resources

- License & Policy Server

License service: port 7825

Policy service: port 7816

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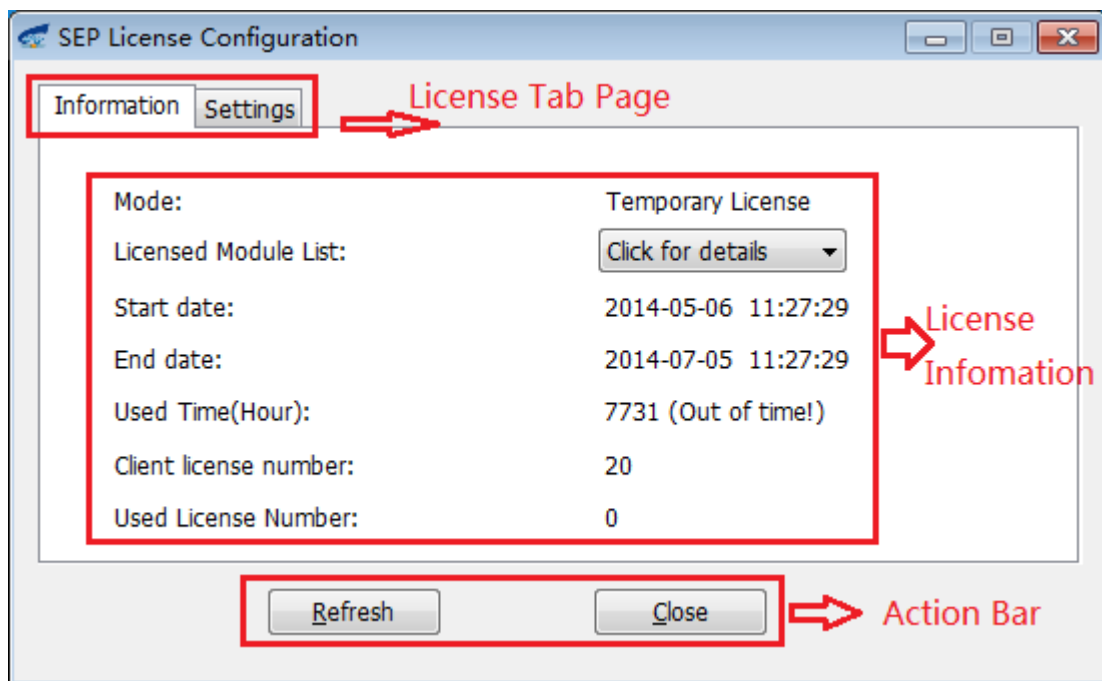
2. License & Policy Server

2.1 License Server

2.1.1 User interface

The main user interface for license server configuration is shown below:

There are two tabs in the license window: "Information" and "Settings". In the "Information" tab, you can view the current license information of the license server. In the "Settings" tab, you can configure license settings.



※ **License information tab**

- License information

The license information area shows detailed license information about this license server.

- Action bar

Click "Refresh" button to get the latest license information; click "Close" button to close the license configuration window.

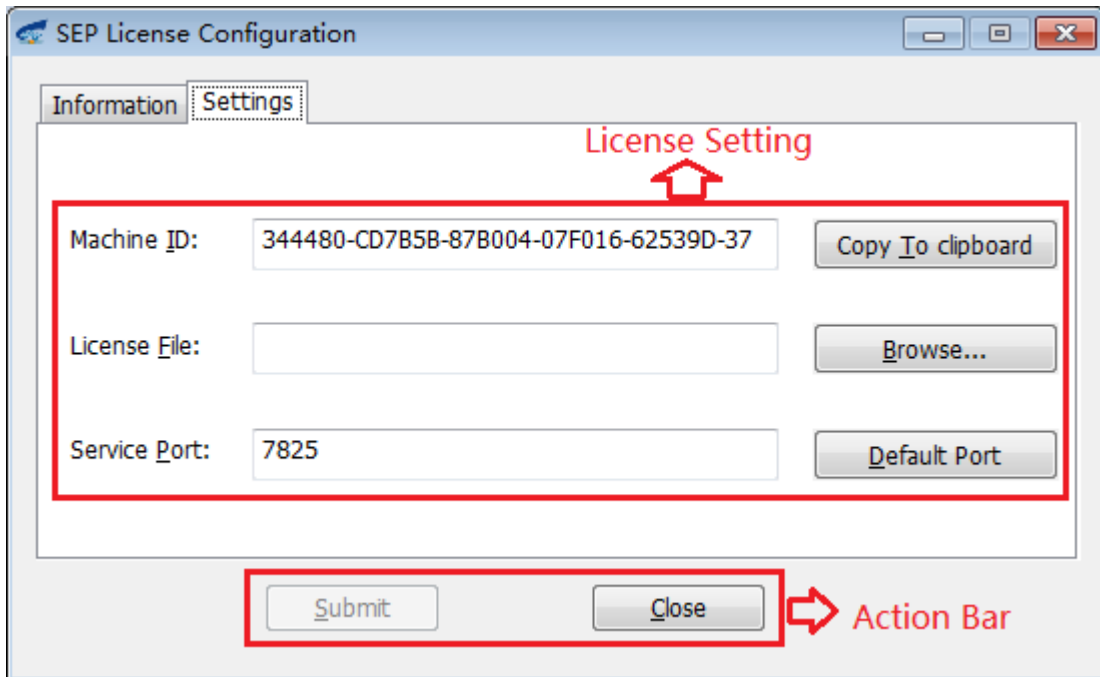
※ **License settings tab**

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SEP User Manual



- Machine ID

The unique ID generated based on a specific algorithm to identify the current license server.

This character string will be used during license application.

- License File

SEP license file: You will get a license file after applying to Centerm. Import this file to activate the license.

- Server Port

The listening port of this license server (default: 7825). To change into another port, you need to include this port into firewall exceptions.

- Copy to clipboard

To copy the machine ID to clipboard (facilitating your operation).

- Browse

To browse and import the license file.

- Default Port

To set the listening port of license server as the default port.

- Submit

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Date:

SEP User Manual

After browsing and selecting the license file, click "Submit" button to import and activate the license file.

- Close

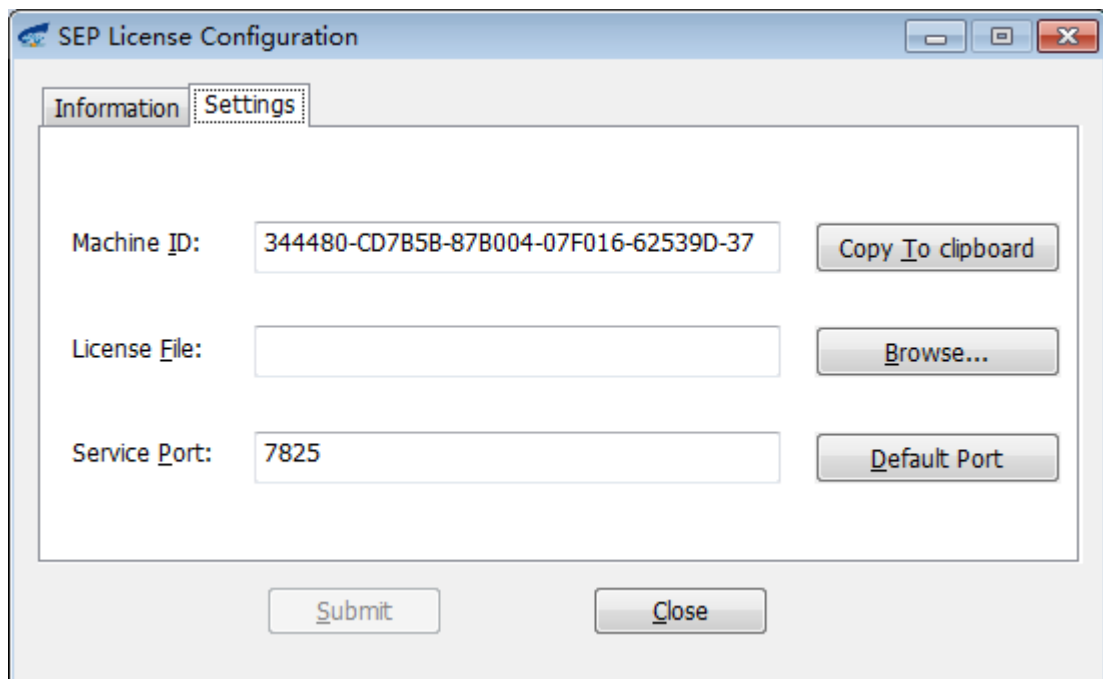
Close the license configuration window.

2.1.2 Apply for license

Follow the following steps to apply for SEP license:

1. Get registration ID

On the license server, open SEP license configuration window, as shown below:



The machine ID here is the registration ID. Click "Copy to clipboard" to copy this ID.

2. Apply for license file

Send the machine ID to Centerm's licensing department and explain your specific licensing needs.

After proper communication, the user will receive from Centerm a ".key" license file.

3. Register license file

Click "Browse" button to select the license file received. Configure the server port and click "Submit" button.

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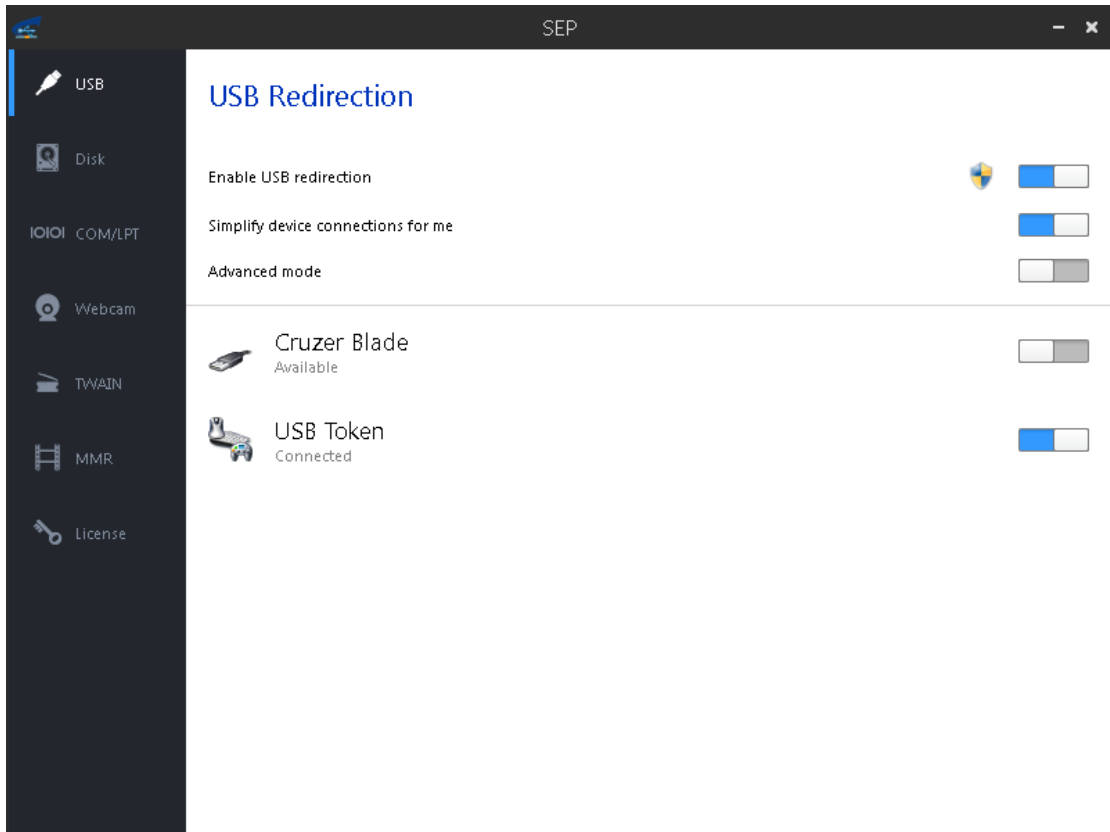
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4. Licensing successful

A prompt message indicating successful operation means you have got licensed successfully.

2.1.3 Configure license

1. Open the main program window of SEP, as shown below:

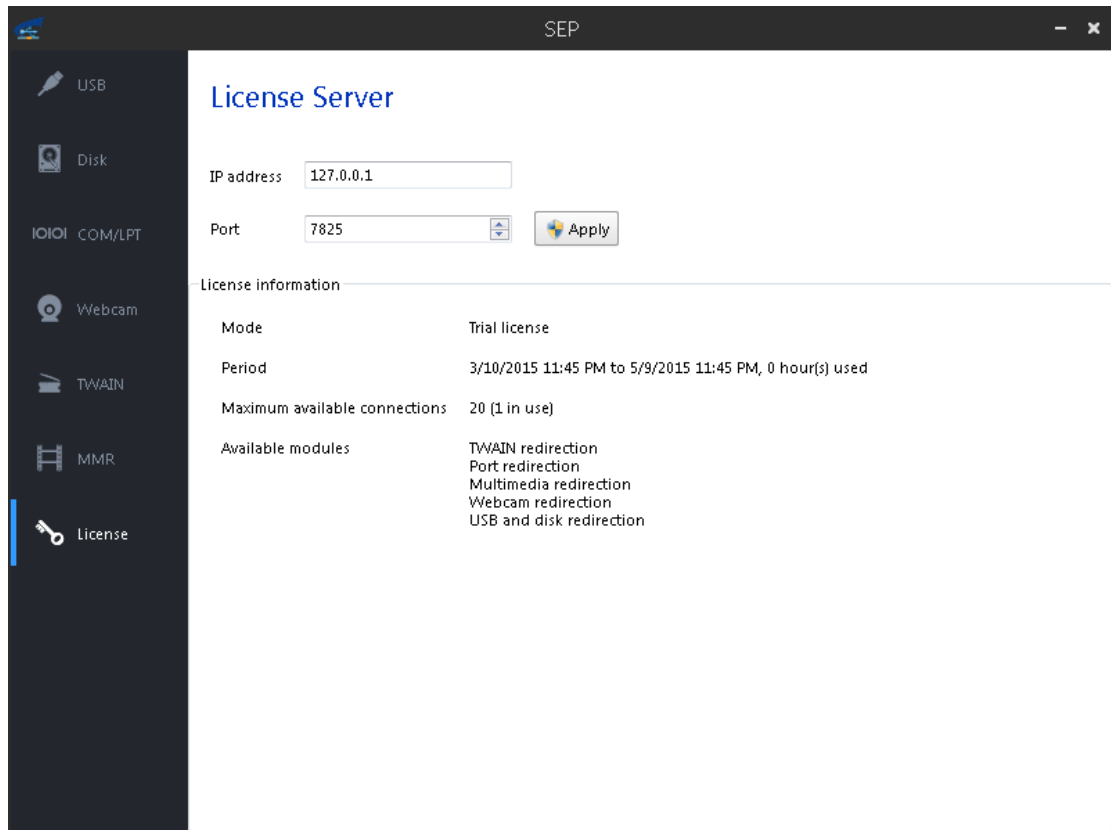


2. In the main program window of SEP, click "License", as shown below:

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3. Enter the IP address and port number of license server, click "Apply" button and reconnect to the remote desktop.

2.1.4 View license

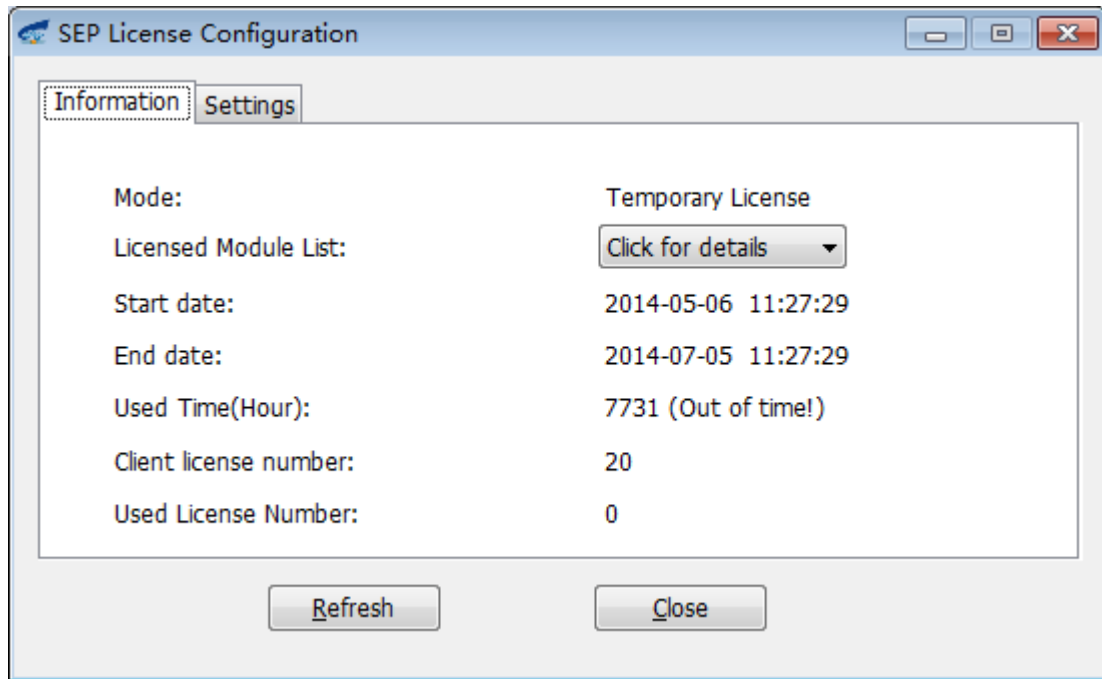
- View license on the license server

1. On the license server, open license configuration window, as shown below:

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2. You can view detailed license information. To view the licensed modules, click "Click for details" button and then click "Refresh" button to see the real-time license information.

- View license on the virtual desktop

See 2.1.3.

2.2 Policy Server

2.2.1 Description

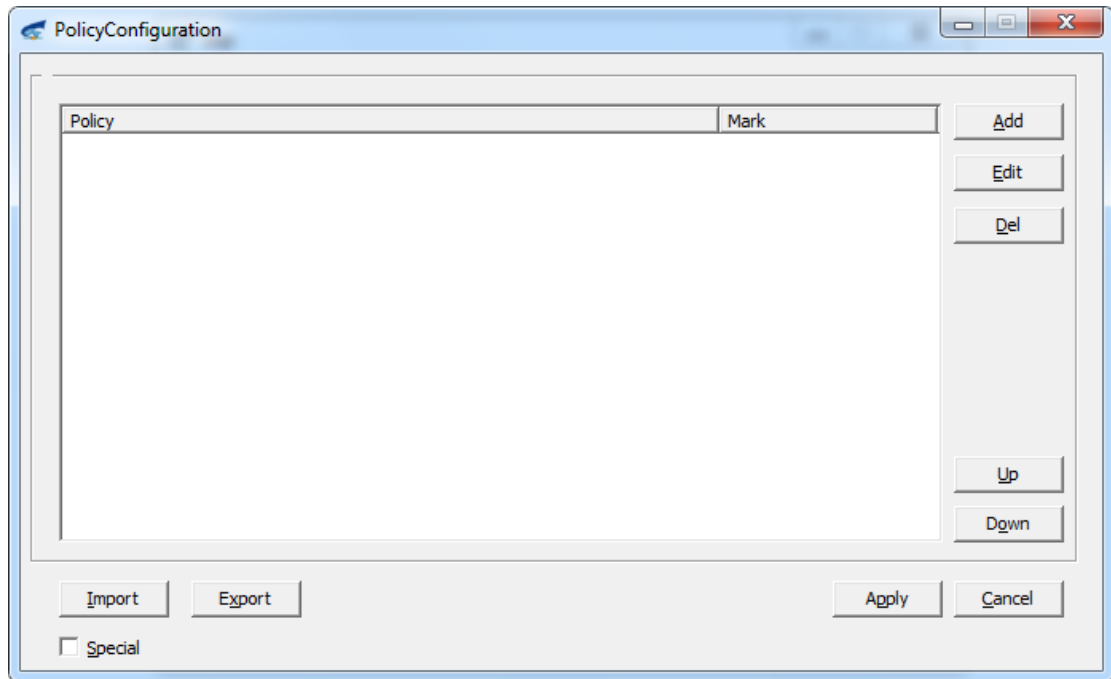
※ Main Interface

The main interface for policy server configuration is shown below:

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- Policy list

The policy list shows the policies added by the user and consists of "Policy" and "Mark". The "Mark" field identifies the policy entries so that the user can quickly locate specific entries instantly.

- Function buttons

The window consists of multiple function buttons. "Add", "Edit" and "Del" buttons are used to add, edit and delete policy entries; "Up" and "Down" buttons are used to adjust the sequence of policy entries; "Import" and "Export" buttons are used to import the existing policy files into the policy list or export all policies from the policy list into a policy file. Click "Apply" button to apply and save all changes to the current policies, or click "Cancel" button to ignore all changes and exit the program.

- Special

User may forget the purpose of adding the policy entry after a long time. Therefore, the "Special" field is provided to describe the policy when user adds it, so that the user can view details and purpose of this policy anytime. Select one policy entry and check "Special" to show a textbox below, which will show detailed information about this entry.

※ **"Add Policy" window**

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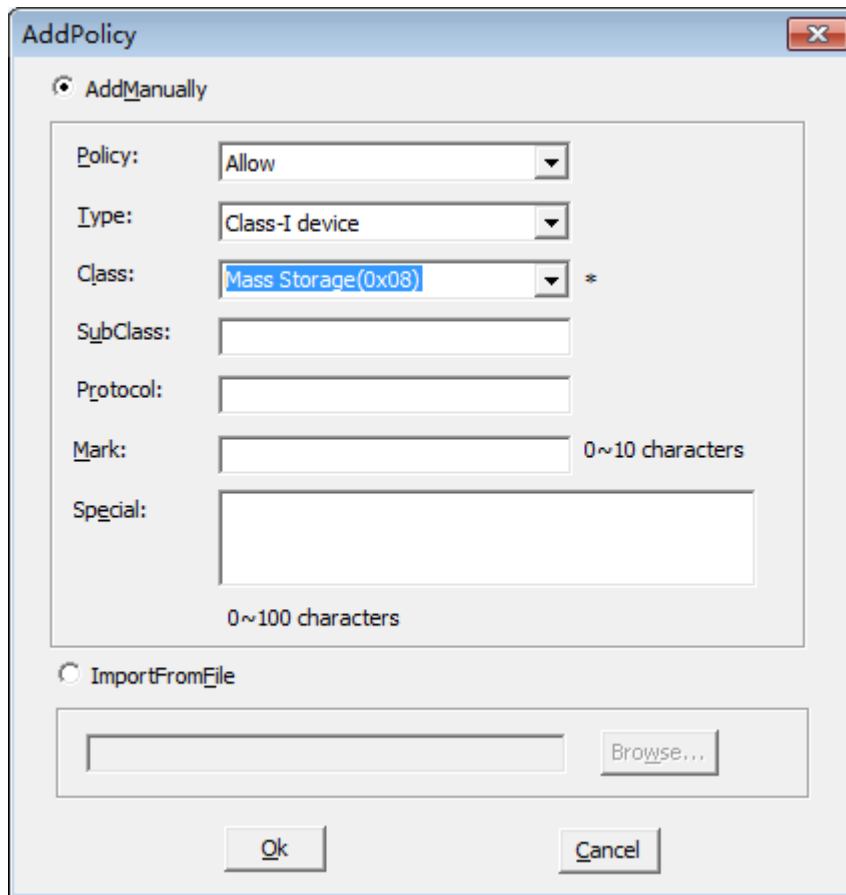
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Date:

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There are two ways to add a new policy: "Add By Hand" and "Add By File".

- Add By Hand

In such a case, the user needs to configure detailed settings, including "Policy", "Type", "Mark", "Special", etc. Policy: including "Allow", "Prohibit", "Default Allow" and "Default Prohibit".

Type: including "Specific device" and "Class-I device". Different selections will lead to different options below. When user selects "Specific device", "PID", "VID" and "BCD" information of the device must be specified. When user selects "A kind of device", "Class", "SubClass" and "Protocol" information of the device must be specified.

Mark: for identifying policy entry and facilitating entry finding.

Special: including detailed description about the policy. The user may describe here the purpose for adding this policy.

- Add By File

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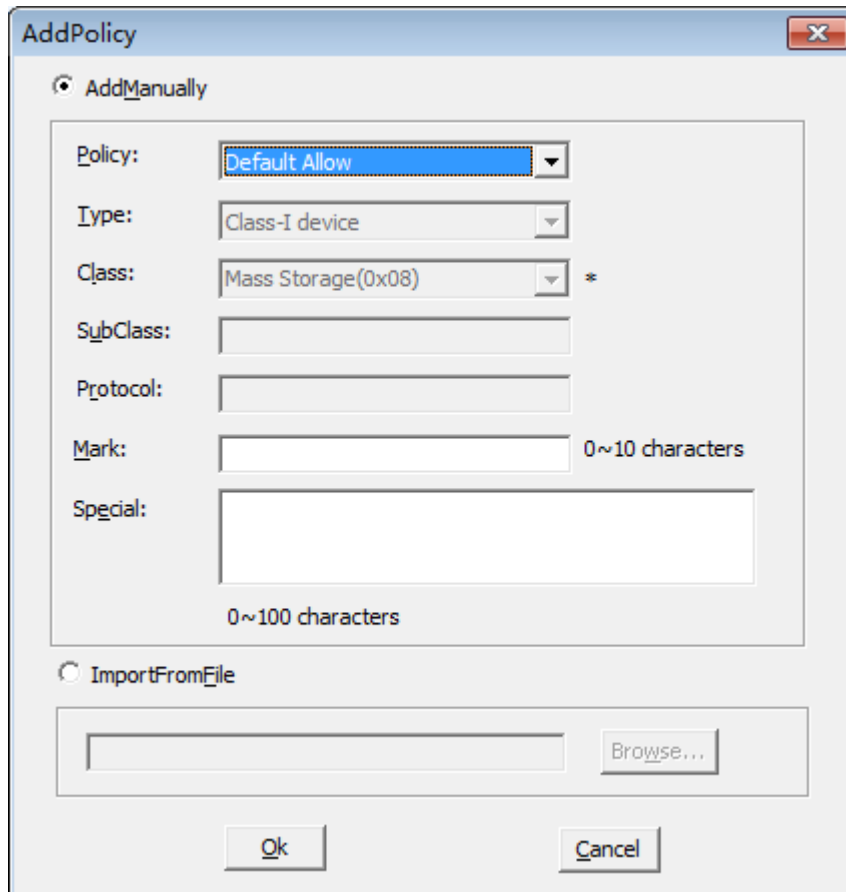
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Adding policy by this way requires the user to use the USB policy tool to generate a policy file first.

※ **"Edit Policy" window**



"Edit Policy" window is basically the same as the "Add Policy" window. However, certain functions are grey and unavailable, such as the adding method. While editing one policy entry, the user can only edit "Policy", "Mark" and "Special" fields.

2.2.2 Instructions for Configuration

1. Add policy

- A. In the main window of "Policy Configuration", click "Add" button to pop up "Add Policy" window.
- B. Select "Add By Hand" or "Add By File" to add the policy.
- C. If you choose "Add By Hand", you will need to specify and fill in the corresponding "Policy", "Type", "Mark", "Special" and other fields. When the policy is "Default Allow" or

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Date:

SEP User Manual

"Default Prohibit", you only need to fill in "Mark" and "Special". If you select "Specific device" from "Type", you will need to specify "VID", "PID" and "BCD" of the corresponding device. Such information can be obtained from the device. If you select "A kind of device" from "Type", you will need to specify "Class", "SubClass" and "Protocol".

D. If you choose "Add By File", you will need to import the specific policy file. This file must be the policy file generated using USB policy tool.

E. After filling in necessary information or specifying the policy file, click "OK" button and the new policy will appear in the policy list of "Policy Configuration" window.

2. Edit policy

A. Select the policy entry to be edited and click "Edit" button to edit.

B. Change policy settings. The user is only allowed to edit "Policy", "Mark" and "Special".

C. After editing, click "OK" button to save the changes.

3. Change policy sequence

Policy sequence is critical, as the upmost policy will be matched first. To change policy sequence, select the policy entry to be changed and click up/down buttons: "Up" button to move the selected entry up one position in the list, or "Down" to move down one position.

4. Import/export policy

Policies can be exported and saved, or can be imported for policy configuration. Click "Import" or "Export" button to complete the corresponding operations. Please note that it's impossible to export any file if there is no policy in the policy list.

5. Notes for policy

A. When the policy server hasn't been specified or the communication with policy server fails, the local policies on the server will be used.

B. When the server communicates normally with the policy server and if no policy has been configured on the policy server, it's deemed this server is not bound to any policy and can be mapped by all devices.

C. On the policy server, the default policy is "Default Prohibit". For any USB device, if there

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is 1 or more polices, the policies will be matched from top to bottom, and this process will end if any policy is matched. If no policy is matched, the default policy will take effect, namely this USB device will be Deny from mapping.

D. To add one new policy, the new policy will be placed above all existing policies and will be given first priority.

E. To prevent "Default Prohibit" policy from taking effect, you may add a "Default Allow" policy, which will be matched prior to "Default Prohibit".

F. When importing policy file through the "Import" button, the original policies will all be overwritten. When clicking "Add" button and then importing policy by selecting "Import By File", the policy will be added to the policy list without deleting the original policies.

C. The newly added policy will take effect upon the establishment of next session. It won't apply to the current session.

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3. Product Features

3.1 TWAIN Mapping

TWAIN mapping can significantly enhance the image display and transmission effect when the image capture device (such as document camera and scanner) supporting TWAIN protocol is used on the virtual desktop.

TWAIN mapping supports the optimized display and transmission of images captured in "Native", "File" or "Memory" mode.

3.1.1 Environment preparation

Server side: install image capture application program supporting TWAIN protocol (taking Twack_32 as the example);

Client side: install device driver.

3.1.2 Using TWAIN mapping to capture image

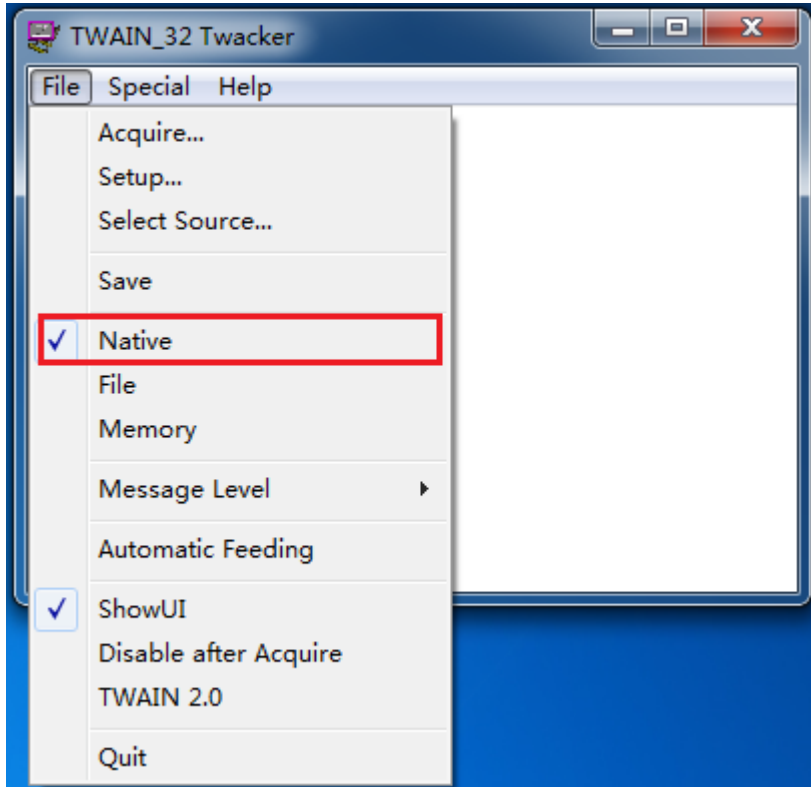
1. Connect to virtual desktop.
2. On the server side, open Twack_32 program and select "Native", "File" or "Memory" mode from the "File" menu.

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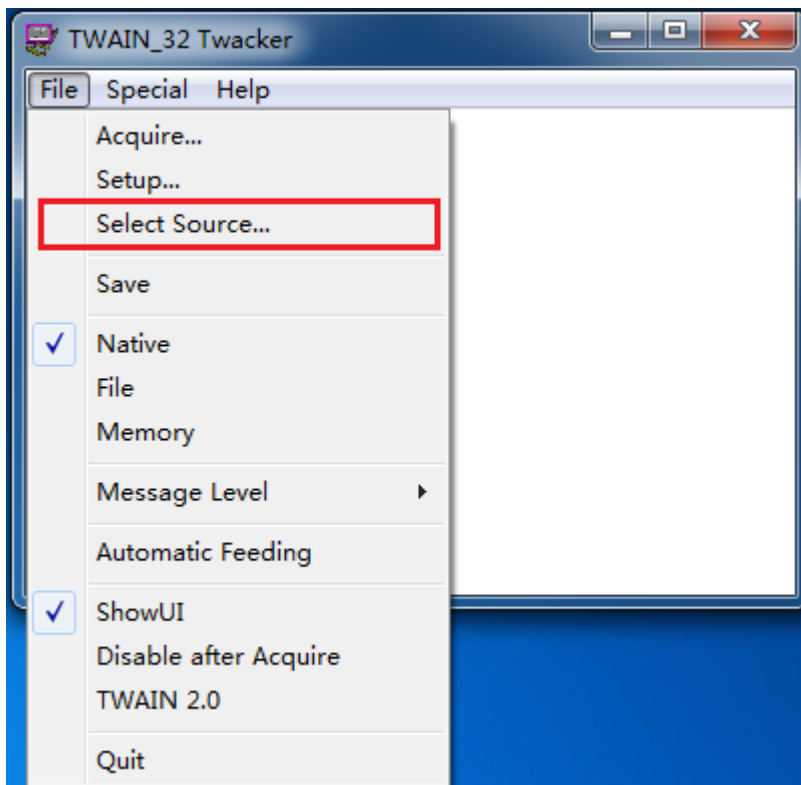
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Date:

SEP User Manual



3. Select "Select Source" from the "File" menu.



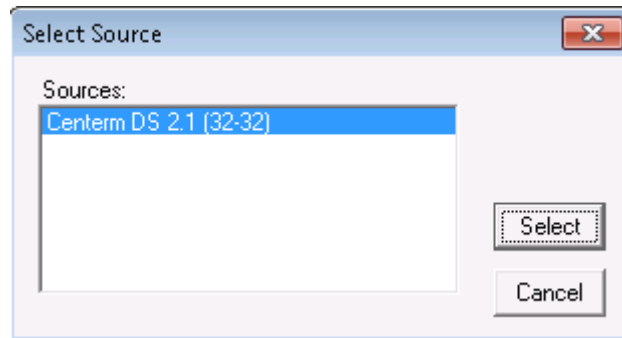
4. From the pop-up source dialog box (which varies from OS to OS), select the source and then click "Select" (Windows) or "OK" (Linux).

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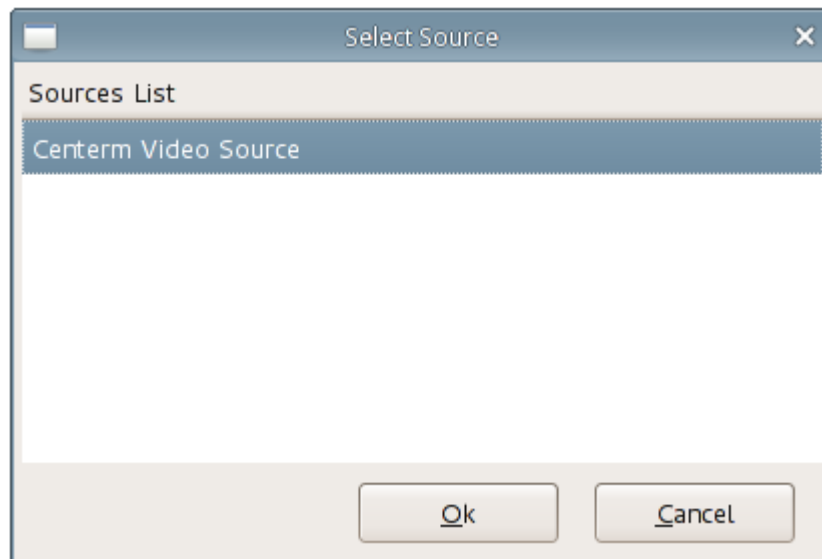
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※ "Select Source" dialogue box in Windows



※ "Select Source" dialogue box in Linux



5. Select "Acquire" from the "File" menu to pop up the image preview screen.

※ On Windows client, the user interface of the image preview screen is related to the driver for the corresponding device and is not fixed.

※ On COS/COSA client, Centerm TWAIN mapping image preview dialogue box will pop up. The corresponding features are described in 4.1.5.

Capture the image by performing the corresponding operations on the image preview screen.

3.1.3 Image preview screen in COS/COSA system

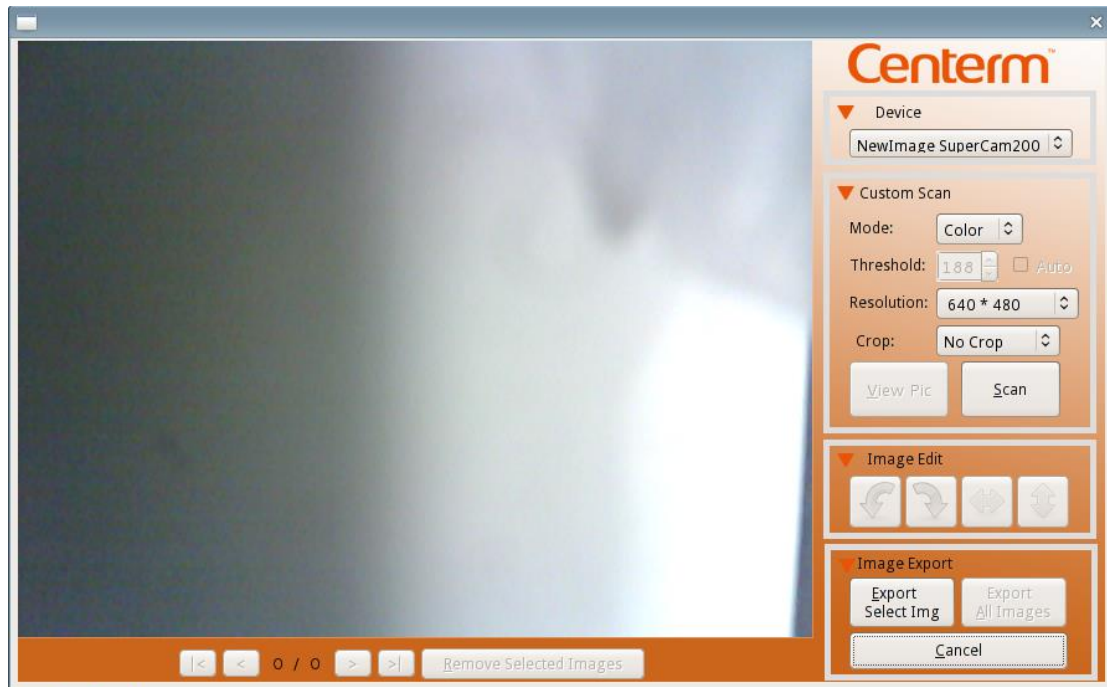
On COS/COSA client, the following TWAIN mapping image preview screen will be displayed.

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Date:

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- Device

Select the image device for preview.

- Mode

Select the image scanning mode, including color, grey and black & white.

- Threshold

Manually adjust the threshold from 0 to 255. It will take effect immediately when the mode is black & white. You can also check "Auto" to automatically calculate the best threshold.

- Resolution

All resolutions supported by the current image device.

Crop

Crop the image to the custom dimensions.

- Scan type

Including "Default" and "Custom". The "Custom" mode contains crop feature.

- View Pic

To edit the image when there is a scanned image.

- Back

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The preview screen can dynamically display the image.

- Scan

Scan the image and preview the image on the preview screen. If there are multiple images, you can switch or remove the image underneath the preview screen.

- Image Edit

From left to right: counterclockwise, clockwise, left-right and up-down rotation.

- Image Export

Only export one image currently displayed on the preview screen.

- Export All Images

Export all images on the preview screen.

- Cancel

Close the window.

3.1.4 Notes

NA.

3.2 Webcam Mapping

Webcam mapping can significantly enhance the display and transmission effect of captured video when the video device is used on the virtual desktop.

3.2.1 Environment Preparation

Server side: install the video capture application program (taking AMCap as the example)

Client side: install device driver.

3.2.2 Use Webcam mapping to capture video

1. Insert USB camera into the USB port of terminal.
2. Open SEPConfig program and find the inserted camera device in the device list. Switch the device to "Native" mode.

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3. Connect to virtual desktop.
4. On the server side, open AMCap program and select the video device to be mapped from the "Devices" menu to capture video.



3.2.3 Notes

※ While using WebCam, please switch the USB mapping mode of USB video device to "Local".

3.3 USB Mapping

USB mapping allows you to map local USB devices to the server side, including flash disk, USB printer, etc.

Multi-user isolation of USB storage device, HDD, printer and smart card reader are supported.

On Windows Service 2008 R2 server, multi-user isolation of webcam, scanner, digital camera,

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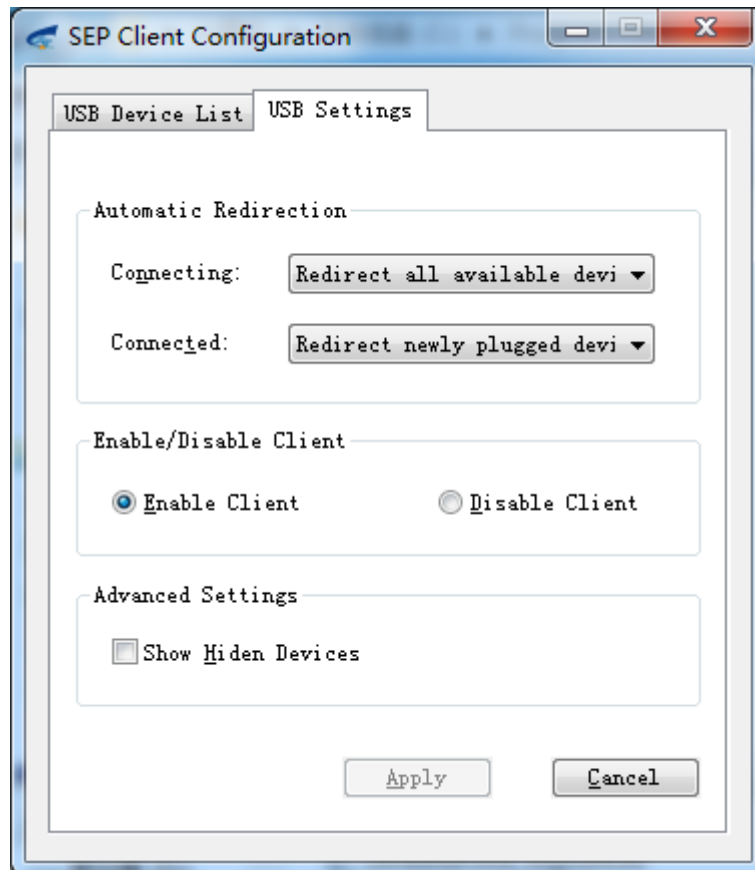
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music player, USB-to-serial adapter, ergonomic device and biological device are also supported.

3.3.1 Automatic mapping of USB device

Automatic mapping will map the device to the virtual desktop automatically after inserting USB device into the client device.

- 1) Open SEP Config program and configure the corresponding settings, as shown below:



User interface of the client for ordinary terminals

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User interface of the client for cloud terminals

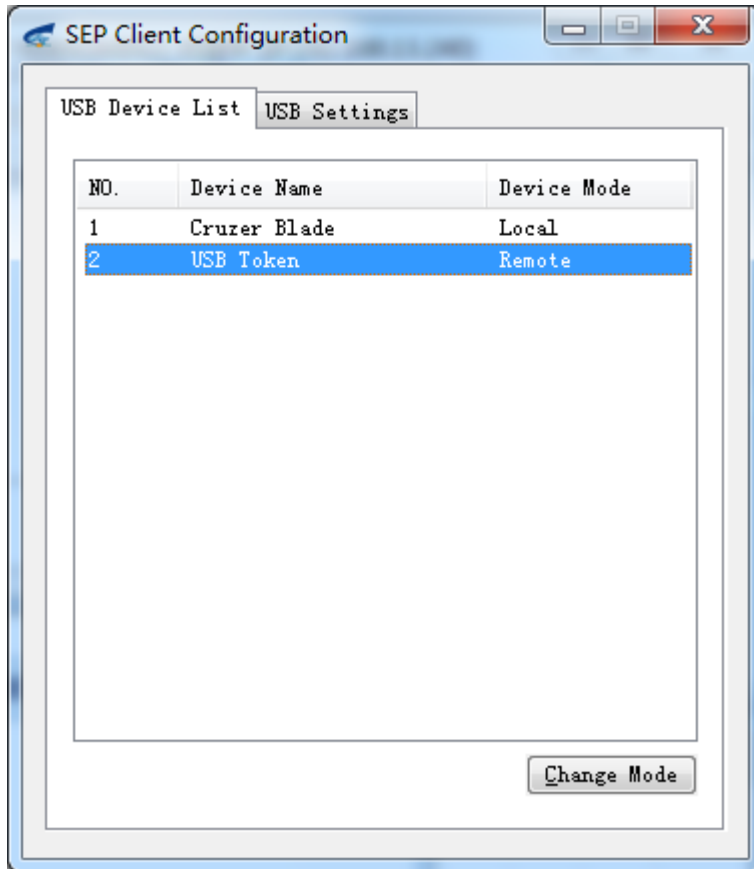
2) In the device list, set the device to "Remote" mode.

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Date:

SEP User Manual



3) The next time you insert the corresponding device, if the user is currently engaged in a remote session or initiating a remote session, this device will be automatically mapped to the virtual desktop.

3.3.2 Manual mapping of USB device

Manual mapping requires you to manually map the device to the virtual desktop after inserting USB device into the client device.

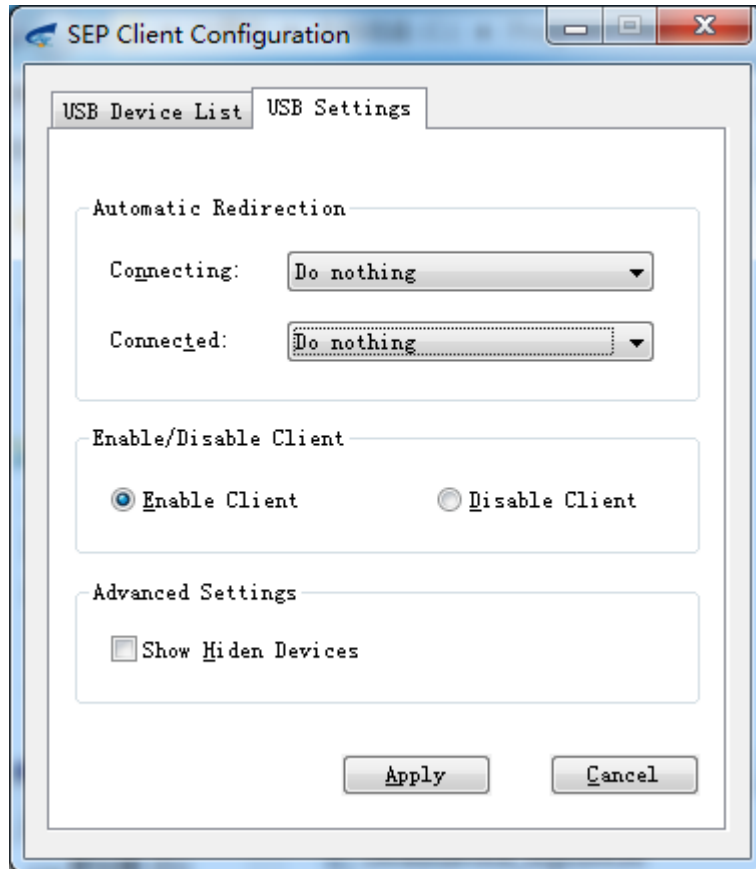
- 1) When manual mapping is needed, configure SEP Configure as follows:

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Date:

SEP User Manual

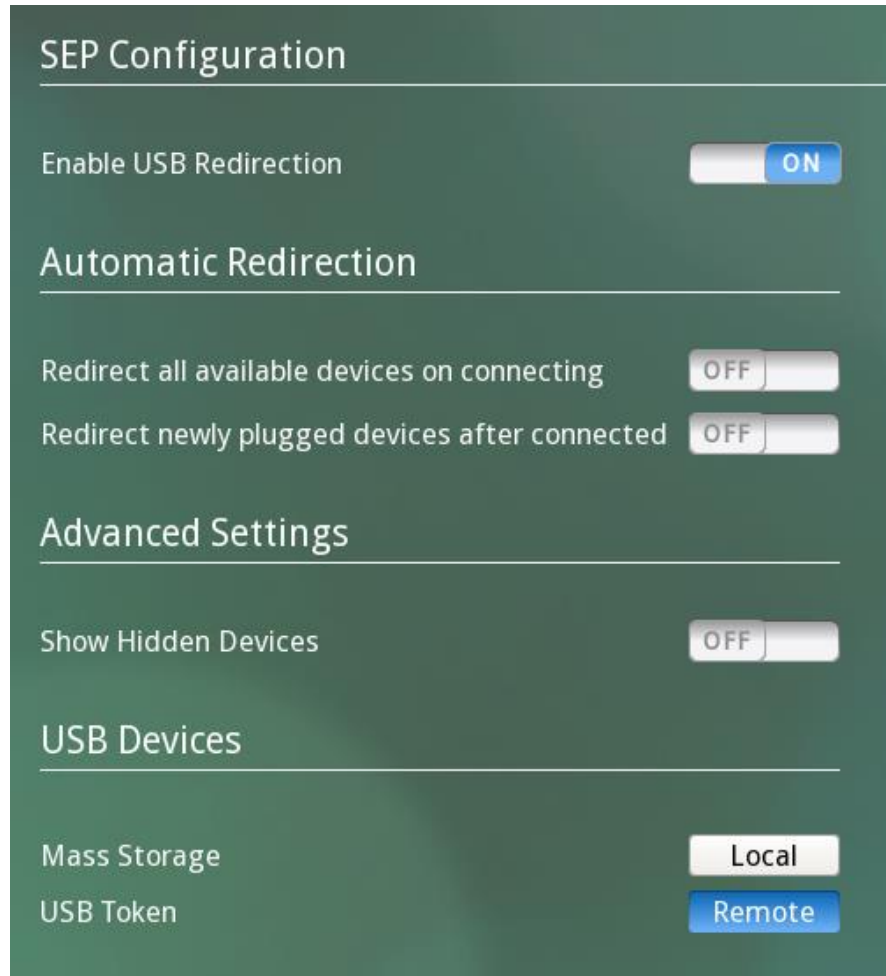


User interface of the client for ordinary terminals

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User interface of the client for cloud terminals

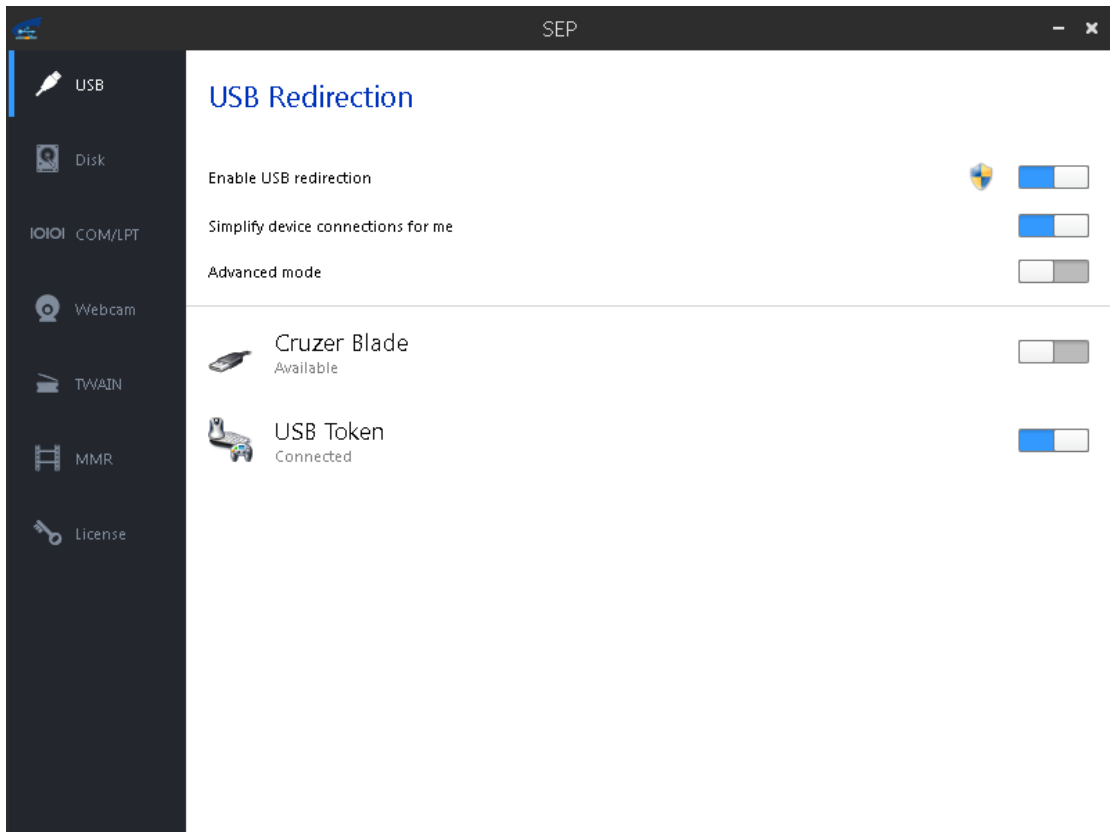
2) Device is in "Local" mode.

3) Click "Change Mode" button to set the device to "Remote" mode. Mapping is only possible after connecting to the virtual desktop, or you can open SEPApp on the server and click the corresponding switching button.

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4) "Connected" status indicates successful mapping.

3.3.3 Show hidden devices

Devices hidden by default can be displayed, such as mouse, keyboard, etc. The device mode of hidden devices displayed needs to be switched to "Remote" to allow normal mapping (Note: Switching the device mode of mouse and keyboard must result in local malfunction of mouse/keyboard. You may consult with after-sales engineers for support).

3.3.4 Advanced mode of use mapping

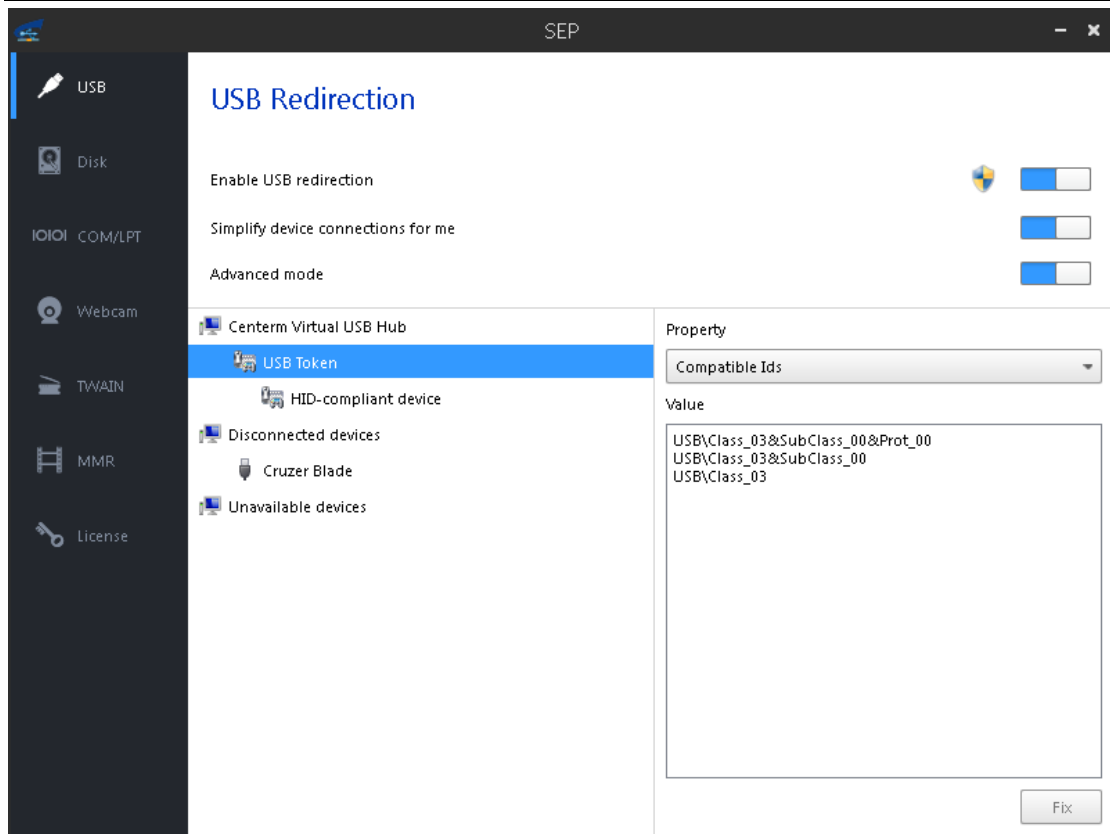
USB-mapped device restoration and display of detailed device information are also supported. Click "Advanced mode" button to switch to the advanced mode, as shown below:

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Date:

SEP User Manual



3.3.5 Notes

※ USB mapping is not recommended for devices which may transmit excess data within a short period of time, such as USB webcam.

※ It's not recommended to map mouse/keyboard, as this may result in local malfunction of mouse/keyboard. You may consult with after-sales engineers for support.

~~※ Before using the USB mapping of SEP on Citrix virtual desktop, the system administrator must disable the USB redirection policy of Citrix server through the following steps:~~

~~1. Log in Citrix server as system administrator;~~

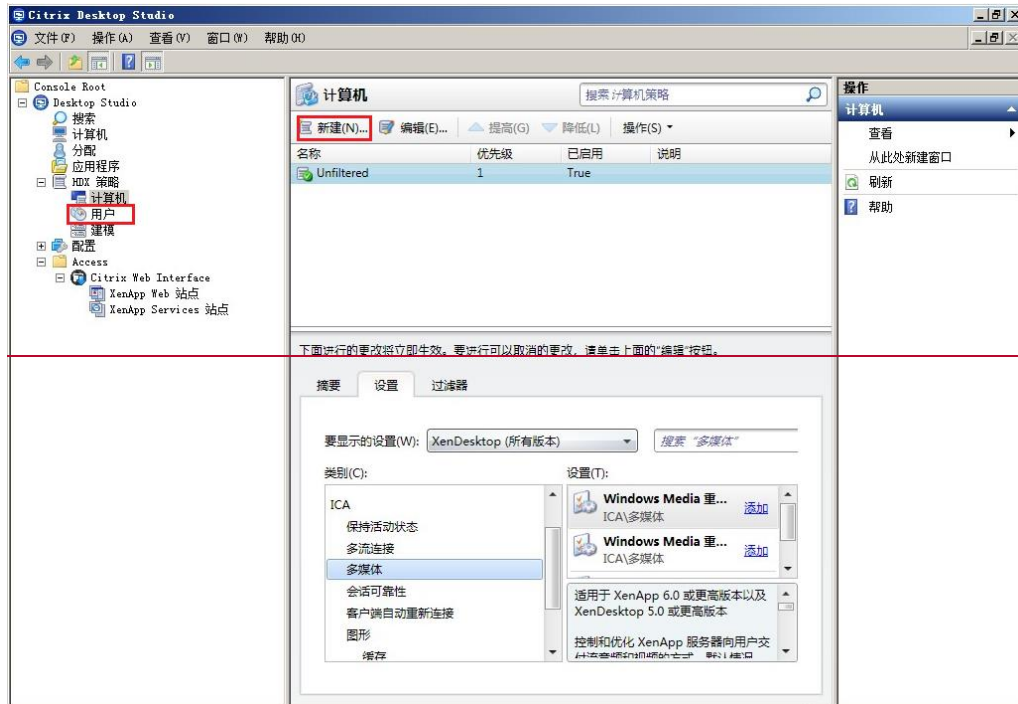
~~2. Go to "Desktop Studio > HDX Policy > User" and click "New";~~

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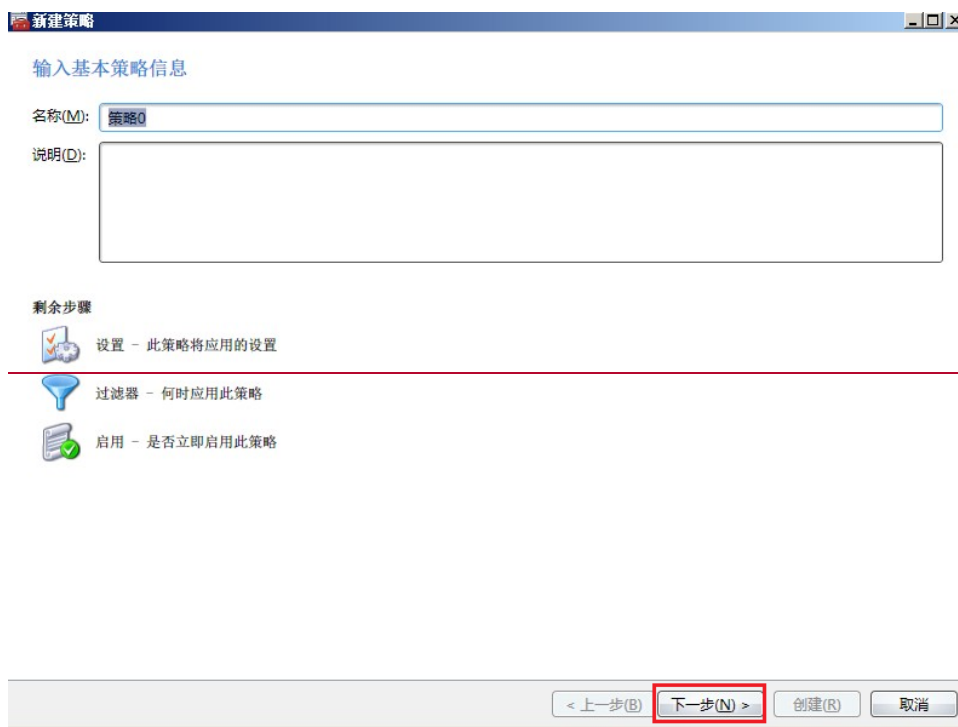
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Date:

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2. Click "Next";



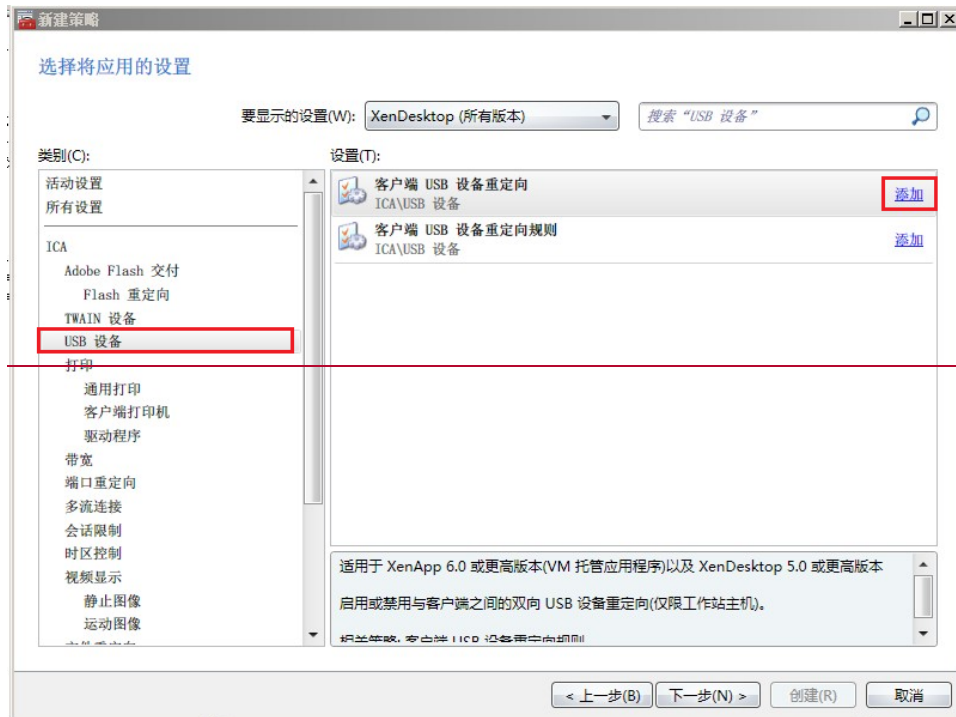
3. Select "USB Device" tab and click "Add";

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Date:

Checked by:
Date:

Prepared by:
Date:

SEP User Manual



Select "Disable" and click "OK";



4. Add this policy to the target user or group and click "Next";

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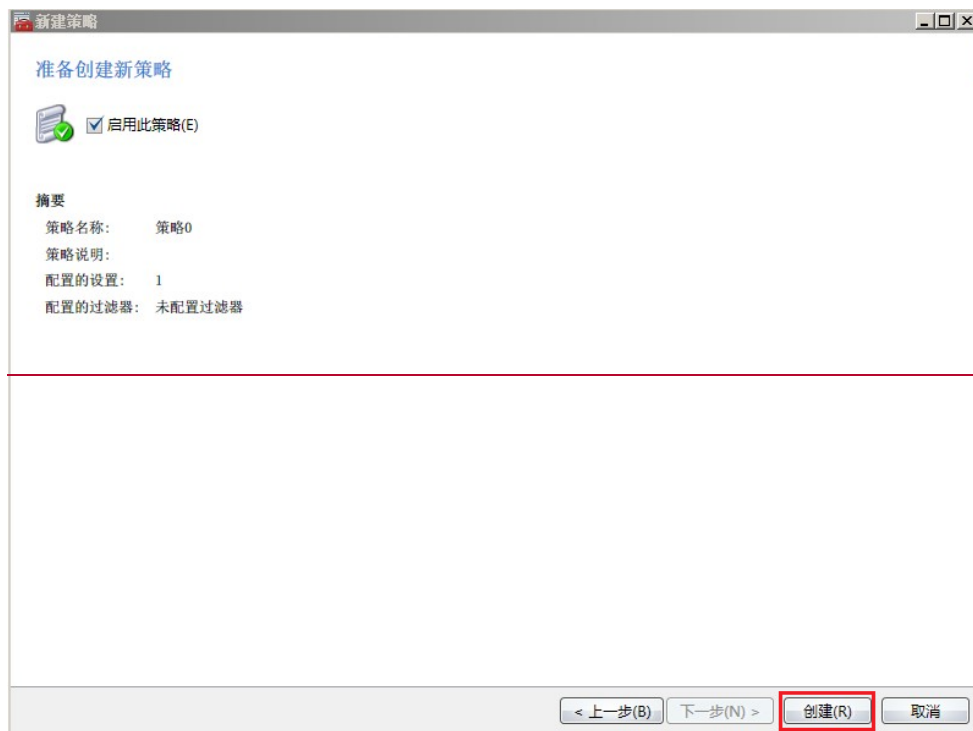
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5. Click "Create".



After completing the above steps, you can then disable the USB mapping feature of Citrix server.

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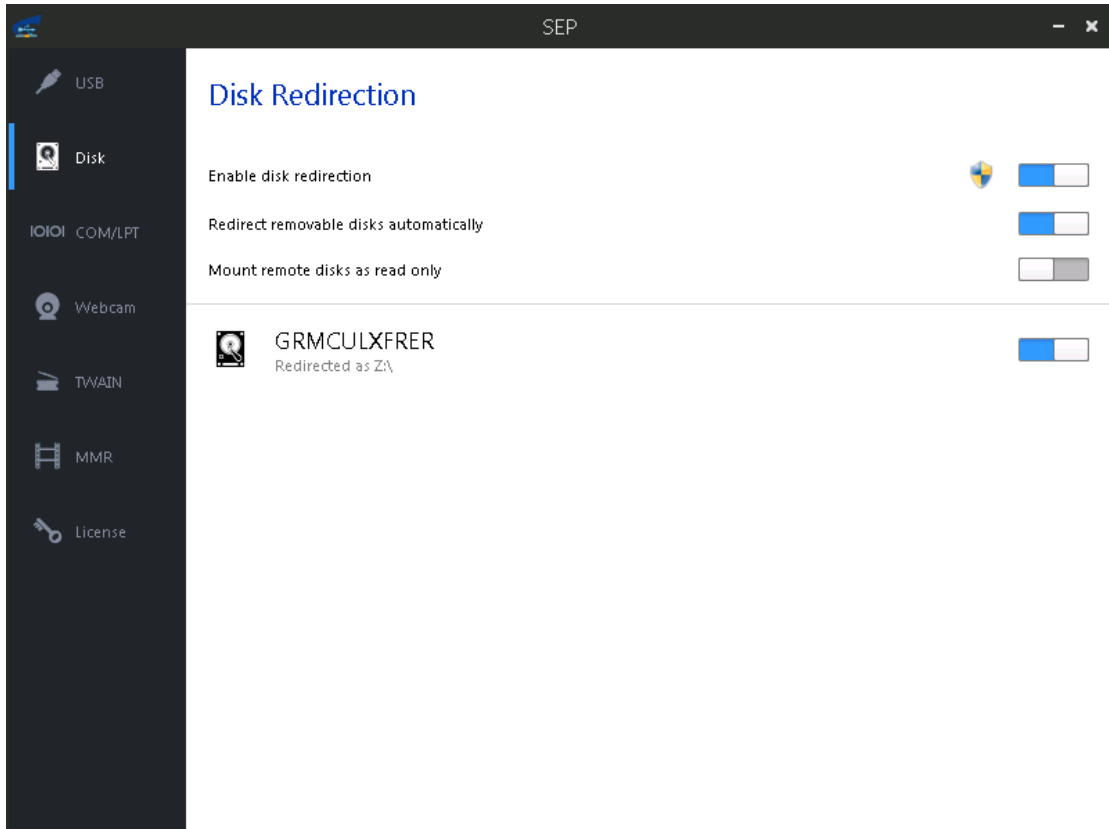
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3.4 Disk Mapping

Disk mapping allows you to map the flash disk and mobile HDD on the client side to the virtual desktop. Multi-user isolation is also supported in disk mapping.

3.4.1 Disk mapping configuration

The disk mapping configuration interface is shown below:



3.5 Serial/parallel port mapping

Serial/parallel port mapping allows you to map the serial/parallel port on the client side to the virtual desktop. Multi-user isolation is also supported in serial/parallel port mapping. It's similar to the serial/parallel port mapping feature provided by Microsoft in remote desktop connection.

3.6 MMR

MMR helps optimize the video playback on virtual desktop and resolve the interruptions while the user plays the video on the virtual desktop, so that the playback effect is basically consistent with local playback.

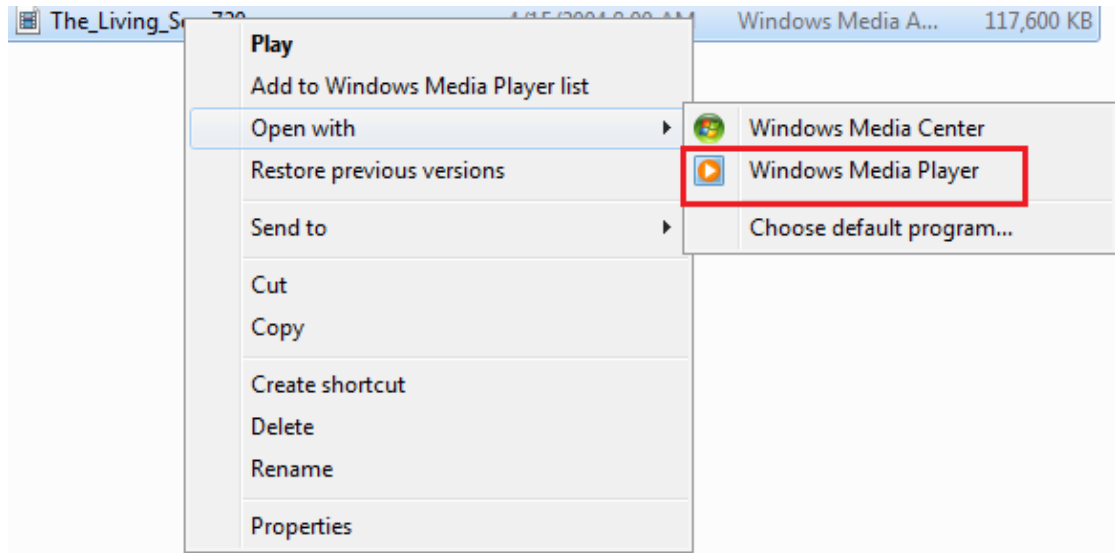
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3.6.1 Using MMR to play video

Right-click the video and select "Windows Media Player" to automatically enable MMR to optimize the playback effect.



3.6.2 Notes

※ MMR only supports Windows Media Player. MMR cannot optimize the playback effect if you use other types of players.

~~※ Before using the MMR feature of SEP on Citrix virtual desktop, the system administrator must disable the multimedia redirection policy of Citrix server through the following steps:—~~

~~1. Log in Citrix server as system administrator;—~~

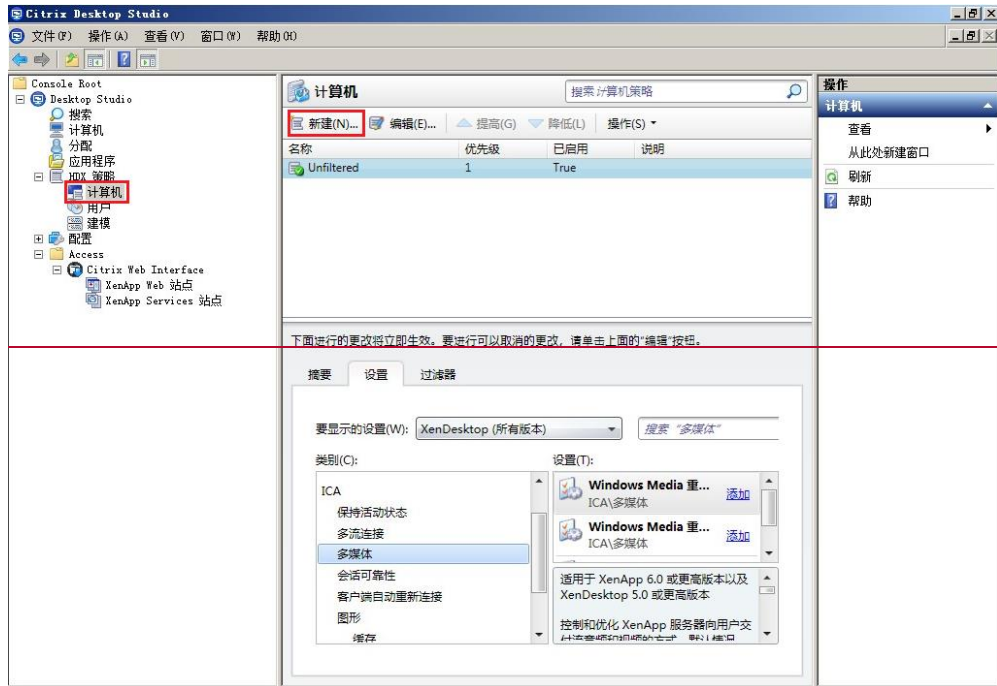
~~2. Go to "Desktop Studio > HDX Policy > Computer" and click "New";—~~

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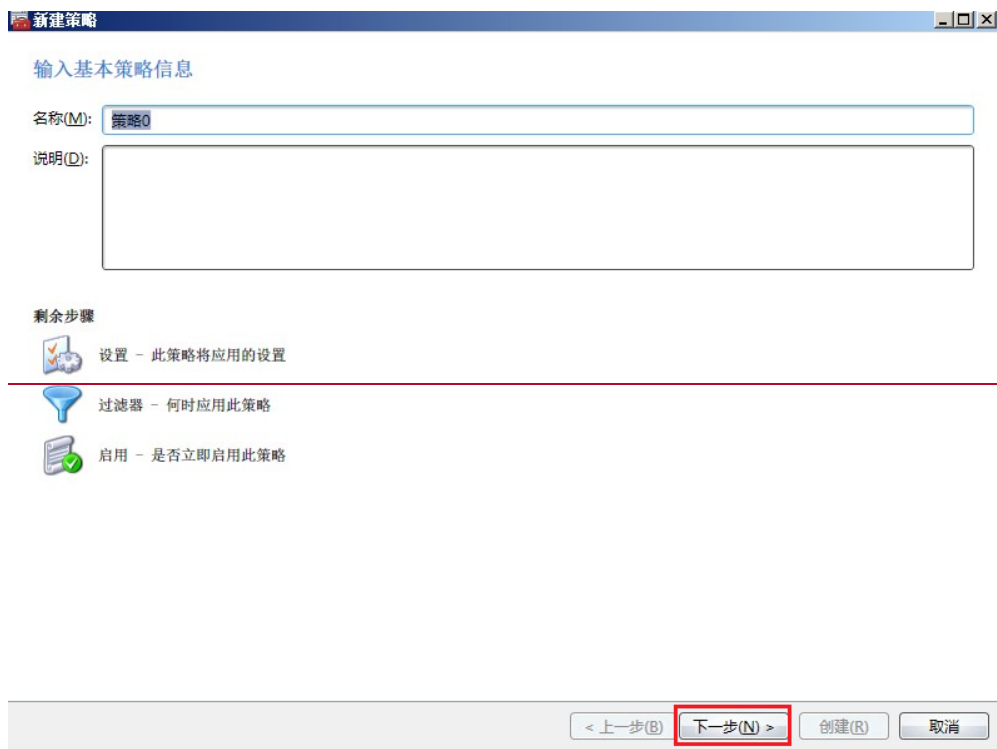
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SEP User Manual



2. Click "Next";



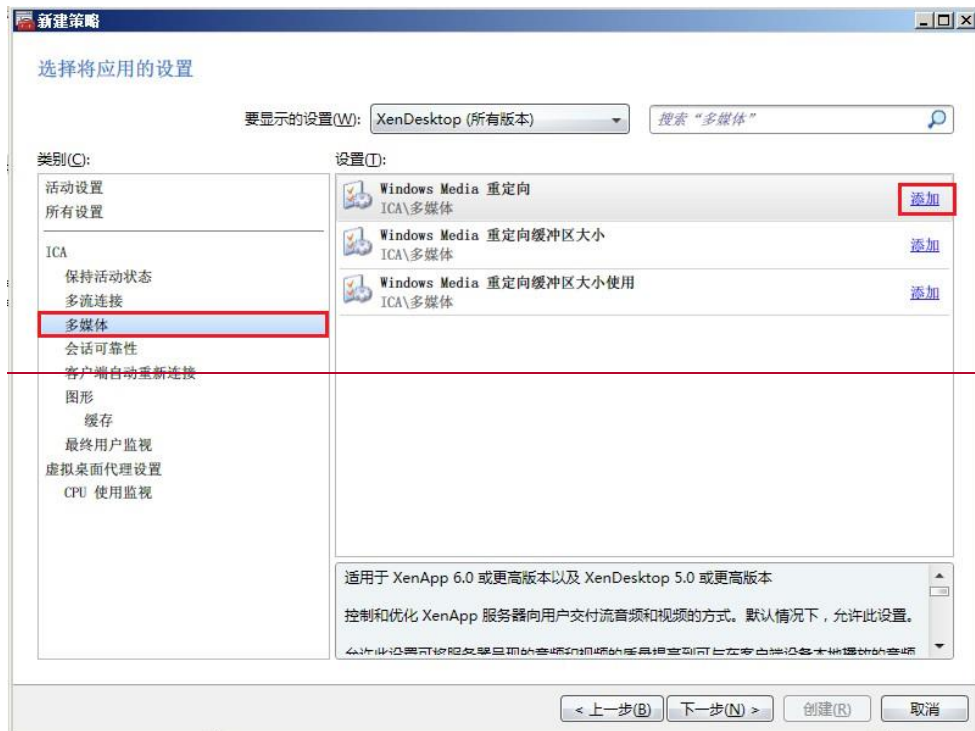
Select "Multimedia" tab and click "Add";

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SEP User Manual



3. Select "Disable" and click "OK";



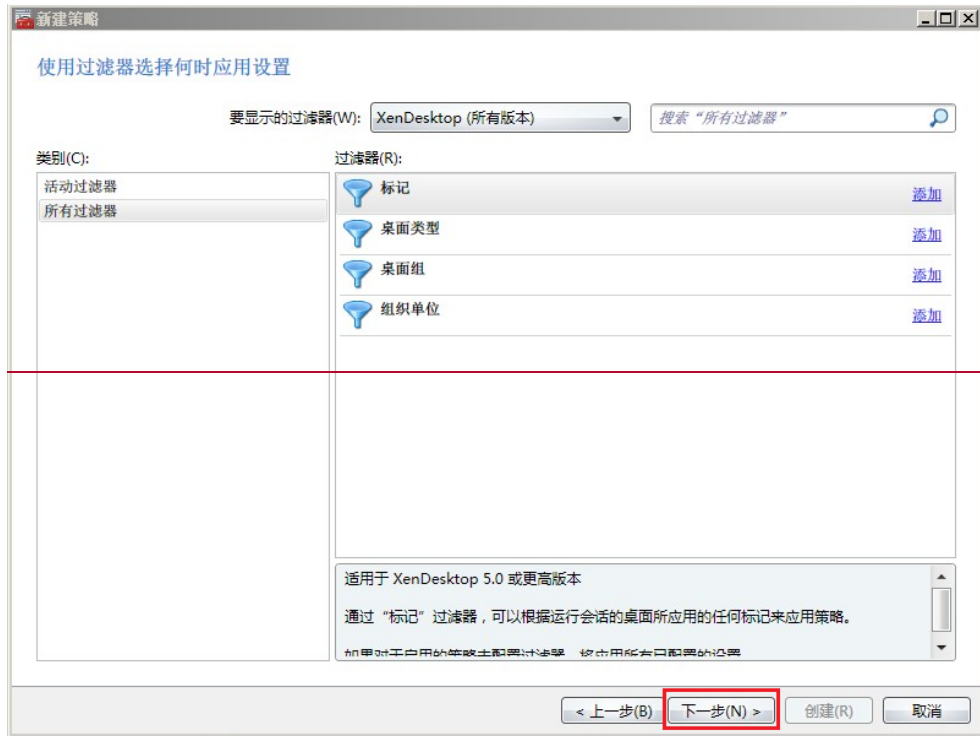
4. Add this policy to the target user or group and click "Next";

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SEP User Manual



5. Click "Create".



After completing the above steps, you can then disable the multimedia mapping feature of Citrix server.

※ Before using MMR, please install K-Lite first on the server and client. V9.8.0 is highly

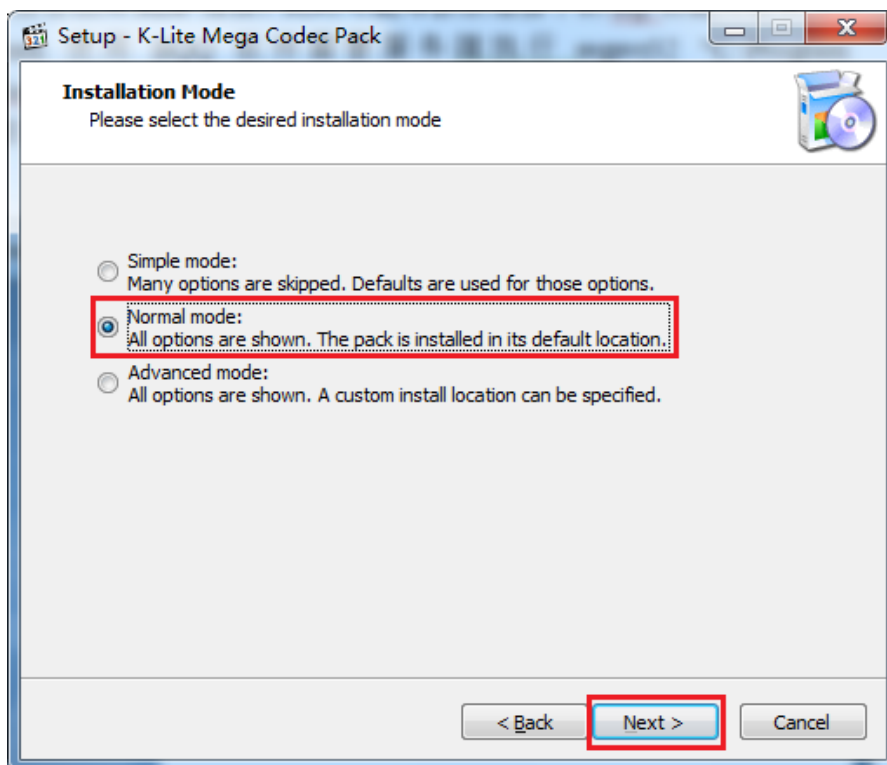
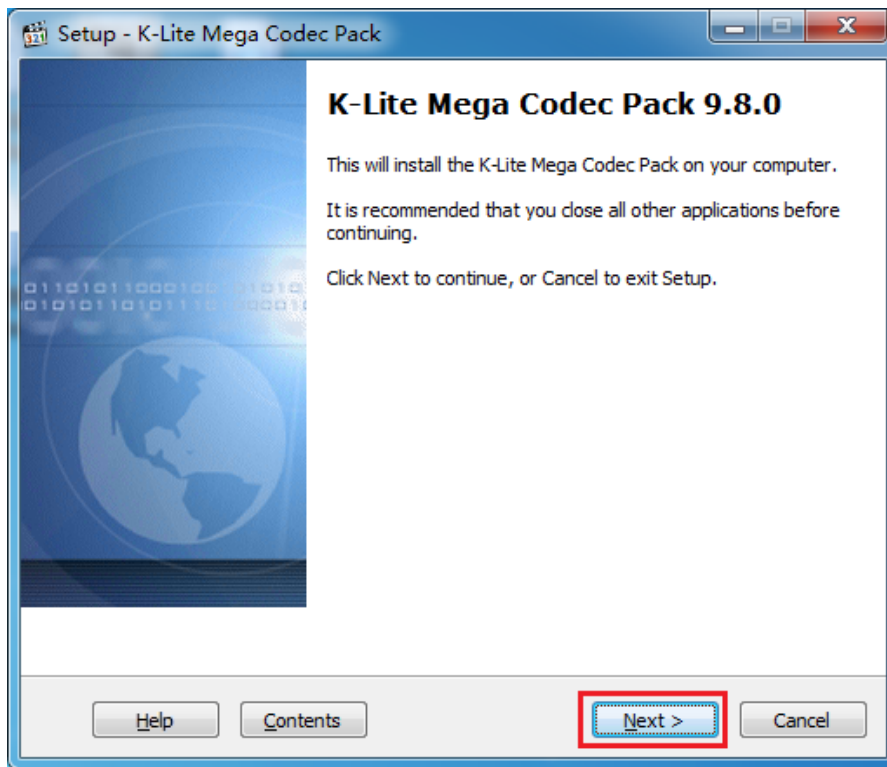
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SEP User Manual

recommended. The installation steps are shown below:

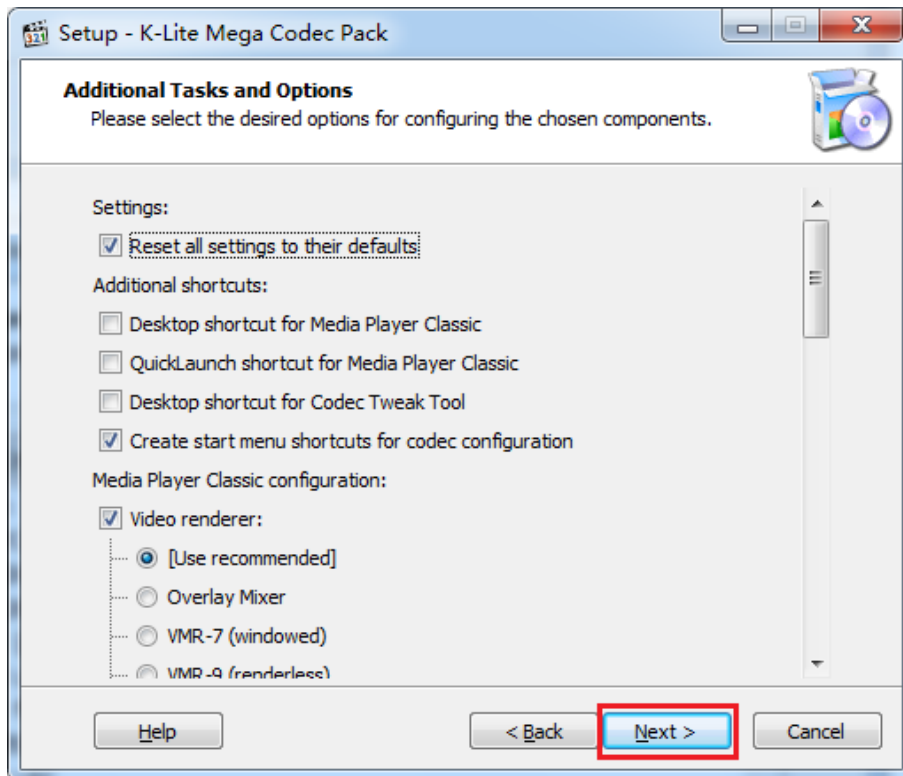
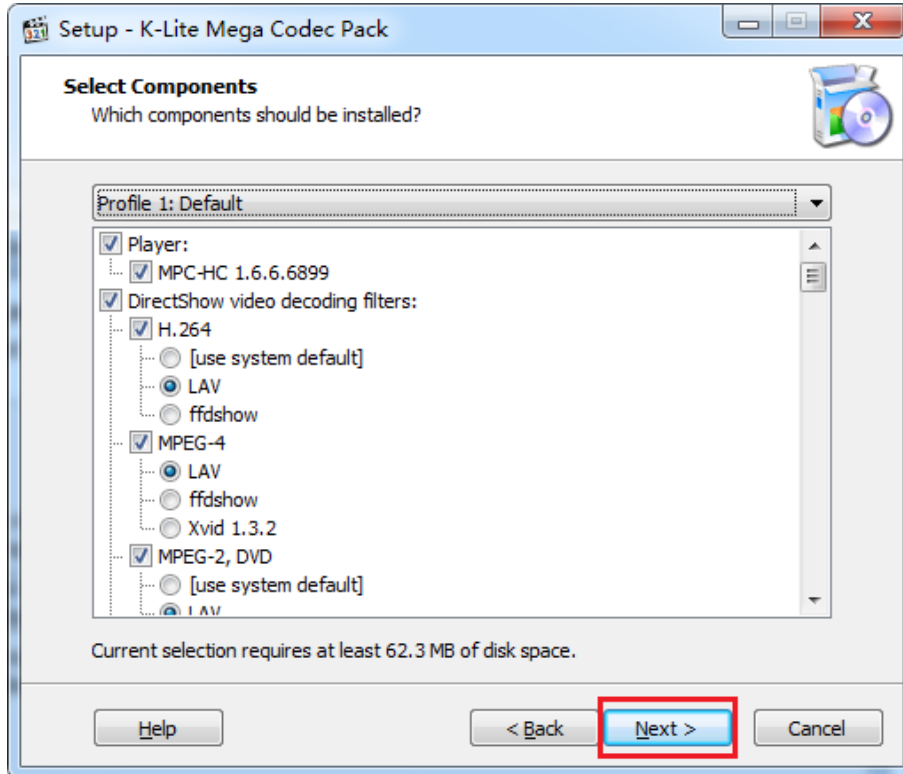


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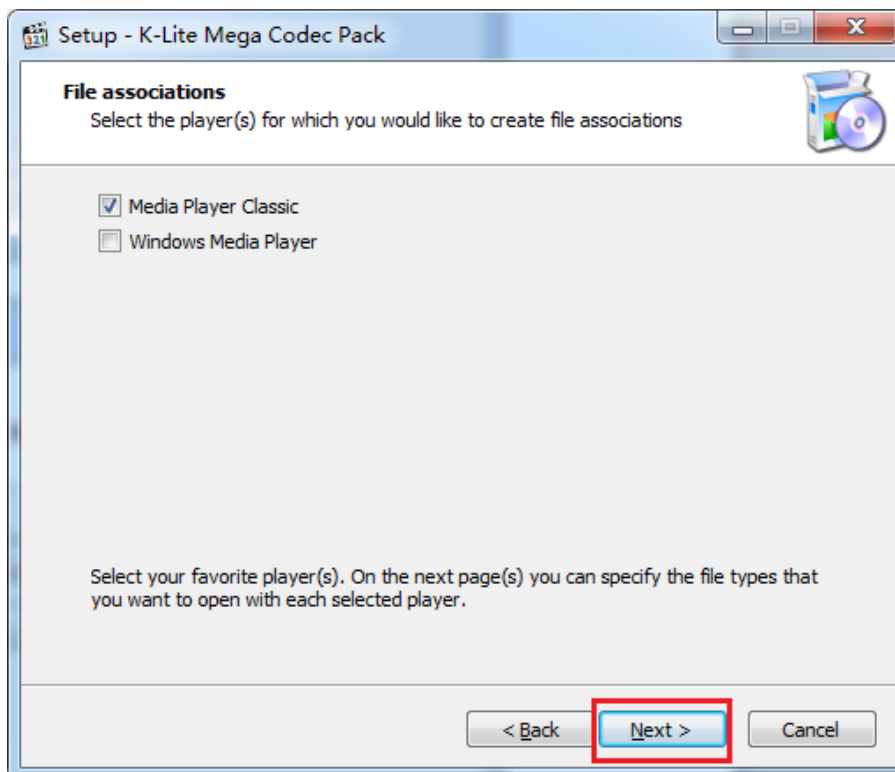
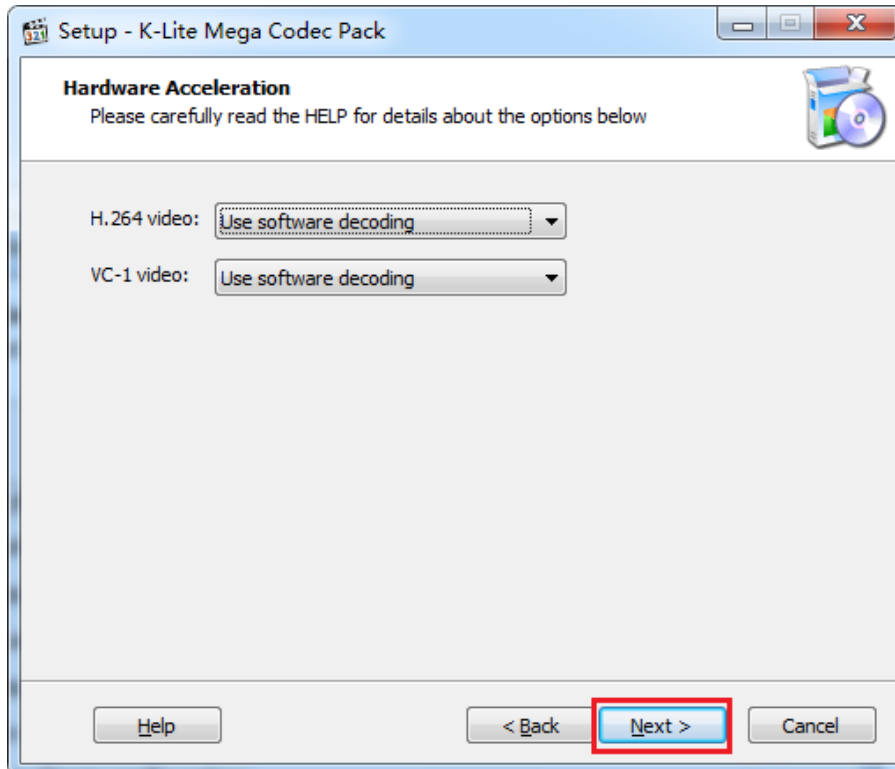


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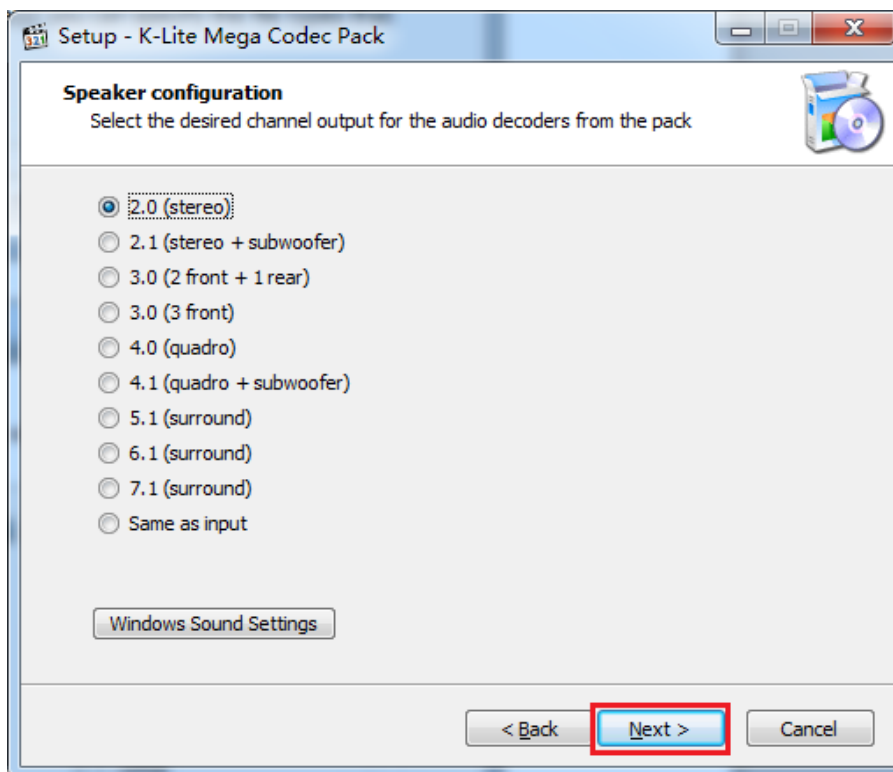
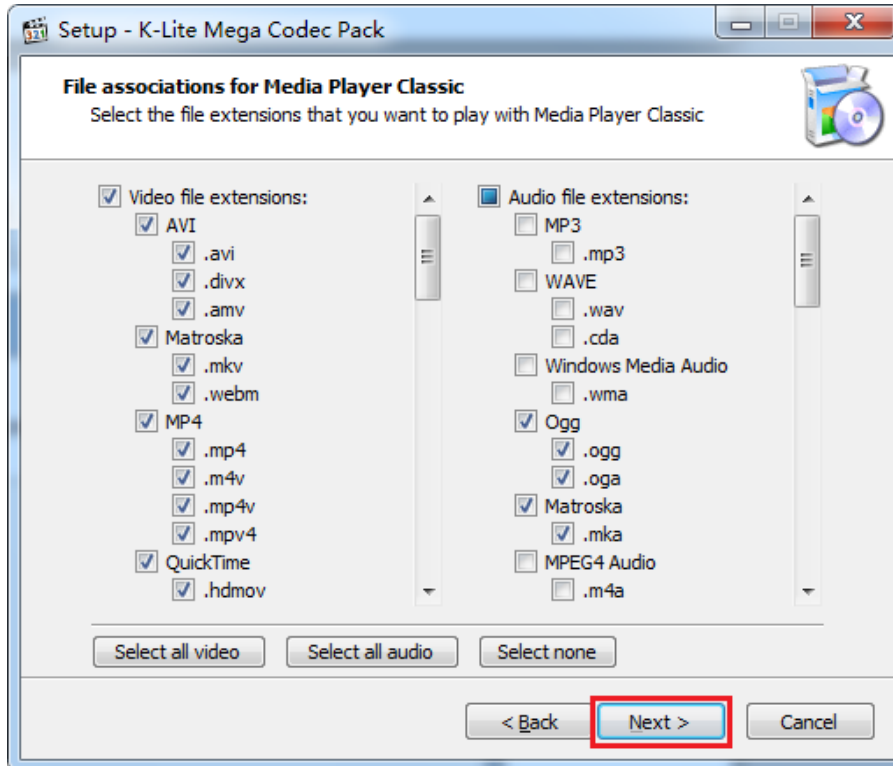


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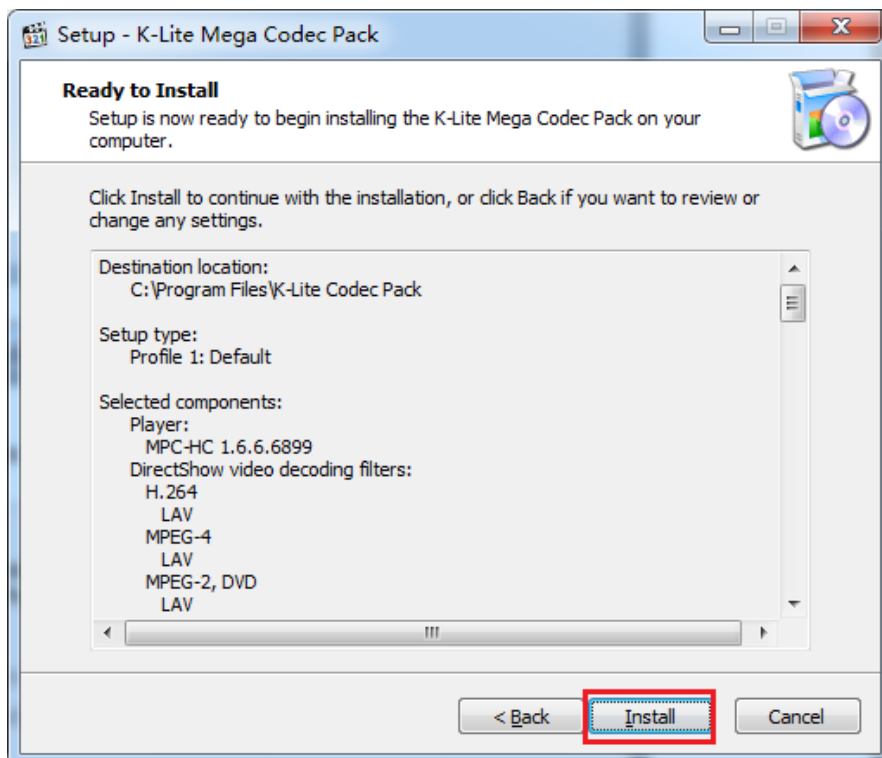
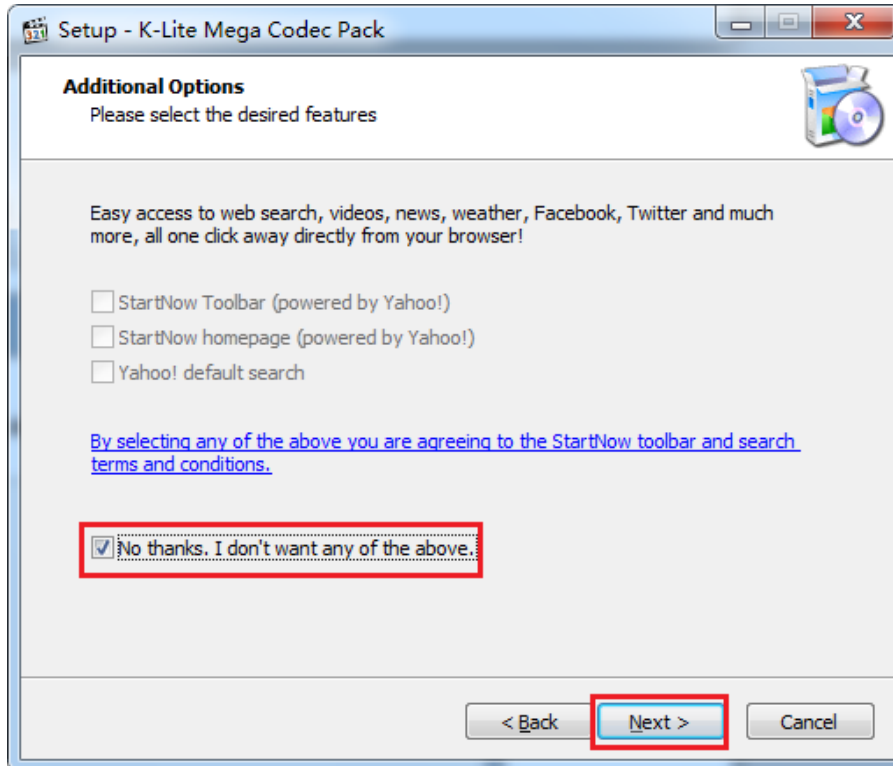


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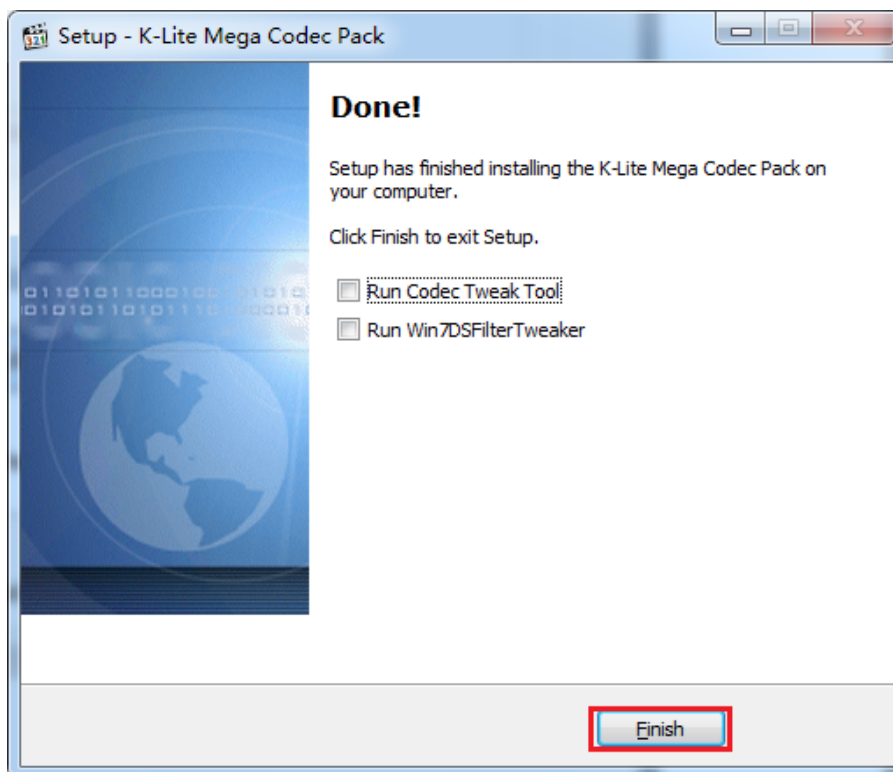
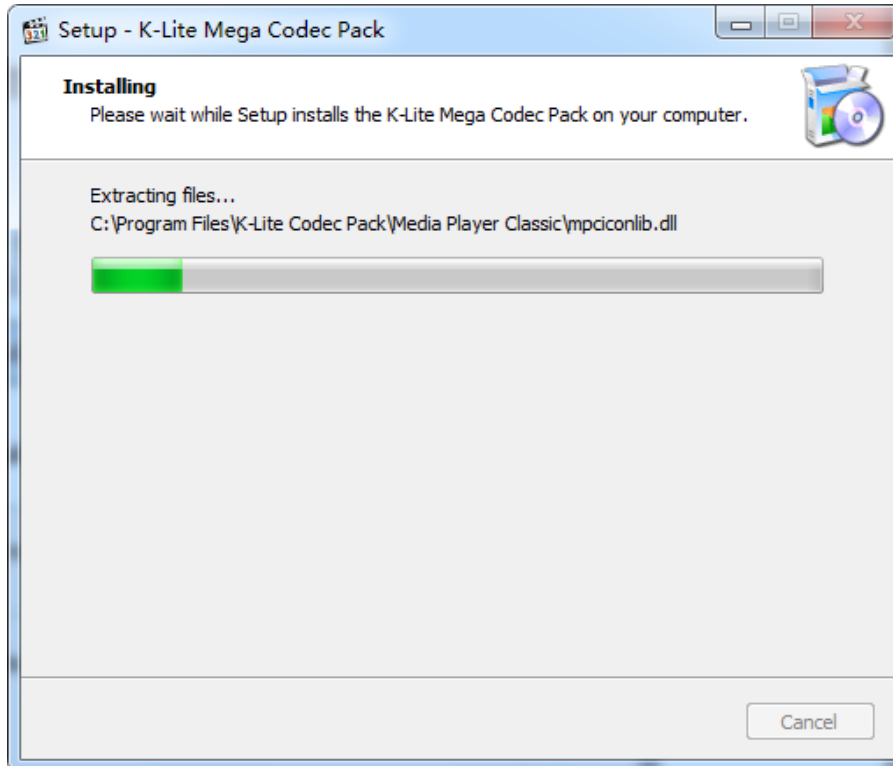


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SEP User Manual



※ In case mpeg4 video playback encounters interruptions, you may set MP4 video splitter to "Haali", as shown below:

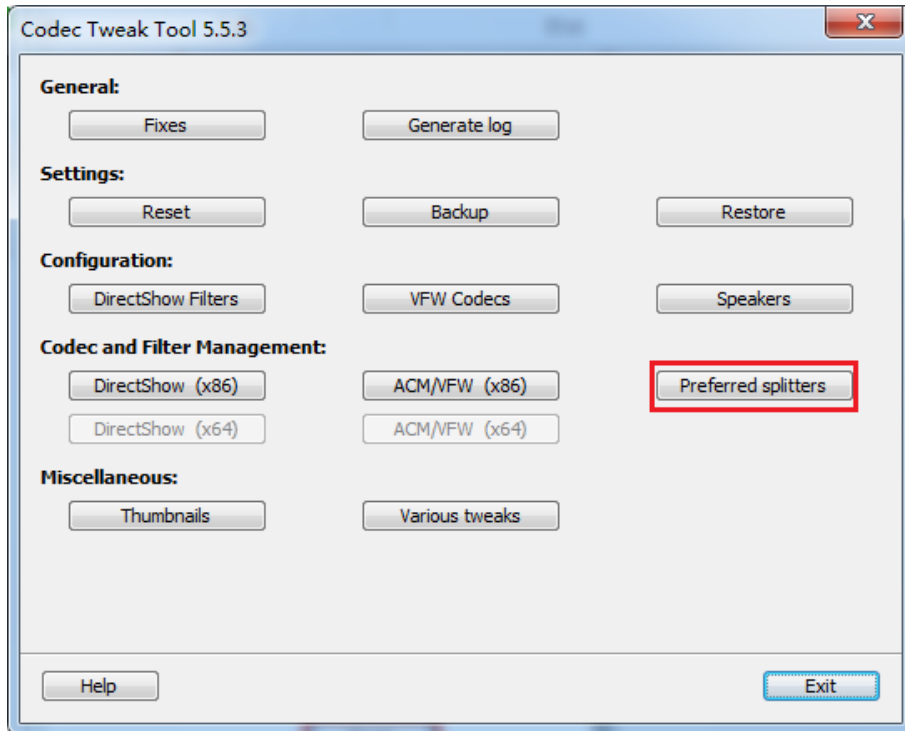
Go to "Start -> K-Lite Codec Pack -> Codec Tweak Tool" and click "Preferred splitters".

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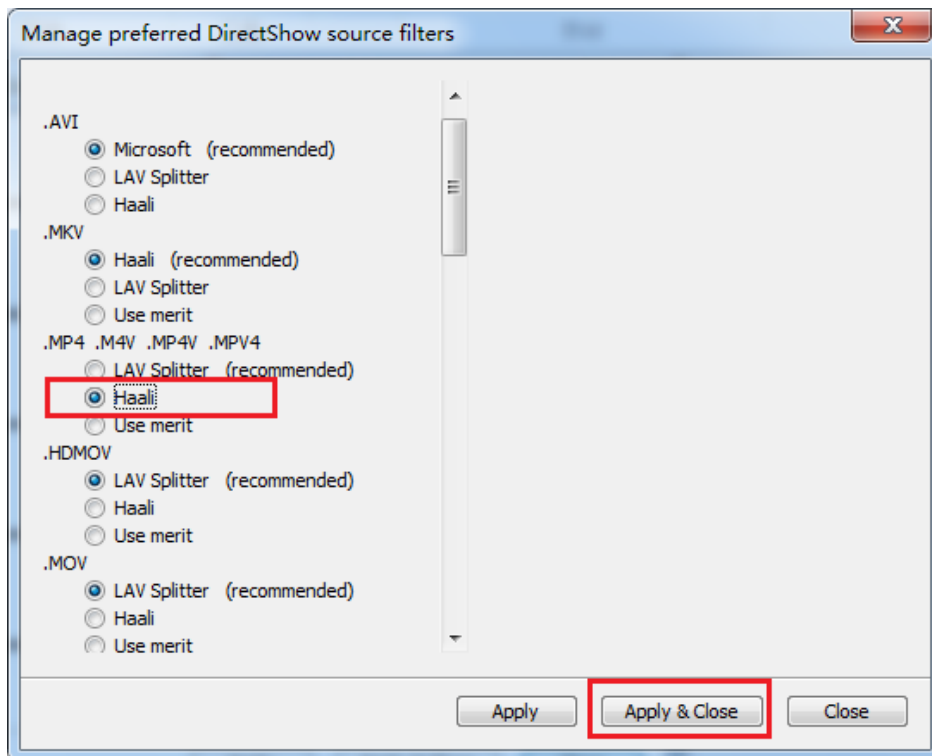
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SEP User Manual



Find ".MP4", ".M4V", ".MP4V" and ".MPV4", select "Haali" and then click "Apply & Close".



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3.7 Other Notes

※ When an RDP connection already exists, exit RDP connection and then use ICA to reestablish the connection. Do not use ICA connection to occupy RDP connection, in which case SEP may not function under this connection.

※ Due to insufficient permissions, the user is unable to read the USB configurations of the administrator on Windows terminals, and the USB client configurations may display the default settings. It's totally normal.

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