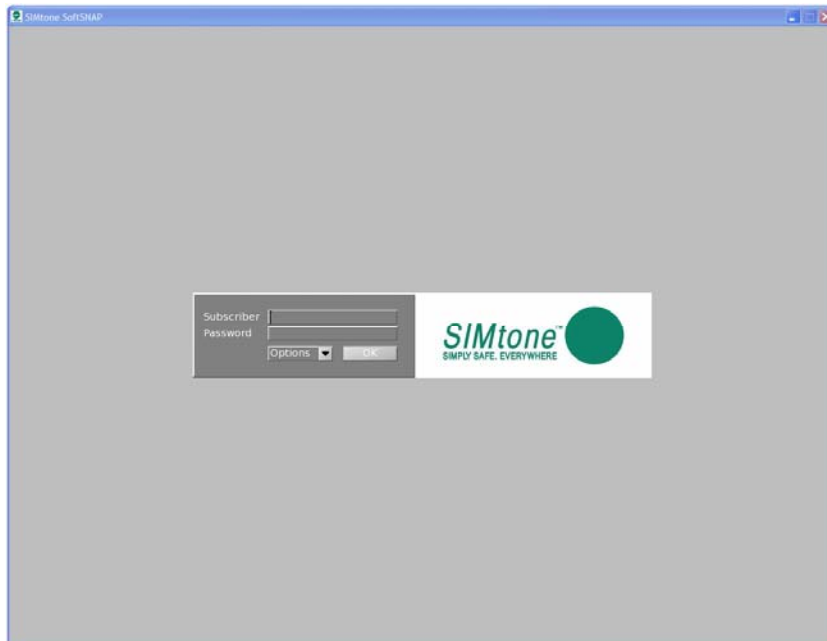




SoftSNAP

User Guide



SIMtone Corp
SoftSNAP User Guide

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About SoftSNAP

The SoftSNAP is the free SNAP Terminal software emulator. It supports the full SNAP feature set, including high performance desktop media and full USB service, for any SIMtone Cloud service. The SoftSNAP allows users to access SIMtone Cloud services from their existing PCs, with no configuration required. SoftSNAP is a very small footprint application, that installs quickly on Windows XP or Windows Vista PC.

The SIMtone SoftSNAP can be downloaded for free at www.simtone.net.

Installing SoftSNAP

What you need to get started

In order to install the SoftSNAP, you will need the SoftSNAP installer program and the following:

- **32-bit version of Windows**

A PC running any 32-bit version of Windows XP or Windows Vista

- **Administrator privileges**

You must be logged into an account with administrator privileges to install the SoftSNAP.

- **Java Runtime Environment (JRE) installed**

JRE version 1.5 or higher for Windows XP
JRE version 1.6 or higher for Windows Vista

The SoftSNAP installer will check to ensure that you are running the appropriate Java Environment. If not, the installer will indicate the need for an update and stop the installation.

To update your Java Environment, browse to www.java.com and follow the steps to “Free Java Download.” Installing Java may require a reboot before continuing.

Installation

The downloaded SoftSNAP installer will be similar to the following:

SoftSNAP<version>.exe

Run this file to start the SoftSNAP installation. When the setup wizard appears, click *Next* to continue.

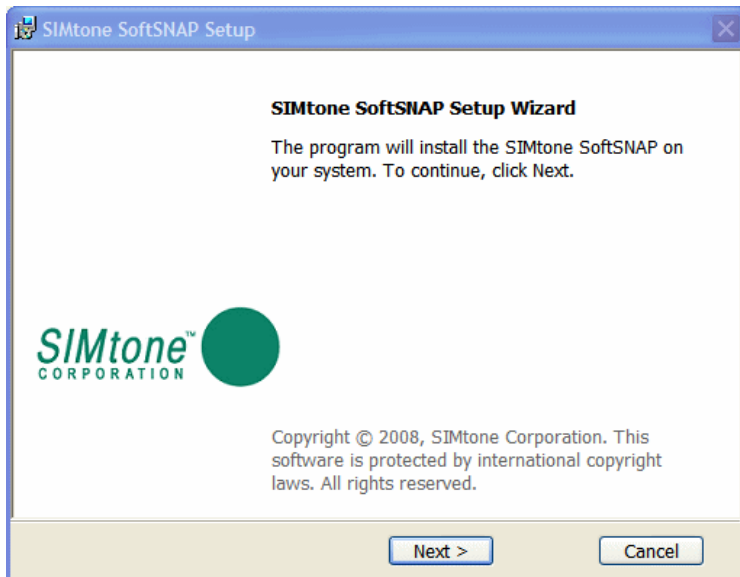


Figure 1: setup wizard

To continue installation you must review and agree to the terms of the End User License Agreement.



Figure 2: license agreement

The SoftSNAP installer can perform a *Complete* installation, which installs all features in default locations. The *Complete* install is recommended for most users. Advanced users may choose the *Custom* option to manually select features and file locations.

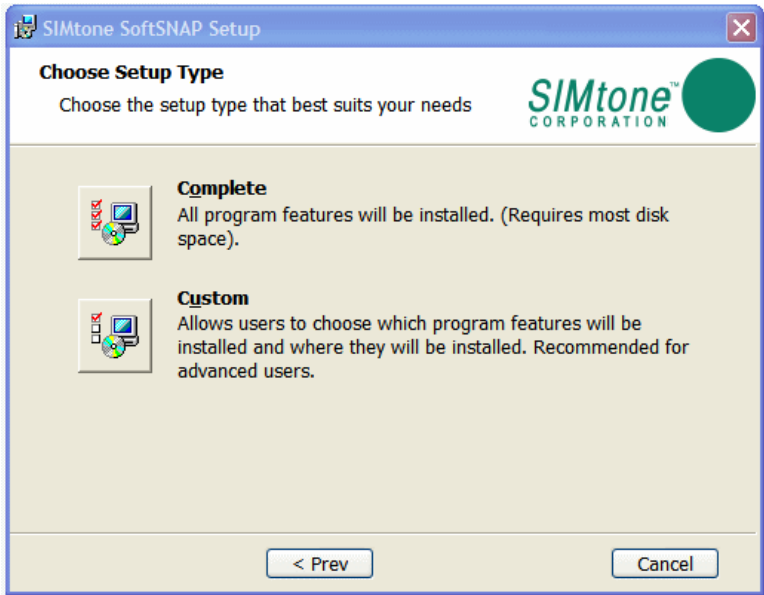


Figure 3: setup type

During the driver installation, you may lose network connectivity and/or USB functionality temporarily during the software installation.

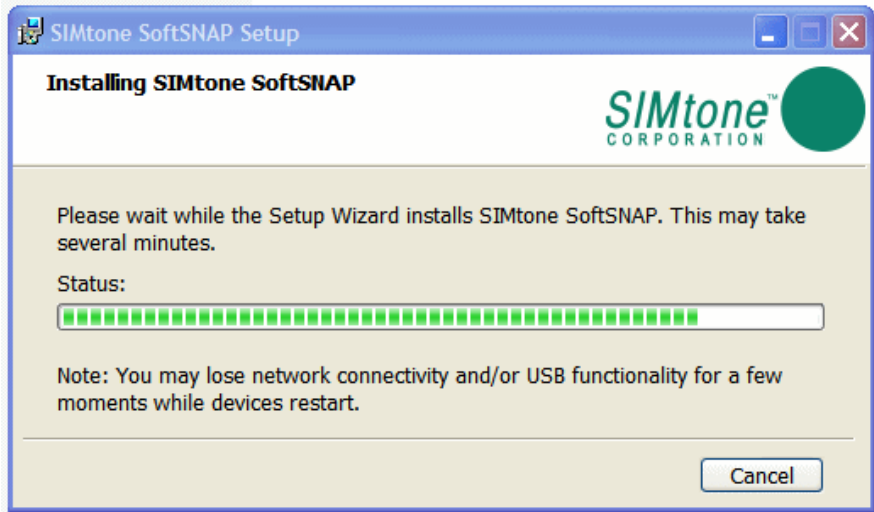


Figure 4: progress bar

If the USB redirection feature is enabled, you will see the *Universal Serial Bus controllers* warning shown below. This warning indicates that the driver you are about to install (as part of the SoftSNAP installation) has been digitally signed, but has not been registered with a certification authority.

Select *Continue Anyway* or *Install Anyway* to continue with the installation.



Figure 5: XP USB hardware warning

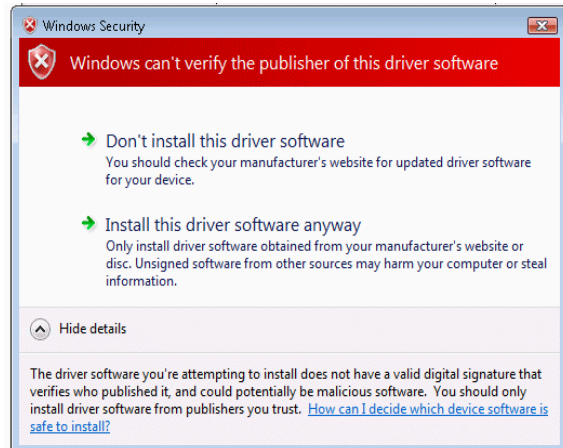


Figure 6: Vista USB hardware warning

You will see the *tcpseq Miniport* warning shown below. This warning indicates that the driver you are about to install (as part of the SoftSNAP installation) has been digitally signed, but has not been registered with a certification authority.

Select *Continue Anyway* or *Install Anyway* to continue with the installation.

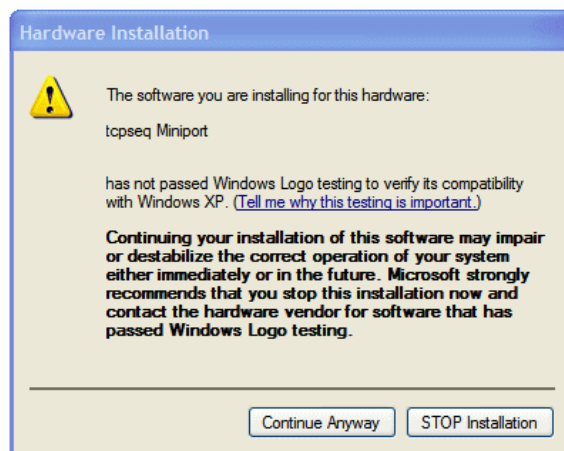


Figure 7: XP tcpseq hardware warning



Figure 8: Vista tcpseq hardware warning

This warning may be repeated several times depending on the number of network interfaces you have.

Select *Continue Anyway* or *Install Anyway* for each warning box that appears.



When you see the final screen click *Finish*.

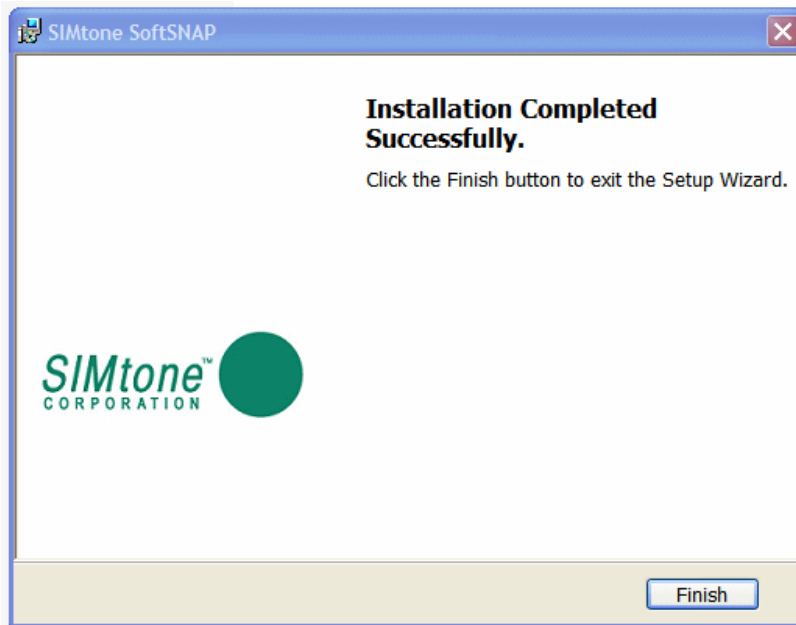


Figure 9: install complete

You will be prompted to restart your computer.

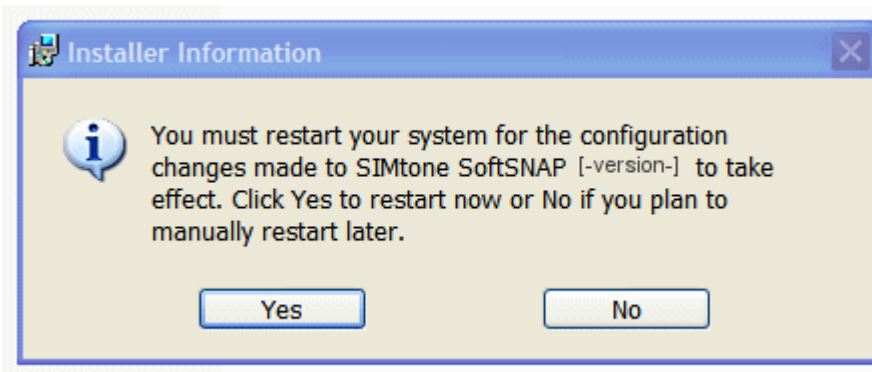


Figure 10: reboot

You may choose to restart later, but until the system is restarted, some necessary features of the SoftSNAP will not be fully installed.

Once the system is restarted, the installation is complete.

SoftSNAP Configuration

The first time the SoftSNAP is run, you will see the SIMtone SoftSNAP Configuration screen, shown below. This application allows you to customize the SoftSNAP screen size and define advance network details (if needed,) such as proxies and ports used.

Display

The Window Geometry selection indicates the available screen sizes for the SoftSNAP Window. Click on the Window Geometry drop down menu and select the size you prefer.

The screen sizes offered are:

Full Screen = complete screen (Ctrl-Alt-Del to return to Windows)

Max Window = maximum window size, allows for easy switching back to Windows

width x height = custom windows sizes (in pixels) based on capabilities of the local PC and monitor

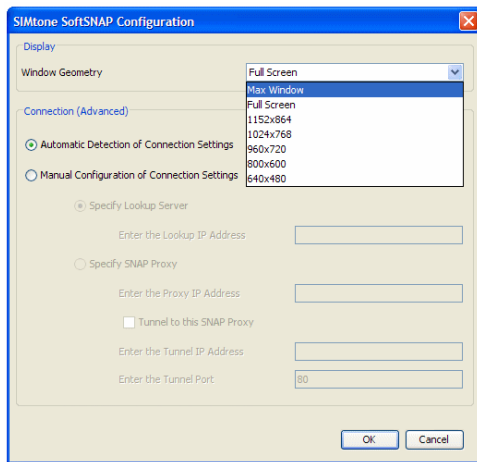


Figure 11: configuration screen

Connection

Advanced SIMtone Network connections can be manually adjusted for custom installations.

Specify Lookup Server

Used to connect to a custom SIMtone Service Provider.

Specify SNAP Proxy

When network restrictions prevent native SIMtone connections, a SNAP Proxy can be used to gain access to SIMtone services.

Tunnel Address / Port

SNAP Proxy assisted connections can be further defined by selecting SSL tunnel and port.

The SoftSNAP Configuration menu can be accessed at any time via program menu:



Figure 12: program menu

Vista User Account Control

(Vista Users Only)

Turn off User Account Control (UAC)

Make sure Vista User Account Control (UAC) is turned off. SoftSNAP won't be able to connect to the SIMtone service if UAC is on.

First, open your Control Panel, and enter "user account control" in the Control Panel search box.

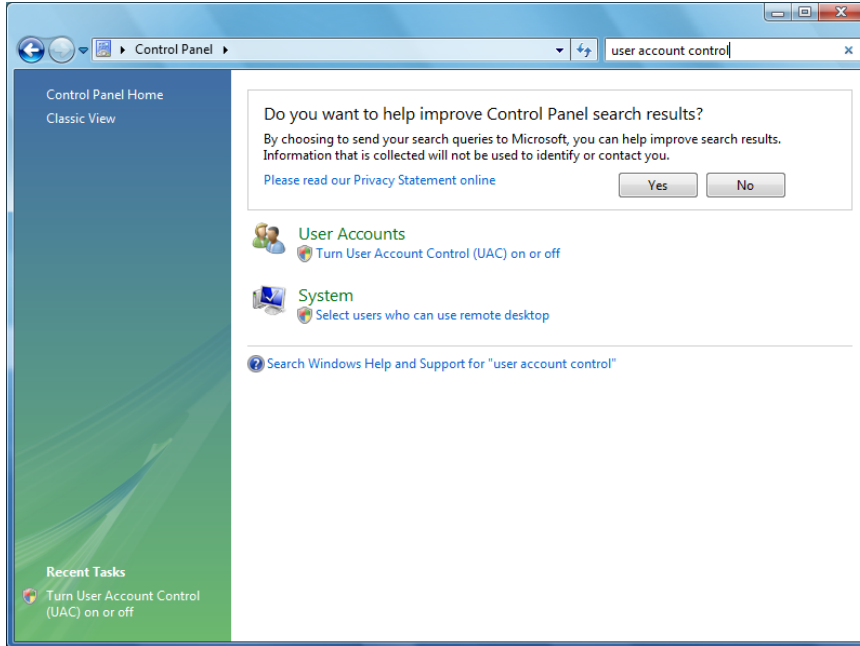


Figure 13: user account control screen

You should see the link *Turn User Account Control (UAC) on or off*. Click this link.

You should see a check box controlling whether UAC is on or off. Un-check the box, and click the *OK* button.

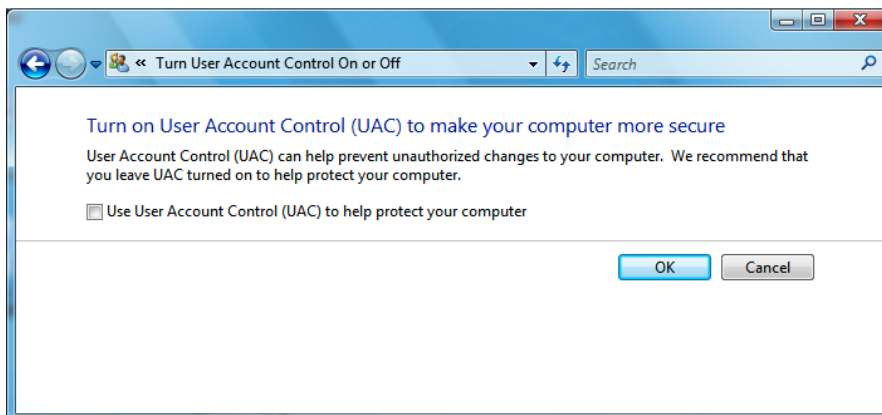


Figure 14: user account selection screen

Restart the computer.



Using the SoftSNAP

The SoftSNAP is used to access your cloud computing session through the SIMtone service.

Starting the SoftSNAP Application

The standard installation places a SoftSNAP shortcut icon on your Windows desktop.



Figure 15: desktop icon

Click the desktop icon to begin. You may also start SoftSNAP using the Windows Start menu: *Start / All Programs / SIMtone SoftSNAP / SIMtone SoftSNAP*. The SoftSNAP application program will start and connect to the SIMtone service.

Connecting to SIMtone

During the startup process a sequence of green bars will appear at the bottom of your screen.



Figure 16: SNAP progress bars

These bars indicate the progress of the connection to SIMtone and to your cloud computing service. The sequence should progress to five green bars within a few seconds. This will indicate successful connection to SIMtone.



When the SNAP has finished its startup procedure, you will see the SIMtone Authentication Screen. This service provides access to the SIMtone network and the services activated for your account.

Enter your Subscriber Name and Password and click the *OK* button.

Figure 17: auth screen

Correct authentication will begin your default service. Once connected, your service may require further authentication.

Changing your SIMtone Password

Your SIMtone password can be changed at any time from the Authentication Screen. Select *Password* from the Options drop-down menu.

Figure 18: authentication

Enter your Subscriber name, Current Password, and New Password twice for verification. Then select *Change Password* to commit the change or *Quit* to leave your password unchanged.

Figure 19: password change

Use your Subscriber name and new Password the next time you connect.

Returning to the Authentication Screen

Pressing *Ctrl-Alt-Home* keys simultaneously will exit your current service and return you to the SIMtone Authentication Screen.

Using USB Devices

The SoftSNAP has the capability to redirect locally connected USB printers and storage devices. With the SIMtone USB manager installed in the cloud computing environment, redirected USB devices appear as connected to the cloud computing session.

When you connect a USB device for the first time while a SoftSNAP session is active, allow Windows *plug and play* to install the SIMtone USB Redirector.

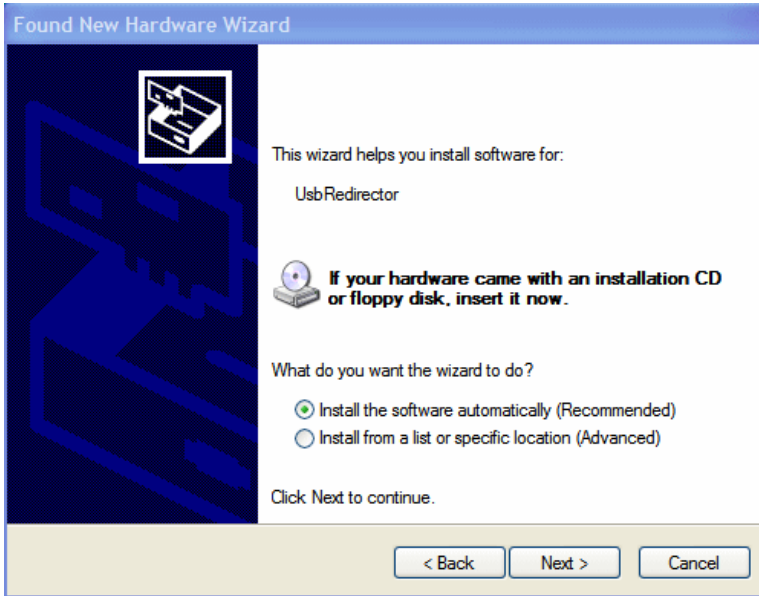


Figure 20: plug and play

You will see the USBRedirector warning shown below.

Select *Continue Anyway* or *Install Anyway* to continue with the USB Redirector installation.

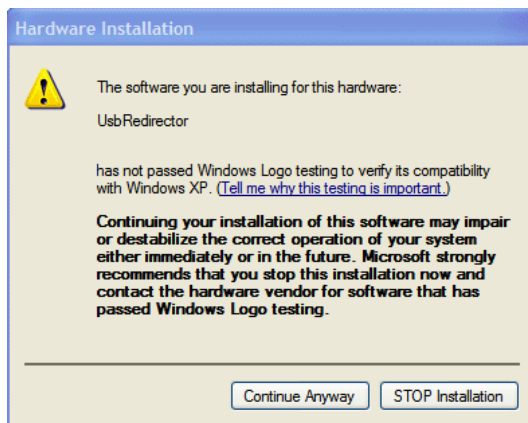


Figure 21: XP warning screen

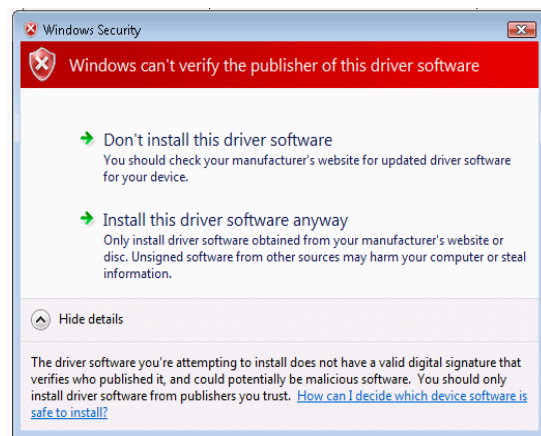


Figure 22: Vista warning screen

USB Manager

If your cloud computing data center supports USB devices, you will see the SIMtone USB Manager appear and search for your attached USB devices when you connect. When supported USB devices are detected, you can click on the device you choose to redirect. Once a printer or USB storage device is redirected, it operates as if it were directly connected to the cloud computing desktop or environment.

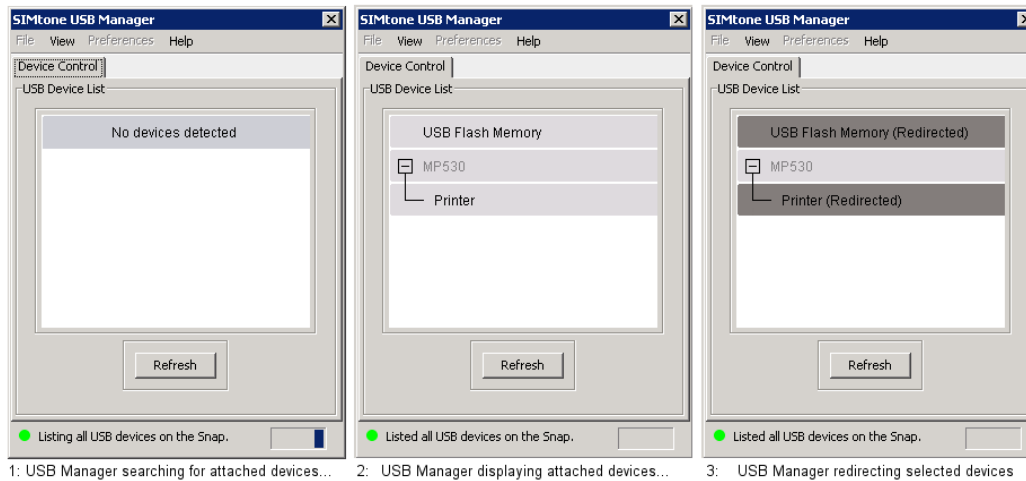


Figure 23 - USB sequence

The series of screenshots above display the sequence of the USB Manager searching for devices, listing those devices, and redirecting the selected devices – in this case, the SoftSNAP is redirecting a Canon MP530 Printer and a USB Flash Memory storage device to the cloud computing session.

If USB devices are added during an active cloud computing session, click the refresh button to search for additional USB devices.

If your cloud computing session is part of a shared community or domain, you may share your connected devices, by right clicking the device in the SIMtone USB Control window and selecting *Share Device*. Similarly, to secure a shared device, right click the device and select *Secure Device*.

Closing the USB Manager window will not disconnect devices. The SIMtone USB Manager is available in the system tray of your Windows cloud computing session.

Printers:

For proper printer redirection, any required or supporting software associated to your particular printer will need to be installed or available to your cloud computing session. You may need to arrange with your provider or virtual desktop administrator to install the appropriate printer driver.

Storage drives:

Upon initial redirection, Windows prepares an index of the attached drive contents for first use. For very high capacity drive, this process can take a considerable amount of delay before the drive is available to the desktop. The delay depends on the capacity of the storage drive as well as the speed and latency of the connection between the SNAP and the cloud computing session.

Troubleshooting

The SNAP should work correctly without any intervention or troubleshooting on your part. However, if something does go wrong, here are some places to look.

If the SNAP fails to connect to the initial Authentication Service, check whether you have good network connectivity and DNS resolution. You can do this by entering a website name in any browser and verifying that the page is displayed.

Once you have verified good network connectivity, check with your network administrator for any network restrictions. If your network is restrictive, you may need to add a proxy or SSL tunnel as described in *SoftSNAP Configuration* on the previous page.

If you are still experiencing difficulty connecting to the SIMtone service, please contact your cloud computing provider or virtual desktop administrator. You may also review the knowledge base and troubleshooting articles located in the support section of www.simtone.net.