

# **COSA5.3 Cloud Client User Manual**

<u>Hako UTC V7</u>

<u>Hako UTC V8</u>





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# **1 Introduction to Could Client**

Running an embedded operating system, this multi-purpose cloud client supports Citrix ICA protocol, through which Citrix virtualized applications can be delivered. Moreover, it also supports RDP.

Main features:

- 1. Supporting ICA, RDP
- 2. Supporting Citrix virtualization platform;
- 3. Allowing centralized management, centralized maintenance and centralized monitoring;
- 4. Easy system upgrade and feature expansion;
- 5. Effective protection from data theft and virus intrusion;
- 6. Convenient switchover between Chinese and English operating environment to allow perfect internationalization;
- Concise and human-oriented user interface to facilitate easy operations by non-professional users.

# 2 Startup Wizard

The first time you enter the system, there will be a startup wizard. By default, the first "Language & Keyboard" page will be displayed.

Welcome!		
Language & Keyboard         Image: Cloud Service         Image: Cloud Service	Language & Keyboard Display language U.S. English Keyboard layout United States (English) Keyboard model Generic 105-key Typing Settings Key repeat ON Repeat delay Short   Repeat speed Slow	T T T Long Fast
OK Forward		Centerm

1. Click "Forward" button to proceed with subsequent configurations. After you have completed all configurations, click "OK" button to enter the main system interface.

## 2.1 Summary

"Summary" mainly shows the current system language and configurations of keyboard, network, and cloud service.

# 2.2 Language & Keyboard

It allows you to configure system language and keyboard settings. For details, please refer to "4.6 Language & Keyboard".

# 2.3 Date & Time

It allows you to configure system date & time. For details, please refer to "4.5 Date & Time".

# 2.4 Network

It allows you to configure system network. For details, please refer to "4.3 Network".

# 2.5 Cloud Service

It allows you to configure Citrix Receiver. For details, please refer to "4.2 Cloud Service".

# **3** Connection & Use

# 3.1 Log On

After the client is turned on, it will by default enter the system homepage, as shown below:



1. Function

To log on cloud server.

2. Log on cloud server (the default connection type at system startup is Citrix Xen, with connection mode being PNAgent)

A. Enter the corresponding user name, password and domain into the input boxes of "User Name", "Password" and "Domain" respectively.

test	
•••	
test.com.cn	

B. Click "Log On" button.

3. Log on cloud server (connection type being Citrix Xen and connection mode being Web Interface)

- A. Configure the URL of cloud server and click "Save" button in the bottom-left corner of the screen.
- B. After exiting the control center, the system homepage will appear as below:

Centerm VDBOX	User name: Password:	
	Log On	
ር 🕸 🖻		Centerm

- C. Enter the corresponding user name and password into the input boxes of "User Name" and "Password" respectively.
- D. Click "Log On" button.
- 4. Log on cloud server (connecting type being RDP)
  - A. Configure the URL of cloud server and click "Save" button in the bottom-left corner of the screen.
  - B. After exiting the control center, the system homepage will appear as below:

Microsoft Connection	User Name Password Domain Log On
ው <del>ቅ</del> ጀ	Centerm

C. Enter the corresponding user name, password and domain into the input boxes of "User

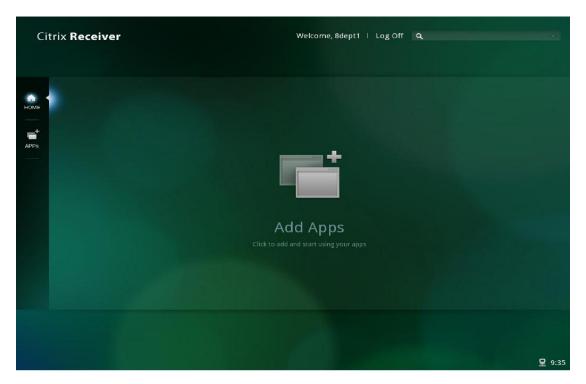
Name", "Password" and "Domain" respectively.



D. Click "Log On" button.

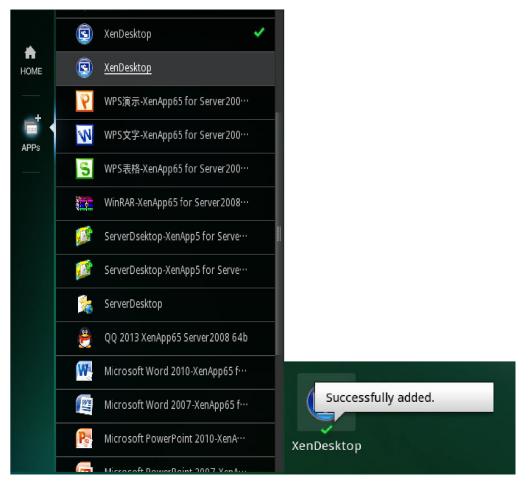
# 3.2 Application Management

1. The appearance of "HOME" interface when connection type is set as "Citrix Xen" and connection mode is set as "PNAgent" for the cloud server:



#### A. Add App

Click "Apps" to expand the Apps list. Select the app to be added from the list and click to add. For example, if you have selected "XenDesktop", you will have this app added to "HOME".



#### B. Delete App

Click "Apps" to expand the Apps list. Click the app which have been added to "HOME" to instantly delete this app from "HOME".

#### C. Open App

After adding app to "HOME", click the desired app to open this app. After openning this app, it will appear on the transparent taskbar at the bottom of the screen.

- 🔻 XanDesAtop 🕒 Hill Hills 🕷 Windows Hesia Flayer 🧶 C.1 WindAit 📑 25612 1284 🐚 Skype 🗮 🕵 🕵 🗍 FF2.54
  - D. Click "Log Off" in the top right corner of the screen to log off the current account.
- 2. The appearance of "HOME" interface when connection type is set as "Citrix Xen" and connection mode is set as "Web Interface" for the cloud server:



- A. Click the cloud desktop on the log-on screen to log on the server.
- B. Click "Settings" **Settings** in the top left corner of the screen and configure respective settings in the pop-up "Settings" window.

and the second		Ö	Settings	🔒 Log Off
Settings				Save Cancel
General				
Configure settings that are applied across the whole Web site	Language:	English	÷	
Client for accessing virtual desktops and applications	The Native Client is currently select Run Client Detection	ed.		
Password				
Change password	Change Password			
User Experience				
Use these settings to optimize performance	Connection speed:	Custom	¢ 🛛	
	Color Quality:	No preference	+	
	Sound:	High - high definition audio	•	
	✓Enable printer mapping			
Virtual desktop or application window size	Window size:	Seamless	÷ 🛛	
		Custom size (px): 10	24 × 768	
		Percentage of screen:	96	
Keyboard	Windows key combination:	In full screen mode only	÷ 🛛	
U 🕁 星			Cer	n <u>term</u>

C. Click the drop-down button next to "Log Off" to disconnect or reconnect:



- D. Click the cloud desktop on the log-on screen to log on the server.
- E. Click "Log Off" Log Off in the top right corner of the screen to log off the current account.
- F. After you have connected to the server, the connected entry will appear on the transparent taskbar at the bottom of the screen.

# **4** Control Center

Click the "Control Center"

1. Function

The Control Center allows the user to access respective configuration programs of the system.

2. How to use



icon in the bottom left corner of system homepage.

The configuration interface is shown below:

Control Center		
System Information	System Informati	ion
Network	Device name	cbftc6bba
()) Audio	Product name	Centerm Cloud Terminal
🕥 Date & Time	Terminal Type	E1945-3
🚢 Language & Keyboard	System version	5.30 (Build 2014010303)
🦢 Mouse	CCCM Agent	5.0.530.100.24273
Display	Citrix Receiver	12.1.6.231670
CCCM Agent	CT Vision	5.20
	VMware Horizon View	2.0.0
Certificate Manager	RDP	
Printer Manager	Flash Player	11.1
Power Manager	IP address	192.168.45.94
Ve Remote Assistance	MAC address	00:1A:A9:25:69:84
Network Diagnosis	Copyright	© 2013 Centerm Information Co., Ltd. All Rights Reserved.
D Logs Viewer	Patch List	

3. Run the programs in the Control Center

Select the desired program from the Control Center and click the icon.

# 4.1 System Information

1. Function

To edit device name and view system information.

2. How to use

After entering the Control Center, click the "System Information" icon:



- 3. Edit device name
  - (1) Click the text box next to "Device name" and change the name in the text box into a new

device name.

cbf20dcc6

(2) Click "Save" button in the bottom left corner of the screen.

# 4.2 Cloud Service

1. Function

To configure cloud server connection type and relevant setting.

2. How to use

After entering the Control Center, click the "Cloud Service" icon:



Cloud Service	
Connection to we	Citrix Xen 🔻
Connection type	
Citrix Receiver	
	the second s
Connection mode	PNAgent 🔻
Server address	192.168.12.42
Device Mapping	
Disk Mapping	
Enable Sound	
Enable SmartCard	
Enable Printer Enable USB Redirect	
Options	
Show the connection bar in full screen	node OFF
Enable video HDX	
Enable audio HDX	ON
Enable Flash HDX	OFF
Enable WebCam HDX	OFF
Login Scripts	
Automatic Login	OFF
User Name	
	the second se

#### 3. Modify settings

(1) Citrix Xen

A. Click the drop-down list next to "Connection type" and select "Citrix Xen", as shown

	Citrix Xen	
below:	CHINANCH	

 B. Modify the settings of "Citrix Receiver". Click the drop-down list next to "Connection mode" and select "PNAgent" or "Web Interface", as shown below:

PNAgent	
PNAgent	
Web Interface	

C. Enter the IP address of server:

Server address	192.168.12.42
Server address	192.168.12.42

D. Modify the settings of "Device Mapping". You can click the toggle buttons to enable or disable the devices to be mapped, as shown below:

Device Mapping	
Serial Ports	OFF
Disk Mapping	OFF
Enable Sound	
Enable SmartCard	
Enable Printer	
Enable USB Redirect	

E. Modify the settings of "Options". You can click the toggle buttons to enable or disable relevant features, as shown below:

Options	
Show the connection bar in full screen mode	OFF
Enable video HDX	ON
Enable audio HDX	ON
Enable Flash HDX	OFF
Enable WebCam HDX	OFF

F. When the connection type is set as "PNAgent", you can determine to enable or disable automatic login. Click the toggle button of "Automatic Login" to enable or disable this feature. In the meantime, you will need to enter the user name, password and domain, as shown below:

Login Scripts	
Automatic Login	ON
User Name	test
Password	••••
Domain	test.com.cn

G. Click "Save" button in the bottom left corner of the screen.

#### (2) RDP

A. Click the drop-down list next to "Connection mode" and select "RDP", as shown below:

RDP	•
-----	---

- B. Configure the IP address of server.
- C. Modify the settings of "Display". You can set color depth as shown below:

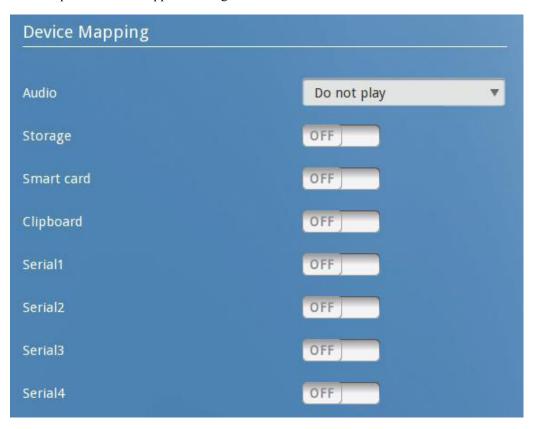
8 bit	
16 bit	
24 bit	
32 bit	
24 bit	

Click the toggle button of "Display the connection bar" to enable or disable displaying the connection bar.

D. Modify the settings of "Device Mapping". Click the drop-down list next to "Audio" and select the audio playback mode; click the toggle buttons to select devices to be redirected, as shown below:

Device Mapping		
Audio	Do not play	•
Storage	ON	
Smart card	ON	
Clipboard	ON	

- E. Modify the settings of "Programs". Click the toggle button of "Start the following program on connection" to enable this feature, and then enter the path, filename and folder of the program to be started.
- F. Modify the settings of "Experience". Click the toggle buttons to select the different experiences to be applied during RDP connection:



G. Modify the settings of "Advanced". Click the drop-down list of "Keyboard layout" to select from different keyboard layouts. Click the toggle buttons to enable or disable console mode and compression, as shown below:

en-us	•
en-us	
es	
es-mx	l l
et	
fi	
fo	

- H. Modify the settings of "Login Scripts". Click the toggle button of "Automatic Login" to enable automatic login.
- I. Click "Save" button in the bottom left corner of the screen.

# 4.3 Network

1. Function

To configure IP address and DNS.

2. How to use

After entering the Control Center, click the "Network" icon:



Network		
Network Card	Network Adapter 1	•
MAC	00:1A:A9:25:69:84	
State	ON	
Use The Following IP Address		
Obtain the IP address automatically	OFF	
IP address	192.168.45.94	
Subnet mask	255.255.255.0	
Default gateway	192.168.45.1	
Use The Following DNS Server	S	
Obtain the DNS servers automatically	OFF	
Preferred DNS server	192.168.13.31	
Alternate DNS server		

- 3. Configure network settings
  - (1) Obtain the IP address automatically

Click the toggle button of "Obtain the IP address automatically" to enable this feature.

(2) Obtain the DNS servers automatically

Click the toggle button of "Obtain the DNS servers automatically" to enable this feature.

- (3) Configure IP address manually
- A、 Click the toggle button of "Obtain the IP address automatically" to disable this feature.
- B. Enter the corresponding values into the input boxes of "IP address", "Subnet mask" and "Default gateway" respectively.

192.168.45.94
255.255.255.0
192.168.45.1

C、 Click "Save" button in the bottom left corner of the screen.

(4) Configure DNS server manually

A. Click the toggle button of "Obtain the DNS servers automatically" to disable this

feature.

 B. Enter the corresponding values into the input boxes of "Preferred DNS server" and "Alternate DNS server" respectively.

Preferred DNS server	192.168.13.31
Alternate DNS server	

C. Click "Save" button in the bottom left corner of the screen.

### 4.4 Audio

1. Function

To configure the volume for speakers and microphone.

2. How to use

After entering the Control Center, click the "Audio" icon:



Audio						
Speakers				•	80	
Microphone	<u>.</u>	ć		•	80	

- 3. Modify settings
  - (1) Adjust the volume for speakers

A. To mute the speakers, click the

icon next to "Speakers".

- B. After muting the speakers, to restore the sound, click the icon next to "Speakers" to restore to the formerly set volume.
- C. To adjust volume: click somewhere on the volume bar on the right side of "Speakers":



Or drag the volume slider to the left/right.

- D. Click "Save" button in the bottom left corner of the screen.
- (2) Adjust the volume for microphone
- A. To mute the microphone, click the **\_\_\_\_\_** icon next to "Microphone".
- B. After muting the microphone, to restore the sound, click the icon next to "Microphone" to restore to the formerly set volume.
- C. To adjust volume: click somewhere on the volume bar on the right side of "Microphone", or drag the volume slider to the left/right.
- D. Click "Save" button in the bottom left corner of the screen.

# 4.5 Date & Time

1. Function

To configure system data and time.

2. How to use

After entering the Control Center, click the "Date & Time" icon:



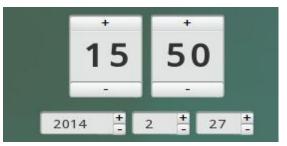
Date & Time	
Auto-sync from server	ON
Time server	192.168.13.31
Open Auto Cycle Sync	ON
Cycle Sync Interval	7 🕂 day 0 🕂 hour 0 🕂 minute
	Sync Now
Set System Time	
	15 45 2014 ± 2 ± 27 ± (UTC+08:00) Beijing,Chongqing,Hong Kong,Urumqi ▼

#### 3. Configure date and time

- (1) Automatic synchronization
- A. Click the toggle button of "Auto-sync from server" to enable this feature.
- B. Enter the correct IP address of time server into the input box next to "Time server".



- C. Click the "Sync Now" button.
- (2) Periodic synchronization
- A. After completing A and B in the first step, do not click "Sync Now" button.
- B. Click the toggle button of "Open Auto Cycle Sync" to enable this feature.
- C. Enter the interval to be set in the input boxes on the right side of "Cycle Sync Interval".
- D. Click "Save" button in the bottom left corner of the screen.
- (3) Manual configuration
- A. Click the toggle button of "Auto-sync from server" to disable this feature.
- B. Click "+" or "-" buttons for date and time to set the system date and time:



C. You can also click the edit box of date or time to manually enter the numerical values:



D. Click the drop-up list as shown below to select the desired time zone:



E. Click "Save" button in the bottom left corner of the screen.

# 4.6 Language & Keyboard

1. Function

To configure language and keyboard.

2. How to use

After entering the Control Center, click the "Language & Keyboard" icon:

Language & Keyboard

Language & Keyboard				
Display languag	U.S. English	•		
Keyboard layout	United States (English)			
Keyboard model	Generic 105-key			
Typing Setting	s			
Key repeat	ON			
	ort	Long		
Repeat speed Slow		Fast		

- 3. Configure language & keyboard
  - (1) Display language
  - A. Click the drop-down menu next to "Display language" and select the desired language:

Display language	U.S. English	•
Keyboard layout	U.S. English 中文(简体)	-

- B. Click "Save" button in the bottom left corner of the screen.
- C. After configuring the "Display language", you must reboot the device for the changes to take effect:

changes to	take effe	r device for the ct. Click "OK" to reboot " to reboot later.
now, or che	OK	Cancel

- (2) Keyboard layout
- A. Click the drop-down menu next to "Keyboard layout" and select the desired keyboard layout:

- B. Click "Save" button in the bottom left corner of the screen.
- (3) Keyboard model
- A. Click the drop-down menu next to "Keyboard model" and select the desired keyboard model:

Keyboard model	Generic 105-key	•
	Generic 105-key	1
Typing Settir	Generic 104-key	
Typing section	Generic 103-key	
	Generic 102-key	
Key repeat	Generic 101-key	
Repeat delay S	ho ABNT2	
Repeat delay 5	Fujitsu Trimodal	
Repeat speed S	lov Dell 101-key	

- B. Click "Save" button in the bottom left corner of the screen.
- (4) Key repeat
- A. After enabling "Key repeat", you will need to adjust repeat delay and repeat speed. Click somewhere on the scroll bar to complete the configuration, or drag the scroll bar slider to the left/right.
- B. Click "Save" button in the bottom left corner of the screen.

## 4.7 Mouse

1. Function

To configure mouse settings.

2. How to use

After entering the Control Center, click the "Mouse" icon:



The configuration interface is shown below:

Mouse				
Primary Button				
Mouse Speed	Slow 🧲	•		🗩 Fast

- 3. Configure mouse
  - (1) Primary button
  - A. Click the toggle button of "Primary Button" to make the right-button as the primary button. In such a case, click with the left mouse button will receive no response, and you will need to click with the right mouse button to proceed with normal operations.
  - B. Right-click "Save" button in the bottom left corner of the screen.
  - (2) Mouse speed
  - A. To adjust the mouse speed: click somewhere on the speed bar, or drag the speed bar slider to the left/right.
  - B. Click "Save" button in the bottom left corner of the screen.

## 4.8 Display

1. Function

To configure screen resolution.

2. How to use

After entering the Control Center, click the "Display" icon:



The configuration interface is shown below:

Display		
Auto-detect optimum settings	ON	
	Single	Y
	VGA	Y
	800x600	V
	1280x1024	V
Screen Saver		
Screen Saver	None	<b>v</b>
	Preview	
Wait	15 <sup>+</sup> / <sub>-</sub> minutes	

- 3. Modify resolution
  - (1) Automatic detection of optimum settings

Click the toggle button of "Auto-detect optimum settings" to enable this feature.

- (2) Configure resolution manually
- A. Click the toggle button of "Auto-detect optimum settings" to disable this feature.
- B. Click the drop-down menu next to "VGA resolution" and select the desired resolution:

VGA resolution	1280x1024	
	800x600	
	1024x768	
	1280x1024	
Screen Saver	1440x900	
	1680x1050	

C. Click "Save" button in the bottom left corner of the screen and the following prompt

message will pop up:

new se	ttings and res	e been changed. Save tart the graphics es will be closed.

- (3) Configure screen saver
- A. Click the drop-down menu next to "Screen Saver" and select the desired screen saver:

Screen Saver	None	•
	None	
	anemone	
	blaster	
Wait	compass	

- B. Click "Preview" button to see how the screen saver will appear on your screen.
- C. In the input box next to "Wait", enter the desired waiting time.
- D. Click "Save" button in the bottom left corner of the screen.

# 4.9 CCCM Agent

1. Function

To configure CCCM Agent.

2. How to use

After entering the Control Center, click the "CCCM Agent" icon:



The configuration interface is shown below:

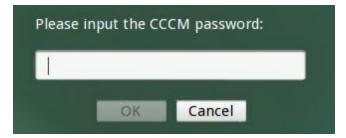
CCCM Agent	
Automatically managed by a serv	ver ON
Managed By The Following	g Server
Port	8081 +

#### 3. Configure CCCM Agent

- (1) Automatic management by server
- A. Click the toggle button of "Automatically managed by a server" to enable this feature.
- B. Click "Save" button in the bottom left corner of the screen.
- (2) Configure server manually
- A. Click the toggle button of "Automatically managed by a server" to disable this feature.
- B. Enter the corresponding values into the input boxes of "Server" and "Port" respectively:



- C. Click "Save" button in the bottom left corner of the screen.
- D. By this time, the dialog box for entering CCCM password will pop up. Enter the correct password and click "OK" to save the changes.



# 4.10 Security

1. Function

To configure security settings.

2. How to use

After entering the Control Center, click the "Security" icon:



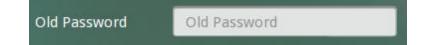
Security				
Use Password	OFF			
New Password				

- 3. Modify settings
  - (1) Configure system access security
  - A. Click the toggle button of "Use Password" to enable this feature.
  - B. Configure new password:



- C. Click "Save" button in the bottom left corner of the screen.
- D. When you click the "Control Center" icon to enter the Control Center again, you will be prompted to enter the security password:

- (2) Disable system access security setting
- A. Click the toggle button of "Use Password" to disable this feature.
- B. Enter the password configured previously:



- C. Click "Save" button in the bottom left corner of the screen.
- D. When you enter the Control Center again, you won't need to enter the password.

# 4.11 Certificate Manager

1. Function

To configure Certificate Manager.

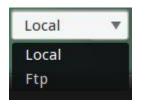
2. How to use

After entering the Control Center, click the "Certificate Manager" icon:



Certificate Manager	and the second	
Issued to	Issued by	Expire Date
Baltimore CyberTrust Root	Baltimore CyberTrust Root	2025-05-12 💌
GTE CyberTrust Global Root	GTE CyberTrust Global Root	2018-08-13
VeriSign, Inc.	VeriSign, Inc.	2028-08-01
VeriSign, Inc.	VeriSign, Inc.	2028-08-01
VeriSign, Inc.	VeriSign, Inc.	2028-08-01
Certificate Import Certificate Location	al <b>v</b> Import	
•		/storage

- 3. Modify settings
  - (1) Delete certificate
  - A. Click the Delete icon on the right side of certificate list to delete the corresponding certificate.
  - (2) Import local certificate
  - A. Click the drop-down list next to "Certificate Location" and select "Local", as shown below:



B. Insert the flash drive which carries the certificate and select the certificate to be imported from the list box at the bottom of the Certificate Manager interface.

٠	····b/ICAClient/keystore/cacerts/AddTrust_External_F	loot.crt
P	ABAecom_=subAmBankers_Assn.=_Root_CA.crt	1
PA	OL_Time_Warner_Root_Certification_Authority_1.crt	
PA	OL_Time_Warner_Root_Certification_Authority_2.crt	
	Ideal Transact Report of the	
A	AddTrust_Low-Value_Services_Root.crt	
PA	AddTrust Public Services Root crt	

Click "Import" button.

- C. Click "Save" button in the bottom left corner of the screen.
- (3) Import certificate from FTP server
- A. Click the drop-down list next to "Certificate Location" and select "FTP".
- B. Enter the IP address of FTP server, port number, user name, password and the absolute path to the certificate:

Certificate Location	Ftp <b>v</b> Import
Server Address	192.168.12.109
Port	21 +
User Name	lindl
Password	
Location	/tmp/xxx.crt

Click "Import" button.

C. Click "Save" button in the bottom left corner of the screen.

# 4.12 Power Manager

1. Function

To configure Power Manager.

2. How to use

After entering the Control Center, click the "Power Manager" icon:



The configuration interface is shown below:

Power Manager	
Enable Power Manager	OFF
Idle Policy	
	OFF
	15 + Minutes Close Monitor
Schedule Shutdown	
	OFF
Time(h:m)	22 + 30 +
Perform Daily	ON
Message	
Enable Message	ON
Allow Cancel Shutdown In	1 + Minutes

#### 3. Configure Power Manager

- (1) Enable Power Manager
- A. Click the toggle button of "Enable Power Manager" to enable this feature.
- B. After enabling Power Manager, you can then configure respective settings.
- (2) Configure idle policy
- A. Click the toggle button of "Enable Idle Policy" to enable this feature.
- B. Configure the action to be taken by the system when it's idle. In the input box next to

"When System Idle, Wait", manually enter the time or click "+" or "-" button to adjust the time.

When System Idle, Wait 15 🗧

Click the drop-down list on the right side of the idle time to specify the system action when the idle time runs out:



- C. Click "Save" button in the bottom left corner of the screen.
- (3) Scheduled shutdown
- A. Click the toggle button of "Enable Schedule Shutdown" to enable this feature.
- B. Set the scheduled time to shut down the system:



Click the toggle button of "Perform Daily" to specify whether or not to perform scheduled shutdown every day.



- C. Click "Save" button in the bottom left corner of the screen.
- (4) Message
- A. Click the toggle button of "Enable Message" to enable this feature.
- B. Set the time allowed to cancel shutdown:



C. Click "Save" button in the bottom left corner of the screen.

## 4.13 Remote Assistance

1. Function

To configure remote assistance.

2. How to use

After entering the Control Center, click the "Remote Assistance" icon:



nable the Remote Assistance	ON	
Preferences	Allow other users to view your desktop	
When A User Tries To View Or		
	Control Your Desktop	

- 3. Modify settings
  - (1) Remote Assistance
  - A. Click the toggle button of "Enable the Remote Assistance" to enable this feature.
  - B. Click the drop-down list on the right side of "Perferences" and select the operation you allow other users to carry out:

Allow other users to view your desktop
Allow other users to view your desktop
Allow other users to control your desktop

- C. Click "Save" button in the bottom left corner of the screen.
- (2) Configure access password
- A. Click the toggle button of "Require the user to enter this password" to enable this feature.
- B. Enter the password to be set:



- C. Click "Save" button in the bottom left corner of the screen.
- D. In such a case, other users need to enter the preset password in order to access the local computer.

# 4.14 Network Diagnosis

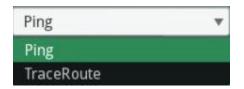
- 1. Function
  - (1) Use "Ping" feature to test network connection;
  - (2) Use "Traceroute" to show the route your traffic takes from the local computer to the target server.
- 2. How to use

After entering the Control Center, click the "Network Diagnosis" icon:



Network	Diagnosis		
Diagnostic	Tools Ping	v	
Ping			
Network ac	ldress		Ping
Send	5 +	requests	
Round Trip	Time Statistics	Transmission Statistics	
Minimum:	0.00ms	Packets transmitted:	0
Average:	0.00ms	Packets received:	0
Maximum:	0.00ms	Successful packets:	0%
Bytes	Network address	Seq Time	Units

- 3. Diagnosis configuration
  - (1) Ping
  - A. Click the drop-down list next to "Diagnostic Tools" and select "Ping", as shown below:



B. Enter the IP address and the number of requests to be sent, and then click "Ping" button to run diagnosis, as shown below:

Network address	192.168.9.111	Ping
Send	5 📩 requests	

C. The diagnostic information will be printed in the following list:

Round Trip	Time Statistics	Transm	ission Statistics	
Minimum:	0.36ms	Packets	transmitted:	5
Average:	0.38ms	Packets	received:	5
Maximum:	0.42ms	Success	ful packets:	100%
Bytes	Network address	Seq	Time	Units
64	192.168.9.111	1	0.416	ms
64	192.168.9.111	2	0.364	ms
64	192.168.9.111	3	0.369	ms
64	192.168.9.111	4	0.368	ms
64	192.168.9.111	5	0.367	ms

(2) TraceRoute

below:

A. Click the drop-down list next to "Diagnostic Tools" and select "TraceRoute", as shown

TraceRoute 

Ping
TraceRoute

- B. Enter the IP address and then click "Trace" button to run diagnosis:
- C. The diagnostic information will be printed in the following list:

Нор	Hostname	Network address	Time
1	nettec.star-net.cn	192.168.9.111	0.138ms
1	192.168.45.1	192.168.45.1	1.140ms
1	192.168.45.1	192.168.45.1	1.517ms
2	10.10.120.1	10.10.120.1	1.540ms
3	10.10.40.2	10.10.40.2	1.387ms
4	10.10.27.1	10.10.27.1	2.129ms
5	10.10.15.1	10.10.15.1	2.200ms
5	10.10.15.1	10.10.15.1	103.644ms

# 4.15 Logs Viewer

1. Function

To view system logs.

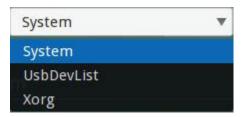
2. How to use

After entering the Control Center, click the "Logs Viewer" icon:



Logs Viewer	
Logs System   Export Log to Usb I	ðisk
System	
0:1d.0: PCI INT A -> GSI 23 (level, low) -> IRQ 23	
[ 1.742379] uhci_hcd 0000:00:1d.0: setting latency timer to 64	
[ 1.742385] uhci_hcd 0000:00:1d.0: UHCI Host Controller	
[ 1.742398] uhci_hcd 0000:00:1d.0: new USB bus registered, as	agned bus number 2
[ 1.742437] uhci_hcd 0000:00:1d.0: irq 23, io base 0x0000f0a0	
[ 1.742805] hub 2-0:1.0: USB hub found	
[ 1.742814] hub 2-0:1.0: 2 ports detected	NUL & IDO 10
[ 1.742969] uhci_hcd 0000:00:1d.1: PCI INT B -> GSI 19 (level, le [ 1.742982] uhci_hcd 0000:00:1d.1: setting latency timer to 64	-> IRQ 19
[ 1.742982] unci_ncd 0000:00:1d.1: setting latency timer to 64 [ 1.742988] uhci_hcd 0000:00:1d.1: UHCI Host Controller	
<ul> <li>[ 1.742988] unci_fied 0000:00:10.1: Onci Host controller</li> <li>[ 1.743001] uhci_hcd 0000:00:10.1: new USB bus registered, as:</li> </ul>	inned hus number 3
[ 1.743054] uhci_hcd 0000:00:1d.1: irq 19, io base 0x00000f080	igned bus number 5
[ 1.743403] hub 3-0:1.0: USB hub found	
[ 1.743412] hub 3-0:1.0: 2 ports detected	
[ 1.743564] uhci_hcd 0000:00:1d.2: PCI INT C -> GSI 18 (level, level)	w) -> IRO 18
[ 1.743577] uhci hcd 0000:00:1d.2: setting latency timer to 64	(11) - 2012 10
[ 1.743583] uhci hcd 0000:00:1d.2: UHCI Host Controller	
[ 1.743596] uhci hcd 0000:00:1d.2: new USB bus registered, as	signed bus number 4
1.743651 uhci_hcd 0000:00:1d.2: irg 18, io base 0x0000f060	
[ 1.744007] hub 4-0:1.0: USB hub found	
[ 1.744016] hub 4-0:1.0: 2 ports detected	
[ 1.744162] uhci_hcd 0000:00:1d.3: PCI INT D -> GSI 16 (level, l	ow) -> IRQ 16
[ 1.744174] uhci_hcd 0000:00:1d.3: setting latency timer to 64	
[ 1.744180] uhci_hcd 0000:00:1d.3: UHCI Host Controller	
[ 1.744196] uhci_hcd 0000:00:1d.3: new USB bus registered, as	signed bus number 5
[ 1.744249] uhci_hcd 0000:00:1d.3: irq 16, io base 0x0000f040	
[ 1.744594] hub 5-0:1.0: USB hub found	
[ 1.744603] hub 5-0:1.0: 2 ports detected	
[ 1.745005] i8042: PNP: PS/2 Controller [PNP0303:PS2K,PNP0	03:PS2M] at 0x60,0x64 irq 1,12
[ 1.745540] serio: i8042 KBD port at 0x60,0x64 irq 1	

- 3. Modify settings
  - (1) View system logs
  - A. Click the drop-down list next to Logs" and select "System", as shown below:



- (2) View Xorg logs
- A. Click the drop-down list next to "Logs" and select "Xorg".
- (3) View USB device list
- A. Click the drop-down list next to "Logs" and select "UsbDevList".
- 4. Export logs

Insert the USB flash drive and select the type of logs to be exported, and then click "Export

Log to Usb Disk" button.