

# **User Manual**

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# Setup and installation

At least 2 machines are needed to operate spacedesk. These machines are connected via a network and running two different software programs:

1. The Primary Machine is a Windows PC, laptop or Surface Pro tablet. It runs the network display server program including the display device drivers. This allows to extend or duplicate the Windows Desktop to the screen of another machine over the network.

2. The Secondary Machine runs a small viewer program which acts as the secondary display. It can be one (or multiple) of the following:

- Windows PC, laptop or Surface tablet (Personal View – Windows application)

- Android tablet or phone (Basic View Web Browser application)
- Apple Mac, iPad or iPhone (Basic View Web Browser application)
- Windows Surface or phone

# System requirements

At least 2 machines are needed to operate spacedesk. Both machines must be connected via a Local Area Network (LAN e.g. Ethernet, Wireless, etc.). TCP/IP protocol must be supported by the network.

Primary Machine (network display server)

- Windows PC, laptop or surface tablet
- Processor platform: x86 and x64 (ARM not supported)
- Memory: > 4GB RAM
- Operating systems: Windows 10 / 8.1 / 8 / 7 (aero glass transparency look supported)
- Graphics adapter: Nvidia / AMD / Intel / Microsoft Basic Display
- WDDM 2.0 / 1.3 / 1.2 / 1.1
- DirectX 12, 11, 10, 9

#### Secondary Machine "Personal View" (network display client)

- Windows PC, laptop or surface tablet

- Processor platform: x86 and x64 (ARM not supported)
- Operating systems: Windows 10, 8.1, 8, 7
- DirectX 10
- DirectX WARP (Min. 800 MHz CPU / Min. 512MB RAM)

#### Secondary Machine "Basic View" (network display client)

Web browsers Chrome (> 16), Firefox (> 11), Safari (> 5.1) Internet Explorer (> 10), Opera (> 27) on any device or machine e.g.:

- PC, laptop and Surface (Windows)
- Mac (OSX)
- PC and laptop (Linux)
- iPad and iPhone (iOS 8)
- Android tablets and mobile phones (Android )
- Windows Phones (Windows Phone 8.1)

#### Network connection

Both computers must be connected via a network connection running the TCP/IP protocol. This connection can be wireless or via cable (e.g., 1394 Firewire, Ethernet cable used as "cross over" cable or connected to a network hub). If available, a cable is usually preferred. Cable typically delivers better performance than wireless networks.

# Setup on Primary Machine

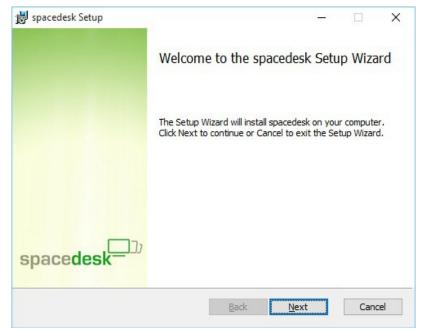
Install

#### Step 1: Uninstall any previously installed versions

Before installing a new spacedesk version, uninstall any previous version. Skipping this step may result in driver conflict and improper operation. Uninstall of spacedesk can be done on Control Panel  $\rightarrow$  Programs and Features.

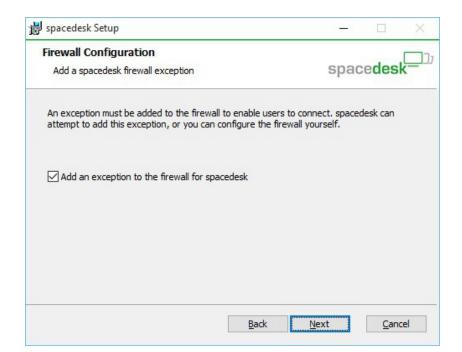
#### Step 2: Run the spacedesk setup installer

spacedesk\_32\_driver\_099\_BETA\_III.msi for x86 platform spacedesk\_64\_driver\_099\_BETA\_III.msi for x64 platform



Id-User License Agre Please read the following		carefully	spa	cedes	
	-				2.6
icense Terms					^
These license terms are read them. They apply t	to the software ye	ou are downlo	ading from		
<ul> <li>he terms also apply to</li> <li>updates,</li> </ul>			received it, i	f any.	
<ul> <li>pacedesk.ph, which in</li> <li>The terms also apply to</li> <li>updates,</li> <li>supplements,</li> <li>Internet-based</li> </ul>	any datronicsof		received it, i	fany.	~
<ul> <li>the terms also apply to</li> <li>updates,</li> <li>supplements,</li> </ul>	any datronicsof		received it, i	fany.	~

spacedesk Setup	<u>_</u> %		×
Destination Folder			
Click Next to install or click Change to choose another.	spac	edes	k_
Install spacedesk to:			
C:\Program Files\datronicsoft\spacedesk\			
<u>C</u> hange			
Back	Next	Can	cel



spacedesk Setup				×
Ready to install spacedesk		spac	edes	
Click Install to begin the installation. Click Back to installation settings. Click Cancel to exit the wizard		any of yo	ur	
<u>B</u> ack	<b>₽</b> Instal		Cano	:el

spacedesk Setup		_		>
Installing spacedesk		spa	cedes	k_
Please wait while the Setup Wizard in	stalls spacedesk.			
Status:				
	and the second			

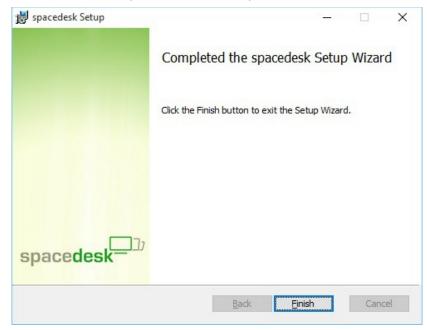
#### Step 3: Windows security confirmation of driver install

A "Windows Security" window will pop up. Select "install" to proceed with the setup.



# Step 4: Reboot

After the installation has completed, reboot the system.



闄 space	desk Setup		×
i		em for the configuration k to take effect. Click Yes to an to manually restart later.	l.
	Yes	No	

# Uninstall using Windows Control Panel

Uninstall of spacedesk can be done on Control Panel  $\rightarrow$  Programs and Features.

Programs and Features		1.00	- 🗆 🤅	×
$\leftarrow \rightarrow \checkmark \uparrow \square \rightarrow$ Cont	rol Panel > Programs > Programs and Features	✓ ひ Search Pro	grams and F 🌶	c
Control Panel Home	Uninstall or change a program			
View installed updates	To uninstall a program, select it from the list and th	nen click Uninstall, Change, or Repair.		
👎 Turn Windows features on c	or a second s			
off	Organize 👻 Uninstall		₩	?
	Name	Publisher	Installed On	
	Application Verifier x86 External Package	Microsoft	8/27/2015	
	S NVIDIA 3D Vision Driver 353.54	NVIDIA Corporation	7/23/2015	
	NVIDIA Graphics Driver 353.54	NVIDIA Corporation	7/23/2015	
	NVIDIA HD Audio Driver 1.3.34.3	NVIDIA Corporation	7/23/2015	
	NVIDIA Update 10.4.0	NVIDIA Corporation	7/23/2015	
	😹 Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	7/29/2015	
	🔀 Remote Tools for Visual Studio 2013	Microsoft Corporation	7/20/2015	
	Skype Click to Call	Microsoft Corporation	8/28/2015	
	Skype™ 7.8	Skype Technologies S.A.	8/28/2015	
	□ <sup>™</sup> spacedesk	datronicsoft Inc.	9/1/2015	
	Uninstall			
	<			
	datronicsoft Inc. Product version: 0.9.9	10.0		
	X10]] Size: 2.26			
	-			

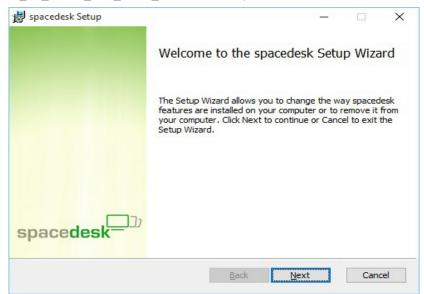
# Uninstall using .msi file

An alternative way to uninstall spacedesk is using the spacedesk msi installer file.

### Step 1: Run the setup installer

Run the spacedesk Setup installer.

spacedesk\_32\_driver\_099\_BETA\_III.msi for x86 platform spacedesk\_64\_driver\_099\_BETA\_III.msi for x64 platform



### Step 2: Click the remove button

After the installation has completed, reboot the system.

Change, repair, or remove installation Select the operation you wish to perform.		spa	ace	des	<u>_</u>
Change					
spacedesk has no independently selec	t <mark>abl</mark> e feat	ures.			
Regair					
spacedesk cannot be repaired.					
Remove					
Removes spacedesk from your compu	ter.				
		1			
	Back	Next		Cano	el

### Step 3: Reboot

After the uninstallation has completed, reboot the computer before proceeding with any other task.

😸 space	desk Setup	×
0	You must restart your system t changes made to spacedesk to restart now or No if you plan to	take effect. Click Yes to
	Yes	No

# Uninstall manually (expert mode - for troubleshooting only)

An alternative way to uninstall spacedesk is using the spacedesk msi installer file.

#### Step 1: Uninstall services

Run a Command Prompt (cmd.exe) "as administrator" and enter the two commands below:

sc delete spacedeskHookKmode

sc delete spacedeskService

#### Step 2: Uninstall spacedesk Display Auxiliary (for Windows 7 only)

For Windows 7 32bit and 64bit OS, manually uninstall the spacedesk Display Auxiliary on the Device Manager.



#### Step 3: Reboot

Reboot the system and ensure that the two registry keys below have been removed: HKEY LOCAL MACHINE\SYSTEM\CurrentControlSet\Services\spacedeskService HKEY LOCAL MACHINE\SYSTEM\CurrentControlSet\Services\spacedeskHookKmode

#### Step 4: Delete files

Delete all files listed in the appendix of this document underneath "File list".

## Setup on Secondary Machine

For spacedesk "Basic View", no setup installation is needed on the Secondary Machine. spacedesk "Basic View" operates with a standard web browser without any setup needed upfront.

Only spacedesk "Personal View" for Windows, needs setup installation on the Secondary Machine. spacedesk "Personal View" is a Windows application running on PC, laptop or Surface tablet. It can be installed as shown below

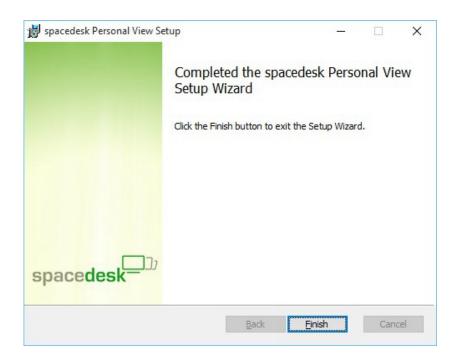
# Install Personal View on Windows machine

Run the spacedeskPersonalView setup installer, spacedeskPersonalView.msi

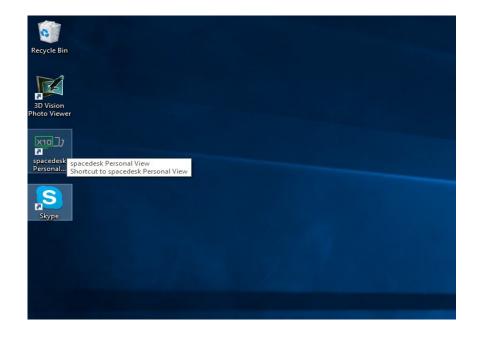
😸 spacedesk Personal View Se	tup — 🗆 X
	Welcome to the spacedesk Personal View Setup Wizard
	The Setup Wizard will install spacedesk Personal View on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
spacedesk	Back Next Cancel

spacedesk Personal View Setup		r
Please read the following license agreement carefully	spac	edesk
License Terms		
These license terms are an agreement between datroni read them. They apply to the software you are downloa spacedesk.ph, which includes the media on which you The terms also apply to any datronicsoft • updates,	ading from	
supplements,     Internet-based services		
✓ I accept the terms in the License Agreement		
		8

spacedesk Personal View Setup	8 <u>—</u> 9		×
Destination Folder			
Click Next to install or click Change to choose another.	spac	edes	k-
Install spacedesk Personal View to:			
Install spacedesk Personal view to.			
C:\Program Files\datronicsoft\spacedeskPersonalView\			
Change			
Back	Next	Can	cel



After a successful installation of spacedesk Personal View a shortcut to the Personal View application is created on the desktop.



# Uninstall

Uninstallation of spacedesk "Personal View" on Secondary Machine can be done on Control Panel  $\rightarrow$  Programs and Features. Another way to uninstall spacedesk "Personal View" is by using the msi installer.

# spacedesk operation

Connecting a display by Basic View

**Step 1:** To connect via Basic View, a Windows PC or other device such as smartphone, tablet, iPad, etc. can be used as secondary machine. The device needs a web browser (e.g. Google Chrome, etc) installed. Go to "http://www.spacedesk.ph/basicview/" (careful – case sensitive)

Carrier 🗢	4:27 PM spacecesk.ph
spa	cedesk
B	lasic View
Plea	ase enter the primary-PC network address
	192.168.1.1
	Connect
	Need help?
	For best use, go in Landscape
A	Mode! dvanced Performance Options

**Step 2:** Type the IP address of primary machine where the spacedesk server is installed. To get the IP Address of the primary machine click the "Need Help?" button below the Connect button.

Connect	Connect
Need help?	Need help?
For best use, go in Landscape	For best use, go in Landscape
Mode!	Mode!
Advanced Performance Options	Advanced Performance Options

While the "Advanced Options" button allows the user to choose the advanced settings of the Basic View, such as the desired appearance whether in full screen or windowed, the scaling type, compression quality to adjust the image quality and the color depth type for the color quality of the image. (see the definition of color depth type on Performance tuning section of this manual)

	÷	4:2	27 PM	
		spacede	sk.ph	c
Adv	/ance	d Perfor	mance O	ptions×
w	've setuj	p spacede:	sk for optima	al use.
(iii)	Image	Compres	ssion Quali	ty
	Fast		~	Slow
	speed	~	0	apoo
	Quality	,	1	High
	OHi	seed (YUV 4 gh color qu UV 4.4.4)	4.2.2) iality, slow sp	sed
Ç	Screen	Resoluti	ion	
		ctop Exte		
			Extension: 640	
		uplication	solution (f	or
				mary PC
	D		an from your or	1101910
	Di Select	the Resolution	on from your pri	
	Di Select		on from your pri	Close

**Step 3:** Type the server's IP address on the spacedesk Basic View to start the connection.



C spacedesk.ph T - Disel. ) Screen Resel. w A. Cearch Control Panel the appearance of your display Detert 0 5 Identity 12. Multiply Muniters V • 1034 × 768 ··· Landscape Duplicate these deplays tiple displays 2 -Ö. (6) P > ŕĥ < ר'

*Note:* At this point, connection was successfully established and spacedesk Basic View can now "extend" or "duplicate" the display of the primary PC.

**Step 4:** In case the screen of the device automatically goes off and needs to tap the screen, it can be easily set on the device's settings to prevent from screen timeout from happening frequently.

On Android, for example just go to Settings  $\rightarrow$  Display  $\rightarrow$  Screen Timeout then set to its maximum (e.g. 30 minutes).

On iPhone or iPad, just go to Settings  $\rightarrow$  General ->Auto-Lock then set to its maximum (e.g. 5 minutes) or set it to "Never" so it will be turned off temporarily.

**Step 5:** Once connected, the user can be able to reconnect or disconnect the basic view properly by selecting the "Show Menu" option at the upper right corner of the view.



# Off-line option for Basic View

The spacedesk Basic View web page can now be saved and used off-line (even without internet connection). If you already use spacedesk Basic View before, please refresh using Ctrl-F5 keys after opening Basic View (this ensures that everything is updated). Then follow the instructions below:

- For Google Chrome browser, use the the menu "Tools" and select "Add to taskbar".

- For Mozilla Firefox browser, just save the page as a local file.

- For Microsoft Internet Explorer browser, use the the menu "Tools" and select "Add site to apps"

## Connecting a display by Personal View

**Step 1:** Run the shortcut of "spacedesk Personal View.exe" located on the desktop of the secondary machine.

**Step 2:** The "Connect" menu dialog box of the "spacedesk Personal View.exe" running in the secondary machine allows the user to choose the computer name with its corresponding IP Address in the Network Search box of the machine running a spacedeskService.

Hostname:	PCi7-WIN10x86
P Address:	192.168.1.18
Port:	28252
Network Search	
PCI7-WIN10x86 (1 TEST-C2DWin7x86 TEST-WIN7SP1X66 VM-WIN8-1x86 (1	5 (192. 168. 1. 14) 4 (192. 168. 1. 19)
TEST-C2DWin7x86 TEST-WIN7SP1X66	5 (192. 168. 1. 14) 4 (192. 168. 1. 19)
TEST-C2DWin7x86 TEST-WIN7SP1X66	6 (192, 168, 1, 14) 4 (192, 168, 1, 19) 92, 168, 23, 129)
TEST-C2DWin7x86 TEST-WIN7SP1X6 VM-WIN8-1x86 (1	6 (192, 168, 1, 14) 4 (192, 168, 1, 19) 92, 168, 23, 129) Scanning

**Note:** At this point, connection was successfully established and spacedesk Personal View is now able to "extend" or "duplicate" the display of the primary PC depending on the mode (Desktop Extension or Desktop Duplication) that was previously selected by the user



**Step 3:** To enable Full screen mode of the application just select View  $\rightarrow$  Full screen or press "Alt + Enter" key or just by double clicking the viewer screen. Upon entering the full screen mode it will prevent the client from switching to display-off or the screensaver application as long as the login screen display on resume is disabled. To exit from full screen mode just press the "Esc" or "Alt + Enter" key or double click it again.

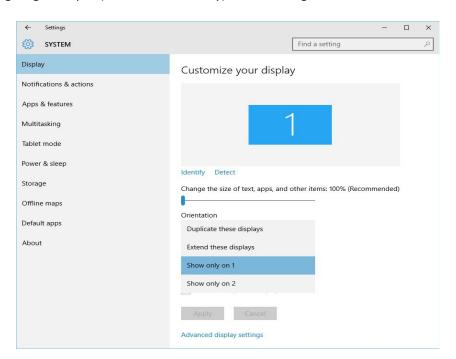
# Display Control Panel for selecting desktop extension or desktop duplication (mirror)

Right Mouse Click on Desktop  $\rightarrow$  context menu "Screen Resolution" leads to Display Control Panel. Display Control Panel can be used to change display resolutions and to verify proper operation. During Desktop Extension the following status should be shown:

← Settings		- 🗆 ×
SYSTEM		Find a setting
Display	Customize your displa	у
Notifications & actions		
Apps & features		
Multitasking	2	1
Tablet mode		
Power & sleep	Identify Detect	
Storage	Change the size of text, apps, and	other items: 100% (Recommended)
Offline maps	1	
Default apps	Orientation Landscape	~
About	Duplicate these displays	
	Extend these displays	
	Show only on 1	
	Show only on 2	
	Apply Cancel	
	Advanced display settings	

During Desktop Duplication (Mirror) the following status should be shown:

← Settings	- 🗆 X
र्ह्रे system	Find a setting , P
Display	Customize your display
Notifications & actions	
Apps & features	
Multitasking	112
Tablet mode	
Power & sleep	Identify Detect
Storage	Change the size of text, apps, and other items: 100% (Recommended)
Offline maps	L
Default apps	Orientation
	Landscape
About	Multiple displays
	Duplicate these displays
	Extend these displays
	Show only on 1
	Show only on 2



During Single Output (Second Screen Only) the following status should be shown:

# Display Switch for selecting desktop extension and desktop duplication (mirror)

Display Switch (Windows logo + P) can also be used to change modes



# Configuration settings

Below a few configuration settings to adjust spacedesk operation to individual needs.

# Screen resolution

The "Resolutions" dialog box of the spacedesk Personal View Settings allows the users to use up to two resolutions. The client's native resolution can be enable and use by checking the box of "Native Screen Resolutions". Then the user can also add another resolution by selecting one of the typical screen resolutions on the combo box.

Resolutions	×
Native Screen Resolution Typically used for desktop e	extension
1440 x 900	
Other Screen Resolution Typically used for desktop of	uplication
1920 x 1080 $\sim$	
800 x 600 1024 x 600	
1024 x 600	Cancel
1152 x 864	
1280 x 720	
1280 x 768 1280 x 800	
1280 x 800	
1280 x 1024	
1360 x 768	
1366 x 768	
1400 x 1050	
1440 x 900	
1600 x 900	
1600 x 1200	
1680 x 1050 1920 x 1080	
1920 x 1080	
2048 x 1152	
2560 x 1440	
2560 x 1600	

## Automatic Reconnect

The "Automatic Reconnect" option of the spacedesk Personal View Settings allows the user to enable an automatic reconnection of the personal view to the server machine in case of sudden disconnection from system sleep or hibernate or from any kind of unwanted disconnection.

#### Full screen upon Connect

The "Full screen upon Connect" option on spacedesk Personal View Settings will enable the automatic switching to full screen mode upon connecting to the server.

# Performance tuning

The following variables are influencing display performance:

- Network bandwidth
- Screen Resolution
- Color depth
- Image compression

## Network bandwidth

The faster the network, the faster the display performance. Cable networks tend to have better performance than wireless networks. The fastest option is always a direct connection via network cable, e.g. a Gigabit Ethernet.

Currently minimum reasonable network bandwidth needed by spacedesk BETA ranges around 50 Mbit/sec. Substantial improvements including support of slower networks are planned for the first release version.

### Screen resolution

The lower the resolution of the networked display screen, the faster the display performance.

### Color depth and image compression

spacedesk uses image compression to improve display performance. This mechanism reduces image size before transferring images over the network. The spacedesk image compression algorithm is lossy. It reduces quality and color depth of the image

On fast networks, color depth and image quality can be kept very high while still achieving good performance.

On slow networks, color depth and image quality need to be reduced to achieve good performance.

## spacedesk performance settings

The "Compression Quality" dialog box of the spacedesk Personal View Settings allows the user to reduce color depth by Chroma Downsampling and adjusts the compression quality to find the ideal image quality and performance speed.

Color Depth	(Chroma Downsampling)	
	or quality, slow speed (YU)	(4:4:4)
	color quality, medium spee	
-	r quality, fast speed (YUV	
-		
1		
Compression	1	
Compression	n	
Compression	n 70	
Compression Low		High
	70	High Slow

YUV 4:4:4 - No reduction of color information. High quality of screen image but, performance intensive. Can only be used on very fast networks YUV 4:2:2 - Reducing the color information by 1/3 (from 24 bit to 16bit) reducing color quality of screen image and improving performance.

YUV 4:2:0 - Reducing the color information by 50% (from 24 bit to 12bit) to achieve best possible performance.

The color loss caused by the above mechanism typically not very much noticeable for the human eye, especially when there is a lot of motion on the screen (e.g. playing a video). Thus YUV:4:2:0 is the default setting which can apply to many user applications.

The compression setting can be varied between 100 (no compression) and 0 (maximum possible compression). The default value is 70 which still tends to show a clear enough and detailed enough image for many user applications.

# Appendix

# Troubleshooting

# **Primary Machine**

# Step 1: Check installed versions

First, make sure that the most recent version is properly installed.

← → ヾ ↑ 🖸 › Co	ntrol Panel > Programs > Programs and Features	~ Č	Search Proc	grams and F	٩
Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program, select it from the list and th	en click Uninstall, Change, or Repair.			
Turn Windows features or	n or				
off	Organize 👻 Uninstall			-	0
	Name	Publisher	Installed On	Size	٧
	Application Verifier x86 External Package	Microsoft	8/27/2015	3.19 MB	1
	NVIDIA 3D Vision Driver 353.54	NVIDIA Corporation	7/23/2015		
	NVIDIA Graphics Driver 353.54	NVIDIA Corporation	7/23/2015		
	NVIDIA HD Audio Driver 1.3.34.3	NVIDIA Corporation	7/23/2015		1
	NVIDIA Update 10.4.0	NVIDIA Corporation	7/23/2015		1
	😹 Realtek High Definition Audio Driver	Realtek Semiconductor Corp.	7/29/2015		6
	🕼 Remote Tools for Visual Studio 2013	Microsoft Corporation	7/20/2015	100 MB	1
	Skype Click to Call	Microsoft Corporation	8/28/2015	7.73 MB	7
	Skype <sup>™</sup> 7.8	Skype Technologies S.A.	8/28/2015	71.1 MB	1
	⊡ <sup>∋</sup> spacedesk	datronicsoft Inc.	9/1/2015	2.26 MB	0
	<				

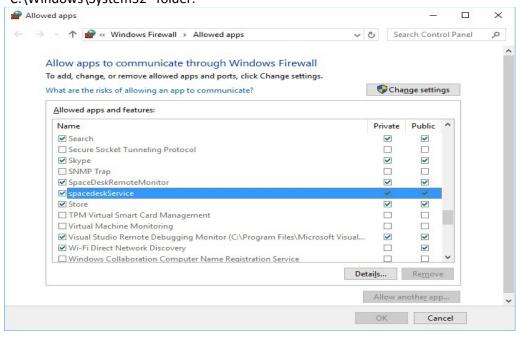
# Step 2: Check if service is operating

Make sure that spacedesk service is started.

(⇒ ●) 🖄 📰 🖾 û 🔒   [							
Computer Management (Local)	Q. Services					Actions	
<ul> <li> <sup>1</sup> <sup>1</sup> <sup>1</sup>         System Tools M         Task Scheduler         </li> </ul>	spacedeskService	Name	Description	Status	Startup ^	Services	
> 🛃 Event Viewer		🖏 SNMP Trap	Receives tra		Manual	More Actions	
> 🐹 Shared Folders	Stop the service Restart the service	Software Protection	Enables the		Automa	1.10.3	
> 👰 Local Users and Groups	Incolare the service	SpacedeskService		Running	Automa	spacedeskService	
> 🔊 Performance		🖏 Spot Verifier	Verifies pote		Manual	More Actions	
📇 Device Manager		SSDP Discovery	Discovers n	Running	Manual		
🖌 📇 Storage		🖏 State Repository Service	Provides re	Running	Manual		
📄 Disk Management		Still Image Acquisition Events	Launches a		Manual		
Services and Applications		🔍 Storage Service	Provides en		Manual		
Services		🖏 Superfetch	Maintains a	Running	Automa		
WMI Control		🖏 System Event Notification S	Monitors sy	Running	Automa		
		System Events Broker	Coordinates	Running	Automa Y		

#### Step 3: Check if Windows Firewall is open for spacedeskService.exe

Check the firewall if spacedeskService.exe is allowed on private or public network. Open Control Panel  $\rightarrow$  Windows Firewall  $\rightarrow$  Allow an app through Windows Firewall, allow an another app then browse for spacedeskService.exe located at "C:\Windows\System32" folder.



#### Step 4: Ping Test

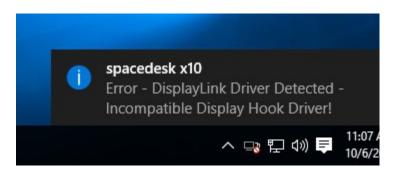
If spacedesk Personal View Application cannot plug the Virtual Display Monitor try to ping test the IP address of another machine to verify if it is reachable across the local network.

A ping test is done to confirm if the machine is successfully connected to a network. Using the Command prompt, type "ping 192.168.x.x", and check if it will get a reply from the other machine that will indicate that it is also connected to a same network.

Command Prompt	1.000	×
Microsoft Windows [Version 10.0.10240] (c) 2015 Microsoft Corporation. All rights reserved.		^
C:\Users\PCi7-User>ping 192.168.1.27		
Pinging 192.168.1.27 with 32 bytes of data: Reply from 192.168.1.27: bytes=32 time=3ms TTL=128 Reply from 192.168.1.27: bytes=32 time<1ms TTL=128 Reply from 192.168.1.27: bytes=32 time<1ms TTL=128 Reply from 192.168.1.27: bytes=32 time<1ms TTL=128		
Ping statistics for 192.168.1.27: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), Approximate round trip times in milli-seconds: Minimum = Oms, Maximum = 3ms, Average = Oms		
C:\Users\PCi7-User>_		

#### Step 5: Check if any other incompatible Display Hook Driver is installed.

spacedesk is not compatible with other Display Hook Drivers (e.g. DisplayLink USB display, OSBase USB display, MCT Display Service and zero client drivers, etc.). Before starting to use spacedesk, make sure that any other other Display Hook Drivers are uninstalled. Otherwise, spacedesk will not operate and an info bubble pop up on the System Tray menu as shown below:



### Step 6: Clear Display Settings.

In case a previous version of spacedesk was installed, it is recommended to Clear the existing Display Settings on primary pc that may prevent spacedesk from working properly. After a successful installation of latest spacedesk version make sure to rightclick the spacedesk Tray icon then select the "Clear Display Setting" before trying to connect with personal view/basic view.



# Step 7: Transparent effect Aero "Glass Look" is disabled (for Windows 7 only)

Select "Troubleshoot problems with transparency and other Aero effects. Under some circumstances setup is disabling Aero "Glass Look". Only clicking the link on the screen shot below enables it again.

~~~~					×
All Control Panel	tems  Personalization	<b>-  -  + + + +</b>	Search Control Panel		Q
Control Panel Home	Change the visuals and	d sounds on your o	computer		•
Change desktop icons	Click a theme to change the o	desktop background, wir	ndow color, sounds, and scr	een saver all at once.	
Change mouse pointers Change your account picture					^
	Unsaved Theme				=
				Get more themes online	=
	Aero Themes (7)				
	Windows 7	Architecture	Characters	Landscapes	-
See also	8			Ø	
	Desktop Background	Window Color	Sounds	Screen Saver	
Display Taskbar and Start Menu	Harmony	Sky	Windows Default	None	
Taskbar and Start Menu Ease of Access Center	Troubleshoot problems w	vith transparency and ot	her Aero effects		

#### Step 8: Start Windows in safe mode.

If the installation of spacedesk has caused a problem (e.g. unable to start windows anymore , black screen on main monitor, etc.) it is recommended to boot into safe mode.

Windows 7 safe mode: Press and hold f8 key upon computer restart and before the windows logo appeared. Then in advanced boot option screen use the arrow keys to select the safe mode option then press Enter key.

Windows 8/8.1/10 safe mode: There are 2 ways to go to Startup Setting:

- a) Press Shift + Restart button then a Startup Settings screen will appear,
- b) If Automatic Repair shows upon restart a boot menu will appear click Troubleshoot → Advanced Option → Startup Settings.

Press Restart button, after pc restart use number/function keys to select the corresponding number to enable the safe mode.

#### Secondary Machine

#### Step 1: Check the browser version for Basic View.

If the spacedesk Basic View is unable to connect, check the version of the web browser and make sure that it is updated. If the secondary machine is a smartphone or tablet device the browser and OS needs to be most recent versions supporting websockets

#### Step 2: Reset the Personal View settings in the registry.

If the latest spacedesk Personal view is not connecting anymore while an older version works, it is recommended to reset the personal view settings. Just open the registry editor by searching for the keyword "regedit". Then go to HKEY\_CURRENT\_USER  $\rightarrow$  Software then delete the "datronicsoft" registry key, then try to connect again.

**Note:** If these troubleshooting procedures does not solve your problem please contact our spacedesk support at <u>http://www.spacedesk.ph/contact</u>.

# File list

# **Primary Machine**

# Files on all systems

Windows\System32\drivers\spacedeskHookKmode.sys Windows\System32\spacedeskHookLdr.dll Windows\System32\spacedeskService.exe Windows\System32\spacedeskServiceTray.exe Windows\System32\v3DDKAuxiliary.dll

### Files on 64 bit systems only

Windows\SysWOW64\ spacedeskHookLdr.dll