

Cloudpaging Player User Guide

Version 9.3.0



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Patents pending in the U.S. and other countries.

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NOTE: The product version syntax for Cloudpaging Player is: **M.m.p.bbbbb**
(**M**: major version number, **m**: minor version number, **p**: patch version number, **bbbbbb**: build number)

Table of Contents

Introduction	1
Benefits of Cloudpaging	1
Chapter 1 • Using Cloudpaging Player	3
Cloudpaging Player Main Window	3
Cloudpaging Player Notifications	7
Cloudpaging Player Messages	7
Displaying and Closing the Main Window	9
Configuring Cloudpaging Player	9
Working Offline	12

Introduction

The *Cloudpaging Player User Guide* describes the features of Cloudpaging Player, including adding virtual application, configurations, and license policies and how to use them.

Benefits of Cloudpaging

Cloudpaging provides several benefits:

- Applications are abstracted from their operating system and packaged with their dependencies so they can seamlessly run across modern operating systems.
- Applications are made available via Enterprise Portal or your preferred application store (custom built or third-party), so they can be accessed across your enterprise.
- Cloudpaging Player enables users to run applications as if natively installed on their device, without going through any installation processes.
- With support for more applications than any other application delivery tool, you can deliver a native application experience across your entire enterprise.

Using Cloudpaging Player

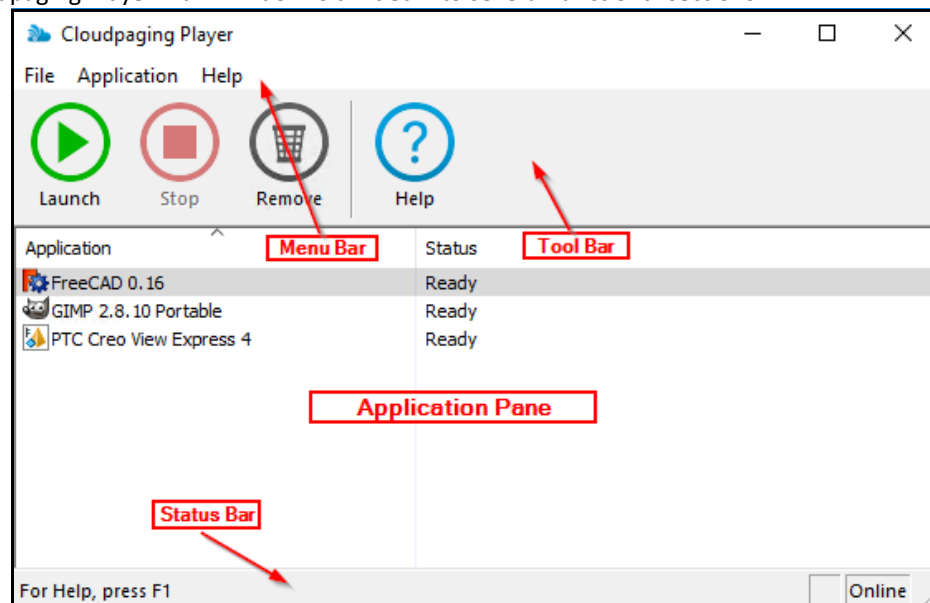
Cloudpaging Player is a light-weight agent that enables on-demand application access and runs them at native speeds, without actually installing the application on your device.

This help covers the following topics:

- [Cloudpaging Player Main Window](#)
- [Cloudpaging Player Notifications](#)
- [Cloudpaging Player Messages](#)
- [Displaying and Closing the Main Window](#)
- [Configuring Cloudpaging Player](#)
- [Working Offline](#)

Cloudpaging Player Main Window

The Cloudpaging Player main window is divided into several functional sections:

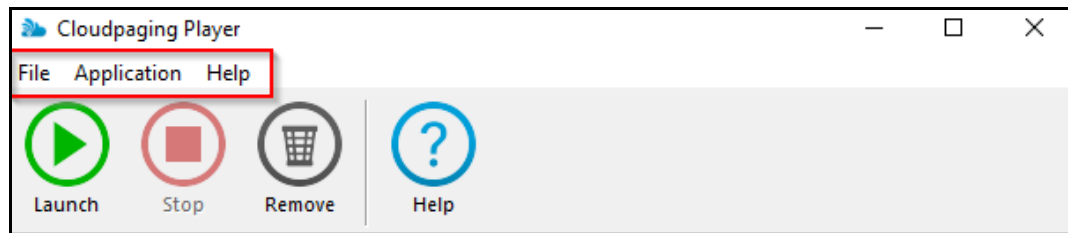


- **Menu bar** – File, Application, and Help menus.
- **Tool bar** – Launch, Stop, Remove applications, and Help buttons.
- **Application Pane** – Lists applications added to the Cloudpaging Player.

- **Information Pane** – Provides additional information on the applications added to the Cloudpaging Player. Initially, the Information Pane is hidden by default. To display it, select Information Pane from the File menu or press CTRL + I on the keyboard.
- **Status Bar** – Provides information about Menu Bar and Tool bar buttons, submenus, and commands that appear when the mouse cursor hovers over these options. The Status Bar also provides Work Offline status information.

Menu Bar

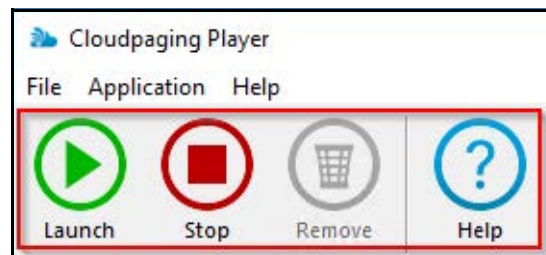
The Menu Bar allows you to access Cloudpaging Player options and settings. It consists of three menus, each of which consists of various commands and sub-menus. Specific commands will be covered in topics below.



- **File** - Commands to control Cloudpaging Player.
- **Application** - Commands to control applications added to the Cloudpaging Player.
- **Help** - Commands to help topics and product information.

Tool bar

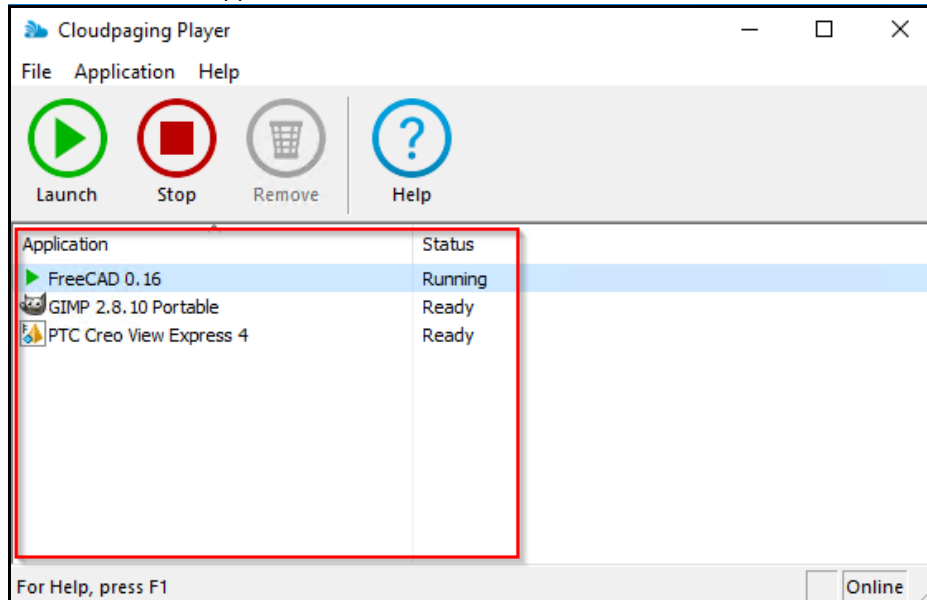
The Tool bar includes buttons used to control application paging: Launch, Stop, and Remove. In addition, Help provides information about how to use Cloudpaging Player. Once you have successfully launched an application, you will be able to launch it again later or perform other tasks described later in this guide.



- **Launch** - This command will run the application.
- **Stop** - This command will force the application to quit and can result in lost data. Always close applications first if possible.
- **Remove** - This command will remove the application from your machine and can only be performed if the application is not running.

Application Pane

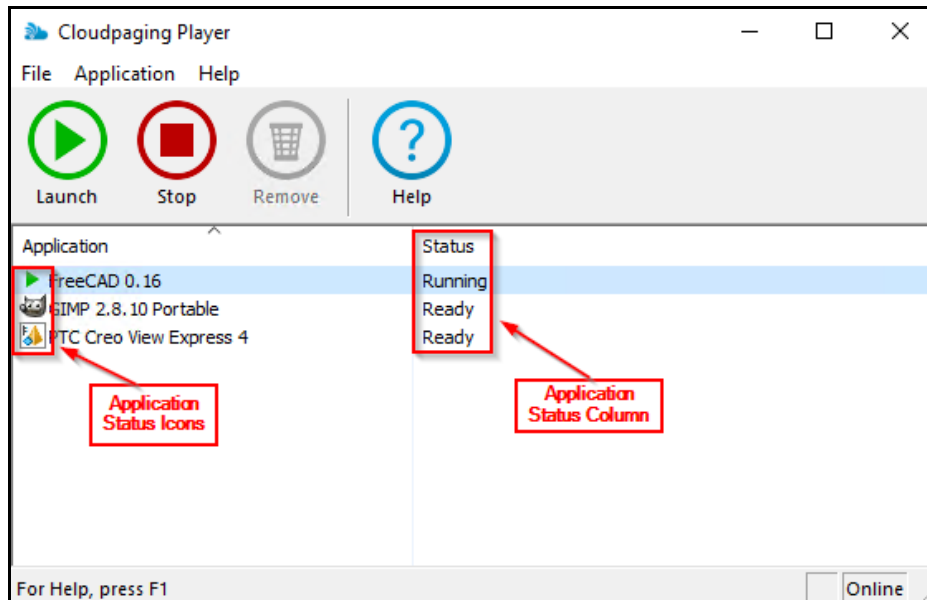
The Application Pane lists all applications that are available to use.







All applications that have been added to the Cloudpaging Player will be presented in the Application Pane. The pane is divided into two columns. The first column displays the application name and the second one displays the application status. The columns are sortable by clicking on the title. Applications may be launched by double-clicking the name of the application. The pane also supports context menus that can be accessed by right-clicking on either a specific application or within the empty area for actions that apply to all applications.

Application Status Column and Icons

Each application will have a state that is shown both in a column and represented by an icon for easy reference.

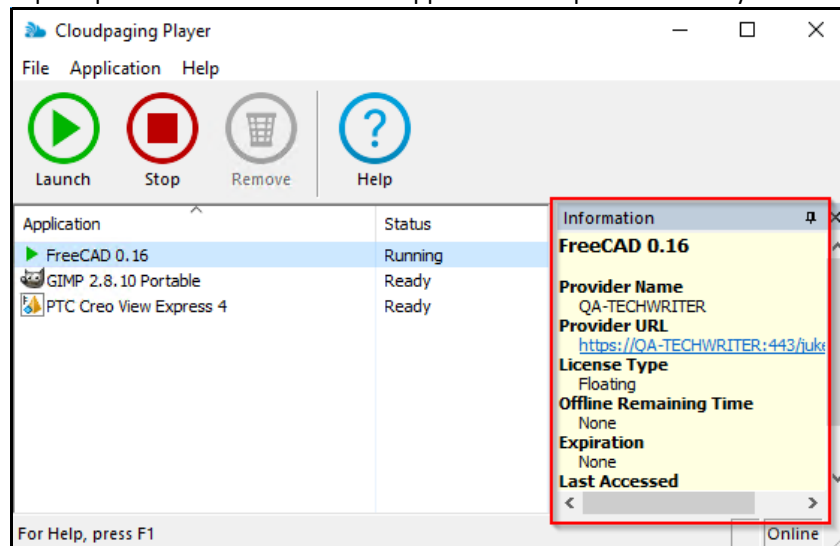


If an application is ready to launch, the application icon provided by the software vendor (or the generic icon shown below) is shown visible on the Application Pane and “Ready” appears in the Status column. The other statuses are listed in the table below:

Status	Icon
Ready - The application is ready for use. This generic icon appears if a specific icon was not provided by the software vendor.	
Running - The application has launched successfully and is currently running.	
Not accessible - The application is ready but is not accessible. This can indicate that the application cannot be used offline or that there may be a service interruption. If there is a service interruption, then a red exclamation mark is shown.	
Available - Application is not yet ready to run as it has not been fully provisioned. Click the Launch button to complete provisioning and launch the application.	

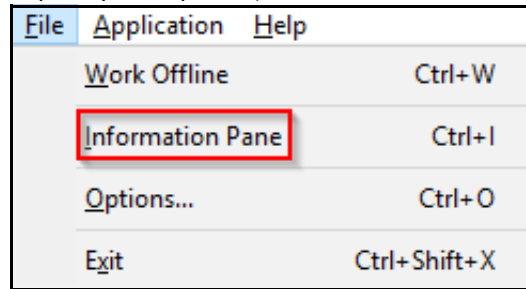
Information Pane

The information pane provides details on how the application was provisioned to your machine.



- **Provider Name** - The name of your organization or service provider.
- **Provider URL** - The server from which the applications were provisioned.
- **License Type** - The license policy type refers to application usage configurations set by your administrator.
- **Offline Remaining Time** - This is the amount of time your application will continue to work without network access.
- **Last Accessed** - The last date and time the application was added or used.

The Information Pane is hidden by default. To display or hide this pane, select **Information Pane** from the **File** menu (or use the Ctrl + I keys on your keyboard).



Status Bar

The Status Bar provides information about Menu bar and Tool bar buttons, sub-menus, and commands when the mouse cursor hovers over these options. In addition, “Offline” appears on the right side of the Status Bar when Cloudpaging Player is set to Work Offline.

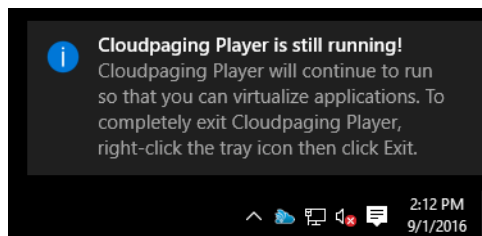


Cloudpaging Player Notifications

Notification messages (also called “bubble-help”) periodically appear providing information such as:

- A new application has been added.
- A connection to a server is not available.
- Certain Cloudpaging Player functions (such as Stop or Remove) are not available.
- When the Cloudpaging Player is closed, but still running.

The notification messages are integrated into the Windows Action Center in Windows 10. You can click on the action center icon in your taskbar to open and view the messages.

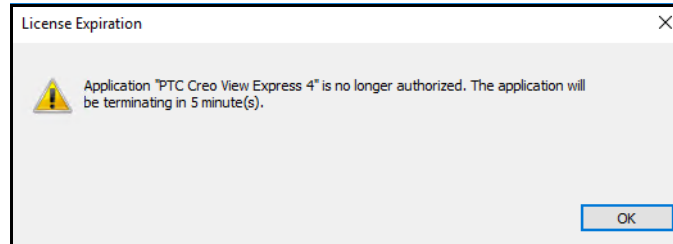


Cloudpaging Player Messages

The Cloudpaging Player may display messages that require you to take an action. Here are some examples of commonly displayed messages.

Application License Policy Validation

Each time an application is launched, and periodically while it is running, the Cloudpaging Player will check to ensure that you are authorized to use the application. If an application's license policy validation fails, a five-minute (5) warning message will appear before the application terminates. This gives you the opportunity to save all of your work and exit the application normally.

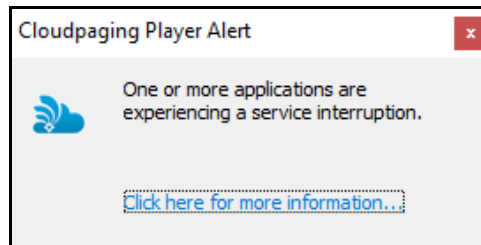


At the end of 5 minutes, the application will be terminated and you may no longer have access to launch the application. There are two situations that can cause the license policy validation to fail:

- Your network access has been disconnected for an extended period of time. For more information and instructions, see [Service Interruption](#).
- Your administrator has revoked your access to this application. In this case, contact your administrator for additional information.

Service Interruption

The Cloudpaging Player requires a network connection to periodically validate the license policy of the applications. If a service interruption occurs, an “Unavailable” application status icon (a Red exclamation mark) replaces application icons listed in the Application Pane. After a few seconds, a service interruption dialog will appear as well.



Clicking the **Click here for more information...** will display a list of all the applications affected by the service interruption.

You can do one of the following:

- Wait for the network connection to be re-established. When the applications are available again, the “Unavailable” application status icon will be replaced with the running icon.
- Select the affected application(s), and then click **Stop** on the tool bar. A confirmation message will appear before the application is terminated.



NOTE

Choosing **Stop** on the Cloudpaging Player tool bar may result in data loss since applications may not terminate normally. Be sure to save your data before choosing Stop.

Displaying and Closing the Main Window

You can close the Cloudpaging Player main window and display it again at any time. You can display the main window or bring it to the foreground if it is hidden behind other windows by:

- Right-clicking the Cloudpaging Player tray icon, and selecting **Open Cloudpaging Player** from the Cloudpaging Player tray menu.
- Double-clicking the **Cloudpaging Player** icon on your Windows desktop.
- Clicking **Start** (Windows desktop) > **All Programs** > **Cloudpaging Player** > **Cloudpaging Player**.

To close the window, click **[X]** (Close button) at the top right corner of the main window. This will close the Cloudpaging Player windows but the Cloudpaging Player will continue to run in the background.

Cloudpaging Player Tray Icon

The Cloudpaging Player tray icon provides Player status information, and the Tray Menu provides a convenient way to open (Open Cloudpaging Player) and shut down (Exit) Cloudpaging Player. In addition, without opening Cloudpaging Player you can access About Cloudpaging Player, the Options sub-menu, and Help Contents from the Tray Menu.



The appearance of the Cloudpaging Player tray icon indicates the status of Cloudpaging Player, as shown in the following table:

Table 1-1: Cloudpaging Player Status Icons

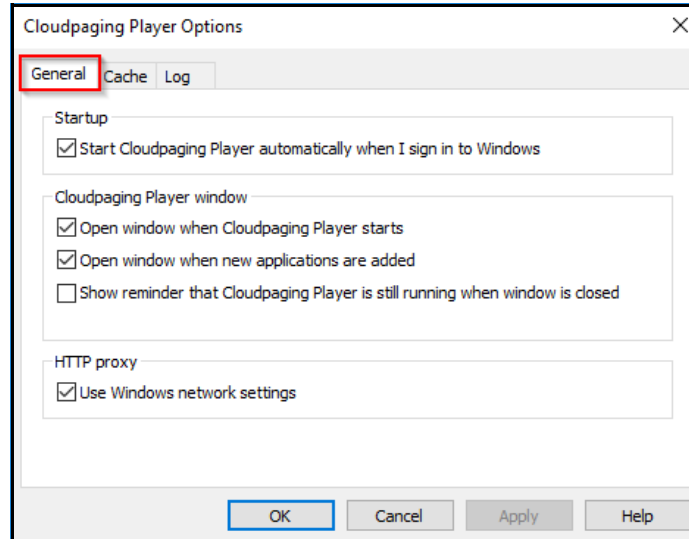
Icon	Description	Status
	Cloudpaging Player Tray Icon	Cloudpaging Player is running and connected online - If this icon is visible, Cloudpaging Player is running <u>even if the Main Window is closed or minimized</u> .
	Icon is grayed-out	Cloudpaging Player is working offline .
	Animation of Cloud Icon	Cloudpaging Player is provisioning an application.

Configuring Cloudpaging Player

The options dialog allows for various configuration settings for Cloudpaging Player dealing with the cache, logging, or general UI behavior. To change these settings, click on **File > Options...** in the Menu bar.

General Settings

The general settings allow you to control the behavior of the Cloudpaging Player's user interface during login and application provisioning.



- **Start Cloudpaging Player when I sign in to Windows** - If you enable this setting, the Cloudpaging Player will automatically start and run when you sign into Windows.
- **Open window when Player starts** - If you enable this setting, the Cloudpaging Player will open the Cloudpaging Player main window when started.
- **Open windows when new applications are added** - If you enable this setting, the Cloudpaging Player will open the Cloudpaging Player's main window when new applications are added so you can see progress status.
- **Show reminder that Player is still running when window is closed** - If you enable this setting, the Cloudpaging Player will show a notification message reminding users that the Cloudpaging Player will continue running in the background.
- **Use Windows network settings** - If you enable this setting, the Cloudpaging Player will use Windows network settings when resolving the proxy for its connections.

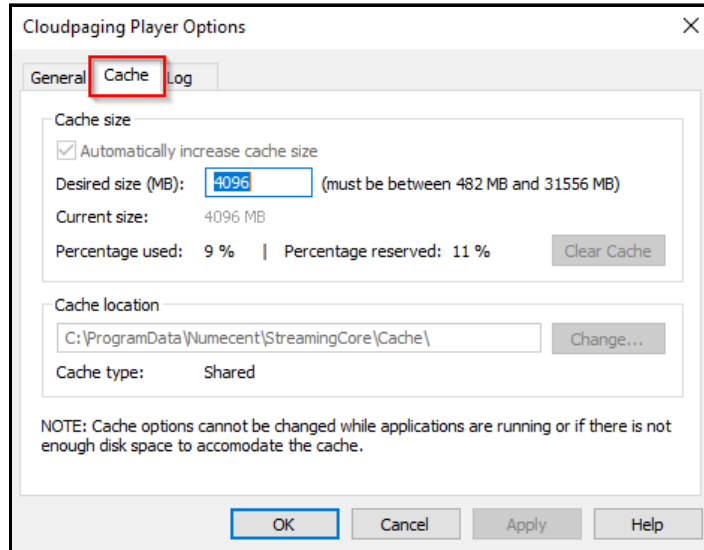
Cache Settings

When an application is provisioned to your machine, it places data onto an area of your computer's hard disk referred to as the *cache* so that the data can be quickly retrieved the next time the application needs it. The cache greatly improves performance of applications. The cache options are accessible through the Menu bar under **File > Options... > Cache**.



NOTE

You may not be able to modify these settings based on your organization's policies.



Cache size

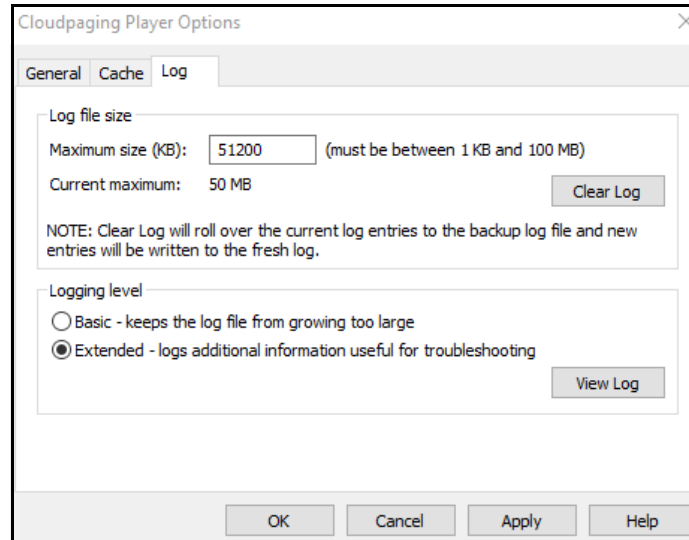
- **Automatically increase cache size** - If an application needs more cache space, then this setting will allow the cache to automatically grow as needed. If this default setting is changed, then you will be prompted for each increase as needed and can accept or reject the request.
- **Desired size (MB)** - You can modify the size of the Cloudpaging Player cache on your machine. To edit, enter a new cache size and click on **OK**.
When the cache reaches the size limit specified, the Cloudpaging Player will overwrite the oldest data with new data. A larger cache size means more data is stored and can help improve performance of the applications. However, the performance of your PC may be affected if the Player cache size is set too large in relation to your PC's available hard drive space.
- **Current size** - The current cache size indicating how much space the cache is occupying on the disk drive.
- **Percentage used** - The percentage of the total available cache that is currently in use.
- **Percentage reserved** - The minimum cache size (displayed as percentage of the total available cache) required by the applications added to the Cloudpaging Player.
- **Clear Cache** - Clearing the cache removes all the data stored in the cache. This may result in somewhat slower performance initially. However, application performance will improve for subsequent launches. To clear cache, click **Clear Cache**. You will receive a prompt asking you to confirm the action. Click **OK**.

Cache location

- **Cache location** - This is the location where the Cloudpaging Player cache is stored. To change the default location, click **Change** and then click **OK**.
- **Cache Type** - Shared indicates that the cache is shared among all user accounts on the machine.

Log Settings

The Cloudpaging Player log contains helpful information that enables administrators to provide support and troubleshoot if you encounter errors with the Cloudpaging Player. The log options are accessible through the Menu bar under **File > Options... > Log**.



Log file size

- **Maximum size (KB)** - You can specify the maximum size for each Cloudpaging Player log file. To edit, enter a new log size and click on **OK**.
When the log file reaches the size limit specified, the Cloudpaging Player will create a backup file with all the current logs and new data will be written to a new log file.
- **Current Maximum** - The current maximum value for Cloudpaging Player log files.
- **Clear Log** - This option will clear the contents of the current log file. A backup of the current log will be created and new data will be written to the cleared log file.

Logging Level

This option controls the amount of information that is written to the log.

- **Basic** - If this option is selected, general usage information is written to the log.
- **Extended** - If this option is selected, additional usage statistics are written to the log. This additional information is valuable as a troubleshooting source; however it may be lengthy and may create a large log file faster than with the Basic option.
- **View Log** - This option allows you to view the contents of the current log file.

Working Offline

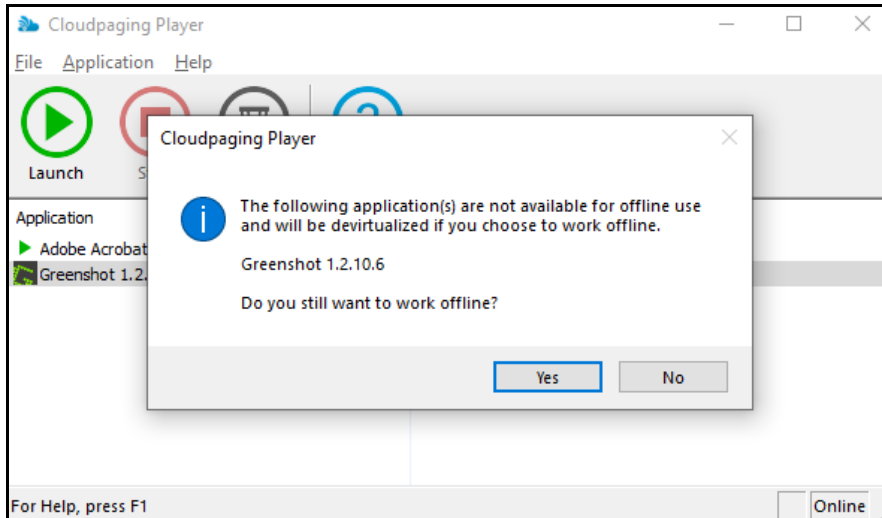
Working offline can be a useful option if you are unable to connect to a service provider for a long period of time (for instance, if you are traveling and unable to connect to a network). Working offline requires that all the applications in the Cloudpaging Player be configured for offline use by your administrator.

This configuration can be enabled or disabled from the Menu bar by clicking on **File > Work Offline**.

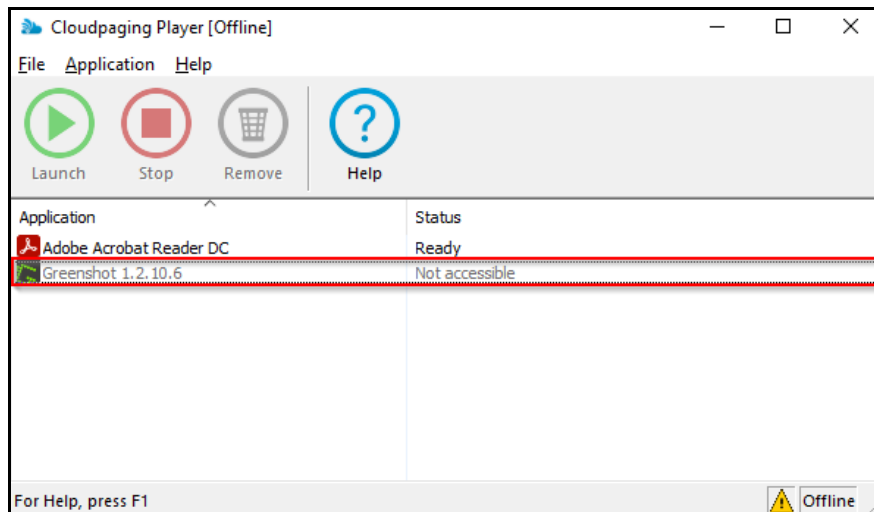
If the applications have been configured for offline use, the Cloudpaging Player will be in Offline mode and the **Offline** status appears on the Status Bar.



If your administrator has not configured the applications for offline use, you will receive a message stating that the application will not be available in the offline mode.



If you click **OK**, the status of the unavailable applications will change to **Not accessible**.



To use all applications, disable **Work Offline** mode and ensure that you have access to a network.

