MagicConnect Cloud Service
User Administration Function Manual
(For General Users)

4rd Edition ver. 4

NTT TechnoCross Corporation

Table of Contents

Logging in to User Administration Functions

This section describes the procedures for logging in to the User Administration Functions

(1) Click our "Customer support" page from our MagicConnect website at
https://www.magicconnect.net/english/ .

Click here

(2) Click the "Administration Functions" on the "Customer support" screen.

Click here
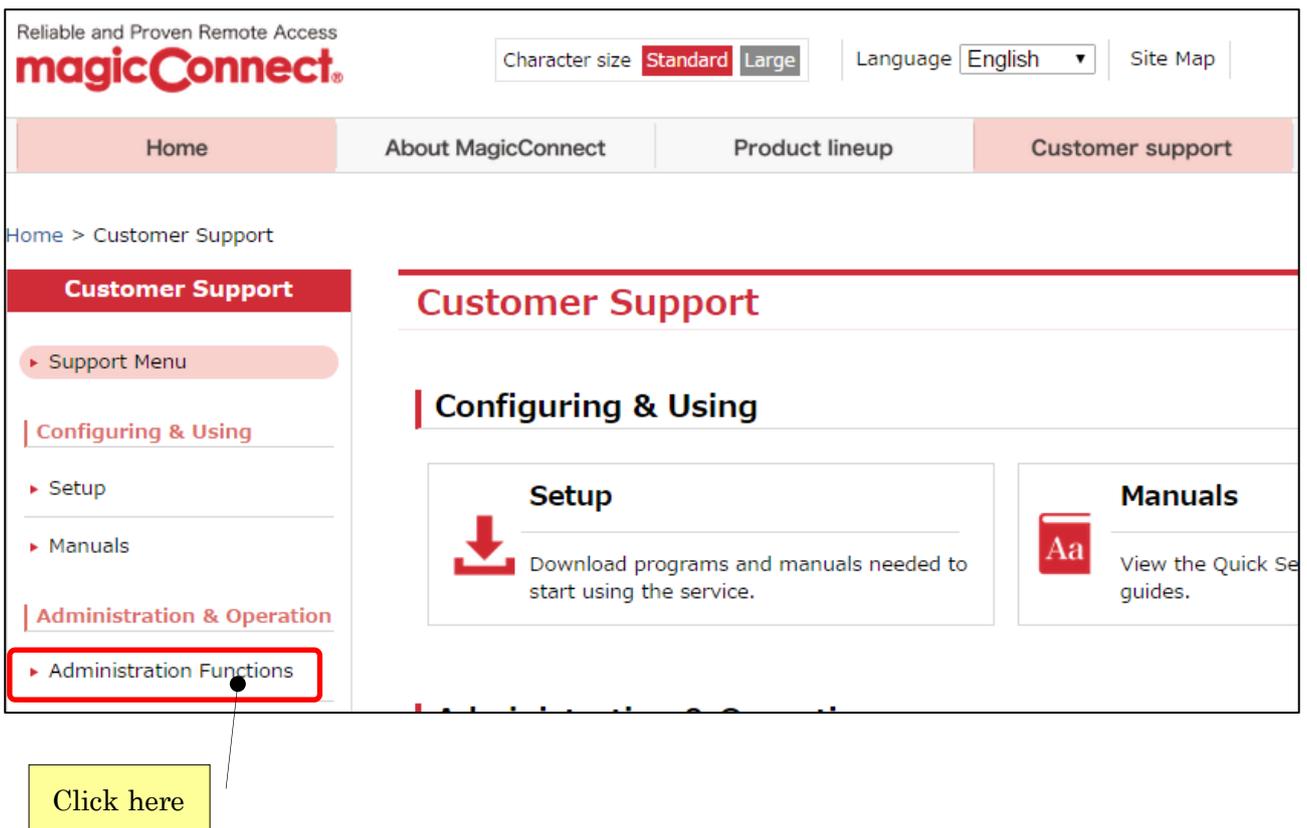
(3) In the Server field of For General Users, enter the host name of the MagicConnect server in use and click "Access.

Administration Functions

For Account Managers ❓

After you cl[...] r **Account Ma**[...]

Enter the host name of the MagicConnect server.

Example: asp1

Server E.g.: asp1 .magicconnect.net

▶ Access

■**Available functions**

- User management (change passwords, initialize device information, user permission for Mobile type, access restrictions, etc.)
- Display access history
- Grouping settings
- Administration function settings (change the Account Manager's password; access restrictions)

📄 ▶ Manual for Account Managers

For General Users ❓

After you click the "Access" button , enter **your MagicConnect account** information and log in.

Server E.g.: asp2 .magicconnect.net

▶ Access

■**Available functions**

- Change passwords
- Display access history
- Confirm grouping settings

ii.Click **Access**

📄 ▶ Manual for General Users

(4) Enter the username and password for the MagicConnect server in use, and click the "Login" button.

User Authentication

Enter the username and password.

Username

Password

Login

i. Enter the user ID and password used with MagicConnect.

ii. Click **Login**

(5)　From the screen below, select the administration function to be used.

| Menu | History | Grouping | Change Password | Logout |

Menu

The account currently logged in will be shown.
In this example, user1 is logged in.

Welcome user1

This page shows the menu for MagicConnect user.

Select any menu.

Access history

Grouping

Change password

Logout

From the screen below, select the administration function to be used.

| Menu | History | Grouping | Change Password | Logout |

Menu

Welcome **user1**.

This page shows the menu for MagicConnect user.

Select any menu.

Access history

Grouping

Change password

Logout

Displaying access history
You can view the access history of the user currently logged in.

Grouping
You can view the connection configuration of the user currently logged in.

Change password
You can change the password of the user currently logged in.

Logout
Click to log out from the administration functions.

Procedures for administration functions

1. Displaying access history

This function is used to view the access history of the user currently logged in.

(1) Click "Access history" from the Menu screen.

Menu **History Grouping Change Password Logout**

Menu

Welcome **user1**.

This page shows the menu for MagicConnect user.

Select any menu.

Access history

Click here.

Grouping

Change password

Logout
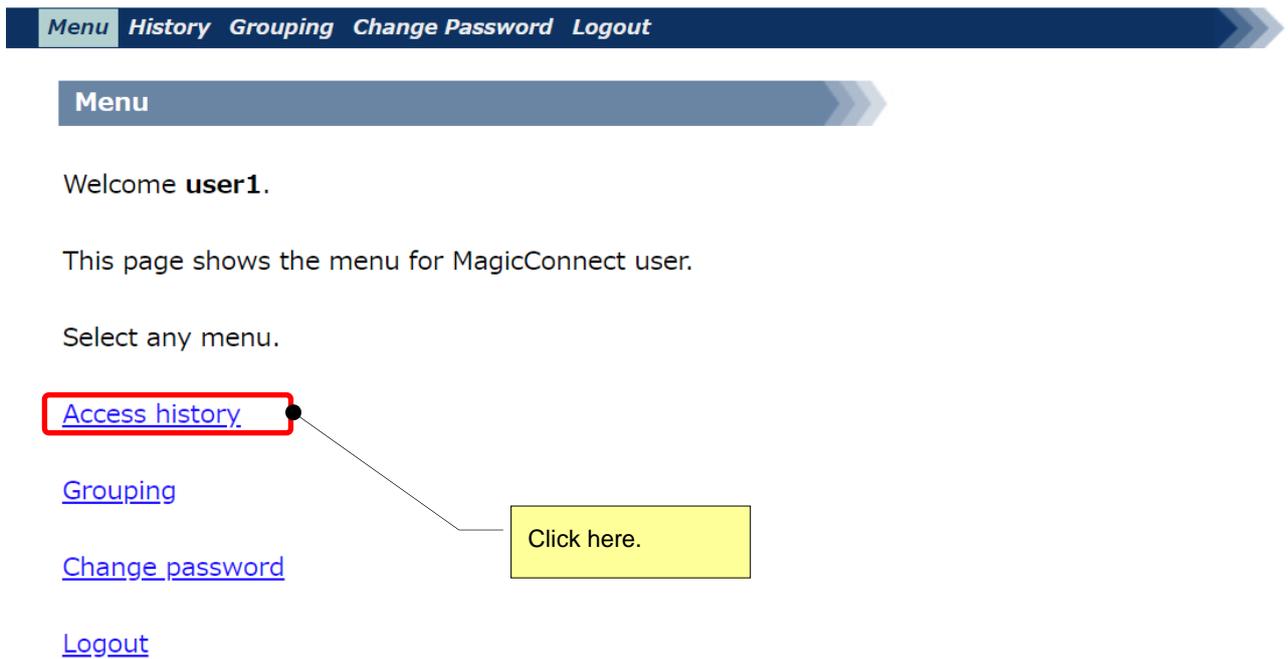
(2) Click the link for the month you want to view.

Access History

| Show all data | Show usage time |

2017-12 | 2018-1 | 2018-2 | 2018-3 | 2018-4 | 2018-5 | 2018-6 | 2018-7 |
2018-8 | 2018-9 | 2018-10 | 2018-11

Access history for 2018-11 (Viewer).

Click here.
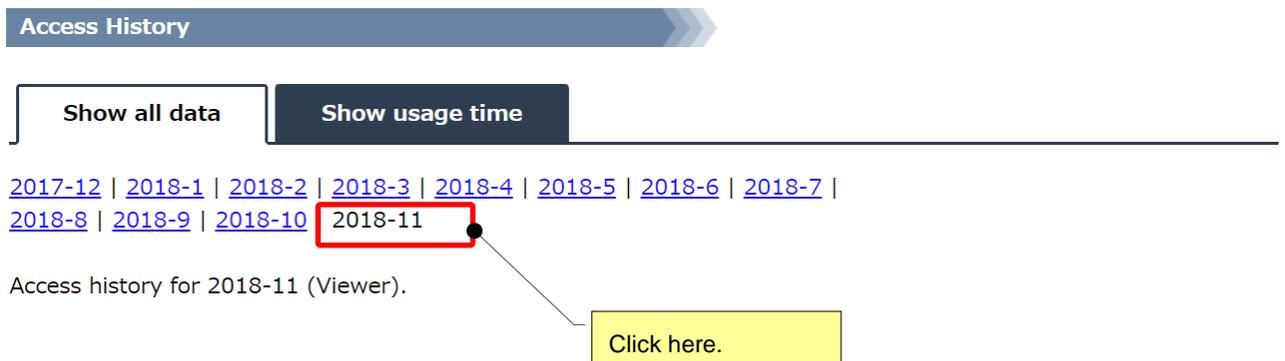
■ Displaying viewer history only

（This is the default information shown when you click Access history from the Menu.）

Display only the history of Viewer (the program running on the remote device) connecting to the MagicConnect server.

In this display mode, each row has a white background color.

i. Select "Viewer only"

Type	● Viewer only ○ Client only ○ Viewer and client
Authentication result	● Connections successfully authenticated only ○ Login failure connection only ○ All connections
Details	☐ Show client that viewer connects to. ☐ Show viewer that connects to client.

Update

ii. Click "Update"

Only Viewer history will be shown.

| Username | user1 | | | |
| Total connection time | 8 hours 29 minutes 09 seconds | | | |
Start time	Finish time Sort asc	Connection length	IP address	MAC address
11/01 14:12:42	11/01 14:12:48	6 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
11/02 10:32:14	11/02 10:32:31	17 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
11/02 10:32:56	11/02 10:32:58	2 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
11/02 10:37:53	11/02 14:36:38	3 hours 58 minutes 45 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
11/02 14:36:48	11/02 19:06:47	4 hours 29 minutes 59 seconds	10.218.190.84	48:4D:7E:EA:0F:C3

The source address is the global IP address of the terminal running Viewer.
"MAC address" is the MAC address of the terminal running Viewer.

■ Displaying Client history only

Display only the history of Client (the program running on the target PC) connecting to the MagicConnect server.

In this display mode, each row has a purple background color.

i. Select "Client only"

Type	○ Viewer only	◉ Client only	○ Viewer and client
Authentication result	◉ Connections successfully authenticated only ○ Login failure connection only ○ All connections		
Details	☐ Show client that viewer connects to. ☐ Show viewer that connects to client.		
Update			

ii. Click "Update"

Only Client history will be shown.

Username	user1			
Total connection time	12 hours 37 minutes 02 seconds			
Start time	Finish time Sort asc	Connection length	IP address	MAC address
10/10 15:45:38	10/10 19:04:28	3 hours 18 minutes 50 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
10/11 09:57:42	10/11 19:15:54	9 hours 18 minutes 12 seconds	10.218.190.84	48:4D:7E:EA:0F:C3

The source address is the global IP address of the terminal running Client.
"MAC address" is the MAC address of the terminal running Client.

■   Display both Viewer and Client connection history

Display the unsorted history of both Viewer and Client connections to the MagicConnect server.

In this display mode, a "type" column is added in front of each row.

Rows whose "type" is Viewer, show Viewer history. The background is white.

Rows whose "type" is Client, show Client history. The background is purple.

i. Select "Viewer and client"

Type	○ Viewer only ○ Client only ⦿ Viewer and client
Authentication result	⦿ Connections successfully authenticated only ○ Login failure connection only ○ All connections
Details	☐ Show client that viewer connects to. ☐ Show viewer that connects to client.

Update

ii. Click "Update"

| | Username | user1 |
| | Total connection time | 70 hours 43 minutes 50 seconds |

>> Go to end

Type	Start time	Finish time Sort asc	Connection length	IP address	MAC address
Viewer	05/21 11:29:20	05/21 11:29:23	3 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
Viewer	05/21 11:30:58	05/21 11:31:36	38 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
Client	05/21 11:30:07	05/21 12:16:55	46 minutes 48 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
Client	05/22 09:27:26	05/22 12:00:10	2 hours 32 minutes 44 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
Viewer	05/22 18:01:06	05/22 18:30:15	29 minutes 09 seconds	10.218.190.84	48:4D:7E:EA:0F:C3

The "type" column is added in this mode.

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■　Displaying the authentication error log

You can display not only successfully authenticated connections to the MagicConnect server, but also connections with authentication errors. This allows you to check the reasons for authentication errors.

In this display mode, an "authentication result" column is added at the end of each row.
- Rows for successful authentication will show the successful authentication history.
- Rows for failed (or multiple failed) authentication will show the authentication error history.
  Histories for multiple, successive failed authentication errors (N=number of times) will be shown by the system as one batch.
  The text after the colon (:) will show the reason for the authentication error.

For authentication errors　that general users　cannot resolve,　the system will show the message "Authentication error unresolvable by user. " In these situations,　the account manager can check the details with the administration functions. For details, visit the MagicConnect homepage (https://www.magicconnect.net/english/) and check [Customer support]-[Manuals] for "How to handle authentication errors when connecting."
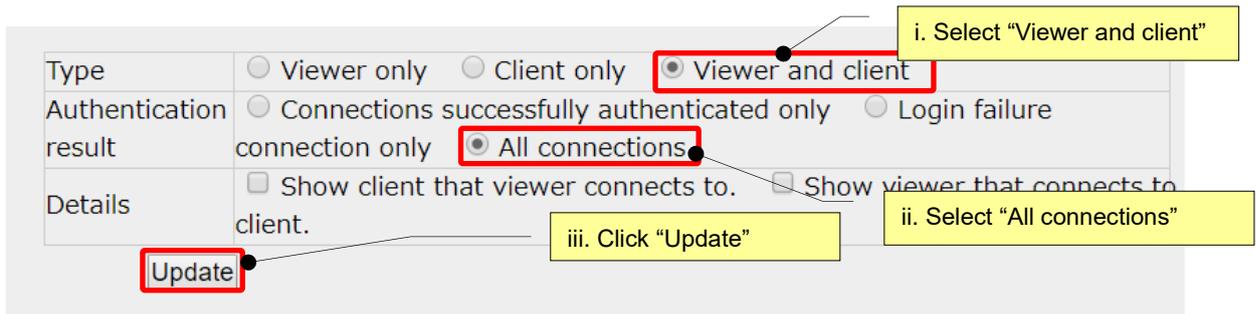
i. Select "Viewer and client"

Type	○ Viewer only ○ Client only ● Viewer and client
Authentication result	○ Connections successfully authenticated only ○ Login failure connection only ● All connections
Details	☐ Show client that viewer connects to. ☐ Show viewer that connects to client.

ii. Select "All connections"

iii. Click "Update"

Update

	Username	user1				
	Total connection time	111 hours 04 minutes 33 seconds				
		>> Go to end				
Type	Start time	Finish time Sort asc	Connection length	IP address	MAC address	Authentication result
Client	04/02 09:29:32	04/02 18:57:05	9 hours 27 minutes 33 seconds	10.218.190.84	48:4D:7E:EA:0F:C3	Successful
Client	04/03 09:28:03	04/03 11:59:39	2 hours 31 minutes 36 seconds	10.218.190.84	48:4D:7E:EA:0F:C3	Successful
Client	04/03 11:59:50	04/03 18:12:39	6 hours 12 minutes 49 seconds	10.218.190.84	48:4D:7E:EA:0F:C3	Successful
Viewer	04/06 13:18:08	04/06 13:18:08	-	127.0.0.1	02:00:00:00:00:00	**Failed** : Connections from Mobile (NDL) are not allowed by User Management.
Viewer	04/06 13:18:33	04/06 13:18:33	-	127.0.0.1	02:00:00:00:00:00	**Failed** : Authentication error unresolvable by user. Details

An "authentication result" column will be added at the end.

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■ Displaying viewer-to-client connection history

You can show the history of a remote operation app of a remote desktop, WOL controller, etc. used for viewer-to-client connections.

i. Select "Viewer and client"

Type	○ Viewer only ○ Client only ● Viewer and client
Authentication result	○ Connections successfully authenticated only ○ Login failure connection only ● All connections
Details	☑ Show client that viewer connects to. ☑ Show viewer that connects to client.

Update — iii. Click "Update"

ii. Tick "Show client that viewer connects to" and "Show viewer that client connects to"

	Username		user1			Details	
	Total connection time		19 hours 56 minutes 52 seconds				
			>> Go to end				
Type	Start time	Finish time Sort asc	Connection length	IP address	MAC address	Authentication result	Viewer that connects to client or client that viewer connects to
Viewer	01/10 10:46:58	01/10 10:48:19	1 minutes 21 seconds	10.218.191.61	D0:67:E5:0E:46:2D	Successful	>> user1 3389 01/10 10:47:03 01/10 10:47:20 10.218.190.84 / user1 3389 01/10 10:47:27 01/10 10:48:18 10.218.190.84
Client	01/10 10:46:34	01/10 12:00:15	1 hours 13 minutes 41 seconds	10.218.190.84	48:4D:7E:EA:0F:C3	Successful	<< user1 3389 01/10 10:47:03 01/10 10:47:20 10.218.191.61 / user1 3389 01/10 10:47:27 01/10 10:48:18 10.218.191.61

Viewer that connects to client or client that viewer connects to *

>>	user1	3389	01/10 10:47:03	01/10 10:47:20	10.218.190.84
	user1	3389	01/10 10:47:27	01/10 10:48:18	10.218.190.84
<<	user1	3389	01/10 10:47:03	01/10 10:47:20	10.218.191.61
	user1	3389	01/10 10:47:27	01/10 10:48:18	10.218.191.61

The symbols [<<] , [>>] show the direction of operation
[>>] indicates from left column (Viewer) to right column (Client)
[<<] indicates from right column (Viewer) to left column (Client)

Starting from the left, you will see:
- The username of the connecting Viewer/destination Client
(connections between different users are shown in bold)
- The port no. used by the remote operation app
(normally, this is 3389 for remote desktops and 5009 for WOL controllers)
- Time that the viewer-to-client connection began
- Time that the viewer-to-client connection ended
- Global IP address of the connecting Viewer/destination Client

■ Showing monthly usage times

You can view MagicConnect usage times by month.

Click on the Show usage time tab on the Access History screen.

Access History

| Show all data | **Show usage time** |

2017-4 | 2017-5 | 2017-6 | 2017-7 | 2017-8 | 2017-9 | 2017-10 | 2017-11 | 2017-12 | 2018-1 | 2018-2 | 2018-3
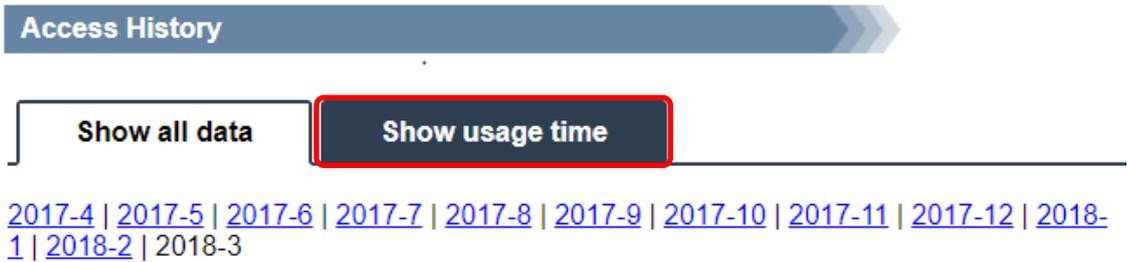
This will take you to the Show usage time screen.

Access History

| Show all data | Show usage time |

2017-4 | 2017-5 | 2017-6 | 2017-7 | 2017-8 | 2017-9 | 2017-10 | 2017-11 | 2017-12 | 2018-1 | 2018-2 | 2018-3

Daily remote desktop connection time for 2018-2.

Display time: 2018-03-22 14:42:14

Date	Username	Usage time									Start	Finish	Total
2/1 (Thu)	user1	0 3 6 9 12 15 18 21 24									-	-	-
2/2 (Fri)	user1	0 3 6 9 12 15 18 21 24									-	-	-
2/3 (Sat)	user1	0 3 6 9 12 15 18 21 24									-	-	-
2/4 (Sun)	user1	0 3 6 9 12 15 18 21 24									-	-	-
2/5 (Mon)	user1	0 3 6 9 12 15 18 21 24									-	-	-

If the usage time extends into the following day, an asterisk will be shown with the start time or finish time.

Mouse over the asterisk to see details.

In the illustration below, the user started using MagicConnect on Monday 1/22 and continued to the next day, so you see "24:00*".

Usage on Tuesday 1/23 was an extension of usage from Monday 1/22, so "00:00*" is shown for the start time.

1/21 (Sun)	user1	0 3 6 9 12 15 18 21 24	05:34	07:03	01:29
1/22 (Mon)	user1	0 3 6 9 12 15 18 21 24	17:10	24:00 *	Continuing to the next day
1/23 (Tue)	user1	0 3 6 9 12 15 18 21 24	00:00 *	24:00 *	24:00
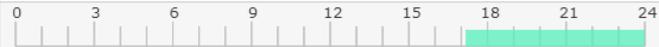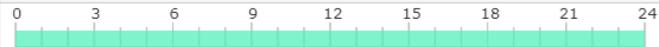
2. Grouping

Use this function to browse the connection configurations for the logged-in general user.

(1) Click "Grouping."

Menu   History   Grouping   Change Password   Logout
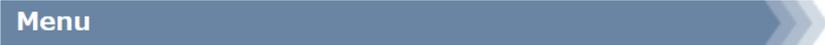
Menu

Welcome **user1**.

This page shows the menu for MagicConnect user.

Select any menu.

Access history

Grouping

Change password

Logout

Click here.

(2) The connection configurations for the logged-in general user are displayed.

（ⅰ）The connection configuration used in the example is as follows:

The accounts are one "standard account" (user1) and one "target device dedicated account" (user.mc3000), with the viewer/client connection configuration shown in the diagram below.
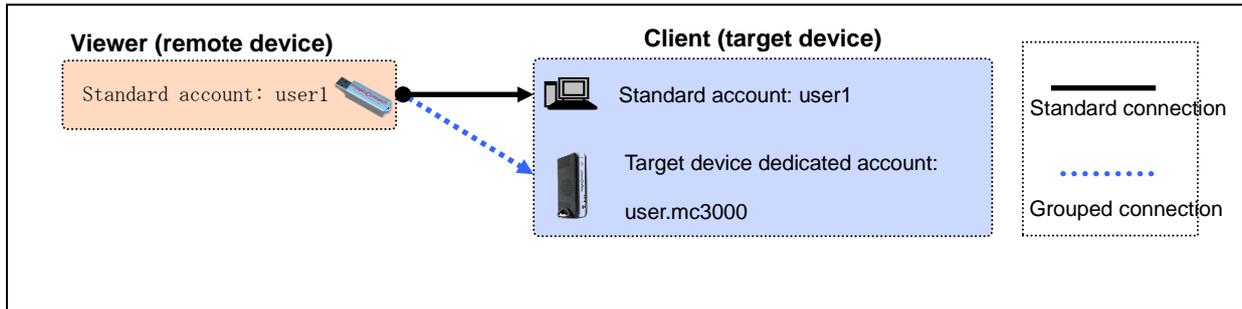
Connections between viewers and clients with the same username (solid black lines) are called "standard connections".

Connections between viewers and clients with different usernames (solid blue lines) are called "grouped connections".

（ⅱ）When the "standard account" user1 is logged in, this is displayed as follows:

The connection between the viewer and client of "user1" is a standard connection.

The connection from the viewer of "user1" to the client with the different username of "user.mc3000" is a grouped connection.
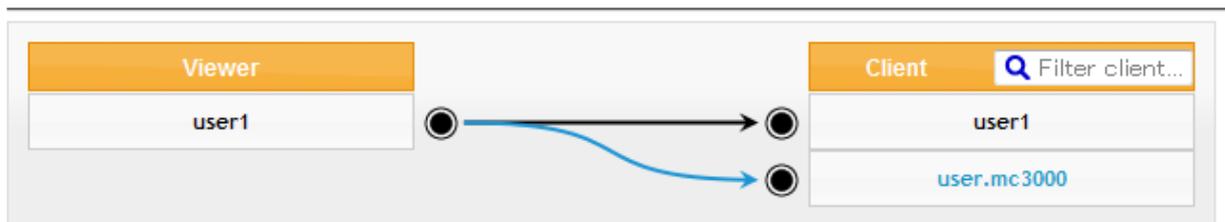
（ⅲ）When the "target device dedicated account" user.mc3000 is logged in, this is displayed as follows:
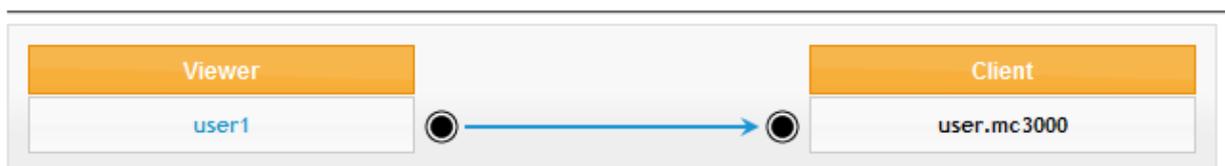
3. Changing the password

Use this function to change the password of a logged-in general user.

(1) Click "Change password."

Click here.
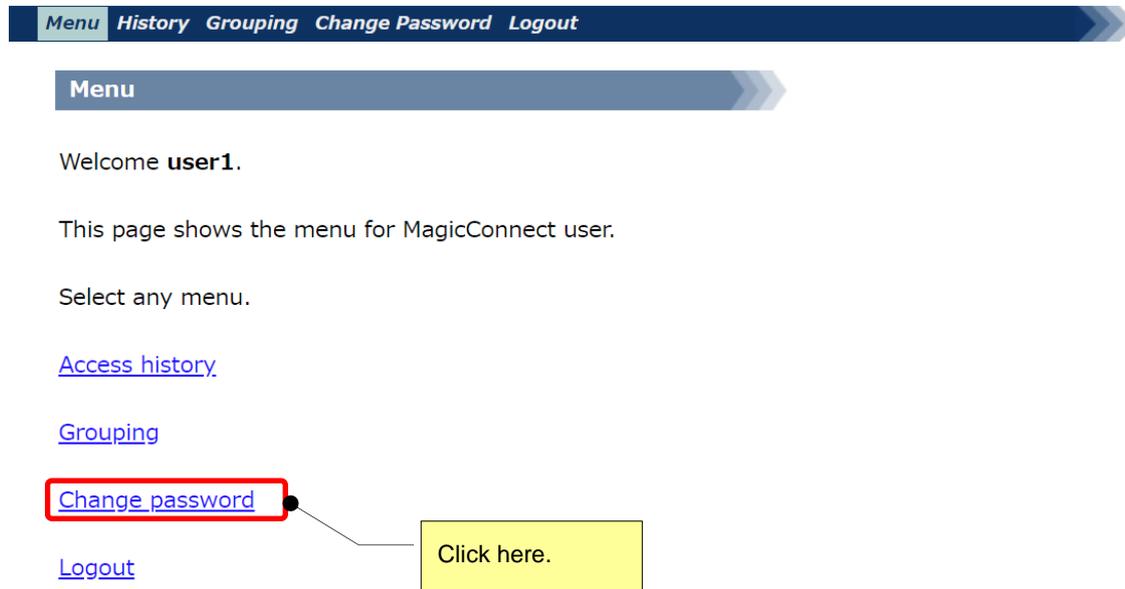
(2) Perform the change of password.

The password must have 8 or more characters and must contain one or more half-width capital or lower-case alphabetic characters, plus one or more numerals or symbols.

Enter the current and new passwords, then click "Update."

*When the password has been changed, follow the instructions that appear on the screen in red. The example below is for a standard account.

（3）When the password is successfully changed, the message "Password has been changed" will be shown.

If the password is not successfully changed, the system will tell you the reason why. Follow the instructions in the message and try to enter a new password again.