

**MagicConnect Cloud Service
User Administration Function Manual
(For Account Managers)**

4th Edition ver. 8

NTT TechnoCross Corporation

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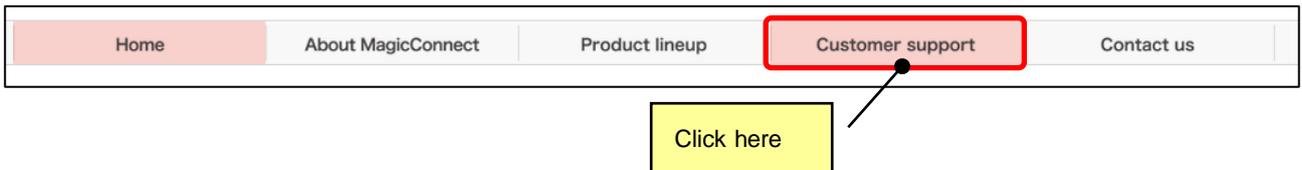
Users planning to connect to office PCs, servers, WOL controllers (MC3000), etc., from a remote device with different account information (user IDs and passwords), **must first complete the grouping settings.**

See "**4. Grouping**" for details of grouped connections.

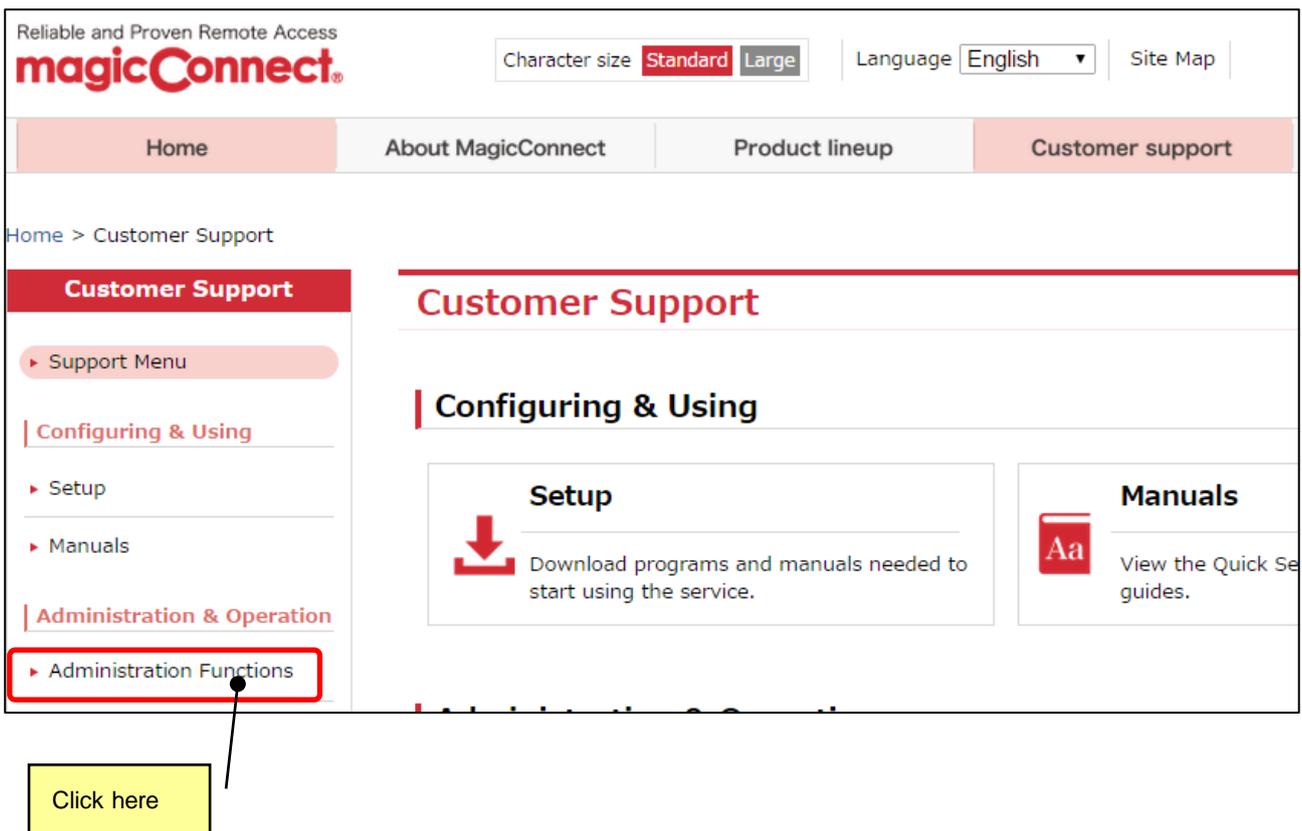
1. Logging in to User Administration Functions

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/>.



- (2) Click the “Administration Functions” on the “Customer support” screen.



(3) Input the **server information** of the **MagicConnect server** on the **Server** column of “For Account Managers”. Then click the **Access** button. The server information is written on the Account Registration Form.

Home > Customer Support > Administration Functions

Customer Support

- Support Menu
- Configuring & Using
- Setup
- Manuals
- Administration & Operation
 - Administration Functions
 - Maintenance Information

Administration Functions

For Account Managers

After you click the “Access” button, enter **your Account Manager information** and log in.

Server .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 .magicconnect.net

Access

Available functions

- Change passwords
- Display access history
- Confirm grouping settings

[Manual for General Users](#)

i. Input the host name from the server information on the Account Registration Form. E.g.: asp1

ii. Click Access

(4) On the user authentication screen, enter the **Account Manager's username** and **password** from the Account Registration Form, and click the **Login** button.

User Authentication

Enter the username and password

Username

Password

Login

i. Enter the Account Manager's username and password.

ii. Click Login

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

Menu History User Management Grouping Security Change Password Logout

Menu

Welcome **account.admin**

This page shows the menu for account manager.

Select any menu.

[Access history](#)

[User management](#)

[Grouping](#)

[security](#)

[Change password](#)

[Logout](#)

The logged-in Account Manager is displayed. In the example, the logged-in account is account.admin.

The available administration functions are shown below.

The screenshot shows a navigation bar with the following items: **Menu**, *History*, *User Management*, *Grouping*, *Security*, *Change Password*, and *Logout*. Below the navigation bar, the main content area displays a welcome message: "Welcome **account.admin**." followed by "This page shows the menu for account manager." and "Select any menu." Below this are six menu items: [Access history](#), [User management](#), [Grouping](#), [security](#), [Change password](#), and [Logout](#). Lines connect each menu item to a corresponding callout box on the right. The callout boxes contain the following descriptions:

- Access history**: Account Managers can browse the access history of administered general users.
- User management**: For administered general users, Account Managers can modify passwords, modify the connection conditions of accounts, and manually release account locks.
- Grouping**: The connection configurations of administered general users can be browsed and edited.
- Security**: You can restrict the IP addresses that can log in to this account administration screen.
- Change password**: The password of the Account Manager can be changed.
- Logout**: Click to log out from the administration functions.

Note: Above is the menu screen when logging in from an **Account Manager**.
If logging in from a **general user** account, the screen below with fewer functions will be shown.

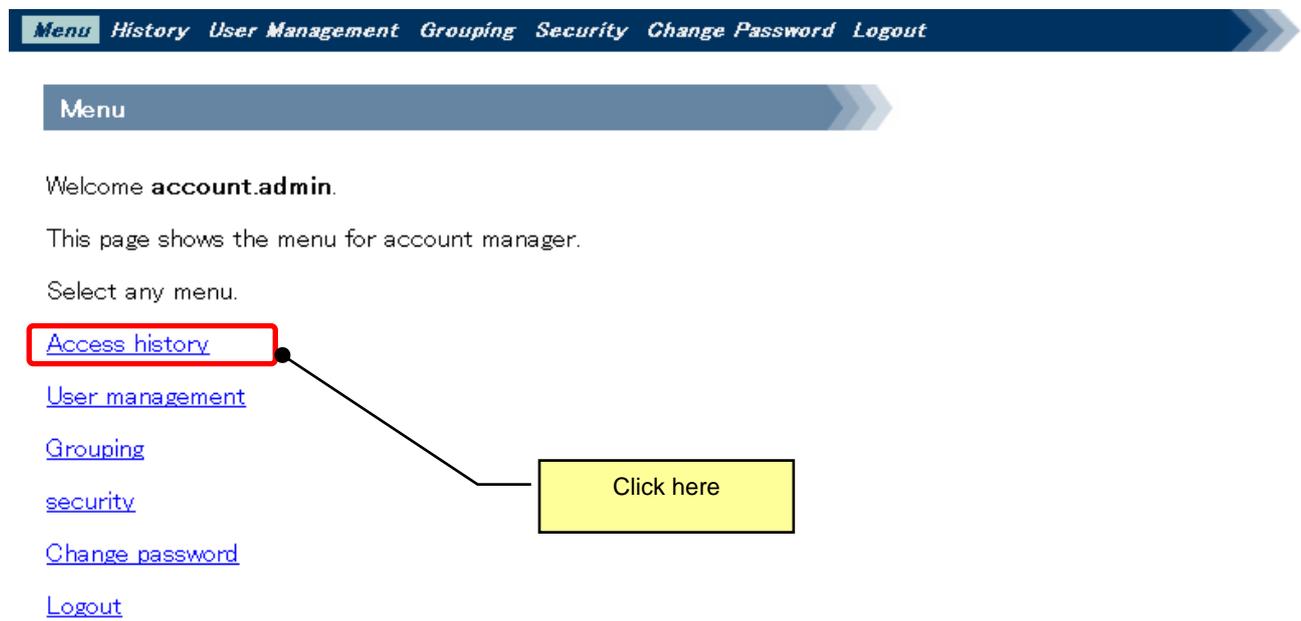
Refer to the **MagicConnect Cloud Service Administration Functions User's Manual (For General Users)** to guide you through the user administration functions for general users.

2. Displaying access history

This function allows you to check a user's access history when using MagicConnect.

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(1) To bring up the Access history screen, click Access history from the Menu screen.



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

Access History

[2017-12](#) | [2018-1](#) | [2018-2](#) | [2018-3](#) | [2018-4](#) | [2018-5](#) | [2018-6](#) | [2018-7](#) | [2018-8](#) | [2018-9](#) | [2018-10](#) | **2018-11**

Click here

Access history for 2018-11 (Viewer).

2018-11-22 16:03:35

Download in CSV format.

- [History of connections to server](#)
- [History of viewer-to-client connections](#)

Type	<input checked="" type="radio"/> Viewer only <input type="radio"/> Client only <input type="radio"/> Viewer and client
Authentication result	<input checked="" type="radio"/> Connections successfully authenticated only <input type="radio"/> Login failure connection only <input type="radio"/> All connections
Details	<input type="checkbox"/> Show client that viewer connects to. <input type="checkbox"/> Show viewer that connects to client.

Account manager		account.admin
Total connection time for all accounts		8 hours 29 minutes 09 seconds
User user.mc3000 user1 user2 user3 user4 user5 user6 user7		
Username	user.mc3000	
Total connection time	0 seconds	
Start time	Finish time	Sort asc Connection length IP address MAC address
Username	user1	
Total connection time	8 hours 29 minutes 09 seconds	

2.1. Displaying access history

The following covers the basic steps for displaying access history.

- 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.

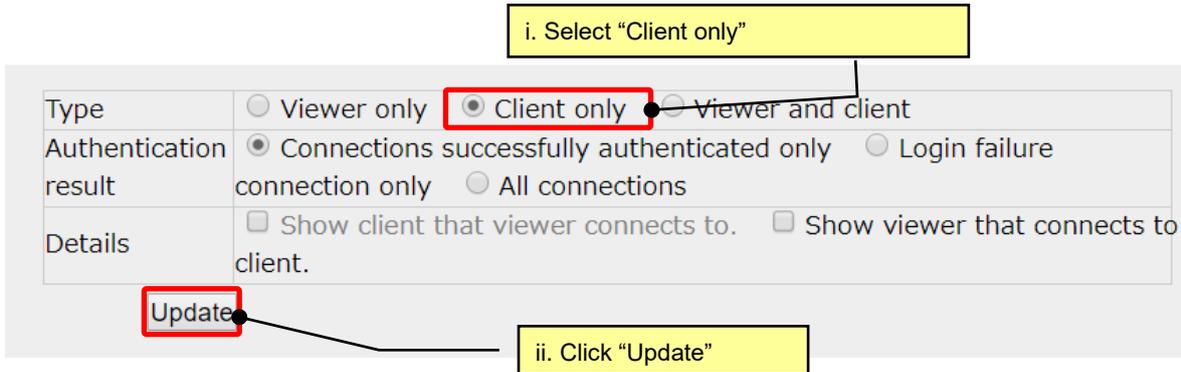
Account manager		account.admin			
Total connection time for all accounts		8 hours 29 minutes 09 seconds			
User user.mc3000 user1 user2 user3 user4 user5 user6 user7					
Username		user.mc3000			
Total connection time		0 seconds			
Only Viewer history will be shown.					
Start time	Finish time	Sort asc	Connection length	IP address	MAC address
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.



Account manager		account.admin		
Total connection time for all accounts		190 hours 15 minutes 06 seconds		
User user.mc3000 user1 user2 user3 user4 user5 user6 user7				
Username		user.mc3000		
Total connection time		0 seconds		
Start time Finish time Sort asc Connection length IP address MAC address				
Username		user1		
Total connection time		13 hours 52 minutes 32 seconds		
Start time	Finish time <small>Sort asc</small>	Connection length	IP address	MAC address
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
01/10 12:00:25	01/10 18:04:35	6 hours 04 minutes 10 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
01/31 11:50:42	01/31 18:25:23	6 hours 34 minutes 41 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	<input type="radio"/> Viewer only <input type="radio"/> Client only <input checked="" type="radio"/> Viewer and client
Authentication result	<input checked="" type="radio"/> Connections successfully authenticated only <input type="radio"/> Login failure connection only <input type="radio"/> All connections
Details	<input type="checkbox"/> Show client that viewer connects to. <input type="checkbox"/> Show viewer that connects to client.

Update

ii. Click "Update"

Account manager		account.admin				
Total connection time for all accounts		196 hours 19 minutes 26 seconds				
User user.mc3000 user1 user2 user3 user4 user5 user6 user7						
Username		user.mc3000				
Total connection time		0 seconds				
Type	Start time	Finish time	Sort asc	Connection length	IP address	MAC address
Username		user1				
Total connection time		19 hours 56 minutes 52 seconds				
Type	Start time	Finish time	Sort asc	Connection length	IP address	MAC address
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
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
Client	01/10 12:00:25	01/10 18:04:35		6 hours 04 minutes 10 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
Viewer	01/31 11:50:32	01/31 17:51:59		6 hours 01 minutes 27 seconds	10.218.190.84	48:4D:7E:EA:0F:C3
Viewer	01/31 17:53:38	01/31 17:53:43		5 seconds	10.218.190.84	48:4D:7E:EA:0F:C3

The "type" column is added in this mode.

2.2. 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 how to handle causes of authentication errors, see the MagicConnect homepage:
 Visit (<https://www.magicconnect.net/english/>) and look at [Customer support]-[Manuals] to read "How to Handle Authentication Errors when Connecting."

i. Select "Viewer and client"

ii. Select "All connections"

iii. Click "Update"

Account manager		account.admin					
Total connection time for all accounts		196 hours 19 minutes 26 seconds					
User user.mc3000 user1 user2 user3 user4 user5 user6 user7							
Username		user.mc3000					
Total connection time		0 seconds					
Type	Start time	Finish time	Sort asc	Connection length	IP address	MAC address	
Username		user1					
Total connection time		19 hours 56 minutes 52 seconds					
>> Go to end of user "user1"							
Type	Start time	Finish time	Sort asc	Connection length	IP address	MAC address	Authentication result
Viewer	01/10 10:45:40	01/10 10:45:40	-	-	10.218.191.61	D0:67:E5:0E:46:2D	Failed : Unable to establish the connection since the Terminal Authentication info registered with the server does not match the info of the connecting device.
Viewer	01/10 10:46:56	01/10 10:46:56	-	-	10.218.191.61	D0:67:E5:0E:46:2D	Failed : The Terminal Authentication info has not been registered.
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

2.3. 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"

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

iii. Click "Update"

Account manager		account.admin					
Total connection time for all accounts		196 hours 19 minutes 26 seconds					
User user.mc3000 user1 user2 user3 user4 user5 user6 user7							
Username		user.mc3000					
Total connection time		0 seconds					
Type	Start time	Finish time	Sort asc				
Username		user1					
Total connection time		19 hours 56 minutes 52 seconds					
Type	Start time	Finish time	Sort asc	Connection length	IP address	MAC address	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	>>
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	<<
Client	01/10 12:00:25	01/10 18:04:35		6 hours 04 minutes 10 seconds	10.218.190.84	48:4D:7E:EA:0F:C3	<<

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
- 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

2.4. Downloading access history in CSV format

You can download two types of access histories in CSV format.

2.4.1. Downloading "access history to a server" in CSV format

In CSV format, you can download the history of a Viewer or Client's connections to the MagicConnect server. This history will also include the authentication error log.

The screenshot shows the 'Access History' section of the Account Manager. At the top, there are two tabs: 'Show all data' and 'Show usage time'. Below the tabs is a horizontal list of months from 2017-12 to 2018-7, with '2018-11' highlighted in a red box. A callout box labeled 'i. Select the month' points to this selection. Below the month list, the text 'Access history for 2018-11 (Viewer).' is displayed, followed by the timestamp '2018-11-22 16:03:35'. Underneath, there is a section titled 'Download in CSV format.' with two bullet points: 'History of connections to server' (highlighted in a red box) and 'History of viewer-to-client connections'. A callout box labeled 'ii. When you click "History of connections to server," the download will begin.' points to the first bullet point. Below this is a form with three sections: 'Type' (radio buttons for Viewer only, Client only, Viewer and client), 'Authentication result' (radio buttons for Connections successfully authenticated only, Login failure connection only, All connections), and 'Details' (checkboxes for Show client that viewer connects to. and Show viewer that connects to client.). A callout box labeled 'This feature ignores any selections under Type, Authentication result, and Details.' points to the 'Details' section. At the bottom of the interface, there is a green bar with 'Account manager' on the left and 'account.admin' on the right.

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).

2018-11-22 16:03:35

Download in CSV format.

- History of connections to server**
- History of viewer-to-client connections

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

This feature ignores any selections under Type, Authentication result, and Details.

Account manager account.admin

■ Items downloaded for "History of connections to server"

The following explains the content of the CSV file for "History of connections to server."

Column	CSV data	Explanation
1	Manager	Username of the Account Manager.
2	User	Username
3	Type	Which history is shown (Viewer or Client). "Viewer": Viewer history "Client": Client history
4	Start	Connection start date and time. *1
5	Finish	Connection finish date and time. *1
6	Length	Connection duration (sec.) from start to finish.
7	IP address	The global IP address of the terminal running Viewer or Client.
8	MAC address	The MAC address of the terminal running Viewer or Client. *2
9	Login result	Connection authentication result "Success": history of successful authentications "failure": history of failed authentications "failure(N)": history of multiple (N=number of times), successive failed authentications. The system batches them as one. E.g.: "failure(100)"

*1. Date and time format is given as YYYY-MM-DD hh:mm:ss (e.g.: 2014-09-17 21:32:29). However, if opened in Excel, note that the format will follow the settings chosen in Excel. (e.g.: 2014/9/17 21:32)

*2. If the terminal has multiple valid MAC addresses (e.g.: a terminal with wired LAN and wireless LAN functionality), they will be shown separated by a pipe symbol "|".

In some rows, all of Start, Finish, IP address, MAC address, and Login result maybe blank and Length may be 0. This indicates that the user had no connections during the specified month.

E.g.: "admin001,user003,Viewer,,0,,," No Viewer connections from user003.

2.4.2. Downloading "history of viewer-to-client connections" in CSV format

In CSV format, you can download the history of viewer-to-client connections by a remote operation app, such as Remote Desktop or a WOL controller.

The screenshot shows the 'Access History' interface. At the top, there is a blue header with the text 'Access History'. Below the header, there are two buttons: 'Show all data' and 'Show usage time'. A horizontal line separates these buttons from the rest of the page. Below the line, there is a row of links for each month from 2017-12 to 2018-11. The link for '2018-11' is highlighted with a red box. A yellow callout box with the text 'i. Select the month' points to this link. Below the links, the text 'Access history for 2018-11 (Viewer).' is displayed, followed by the date and time '2018-11-22 16:03:35'. Below this, there is a section titled 'Download in CSV format.' with two links: 'History of connections to server' and 'History of viewer-to-client connections'. The second link is highlighted with a red box. A yellow callout box with the text 'ii. When you click "History of viewer-to-client connections," the download will begin.' points to this link. Below the links, there is a form with three sections: 'Type', 'Authentication result', and 'Details'. The 'Type' section has three radio buttons: 'Viewer only' (selected), 'Client only', and 'Viewer and client'. The 'Authentication result' section has two radio buttons: 'Connections successfully authenticated only' (selected) and 'Login failure connection only'. The 'Details' section has two checkboxes: 'Show client that viewer connects to.' and 'Show viewer that connects to client.'. A cyan callout box with the text 'This feature ignores any selections under Type, Authentication result, and Details.' points to the second checkbox. At the bottom of the page, there is a green bar with the text 'Account manager' and 'account.admin'.

■ Items downloaded for "History of viewer-to-client connections"

The following explains the content of the CSV file for "History of connections to server."

Column	CSV data	Explanation
1	Viewer manager	Username of the connecting Viewer's Account Manager.
2	Viewer user	The connecting Viewer's username.
3	Viewer IP address	The global IP address of the terminal running the connecting Viewer.
4	Viewer MAC address	The MAC address of the terminal running the connecting Viewer. *1
5	Client manager	Username of the destination Client's Account Manager.
6	Client user	The destination Client's username.
7	Client IP address	The global IP address of the terminal running the destination Client.
8	Client MAC address	The MAC address of the terminal running the destination Client. *1
9	Dest port	The destination port no. used by the remote operation app (normally, this is 3389 for remote desktops and 5009 for WOL controllers).
10	Start	Date and time that the viewer-to-client connection began. *2
11	Finish	Date and time that the viewer-to-client connection ended. *2
12	Length	Viewer-to-client connection duration (sec.) from start to finish.

*1. If the terminal has multiple valid MAC addresses (e.g.: a terminal with wired LAN and wireless LAN functionality), they will be shown separated by a pipe symbol "|".

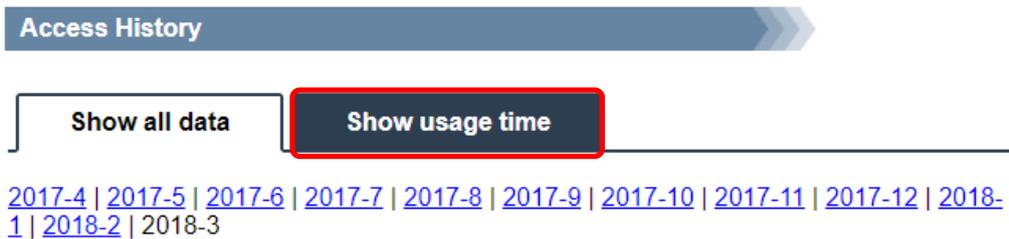
*2. Date and time format is given as YYYY-MM-DD hh:mm:ss (e.g.: 2014-09-17 21:32:29). However, if opened in Excel, note that the format will follow the settings chosen in Excel. (e.g.: 2014-9-17 21:32)

2.5. How to browse the access history showing usage times

Usage times for Remote Desktop users can be shown in the following ways.

- One-month usage time for a selected user
- Daily usage time for all users
- Usage time for all users in downloadable CSV format

(1) Click on the Show usage time tab on the Access History screen.



Access history for 2018-3 (Viewer).

(2) 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

Download usage time data

Daily remote desktop connection time for 2018-3.

Per User Per Date

User:

Display time: 2018-03-22 11:31:55

Date	Username	Usage time	Start	Finish	Total
3/1 (Thu)	user.mc3000		-	-	-
3/2 (Fri)	user.mc3000		-	-	-
3/3 (Sat)	user.mc3000		-	-	-
3/4 (Sun)	user.mc3000		-	-	-
3/5 (Mon)	user.mc3000		-	-	-
3/6 (Tue)	user.mc3000		-	-	-

2.5.1. Showing usage time for a specific user

This will show the one-month usage time for a selected user.

(This is what you will see after clicking the Show usage time tab on the Access History screen.)

(1) Select "Per User".

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

Download usage time data

Daily remote desktop connection time for 2018-3.

Per User Per Date

User: user.mc3000 Select

Display time: 2018-03-22 11:31:55

Date	Username	Usage time	Start	Finish	Total
3/1 (Thu)	user.mc3000	0 3 6 9 12 15 18 21 24	-	-	-
3/2 (Fri)	user.mc3000	0 3 6 9 12 15 18 21 24	-	-	-
3/3 (Sat)	user.mc3000	0 3 6 9 12 15 18 21 24	-	-	-
3/4 (Sun)	user.mc3000	0 3 6 9 12 15 18 21 24	-	-	-
3/5 (Mon)	user.mc3000	0 3 6 9 12 15 18 21 24	-	-	-
3/6 (Tue)	user.mc3000	0 3 6 9 12 15 18 21 24	-	-	-

(2) From the pull down menu, choose the user whose usage time you want to see.

Daily remote desktop connection time for 2018-3.

Per User

A user search function is available

User: user.mc3000 Select

Display time: 2018-03-22 11:31:55

Date	Username	Usage time	Start	Finish	Total
3/1	user.mc3000	0 3 6 9 12 15 18 21 24	-	-	-
3/1	user1	0 3 6 9 12 15 18 21 24	-	-	-
3/1	user2	0 3 6 9 12 15 18 21 24	-	-	-
3/1	user3	0 3 6 9 12 15 18 21 24	-	-	-
3/1	user4	0 3 6 9 12 15 18 21 24	-	-	-
3/1	user5	0 3 6 9 12 15 18 21 24	-	-	-
3/1	user6	0 3 6 9 12 15 18 21 24	-	-	-
3/1	user7	0 3 6 9 12 15 18 21 24	-	-	-

To show usage time for a different year-month, click any month in the list.

Access History

[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 2018-3.

Per User
 Per Date

User:

Display time: 2018-03-22 11:31:55

Date	Username	Usage time	Start	Finish	Total
3/1 (Thu)	user.mc3000		-	-	-
3/2 (Fri)	user.mc3000		-	-	-
3/3 (Sat)	user.mc3000		-	-	-
3/4 (Sun)	user.mc3000		-	-	-
3/5 (Mon)	user.mc3000		-	-	-
3/6 (Tue)	user.mc3000		-	-	-

If the usage time extends into the following day, an asterisk will be shown to the right of 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		05:34	07:03	01:29
1/22 (Mon)	user1		17:10	24:00 *	06:50
1/23 (Tue)	user1		00:00 *	24:00	Continuing to the next day

2.5.2. Showing usage time for a specific day

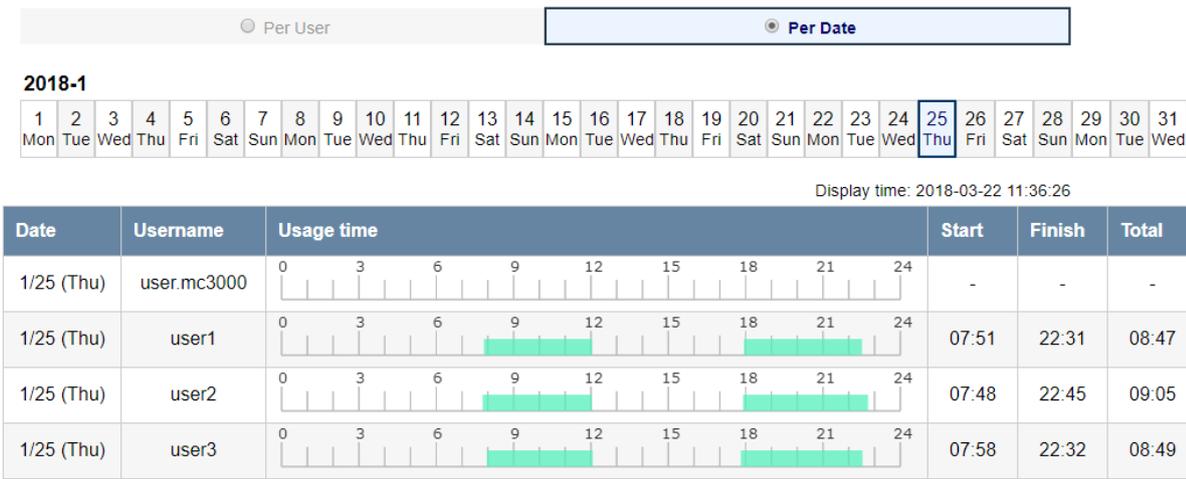
This will show the usage time for all users for a selected date.

(1) Select "Per Date".



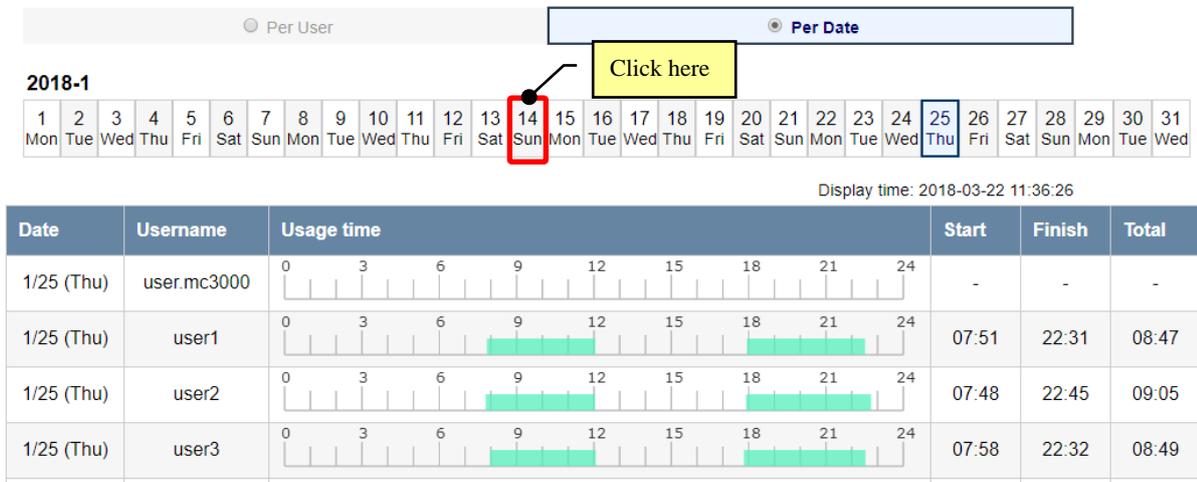
(2) This will switch you to the "Per Date" display

Daily remote desktop connection time for 2018-1.

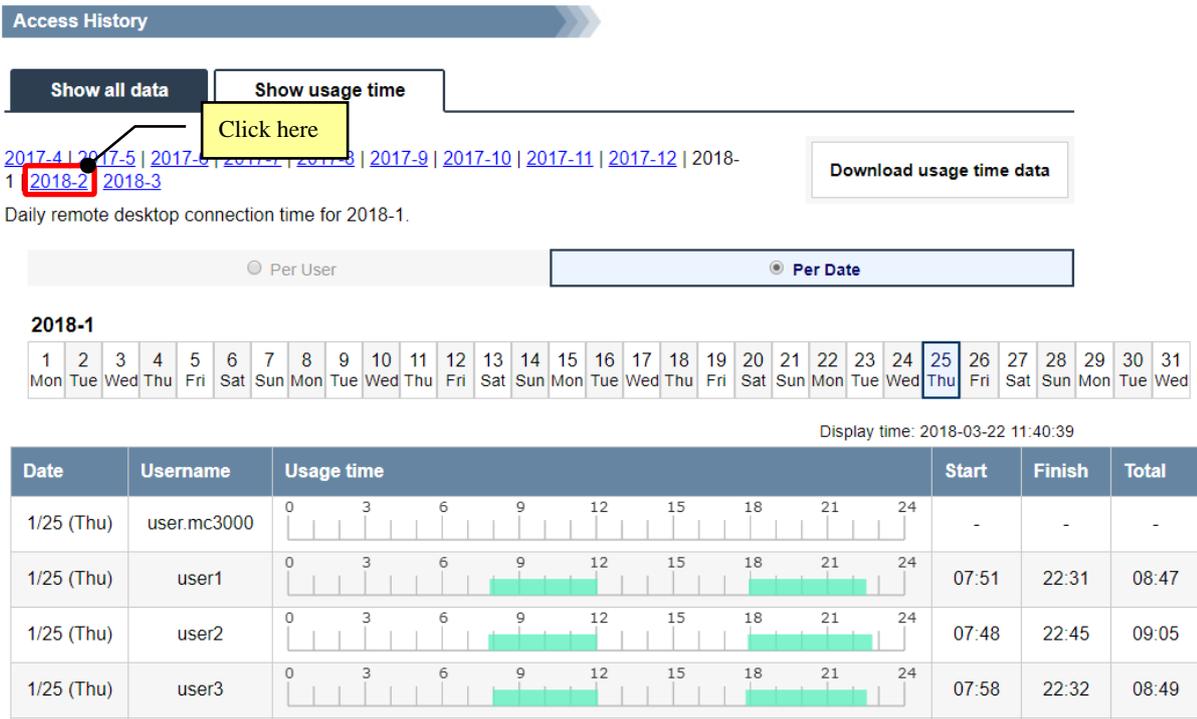


Click on the date of the usage time that you want to see.

Daily remote desktop connection time for 2018-1.



To show usage time for a different year-month, click any month in the list.



2.5.3. Usage time for all users in downloadable CSV format

This will show the usage time, in downloadable CSV format, for all users in a specific month.

- (1) Click on Download usage time data on 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 2018-1.

Per User

User: user1 Select

Display time: 2018-03-22 11:41:33

Date	Username	Usage time	Start	Finish	Total
1/1 (Mon)	user1		07:43	22:43	09:15
1/2 (Tue)	user1		09:42	22:20	12:38
1/3 (Wed)	user1		04:41	15:02	10:21

- (2) This will take you to the CSV download screen.

Access History

Show all data Show usage time

You can download all users usage time data as a CSV file.
Please select "year/month" and click "Download usage time data" button.

year/month 2018-1

(1) Select the year/month

(2) Click Download usage time data to start the download

Back Download usage time data

■ Explanation of the categories and content.

Column	CSV data	Explanation
1	Date	The day/month/year selected *1
2	User	User name
3	Start	The time remote access started *2 *3
4	Finish	The time remote access ended *2 *3
5	Total	The total remote access time *2

*1 Date format is given as YYYY/MM/DD (e.g.: 2018/01/24)

*2 The start, finish, or total rows may include the symbol "-". This indicates that the user did not connect on the specified day.

E.g.: "2018/01/05,user001,-,-" means that there was no connection by user001

*3 The start or finish time rows may include an asterisk. This indicates that the user's connection spanned more than one day.

E.g.: "2018/02/25,user002,9:25,24:00*,14:35" means that user002's connection extended into the following day.

3. User management

Settings for general users can be changed with this function.

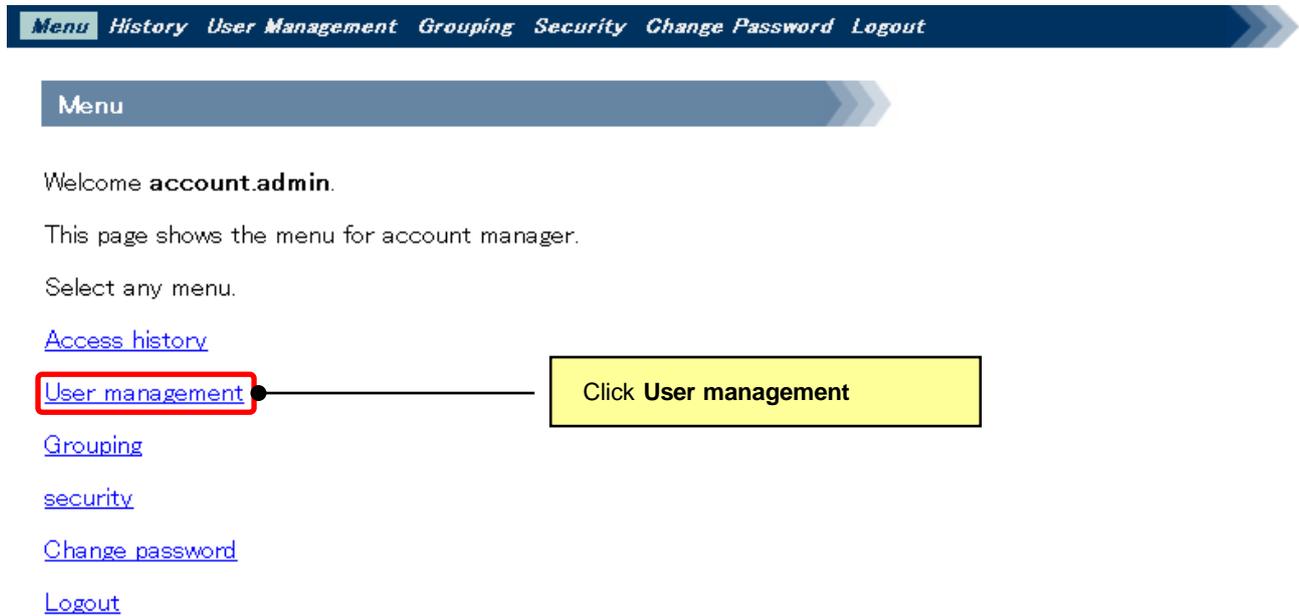
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The following are for changing settings for multiple users at the same time.

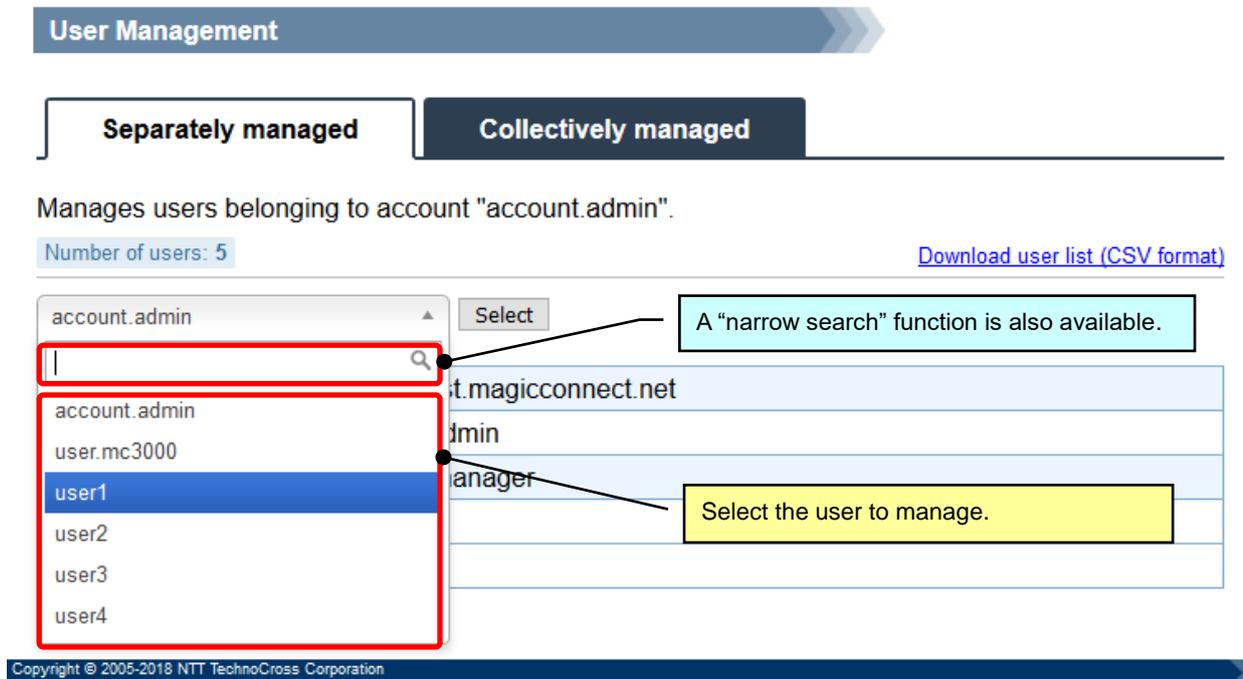
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See **3.7. Changing settings for multiple users at the same time** for details.

- (1) Click "User management" from the Menu screen to display the User management screen.



- (2) The **Separately managed** tab on the User management screen will be displayed. Select the user to manage from the pull down menu. A "narrow search" function is also available.



(3) The **Separately managed** tab will be shown for the selected user.

Separately managed
Collectively managed

Manages users belonging to account "account.admin".

MagicConnect server	magicconnect.net	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available <input checked="" type="checkbox"/> Allow to use Mobile combination
	Client	available
Terminal Authentication info	<u>Unregistered</u>	
Password	<input checked="" type="radio"/> Do not modify password <input type="radio"/> Modify password	
IP address restriction >>	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction >>	Viewer	All connections are allowed
	Client	All connections are allowed
Settings for saving password of Mobile Viewer	<input checked="" type="checkbox"/> Allow to save MagicConnect login password	
	<input type="checkbox"/> Allow to save Windows log on password	

3.1. Changing general user passwords

Passwords must meet the following requirements:

- Password length is between 8 and 255 characters.
- The password contains one or more half-width capital or lower-case alphabetic characters, plus one or more numerals or symbols.

Examples of acceptable and unacceptable passwords

Password	Acceptable?	Explanation
abCdefg2	yes	-
a1234567	yes	-
abcdefg%	yes	-
abc#def2	yes	-
1234567#	yes	-
Abcd2	no	The password length is less than 8 characters.
abCDEfgh	no	The password has a length of 8 or more characters, but is composed of only alphabetic characters.
12345678	no	The password has a length of 8 or more characters, but is composed of only numerals.

Cautions:

1. Changing a password registered on the MagicConnect server will not affect Viewers or Clients currently connected to MagicConnect.
The new password will be valid from the next time connection authentication is performed.
2. When a password is changed, have the general user change the password saved in the client software to the new password.
If this is not changed, the user will be unable to use MagicConnect if the machine is restarted.

The procedures for changing a saved password are as follows:

Right-click the MagicConnect icon appearing in the task tray on the Desktop, and from the menu that is displayed, select **Settings - Authentication** and input the new password.

If MC Assist is being used with MagicConnect **Terminal Authentication type**, have the user modify the password that is saved in MC Assist.

For the procedures for changing passwords saved in MC Assist, see the item "Using automatic connection tool 'MC Assist'" in the Quick Setup manuals.

(1) Select the general user whose password is to be changed, and select **Modify password** in the **Password** section.

New password and **New password (confirmation)** fields are displayed. Enter the new password into these and click the "Update" button.

User Management

Separately managed Collectively

Manages users belonging to account "account.admin"

user1 Select

i. Select the general user whose password is to be changed. A "narrow search" function is also available.

user1
account.admin
user.mc3000
user1

MagicConnect server	magicconn	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available <input checked="" type="checkbox"/> Allow to use Mobile combination
	Client	available
Terminal Authentication info	Unregistered	
Password	<input type="radio"/> Do not modify password <input checked="" type="radio"/> Modify password	
	New password New password(confirmation) <small>(Alphabets, and numerals, and symbols, length 8 characters or more)</small>	
IP address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
Settings for saving password of Mobile Viewer	<input checked="" type="checkbox"/> Allow to save MagicConnect login password	
	<input type="checkbox"/> Allow to save Windows log on password	

ii. Select Modify password

iii. Enter the new password into the New password and New password (confirmation) fields

iv. Click Update

Update Reset

(2) When modification of the password has been completed, the message **User was successfully updated** is displayed.

User Management

Separately managed **Collectively managed**

User was successfully updated.

MagicConnect server	magicconnect.net	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available Mobile available
	Client	available
Terminal Authentication info	<u>Unregistered</u>	
Password	*****	
IP address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
Settings for saving password of Mobile Viewer	Save MagicConnect login password	[Allow]
	Save Windows log on password	[Disallow]

[Back](#)

3.2. Changing the remote device to be used with Terminal Authentication type or Mobile type

Terminal Authentication type and Mobile type are only available from the remote device that was used for the first time login.

If you want to change the remote device, use this function in order to reset the terminal authentication information that is set on the server. Then, login from the new remote device.

Note that the remote device connecting to the server during the reset can continue its use until it is disconnected.

Cautions:

By using this function, Mobile type account cannot be changed as follows.

You need to pay a fee to change the contract.

- To use the account on Windows/Mac device that was used in iPhone/iPad or Android device.
- To use the account on iPhone/iPad or Android device that was used in Windows/Mac device

- (1) Select the general user for which the remote device is to be changed, then check the **Reset** box in the **Terminal authentication info** section and click **Update**.

User Management

Separately managed | **Collectively managed**

Manages users belonging to account "account.admin".

user1 Select

MagicConnect server	.magicconnect.net	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available
		<input checked="" type="checkbox"/> Allow to use Mobile combination
	Client	available
Terminal Authentication info	<u>Registered (Will be reset)</u>	<input checked="" type="checkbox"/> Reset
Password	<input checked="" type="radio"/> Do not modify password <input type="radio"/> Modify password	
IP address restriction	Viewer	>>
	Client	>>
MAC address restriction	Viewer	>>
	Client	>>
Settings for saving password of Mobile Viewer	<input checked="" type="checkbox"/> Allow to save MagicConnect login password	
	<input type="checkbox"/> Allow to save Windows log on password	

Update Reset

Message from webpage

After pressing the "Update" button, the terminal authentication info registered in the server will be reset.

OK

If Mobile type is also available on Terminal Authentication type, 2 columns "PC" and "Mobile" will be shown on the "Terminal Authentication info" like the screen image below.

If the remote device is Windows/Mac device, check "PC".

If the remote device is iPhone/iPad or Android device, check "Mobile".

Terminal Authentication info	PC	Registered <input type="checkbox"/> Reset
	Mobile	<u>Registered (Will be reset)</u> <input checked="" type="checkbox"/> Reset

- (2) When the terminal information has been reset, the message **User was successfully updated** is displayed, and the message **Unregistered (Was reset)** is displayed in the **Terminal Authentication info** section.

User Management

Separately managed

Collectively managed

User was successfully updated.

MagicConnect server	.magicconnect.net	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available
		Mobile available
	Client	available
Terminal Authentication info	<i>Unregistered (Was reset)</i>	
IP address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
Settings for saving password of Mobile Viewer	Save MagicConnect login password	[Allow]
	Save Windows log on password	[Disallow]

If Mobile type is also available on Terminal Authentication type, 2 columns "PC" and "Mobile" will be shown on the "Terminal Authentication info" like the screen image below.

Terminal Authentication info	PC	Registered
	Mobile	<i>Unregistered (Was reset)</i>

3.3. Changing application use permissions

This function is used in the following cases:

- When enabling use of Viewer that does not have quarantining function in a single account (username.)

(In the initial commercial shipping state, Viewer that does not have quarantining function cannot be used.)

- When enabling the use of Mobile type (iPhone/iPad or Android device) for USB type or Terminal Authentication type in a single account (username) when this combination is allowed.

(In the initial commercial shipping state, Mobile type (iPhone/iPad or Android device) cannot be used.)

Settings modified with this function do not affect Viewers currently connected to the MagicConnect server.

The settings will be valid from the next time connection authentication is performed.

3.3.1. Enabling the use Viewers that does not have quarantining function on Plus edition

- (1) Select the general user of Plus edition, then check the **Allow to use Without Plus(*) option** box in the **Viewer** field of the **Applications allowed** column and click **Update**.

User Management

Separately managed **Collective**

Manages users belonging to account "account.a"

user1 Select

MagicConnect server magic

Username user1

User type User

Applications allowed

Viewer USB Type(NDL+) available
 Allow to use Without Plus(USB Type(NDL)) option
 Allow to use Mobile combination

Client available

Terminal Authentication info Unregistered

Password
 Do not modify password
 Modify password

IP address restriction

Viewer All connections are allowed
Client All connections are allowed

MAC address restriction

Viewer All connections are allowed
Client All connections are allowed

Settings for saving password of Mobile Viewer
 Allow to save MagicConnect login password
 Allow to save Windows log on password

Update Reset

i. Select a general user who is using the Plus viewer. A "narrow search" function is also available.

ii. Check the **Allow to use Without Plus(*) option** box

iii. Click **Update**

- (2) When the settings have been completed, the message **User was successfully updated** is displayed, and the current permission status is displayed to the right of the **Viewer** field in the **Applications allowed** section.

User Management

Separately managed **Collectively managed**

User was successfully updated.

MagicConnect server	magicconnect.net	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL+) available Without Plus(USB Type(NDL)) available
	Client	available
IP address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
Settings for saving password of Mobile Viewer	Save MagicConnect login password	[Allow]
	Save Windows log on password	[Disallow]

[Back](#)

3.3.2. Enabling use from Mobile type (iPhone/iPad or Android device)

- (1) Select a general user for whom mobile access is also available, then check the **Allow to use Mobile combination** box in the **Viewer** field of the **Applications allowed** section and click **Update**.

User Management

Separately managed **Collectively managed**

Manages users belonging to account "account.admin".

i. Select the general user for whom mobile use will be allowed. A "narrow search" function is also available.

- account.admin
- user.mc3000
- user1

MagicConnect server	magicconnect	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available <input checked="" type="checkbox"/> Allow to use Mobile combination
	Client	available
Terminal Authentication info	<u>Unregistered</u>	
Password	<input checked="" type="radio"/> Do not modify password <input type="radio"/> Modify password	
	IP address restriction	Viewer All connections are allowed Client All connections are allowed
MAC address restriction	Viewer All connections are allowed Client All connections are allowed	
	Settings for saving password of Mobile Viewer <input checked="" type="checkbox"/> Allow to save MagicConnect login password <input type="checkbox"/> Allow to save Windows log on password	

ii. Check the **Allow to use Mobile combination**

iii. Click **Update**

- (2) When the settings have been completed, the message **User was successfully updated** is displayed, and the current permission status is displayed to the right of the **Viewer** field in the **Applications allowed** section.

User Management

Separately managed
 Collectively managed

User was successfully updated.

MagicConnect server	magicconnect.net	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available Mobile available
	Client	available
Terminal Authentication info	<i>Unregistered</i>	
IP address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
Settings for saving password of Mobile Viewer	Save MagicConnect login password	[Allow]
	Save Windows log on password	[Disallow]

[Back](#)

3.4. Restricting networks or terminals able to use MagicConnect

This function is used to perform the following:

- Restrict networks able to use MagicConnect
- Restrict terminals able to use MagicConnect

Settings modified with this function do not affect Viewers or Clients currently connected to the MagicConnect server.

Changes will be valid from the next time connection authentication is performed.

3.4.1. Restricting networks able to use MagicConnect

Networks able to use MagicConnect can be restricted for each account (username) by restricting the global IP address of the connection source.

The global IP address of the connection source for each account (username) can be viewed via **IP address** under "**2. Access history.**"

In the access history shown below, the global IP address of the Viewer connection source of "user1" is 198.51.100.1 and the global IP address of the client connection source is 203.0.113.1.

Type	Start time	Finish time	Sort asc	Connection length	IP address	MAC address
Client	08/01 09:34:48	08/01 10:16:12		41 minutes 24 seconds	203.0.113.1	78:2B:CB:90:DB:81
Viewer	08/01 10:34:35	08/01 10:35:15		40 seconds	198.51.100.1	54:42:49:9A:91:D6 54:42:49:9A:94:87 88:53:2E:A8:E6:CF

The procedures for setting the following restrictions on the client of "user1" are described below.

1. Allow connection from the network with connection source address 203.01.113.1.
2. Disallow access from networks not corresponding to the above.

User Management

Separately managed **Collective**

Manages users belonging to account "account.admin"

i. Select the general user "user1" for whom IP address restrictions are to be set. A "narrow search" function is also available.

MagicConnect server	magicconnect
Username	user1
User type	User
Applications allowed	Viewer <input type="checkbox"/> Allow to use Mobile combination <input type="checkbox"/> Allow to use Mobile combination
	Client available
Terminal Authentication info	PC <i>Unregistered</i>
	Mobile <i>Unregistered</i>
Password	<input checked="" type="radio"/> Do not modify password <input type="radio"/> Modify password
IP address restriction	Viewer All connections are allowed
	Client All connections are allowed
MAC address restriction	Viewer All connections are allowed
	Client All connections are allowed

ii. Click the >> button in the **IP address restriction** section. The setting fields are displayed to the right.

Settings for saving password of Mobile Viewer	<input checked="" type="checkbox"/> Allow to save MagicConnect login password
	<input type="checkbox"/> Allow to save Windows log on password

iii. Click the **Insert** button.
Input fields are displayed. Enter the IP address 203.0.113.1 and the subnet mask 255.255.255.255 and select **allowed**.

IP address restriction	Viewer	<input type="button" value="Insert"/> All connections are <input checked="" type="radio"/> allowed <input type="radio"/> disallowed
	Client	<input type="button" value="Insert"/> 203 . 0 . 113 . 1 / 255 . 255 . 255 . 255 <input type="button" value="Delete"/> is <input checked="" type="radio"/> allowed <input type="radio"/> disallowed
		<input type="button" value="Insert"/> Other connections are <input type="radio"/> allowed <input checked="" type="radio"/> disallowed
MAC address restriction	Viewer	All connections are allowed
	Client	All connections are allowed

Settings for saving password of Mobile Viewer

Allow to save Magic
 Allow to save Window

iv. Select **disallowed** as the setting for connections from networks other than those with the IP address set in iii. above.

v. Click **Update**

* Restrictions can be set at the network address level by setting the subnet mask.

* When multiple restrictions are set for a single IP address, priority is given to higher-placed settings.

3.4.2. Restricting terminals able to use MagicConnect

Terminals able to use MagicConnect can be restricted by restricting MagicConnect connection for each account (username) by the MAC addresses of the terminals.

■ Restricting terminals able to be used as Viewers

The procedures for setting the following restrictions on the Viewer of “user1” are described below.

1. Allow access by the terminal with MAC address **AA-BB-CC-DD-EE-FF**.
2. Disallow access by terminals that do not have the above MAC address.

User Management

Separately managed

Collect

Manages users belonging to account "account" Select

user1

MagicConnect server	ma				
Username	user1				
User type	User				
Applications allowed	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Viewer</td> <td style="width: 50%;"> <input type="checkbox"/> Allow to use Mobile combination </td> </tr> <tr> <td>Client</td> <td>available</td> </tr> </table>	Viewer	<input type="checkbox"/> Allow to use Mobile combination	Client	available
Viewer	<input type="checkbox"/> Allow to use Mobile combination				
Client	available				
Terminal Authentication info	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">PC</td> <td style="width: 50%;"><i>Unregistered</i></td> </tr> <tr> <td>Mobile</td> <td><i>Unregistered</i></td> </tr> </table>	PC	<i>Unregistered</i>	Mobile	<i>Unregistered</i>
PC	<i>Unregistered</i>				
Mobile	<i>Unregistered</i>				
Password	<input checked="" type="radio"/> Do not modify password <input type="radio"/> Modify password				
IP address restriction	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Viewer</td> <td style="width: 50%;">All connections are allowed</td> </tr> <tr> <td>Client</td> <td>All connections are allowed</td> </tr> </table>	Viewer	All connections are allowed	Client	All connections are allowed
Viewer	All connections are allowed				
Client	All connections are allowed				
MAC address restriction	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Viewer</td> <td style="width: 50%;">All connections are allowed</td> </tr> <tr> <td>Client</td> <td>All connections are allowed</td> </tr> </table>	Viewer	All connections are allowed	Client	All connections are allowed
Viewer	All connections are allowed				
Client	All connections are allowed				

Settings for saving password of Mobile Viewer

<input checked="" type="checkbox"/> Allow to save MagicConnect login password
<input type="checkbox"/> Allow to save Windows log on password

Update

Reset

i. Select the general user "user1" for whom MAC address restrictions are to be set. A "narrow search" function is also available.

user1

account.admin
user.mc3000
user1

ii. Click the >> button in the **MAC address restriction** section. The setting fields are displayed to the right.

iii. Click the **Insert** button. Input fields are displayed. Enter AA-BB-CC-DD-EE-FF and select **allowed**.

iv. Select **disallowed** as the setting for connections from terminals which do not have the MAC address set in iii. above.

Update **Reset**

v. Click **Update**

***For remote devices with multiple MAC addresses:**

For terminals, such as laptop PCs, with multiple network adapters (wired LAN/wireless LAN/internal SIM), all of the MAC addresses associated with the network adapters are subject to restrictions.

When there are multiple network adapters, please register all of the MAC addresses in the restriction settings.

In this top section, register one of the MAC addresses of the terminal.

Click "Insert" and register another MAC address on the next line.

■ Restricting terminals able to be used as clients

The procedures for setting the following restrictions on the client of “user1” are described below.

1. Allow access by the terminal with MAC address **AA-BB-CC-DD-EE-FF**.
2. Disallow access by terminals that do not have the above MAC address.

User Management

Separately managed

Manages users belonging to account “account.admin”.

user1

i. Select the general user "user1" for whom MAC address restrictions are to be set. A “narrow search” function is also available.

user1

account.admin

user.mc3000

user1

ii. Click the >> button in the **MAC address restriction** section. The setting fields are displayed to the right.

Settings for saving password of Mobile Viewer

Allow to save MagicConnect login password

Allow to save Windows log on password

MAC address restriction <input type="button" value=" <<"/>	Viewer	<input type="button" value=" Insert"/> All connections are <input checked="" type="radio"/> allowed <input type="radio"/> disallowed
	Client	All connections are <input checked="" type="radio"/> allowed <input type="radio"/> disallowed

iii. Select **disallowed** so that the **Insert** button will be shown in the **Client** field.

MAC address restriction <input type="button" value=" <<"/>	Viewer	<input type="button" value=" Insert"/> All connections are <input type="radio"/> allowed <input type="radio"/> disallowed
	Client	<input type="button" value=" Insert"/> All connections are <input type="radio"/> allowed <input checked="" type="radio"/> disallowed

iv. Click the **Insert** button that is displayed.

v. Enter AA-BB-CC-DD-EE-FF and select **allowed**.

MAC address restriction <input type="button" value=" <<"/>	Viewer	<input type="button" value=" Insert"/> All connections are <input type="radio"/> allowed <input type="radio"/> disallowed
	Client	<input type="text" value="AA"/> - <input type="text" value="BB"/> - <input type="text" value="CC"/> - <input type="text" value="DD"/> - <input type="text" value="EE"/> - <input type="text" value="FF"/> <input type="button" value=" Delete"/> is <input checked="" type="radio"/> allowed <input type="radio"/> disallowed Other connections are <input type="radio"/> allowed <input checked="" type="radio"/> disallowed

Settings for saving password of Mobile Viewer	<input checked="" type="checkbox"/> Allow to save MagicConnect login password
	<input type="checkbox"/> Allow to save Windows log on password

vi. Click **Update**

* Only one MAC address can be designated as "allowed." When there are multiple network adapters (wired LAN/wireless LAN/internal SIM), please register the MAC addresses of the network adapters that will be used with MagicConnect.

3.5. Changing program function restrictions

Use this function to change the following program function restrictions.

- Allowing/disallowing saving two passwords on a remote device (Android/iOS) of Mobile type

In the initial commercial shipping state is as follows.

Type of password	Saving
MagicConnect login	allowed
Windows log on	disallowed

- Allowing/disallowing the device sharing in the use of XDL edition

In the initial commercial shipping state is as follows (It is in the same state as NDL edition.)

Type of device sharing	Allow sharing
Allow sharing printers	Disallow
Allow sharing drives	Disallow
Allow sharing clipboards	Disallow
Allow sharing smart cards	Disallow
Allow sharing serial ports	Disallow
Allow sharing Plug and Play (PnP) devices	Disallow
Allow using Print Screen key	Allow a part of it

Note that changes made with this function will not affect Viewers currently connected to MagicConnect. Changes will be valid from the next time connection authentication is performed.

3.5.1. Allowing/disallowing saved passwords on a remote device of Mobile type (for iPhone/iPad and Android device)

Use this function to change settings for saving two passwords (a MagicConnect login password and Windows log on password) on an iPhone/iPad or Android device.

This section explains the steps for changing settings for "user1."

- Not allowing users to save a MagicConnect login password
- Not allowing users to save a Windows log on password

- (1) Select the general user able to use a Mobile type (for iPhone/iPad or Android device). Uncheck **Allow to save MagicConnect login password** and **Allow to save Windows log on password** in the **Settings for saving password of Mobile Viewer** section, then click **Update**.

User Management

Separately managed **Collective**

Manages users belonging to account "account.a"

MagicConnect server magicc

Username user1

User type User

Applications allowed

Viewer	USB
	<input checked="" type="checkbox"/> Allow to use Mobile combination
Client	available

Terminal Authentication info Unregistered

Password

Do not modify password

Modify password

IP address restriction

Viewer	All connections are allowed
Client	All connections are allowed

MAC address restriction

Viewer	All connections are allowed
Client	All connections are allowed

Settings for saving password of Mobile Viewer

Allow to save MagicConnect login password

Allow to save Windows log on password

user1

account.admin

user.mc3000

user1

i. Select the general user "user1" whose saved password settings you want to change. A "narrow search" function is also available.

ii. Uncheck **Allow to save MagicConnect login password** and **Allow to save Windows log on password**

iii. Click **Update**

(2) When the changes are complete, the message User was successfully updated is displayed. Save MagicConnect login password and Save Windows log on password in the Settings for saving password of Mobile Viewer section will be disallowed.

User Management

Separately managed **Collectively managed**

User was successfully updated.

MagicConnect server	magicconnect.net	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available
		Mobile available
	Client	available
Terminal Authentication info	<u>Unregistered</u>	
IP address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction	Viewer	All connections are allowed
	Client	All connections are allowed

Settings for saving password of Mobile Viewer	Save MagicConnect login password	[Disallow]
	Save Windows log on password	[Disallow]

[Back](#)

3.5.2. Changing sharing settings when using XDL edition

In the XDL edition, the remote desktop's sharing settings can be changed.

The following is an explanation of how to change settings for "user1" using the XDL edition.

- Allowing sharing printers
- Disallowing use of the Print Screen key

(1) If you select a user using the XDL edition, the **XDL viewer RDP configuration** section will be displayed and changes can be made.

User Management

Separately managed | **Collectively managed**

Manages users belonging to account "account.admin".

user1 Select

MagicConnect server magicconnect.net

Username user1

User type User

Applications allowed

Viewer	USB Type(XDL) available
	<input type="checkbox"/> Allow to use Mobile combination
Client	available

Terminal Authentication info *Unregistered*

Password

- Do not modify password
- Modify password

IP address restriction

Viewer	All connections are allowed
Client	All connections are allowed

MAC address restriction

Viewer	All connections are allowed
Client	All connections are allowed

Settings for saving password of Mobile Viewer

- Allow to save MagicConnect login password
- Allow to save Windows log on password

XDL viewer RDP configuration

- Allow sharing printers**
- Allow sharing drives
- Allow sharing clipboards
- Allow sharing smart cards
- Allow sharing serial ports
- Allow sharing Plug and Play (PnP) devices

Allow using Print Screen key

- Allow a part of it
It is allowed only if the remote desktop is in a full-screen mode.
- Allow all
- Disallow all**

Update | **Reset**

iv. Click Update

ii. Check the Allow sharing printers box

iii. Select Disallow all under Allow using Print Screen key

i. Select the general user "user1" using the XDL edition. A "narrow search" function is also available.

- (2) When the settings are complete, the message **User was successfully updated** is displayed and the **XDL viewer RDP configuration** section will show the updated changes.

User Management

Separately managed

Collectively managed

User was successfully updated

MagicConnect server	magicconnect.net	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(XDL) available
	Client	available
IP address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction	Viewer	All connections are allowed
	Client	All connections are allowed

Settings for saving password of Mobile Viewer	Save MagicConnect login password	[Disallow]
	Save Windows log on password	[Disallow]

XDL viewer RDP configuration	Allow sharing printers	[Allow]
	Allow sharing drives	[Disallow]
	Allow sharing clipboards	[Disallow]
	Allow sharing smart cards	[Disallow]
	Allow sharing serial ports	[Disallow]
	Allow sharing Plug and Play (PnP) devices	[Disallow]
	Allow using Print Screen key	[Disallow all]

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3.5.2.1. Differences in the three “Allow using Print Screen key” settings

This section explains the differences in the three **Allow using Print Screen key** settings.

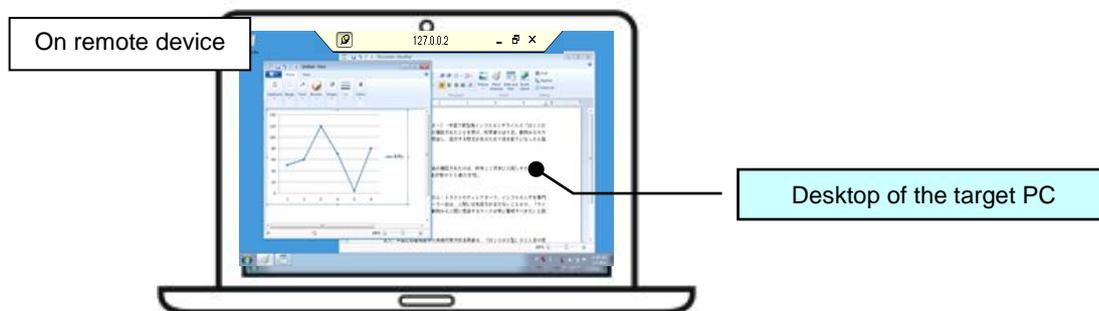
■ Allow a part of it

This setting activates the Print Screen key when the remote desktop screen of the remote device is on “full screen display.” Data capture from the target PC’s screen is possible.

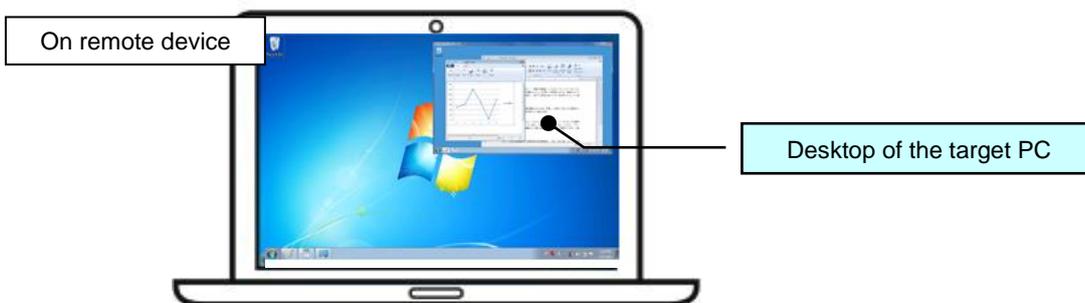
For “partial screen display,” the Print Screen key is inactive.

“Full screen display” and “partial screen display” refer to the following screen displays.

Full screen display



Partial screen display



■ Allow all

This setting activates the Print Screen key when the remote desktop screen of the remote device is on either “full screen display” or “partial screen display.”

■ Disallow all

This setting deactivates the Print Screen key when the remote desktop screen of the remote device is on “full screen display” or “partial screen display.”

3.6. Manually releasing general user account locks

When a general user's login to administration tools has been disabled (i.e., account lock is enabled), use this function if you want to manually release the lock before it is automatically released.

When authentication of a user login to the administration tools fails five times in a row, that account (username) can no longer log in to the administration tools.

The account will be unable to log in to the administration tools until the account lock is released automatically by the system or manually by the Account Manager using this function.

Note that log in disabling (account lock) does not affect authentication of Viewer and Client connections to MagicConnect. Users can continue to use MagicConnect normally.

If a general user in your company reports that an account for administration tools has been disabled without apparent reason, please contact your distributor.

When the username or password is incorrect, the message "!!! Username and/or password are wrong. !!!" is displayed.

User Authentication

!!! Username and/or password are wrong. !!!

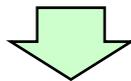


- The account is temporarily disabled when login attempts under the same user name fail 5 times.
- When the account is temporarily disabled, login is not possible through the web interface until the account is re-enabled by an administrator or is re-enabled automatically after a wait period.

Enter the username and password.

Username

Password



Upon failing five times in a row

The account is locked, and the user will be unable to log in to the administration screen until the lock is released.

User Authentication

!!! This account is temporarily disabled. !!!



- Login through the web interface has been temporarily disabled due to repeated login failure.
- To log in through the web interface, it is necessary to request re-enabling by a administrator or to wait until the account is re-enabled automatically.

Enter the username and password.

Username

Password

- (1) Select the username of the user whose account is locked, check the **Release the lockout** box in the **Username** section, and click the **Update** button.

User Management

Separately managed | **Collectively managed**

Manages users belonging to account "account.admin".

user1 [Select]

Search: user1 [Search] (dropdown list: account.admin, user.mc3000, user1)

MagicConnect server	magicconnect.net	
Username	user1 !!! Locked out on 2014-08-01 14:21:52 +0900 !!! <input checked="" type="checkbox"/> Release the lockout.	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available <input checked="" type="checkbox"/> Allow to use Mobile combination
	Client	available
Terminal Authentication info	Unregistered	
Password	<input checked="" type="radio"/> Do not modify password <input type="radio"/> Modify password	
IP address restriction >>	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction >>	Viewer	All connections are allowed
	Client	All connections are allowed
Settings for saving password of Mobile Viewer	<input type="checkbox"/> Allow to save MagicConnect login password	
	<input type="checkbox"/> Allow to save Windows log on password	

[Update] [Reset] (iii. Click Update)

(2) When the lockout has been released, the message **The lockout has been released** is displayed in the **Username** section.

User Management

Separately managed **Collectively managed**

User was successfully updated.

MagicConnect server	magicconnect.net	
Username	user1 The lockout has been released.	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available
	Client	available
Terminal Authentication info	<u>Unregistered</u>	
IP address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction	Viewer	All connections are allowed
	Client	All connections are allowed
Settings for saving password of Mobile Viewer	Save MagicConnect login password	[Disallow]
	Save Windows log on password	[Disallow]

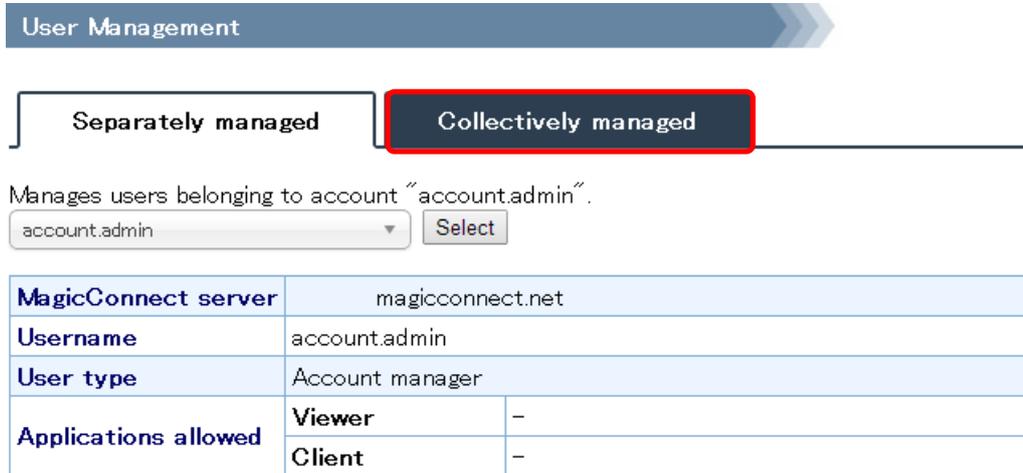
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3.7. Changing settings for multiple users at the same time

The user management steps up to this point have been “Separately managed” (settings are changed for one user at a time). The next section, however, explains the “Collectively managed” function for changing settings for multiple users at the same time.

3.7.1. How to display the Collectively Managed screen

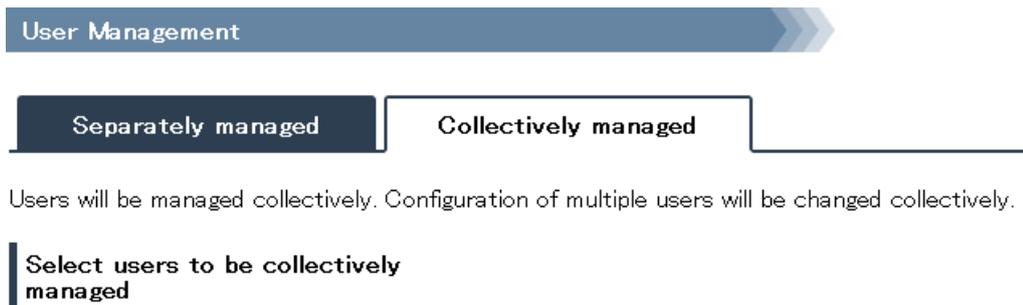
(1) Click the **Collectively managed** tab on the User management screen.



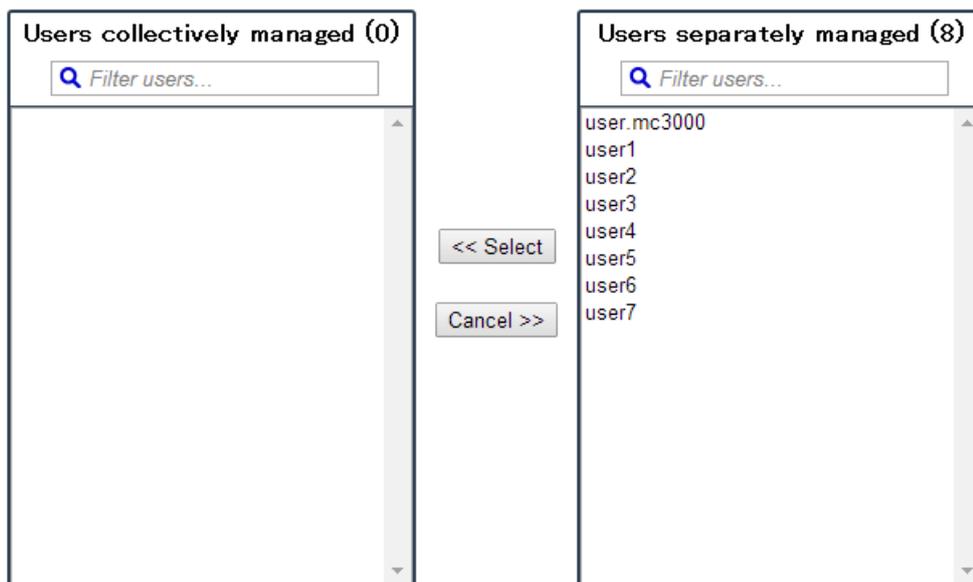
The screenshot shows the 'User Management' interface. At the top, there is a blue header with 'User Management' and a right-pointing arrow. Below the header, there are two tabs: 'Separately managed' and 'Collectively managed'. The 'Collectively managed' tab is highlighted with a red border. Below the tabs, there is a text label: 'Manages users belonging to account "account.admin"'. Underneath this label is a dropdown menu showing 'account.admin' and a 'Select' button. Below the dropdown is a table with the following data:

MagicConnect server	magicconnect.net	
Username	account.admin	
User type	Account manager	
Applications allowed	Viewer	-
	Client	-

(2) The screen will be switched to the **Collectively Managed** screen.



The screenshot shows the 'User Management' interface. At the top, there is a blue header with 'User Management' and a right-pointing arrow. Below the header, there are two tabs: 'Separately managed' and 'Collectively managed'. The 'Collectively managed' tab is highlighted with a dark blue background. Below the tabs, there is a text label: 'Users will be managed collectively. Configuration of multiple users will be changed collectively.' Below this label is a section header: 'Select users to be collectively managed'.



The screenshot shows the user selection interface. It consists of two panels and two buttons. The left panel is titled 'Users collectively managed (0)' and contains a search box with the text 'Filter users...'. The right panel is titled 'Users separately managed (8)' and contains a search box with the text 'Filter users...' and a list of users: 'user.mc3000', 'user1', 'user2', 'user3', 'user4', 'user5', 'user6', and 'user7'. Between the two panels are two buttons: '<< Select' and 'Cancel >>'.

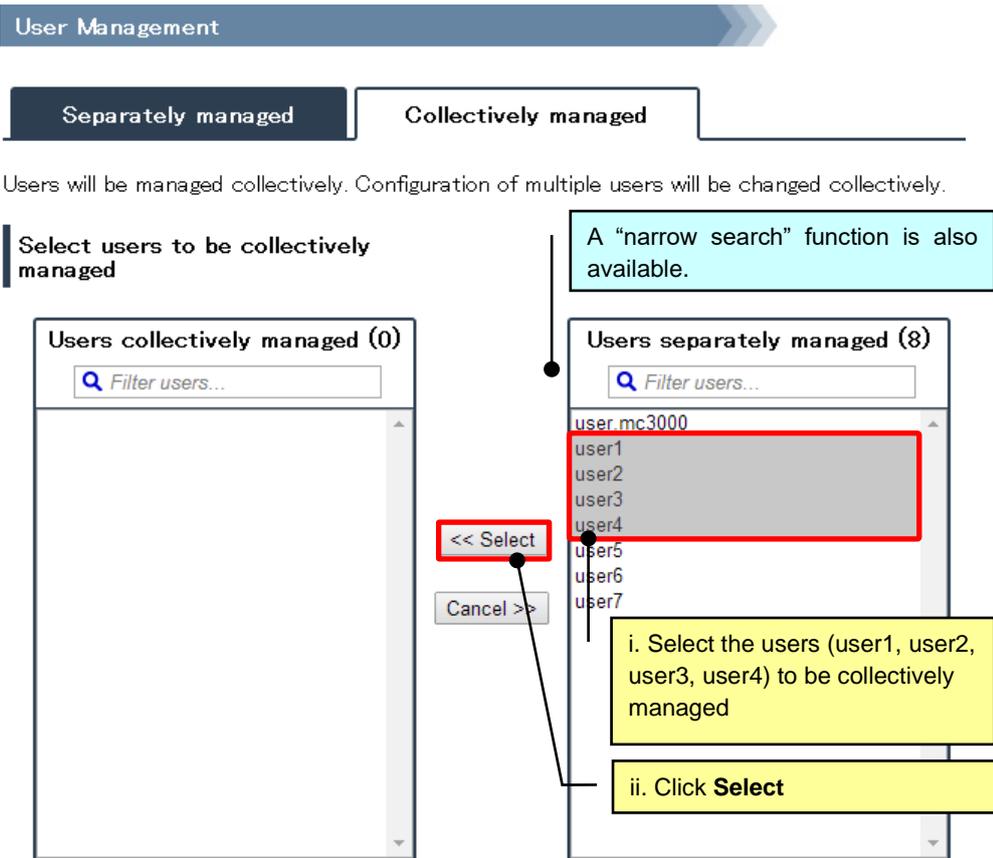
3.7.2. Selecting users to be collectively managed

Select the users to be collectively managed.

Note: If a new user is added after making all users collectively managed, these settings must also be carried out to make the new user collectively managed.

This section explains the steps for making four users (user1, user2, user3, and user4) collectively managed.

- (1) At the top of the **Collectively Managed** screen, there is a **Collectively managed** tab. Select the users to be collectively managed from the user list in the **Users separately managed** section with the **Select users to be collectively managed** heading and click **Select**.

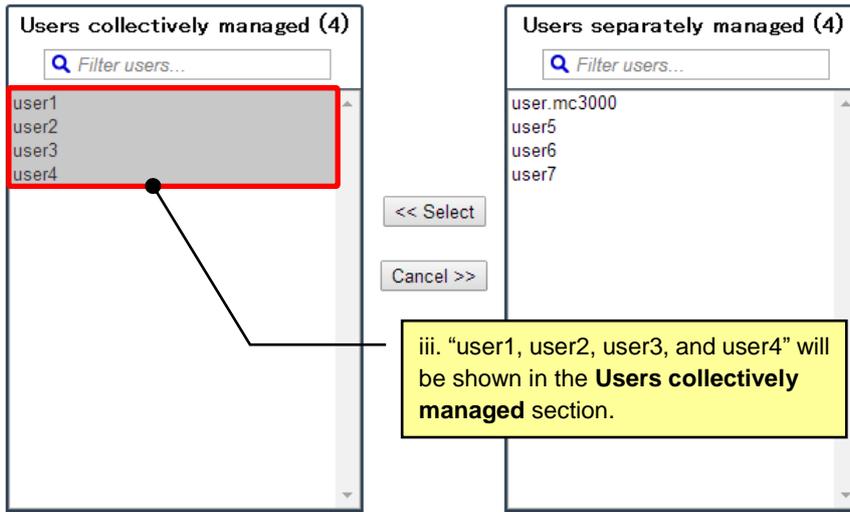


(2) The users to be collectively managed will be shown in the **Users collectively managed** section.



Users will be managed collectively. Configuration of multiple users will be changed collectively.

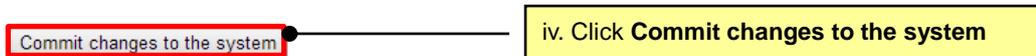
Select users to be collectively managed



(3) Click **Commit changes to the system** (at the bottom of the screen) to make sure that the user information moved to the **Users collectively managed** section is stored on the MagicConnect server.

Selection and configuration of items collectively managed

MagicConnect server	magicconnect.net	
Username	Users collectively managed	
User type	User	
Applications allowed	Viewer	Without Plus option <input type="checkbox"/> Select
		Mobile combination <input type="checkbox"/> Select
IP address restriction	Viewer	<input type="checkbox"/> Select
	Client	<input type="checkbox"/> Select
MAC address restriction	Viewer	<input type="checkbox"/> Select
	Client	<input type="checkbox"/> Select
Settings for saving password of Mobile Viewer	<input type="checkbox"/> Select	
XDL viewer RDP configuration	<input type="checkbox"/> Select	

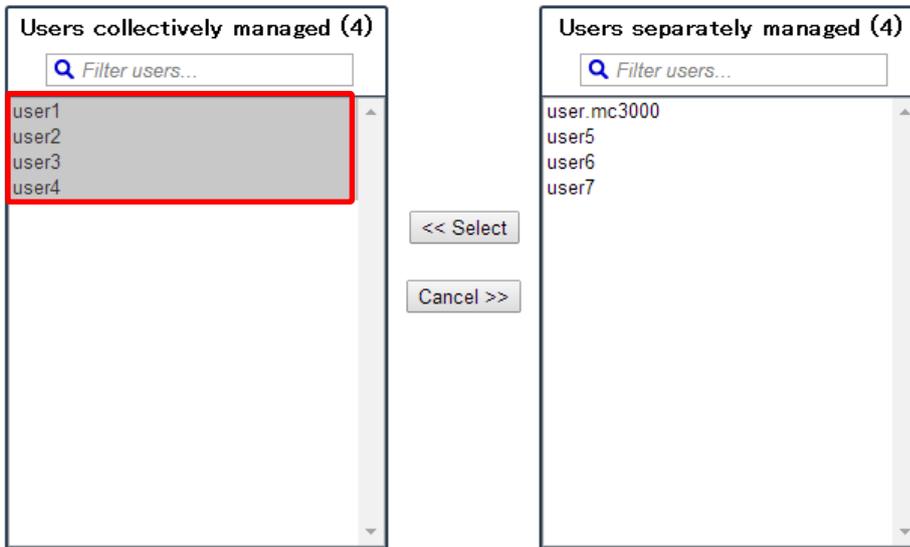


- (4) When the user information is committed to the MagicConnect server, the **Collectively Managed** screen will refresh.



Users will be managed collectively. Configuration of multiple users will be changed collectively.

Select users to be collectively managed



3.7.3. Changing collectively managed settings

You can specify settings to be applied in common to collectively managed users.

After doing so, if a new collectively managed user is added, these same settings will apply to the new user.

The following are the settings that can be applied in common. Please see each page for separate explanations.

3.3.1. Enabling use Viewers that does not have quarantining function	35
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This section explains the steps for “Enabling use of Mobile type (for iPhone/iPad and Android device)” and “Disallowing saved passwords on remote devices of Mobile type (for iPhone/iPad and Android device.)”

- (1) At the bottom of the Collectively Managed screen, there is a Selection and configuration of items collectively managed area. Check the Select box in Mobile combination in the Viewer field of the Applications allowed section.

Selection and configuration of items collectively managed

MagicConnect server	magicconnect.net		
Username	Users collectively managed		
User type	User		
Applications allowed	Viewer	Without Plus option	<input type="checkbox"/> Select
		Mobile combination	<input type="checkbox"/> Select
IP address restriction	Viewer	<input type="checkbox"/> Select	
	Client	<input type="checkbox"/> Select	
MAC address restriction	Viewer	<input type="checkbox"/> Select	
	Client	<input type="checkbox"/> Select	
Settings for saving password of Mobile Viewer			<input type="checkbox"/> Select
XDL viewer RDP configuration			<input type="checkbox"/> Select

Commit changes to the system

- (2) A settings option box will appear to the right of the **Select** box. Check the **Allow to use combination** *For user who uses mobile combination box.

Applications allowed	Viewer	Without Plus option	<input type="checkbox"/> Select
		Mobile combination	<input checked="" type="checkbox"/> Select <input checked="" type="checkbox"/> Allow to use combination * For user who uses mobile combination.

(3) Next, check the Select box in the Settings for saving password of Mobile Viewer section.

Selection and configuration of items collectively managed

MagicConnect server	magicconnect.net	
Username	Users collectively managed	
User type	User	
Applications allowed	Viewer	<input type="checkbox"/> Without Plus option Select <input checked="" type="checkbox"/> Mobile combination Select
		<input checked="" type="checkbox"/> Allow to use combination <small>* For user who uses mobile combination.</small>
IP address restriction	Viewer	<input type="checkbox"/> Select
	Client	<input type="checkbox"/> Select
MAC address restriction	Viewer	<input type="checkbox"/> Select
	Client	<input type="checkbox"/> Select
Settings for saving password of Mobile Viewer		<input type="checkbox"/> Select
XDL viewer RDP configuration		<input type="checkbox"/> Select

Commit changes to the system

(4) A settings option box will appear to the right of the Select box. Uncheck Allow to save MagicConnect login password and Allow to save Windows log on password.

Settings for saving password of Mobile Viewer	<input checked="" type="checkbox"/> Select <input type="checkbox"/> Allow to save MagicConnect login password <input type="checkbox"/> Allow to save Windows log on password
--	---

(5) Last, click Commit changes to the system.

Selection and configuration of items collectively managed

MagicConnect server	magicconnect.net		
Username	Users collectively managed		
User type	User		
Applications allowed	Viewer	Without Plus option	<input type="checkbox"/> Select
		Mobile combination	<input checked="" type="checkbox"/> Select ✔ Allow to use combination * For user who uses mobile combination.
IP address restriction	Viewer	<input type="checkbox"/> Select	
	Client	<input type="checkbox"/> Select	
MAC address restriction	Viewer	<input type="checkbox"/> Select	
	Client	<input type="checkbox"/> Select	
Settings for saving password of Mobile Viewer		<input checked="" type="checkbox"/> Select	<input type="checkbox"/> Allow to save MagicConnect login password <input type="checkbox"/> Allow to save Windows log on password
XDL viewer RDP configuration		<input type="checkbox"/> Select	

Commit changes to the system

(6) When the changes are committed to the MagicConnect server, the **Collectively Managed** screen will refresh.

Selection and configuration of items collectively managed

MagicConnect server	magicconnect.net		
Username	Users collectively managed		
User type	User		
Applications allowed	Viewer	Without Plus option	<input type="checkbox"/> Select
		Mobile combination	<input checked="" type="checkbox"/> Select ✔ Allow to use combination * For user who uses mobile combination.
IP address restriction	Viewer	<input type="checkbox"/> Select	
	Client	<input type="checkbox"/> Select	
MAC address restriction	Viewer	<input type="checkbox"/> Select	
	Client	<input type="checkbox"/> Select	
Settings for saving password of Mobile Viewer		<input checked="" type="checkbox"/> Select	<input type="checkbox"/> Allow to save MagicConnect login password <input type="checkbox"/> Allow to save Windows log on password
XDL viewer RDP configuration		<input type="checkbox"/> Select	

Commit changes to the system

3.7.4. Managing users with the Separately Managed screen

If you click the **Separately managed** tab, you can switch to the **Separately Managed** screen and verify or change settings user by user.

- (1) If you select a collectively managed user,
 - i. A message will be highlighted explaining that the user is collectively managed
 - ii. The shared settings that apply to that collectively managed user will be highlighted

User Management

Separately managed

Collectively managed

Manages users belonging to account "account.admin".

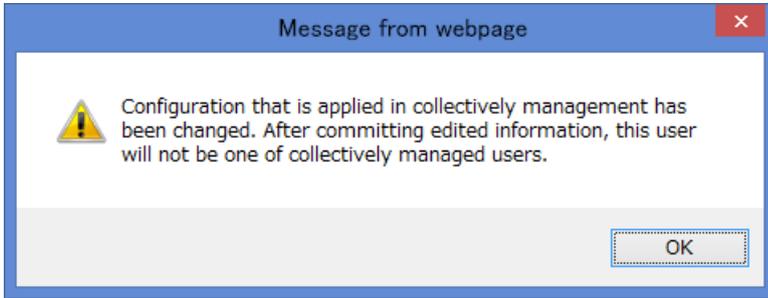
user1 Select

Collectively managed user has been selected.
 If you change the configurations item in this background color, this user will not be one of collectively managed users.

MagicConnect server	stamen.magicconnect.net	
Username	user1	
User type	User	
Applications allowed	Viewer	USB Type(NDL) available
		<input checked="" type="checkbox"/> Allow to use Mobile combination
	Client	available
Terminal Authentication info	<i>Unregistered</i>	
Password	<input checked="" type="radio"/> Do not modify password	
	<input type="radio"/> Modify password	
IP address restriction >>	Viewer	All connections are allowed
	Client	All connections are allowed
MAC address restriction >>	Viewer	All connections are allowed
	Client	All connections are allowed
Settings for saving password of Mobile Viewer	<input type="checkbox"/> Allow to save MagicConnect login password	
	<input type="checkbox"/> Allow to save Windows log on password	

Update
Reset

- (2) If you change the shared settings (i.e., Configuration(s)) that apply to a collectively managed user from the **Separately Managed** screen, the warning message below will appear.

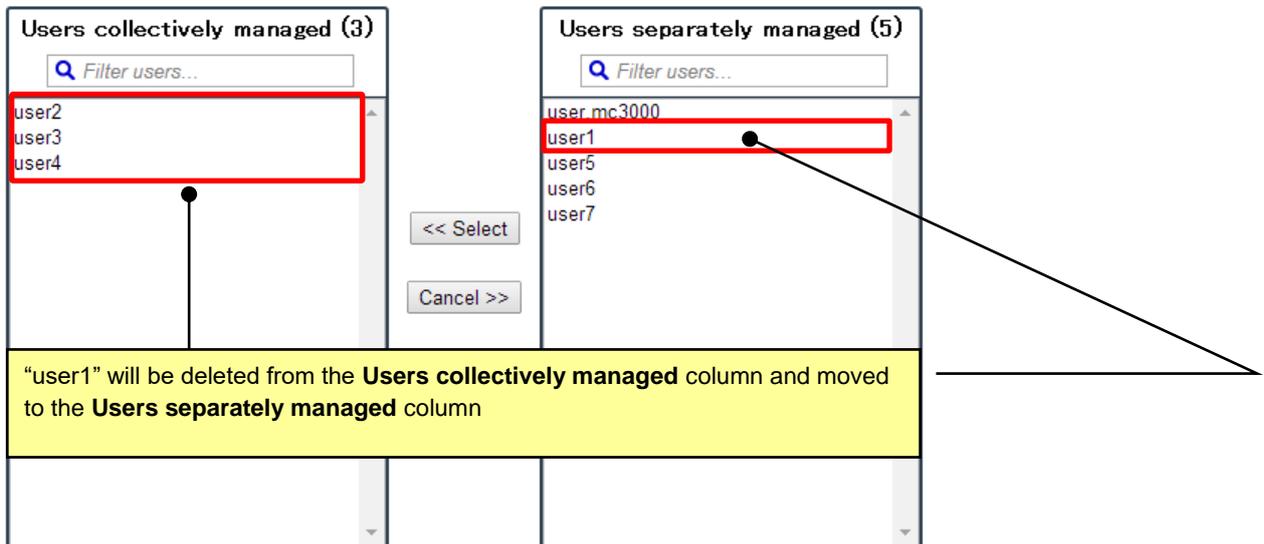


- (3) If you click **Update** at the bottom of the **Separately Managed** screen, changes will be committed to the MagicConnect server. And the user in question will no longer be collectively managed.



Users will be managed collectively. Configuration of multiple users will be changed collectively.

Select users to be collectively managed



3.8. Checking types and versions of the Viewer and Client in use

You can download a list with user information showing the Viewer and Client types and versions in use.

(1) Under "Separately managed," click on "Download User Information List (CSV format)."

User Management

Separately managed **Collectively managed**

Manages users belonging to account "account.admin".

Number of users: 5 [Download user list \(CSV format\)](#)

account.admin Select

MagicConnect server	chappy.test.magicconnect.net
Username	account.admin
User type	Account manager

■ Example CSV file of a user information list (user_list.csv)

User	PC Viewer Type	PC Viewer Version	Mobile Viewer Type	Mobile Viewer Version	Client Version
user1	Windows	Ver4.2r2	iOS	Ver4.3r1	Ver3.3r6
user2	Mac	Ver6.0r1	Android	Ver5.9r1	Ver3.3r7
user3	-	-			Ver3.3r3

■ Explanation of the item names and content.

Column	CSV data	Explanation
1	User	This is the username.
2	PC Viewer Type	The product type of the Viewer program (Windows/Mac) used on the remote device (the connecting device). When accessing from a Windows device, "Windows" is displayed. When accessing from a Mac device, "Mac" is displayed.
3	PC Viewer Version	The version of the Viewer program (Windows/Mac) used on the remote device (the connecting device).
4	Mobile Viewer Type	The product type of the Viewer program (iOS/Android) used on the remote device (the connecting device). When accessing from an iPhone or iPad, "iOS" is displayed. When accessing from an Android device, "Android" is displayed.
5	Mobile Viewer Version	The version of the Viewer program (iOS/Android) used on the remote device (the connecting device).
6	Client Version	The version of the Client program used on the target PC (the device connected to). The product type is not displayed.

*This shows the version used during the most recent connection to the server.

*If connection is not allowed with the program used, a dash (-) will be shown.

*The field will be blank if there have been no connections in the past year.

4. Grouping

Use this feature to look up or edit connection configurations that enable transmission between a general user Viewer and Client.

When a connection configuration is edited, the change is immediately committed to the Client. It will become valid for the Viewer from the next time connection authentication is performed.

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To bring up the Grouping screen, click the Grouping link from the Menu screen.

Menu *History User Management Grouping Security Change Password Logout*

Menu

Welcome **account.admin**.

This page shows the menu for account manager.

Select any menu.

[Access history](#)

[User management](#)

[Grouping](#)

Click **Grouping**

[security](#)

[Change password](#)

[Logout](#)

4.1. Example of connection configuration

4.1.1. About Standard Connections and Grouped Connections

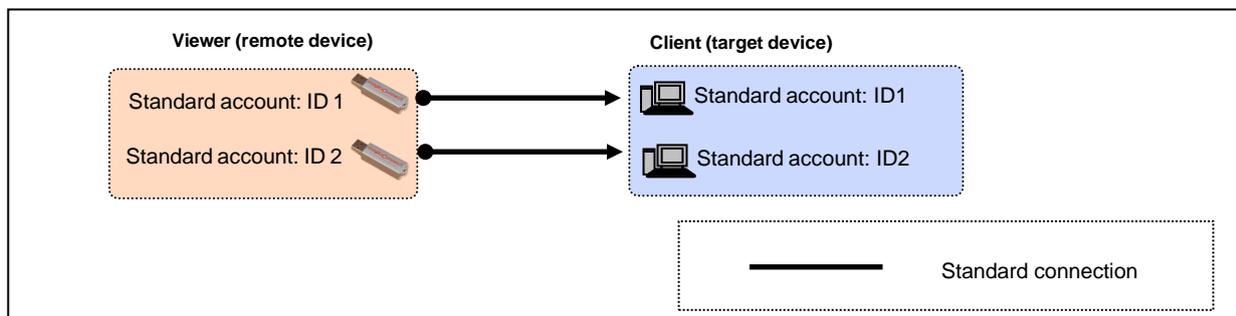
To easily enable a variety of connection configurations, two types of connection are available in MagicConnect.

- One type of connection is called a **standard connection**.

Simply setting the same username for a Viewer and a Client enables transmission between the Viewer and Client.

These connections are shown by solid black lines in the diagram below.

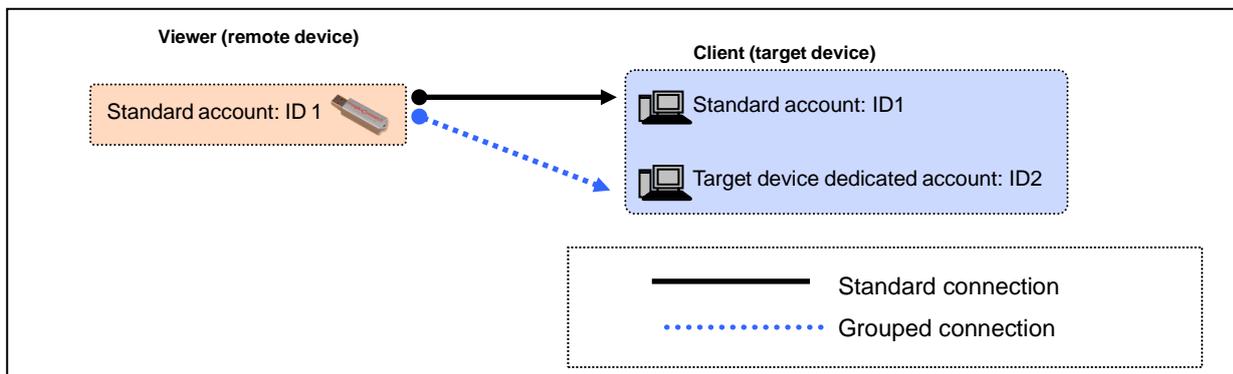
The above is achieved through the purchase of an account known as a **standard account**.



- The other type of connection is called a **grouped connection**.

This connection enables transmission among Viewers and Clients with different usernames, and is indicated by the dotted blue line in the diagram below.

The above is achieved by registering the Viewer/Client connection configuration with the MagicConnect server using the grouping function.



4.2. Looking up connection configurations

4.2.1. Displaying the list of Clients to which a Viewer can connect

(1) Select Show the list of clients to which the viewer can connect.

A screen listing the Clients to which the Viewer can connect is displayed.

The usernames to be displayed can be filtered using the **filter text box**.

The example below shows filtering of displayed Viewers by the name "user".

Standard connections are indicated with solid black lines and **grouped connections** are indicated with solid blue lines.

The connection configurations of users managed by the account **account.admin** are shown.

Select **Show the list of clients to which the viewer can connect**.

Show the list of clients to which the viewer can connect | **Show the list of viewers which can connect to the client**

Search: user

The Viewers to be displayed can be filtered.

Viewer	Client
user1	user1
	user.mc3000
	user2

Clients corresponding to the Viewer at left can be filtered.

Show all clients

4.2.2. Displaying the list of Viewers able to connect to a Client

(1) Select Show the list of viewers which can connect to the client.

A screen listing the Viewers that can connect to the Client is displayed.

The usernames to be displayed can be filtered using the **filter text box**.

Standard connections are indicated with solid black lines and **grouped connections** are indicated with solid blue lines.

The connection configurations of users managed by the account **account.admin** are shown.

Select **Show the list of viewers able to connect to the client.**

Show the list of clients to which the viewer can connect | **Show the list of viewers which can connect to the client**

The Clients to be displayed can be filtered. Filter client...

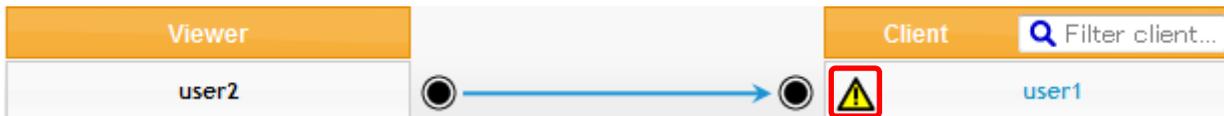
Viewer	Client
user1	user.mc3000
user1	user1
user2	user2

Viewers corresponding to the Client at right can be filtered.

About the display of improper connections

A connection will be considered as improper and a **warning mark** will be displayed ahead of the username in the following cases:

- The connection is to a general user whose account has been suspended by NTT TechnoCross
- The connection is to a general user for whom an account does not exist



NTT TechnoCross will take the following actions toward an account for which termination of agreement was requested or for which a type change or other migration was requested:

1. Suspension of the account in the beginning part of the month following the month in which migration or termination of agreement occurred;
2. Deletion of the suspended account and grouped connections in the month following the above.

For the above reason, during the period indicated in 1 and 2, a **warning mark** will be displayed by accounts for which termination or migration was requested.

The **warning mark** will no longer be displayed when "Deleting a grouped connection" is performed.

Account Managers wishing to remove the mark should delete the grouped connection.

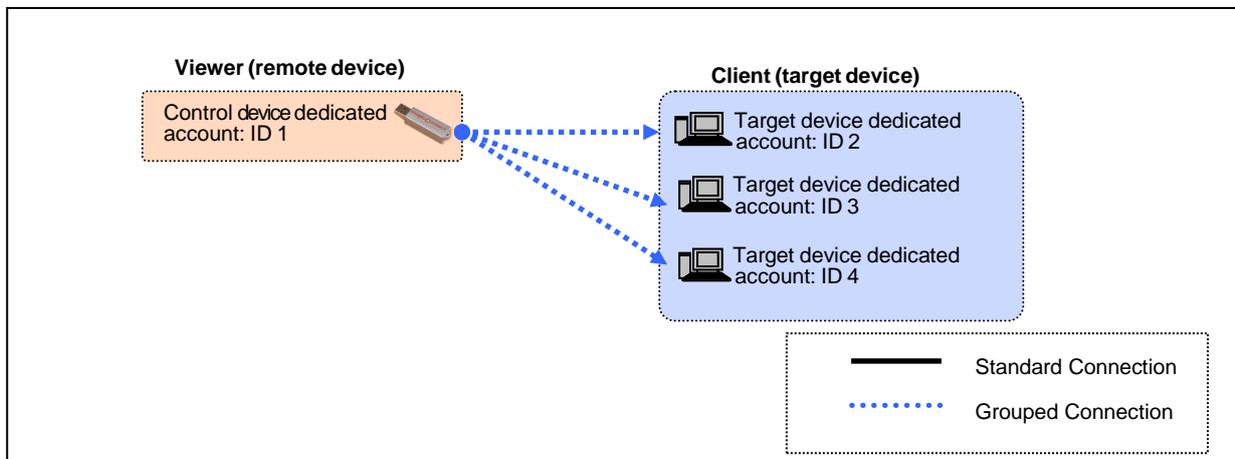
However, note that setting (i.e., addition) of improper connections is not possible.

4.3. Editing connection configurations

4.3.1. Enabling connection to multiple target devices (1-to-N connection)

This section describes procedures for enabling connection to multiple PCs or servers having different usernames.

In the diagram below, one account that is the control device dedicated account ID1 (user1) and three accounts that are the target device dedicated accounts ID2 (user2) - ID4 (user4) are contracted and are not in a grouped connection. For this situation, this section describes the procedures for a grouped connection that enables connection to the Clients of “user2 - user4” by the Viewer of “user1”.



- (1) To center the display on the Viewer, click **Show the list of clients to which the viewer can connect** and then below that, click **Show all viewers**.

Click **Show the list of clients to which the viewer can connect**. Next, below that, click **Show all viewers**.*

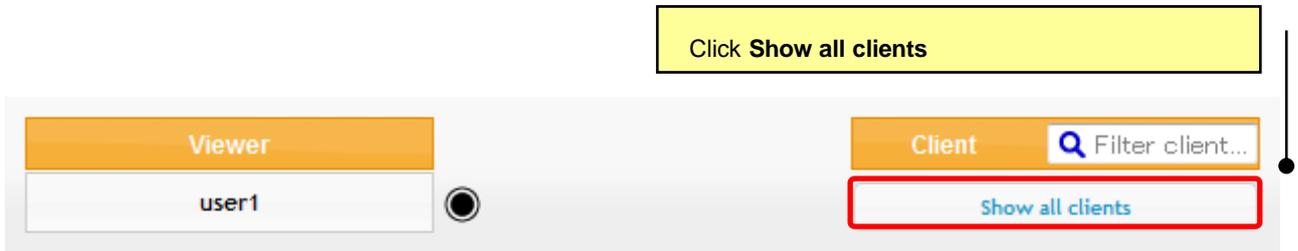
* Accounts and their connection configurations are displayed when standard connections or grouped connections exist. As both connection types do not initially exist in this example, the accounts of the viewers are displayed by clicking **Show all viewers**.

Show the list of clients to which the viewer can connect

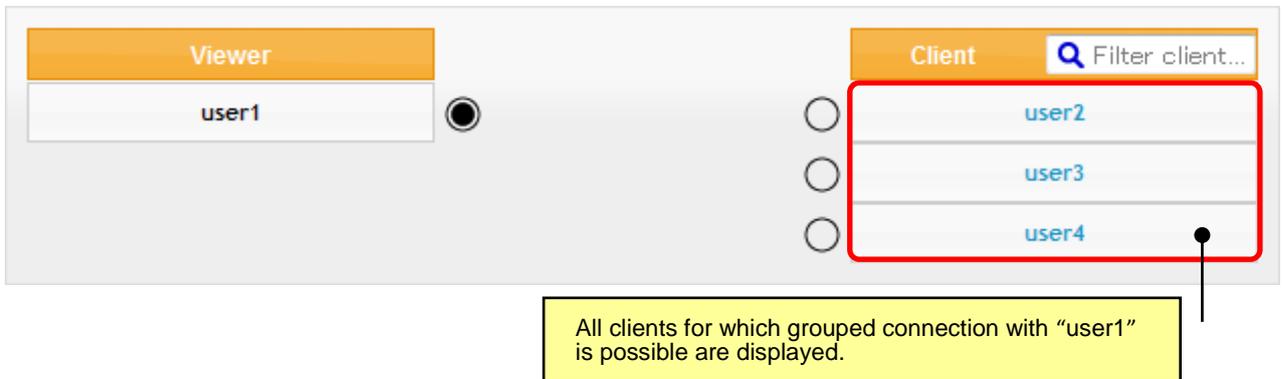
Show the list of viewers which can connect to the client

Show all viewers

- (2) To display all Clients which can be specified as the connection destination for the Viewer of “user1”, click **Show all clients**.



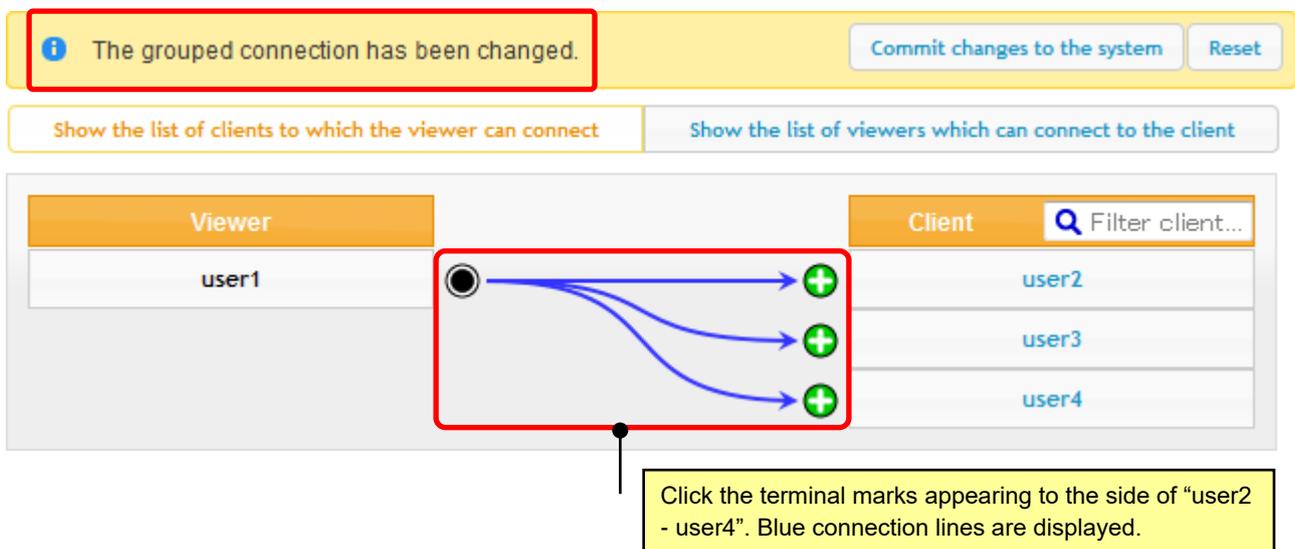
- (3) All Clients which can be specified as the connection destination for the Viewer of “user1” are displayed.



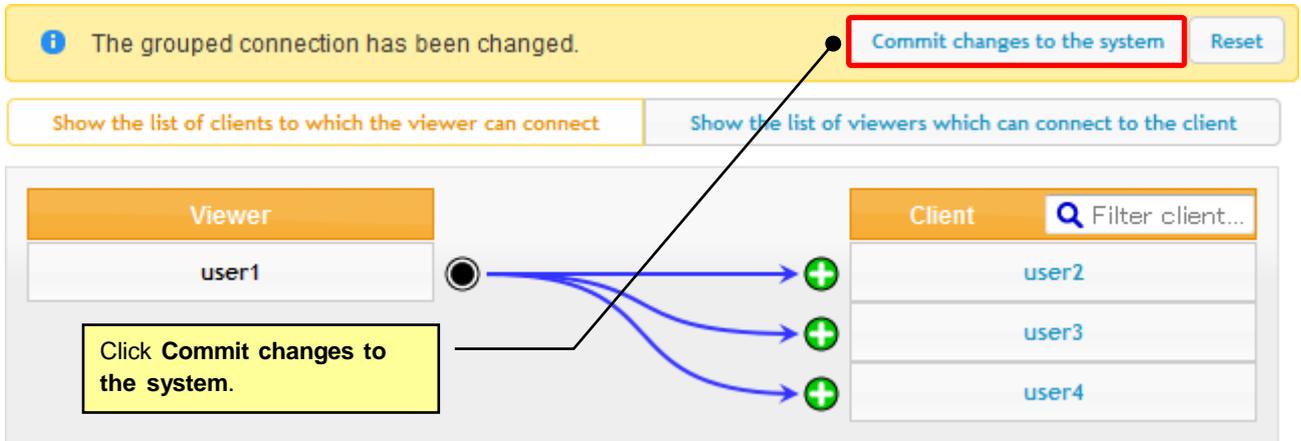
- (4) Click the terminal marks appearing to the side of “user2 – user4”.

The terminal marks change from “ ” to “ ” and **blue** connection lines and the message **The grouped connection has been changed** are displayed.

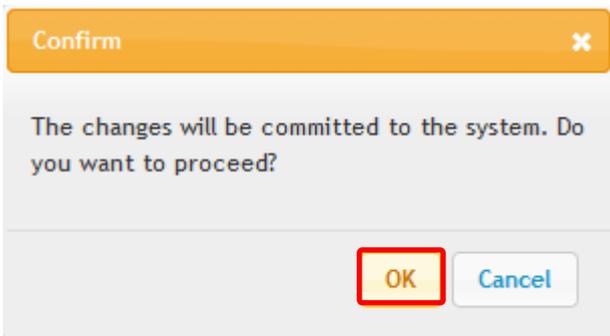
Note: At this point, the change is not committed to the MagicConnect server.



(5) To commit the change to the MagicConnect server, click **Commit changes to the system**.



(6) A confirmation message is displayed. Click the **OK** button.



(7) The configuration for which connection has been enabled from the Viewer of "user1" to the Clients of "user2 – user4" is displayed, in the form with which it was committed to the MagicConnect server.



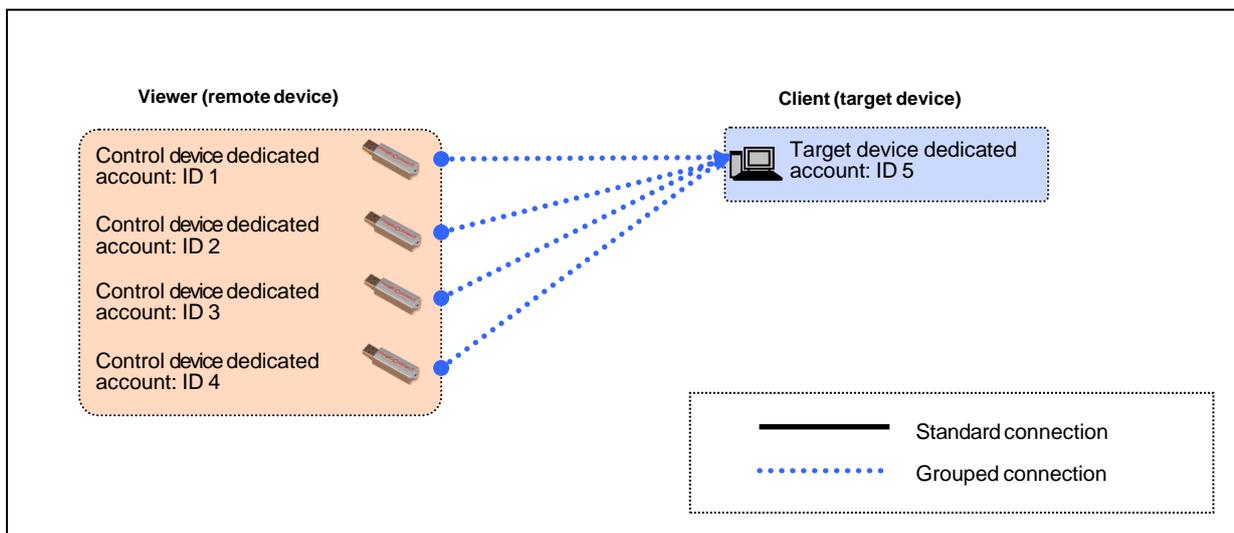
If the message below is displayed, the changes have not been committed to the MagicConnect server. This is most likely due to timeout (which occurs when no operation has been performed for a long time while logged in to the administration screen). Reload the page and, if necessary, perform the actions again, beginning from "login", and confirm the configuration.

⚠ Failed to edit the grouped connection information on server. Please reload the page.

4.3.2. Enabling simultaneous connections by multiple users to a Windows server (n-to-1 connection)

This section describes procedures for enabling simultaneous connection by multiple users to a single Windows server having different usernames.

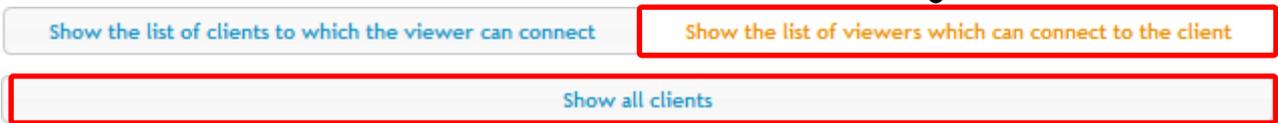
In the diagram below, five accounts – four accounts that are the control device dedicated accounts ID1 (user1) - ID4 (user4) and one account that is the target device dedicated account ID5 (user5) – are contracted and are not in a grouped connection. For this situation, this section describes the procedures for a grouped connection that enables connection to the Client of “user5” by the Viewers of “user1 – user4”.



- (1) To center the display on the Client, click **Show the list of viewers which can connect to the client** and then below that, click **Show all clients**.

Click **Show the list of viewers which can connect to the client**. Next, below that, click **Show all clients**. *

* Accounts and their connection configurations are displayed when standard connections or grouped connections exist. As both connection types do not initially exist in this example, the accounts of the clients are displayed by clicking **Show all clients**.

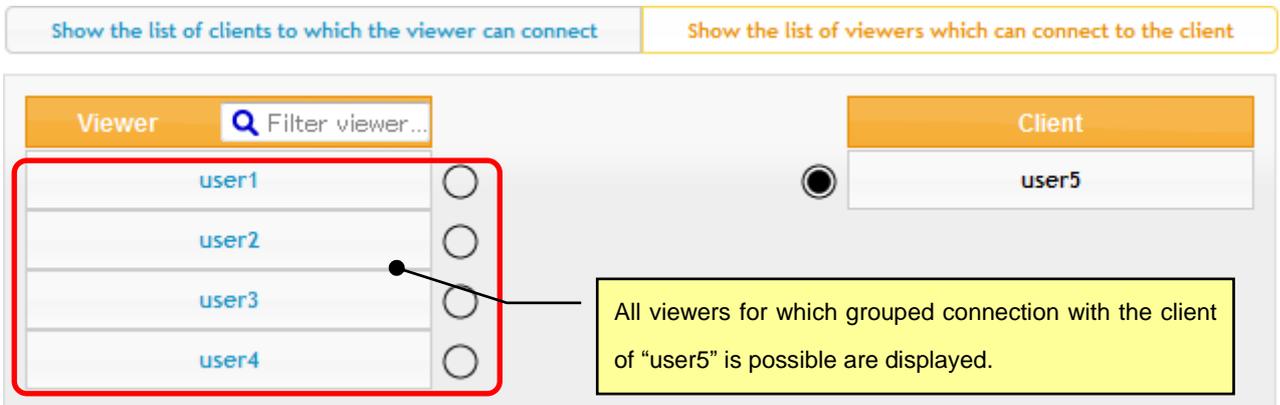


- (2) To display all Viewers that can be specified as the connection source for the Client of "user5", click **Show all viewers**.

Click **Show all viewers**.



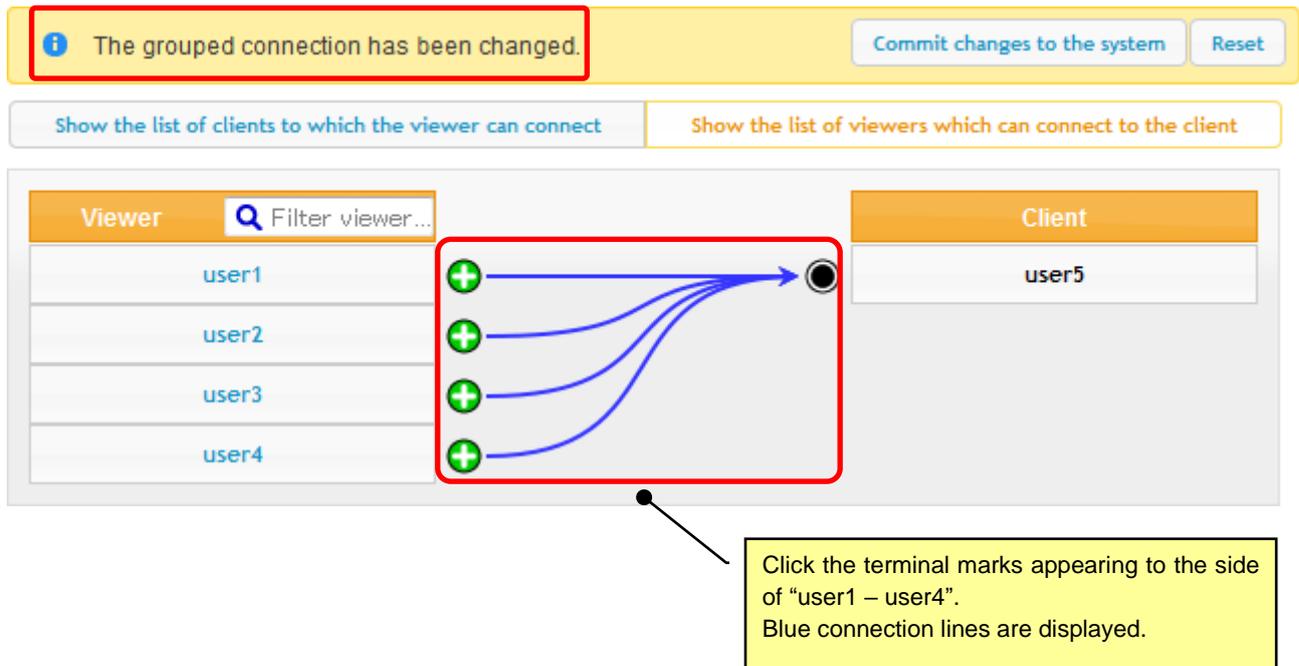
- (3) All Viewers that can be specified as the connection source to the Client of "user5" are displayed.



(4) Click the terminal marks appearing to the side of “user1 – user4”.

The terminal marks change from “○ to ⊕”, and **blue** connection lines and the message **The grouped connection has been changed** are displayed.

Note: At this point, the change is not committed to the MagicConnect server.



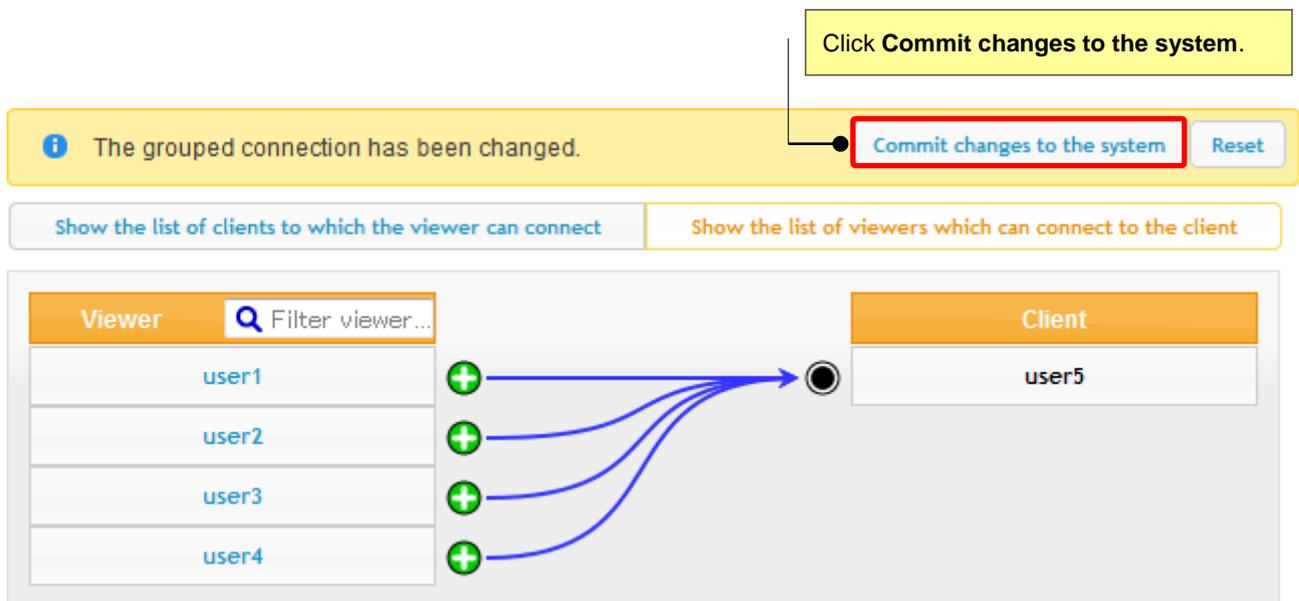
The grouped connection has been changed. [Commit changes to the system](#) [Reset](#)

[Show the list of clients to which the viewer can connect](#) [Show the list of viewers which can connect to the client](#)

Viewer	Client
user1	user5
user2	
user3	
user4	

Click the terminal marks appearing to the side of “user1 – user4”. Blue connection lines are displayed.

(5) To commit the change to the MagicConnect server, click **Commit changes to the system**.



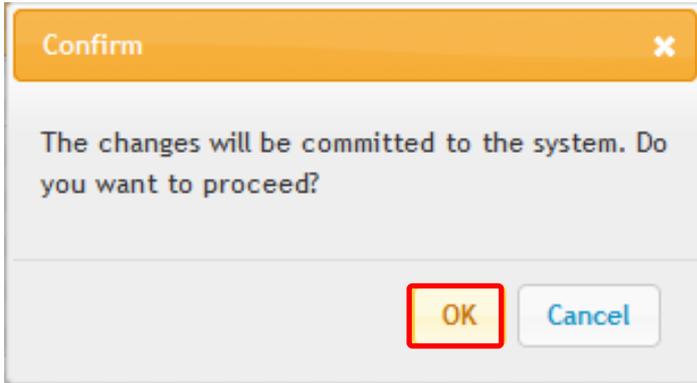
Click **Commit changes to the system**.

The grouped connection has been changed. [Commit changes to the system](#) [Reset](#)

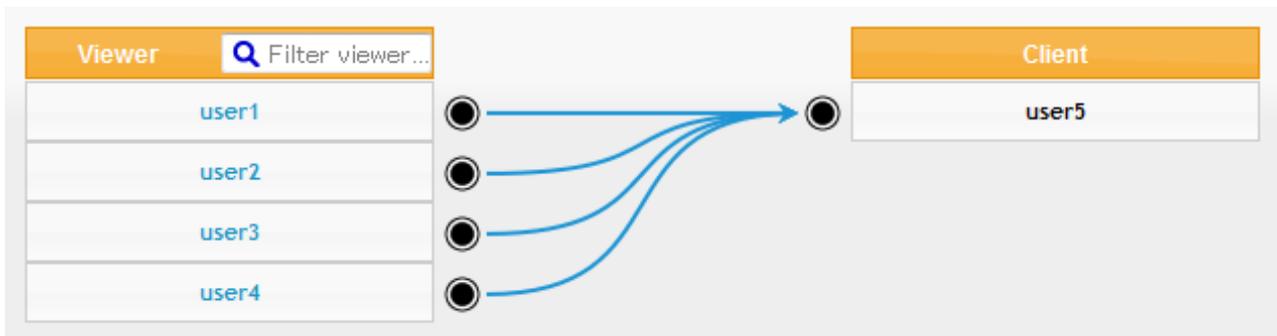
[Show the list of clients to which the viewer can connect](#) [Show the list of viewers which can connect to the client](#)

Viewer	Client
user1	user5
user2	
user3	
user4	

(6) A confirmation message is displayed. Click the **OK** button.



(7) The configuration for which connection has been enabled from the Viewers of “user1 – user4” to the Client of “user5” is displayed, in the form with which it was committed to the MagicConnect server.



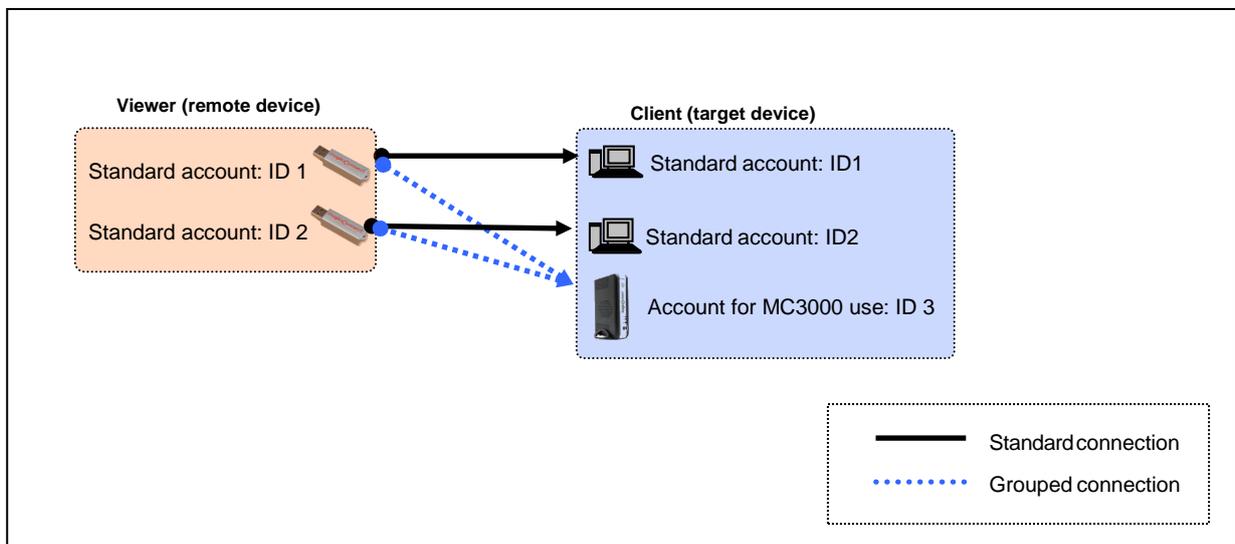
If the following message is displayed, the changes have not been committed to the MagicConnect server. This is most likely due to timeout (which occurs when no operation has been performed for a long time while logged in to the administration screen). Reload the page and, if necessary, perform the actions again, beginning from “login”, and confirm the configuration.

⚠ Failed to edit the grouped connection information on server. Please reload the page.

4.3.3. Configuring a connection to use “the MC3000” WOL controller (N-to-M connection)

This section describes procedures for enabling connection to the user's own office PC with the power turned off, performing remote startup using “the MC3000” WOL Controller.

In the diagram below, three accounts – the two standard accounts ID1 (user1) and ID2 (user2) and the one account ID3 (user.mc3000) for MC3000 use – are contracted and are not in a grouped connection. For this situation, this section describes the procedures for a grouped connection that enables connection from the Viewers of “user1 and user2” to the account for MC3000 use (“user.mc3000”), to enable MC3000 use.



- (1) To restrict the display to the Client of “user.mc3000” and to Viewers that can be specified as the connection source to that Client, click **Show the list of viewers which can connect to the client**, and in the text box below that, enter “user.mc3000” and then press the "Enter" key.

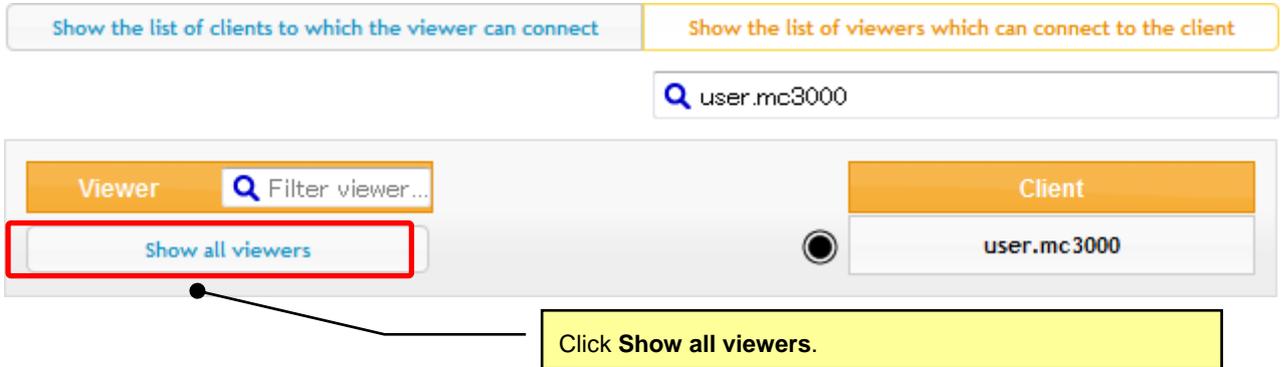
Click **Show the list of viewers which can connect to the client**. Next, enter “user.mc3000.”

- (2) To filter and display only the Client of “user.mc3000”, click **Show all clients**.

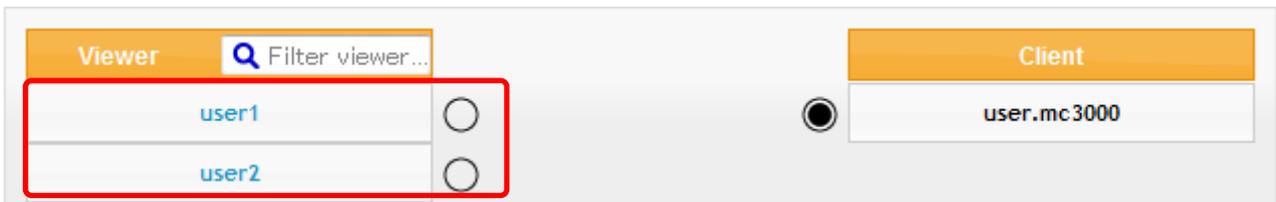
*Click **Show all clients**.

*Accounts and their connection configurations are displayed when standard connections or grouped connections exist. As both connection types do not initially exist in the client of “user.mc3000” in this example, the account “user.mc3000” is displayed by clicking **Show all clients**.

- (3) To display all Viewers which can be specified as the connection source for the Client of “user.mc3000”, click **Show all viewers**

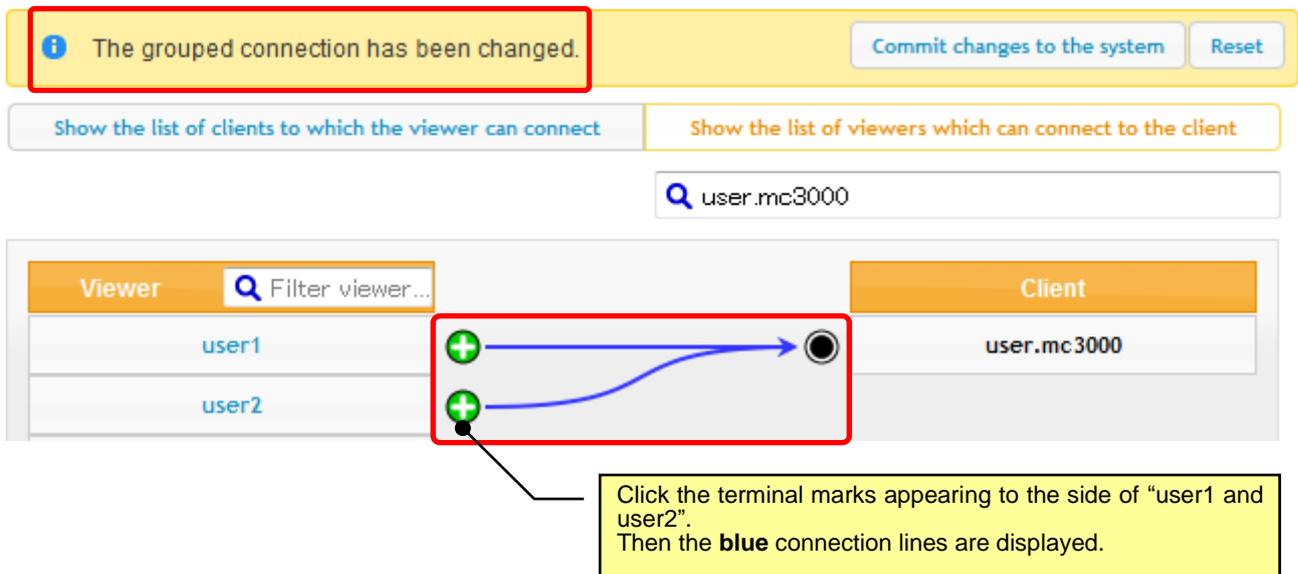


- (4) All Viewers which can be specified as the connection source for the Client of “user.mc3000” are displayed.



- (5) Click the terminal marks appearing to the side of “user1 and user2.” The terminal marks change from “○ to ⊕,” and **blue** connection lines and the message **The grouped connection has been changed** are displayed.

Note: At this point, the change is not committed to the MagicConnect server.



(6) To commit the change to the MagicConnect server, click **Commit changes to the system**.

Click **Commit changes to the system**.

The grouped connection has been changed. [Commit changes to the system](#) [Reset](#)

[Show the list of clients to which the viewer can connect](#) [Show the list of viewers which can connect to the client](#)

Viewer	Client
<input type="text" value="Filter viewer..."/> user1	<input type="radio"/> user.mc3000
user2	

(7) A confirmation message is displayed. Click the **OK** button.

Confirm ✕

The changes will be committed to the system. Do you want to proceed?

[OK](#) [Cancel](#)

- (8) The configuration for which connection has been enabled from the Viewers of “user1 and user2” to the Client of “user.mc3000” is displayed, in the form with which it was committed to the MagicConnect server.



If the following message is displayed, the changes have not been committed to the MagicConnect server. This is most likely due to timeout (which occurs when no operation has been performed for a long time while logged in to the administration screen). Reload the page and, if necessary, perform the actions again, beginning from “login”, and confirm the configuration.

Failed to edit the grouped connection information on server. Please reload the page.

- (9) In (8) above, only the connection configurations for the Client of “user.mc3000” are shown. To confirm the Clients to which the Viewers of “user1 and user2” can connect, click **Show the list of clients to which the viewer can connect**.

Click **Show the list of clients to which the viewer can connect**

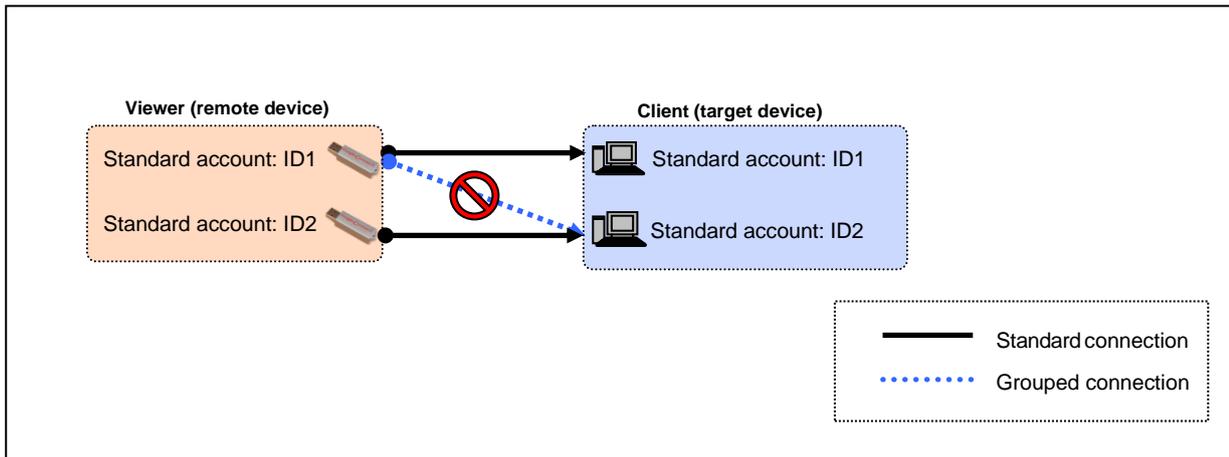
Show the list of clients to which the viewer can connect Show the list of viewers which can connect to the client

Filter viewer...

The screenshot shows two panels. The top panel is for 'user1' and the bottom panel is for 'user2'. Each panel has a 'Viewer' column with the user name and a 'Client' column with a search filter and a list of clients. In the 'user1' panel, the clients listed are 'user1' and 'user.mc3000'. In the 'user2' panel, the clients listed are 'user2' and 'user.mc3000'. A 'Show all clients' button is present at the bottom of each panel. Blue arrows point from the viewer to the client entries in both panels.

4.3.4. Deleting a grouped connection

In the diagram below, the standard account ID1 (user1) and standard account ID2 (user2) are contracted, and the Viewer of ID1 (user1) and the Client of ID2 (user2) are in a grouped connection.



This section describes the procedures for deleting the grouped connection from the Viewer of "user1" to the Client of "user2".

- (1) To restrict the display to the Viewer of "user1" and the Clients to which it can connect, click **Show the list of clients to which the viewer can connect**, and in the text box below that, enter "user1" and then press the "Enter" key.

The screenshot shows a software interface with two main buttons at the top: "Show the list of clients to which the viewer can connect" (highlighted with a red box) and "Show the list of viewers which can connect to the client". Below the first button is a search input field containing "user1" (also highlighted with a red box). The interface is divided into two panels: "Viewer" and "Client". The "Viewer" panel shows a list with "user1". The "Client" panel has a search filter "Filter client..." and a list with "user1" and "user2". A "Show all clients" button is at the bottom of the Client panel. A yellow callout box with a black border contains the text: "Click **Show the list of clients to which the viewer can connect**. Next, enter "user1"."

- (2) Click the terminal marks appearing to the side of the Client of “user2.” The terminal marks change from “●” to “✖” and **dotted gray** connection lines and the message **The grouped connection has been changed** are displayed.

Note: At this point, the change is not committed to the MagicConnect server.

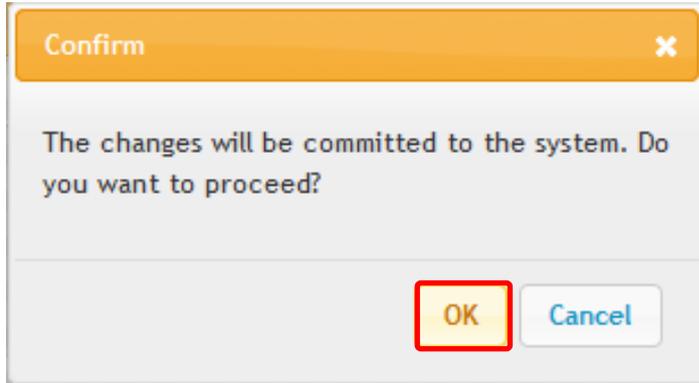
The screenshot shows the MagicConnect interface. At the top, a yellow notification bar contains the message "The grouped connection has been changed." and two buttons: "Commit changes to the system" and "Reset". Below the notification, there are two buttons: "Show the list of clients to which the viewer can connect" and "Show the list of viewers which can connect to the client". A search bar contains the text "user1". The main area is divided into two panels: "Viewer" and "Client". The "Viewer" panel shows a table with one entry: "user1". The "Client" panel shows a search bar "Filter client...", a list with two entries: "user1" and "user2", and a "Show all clients" button. A diagram in the center shows a solid black arrow from the "user1" viewer to the "user1" client, and a dotted gray arrow from the "user1" viewer to the "user2" client. A red box highlights the terminal marks (a black dot next to "user1" and a red "✖" next to "user2") and the dotted gray arrow. A callout box points to the "user2" terminal mark with the text: "Click the terminal marks appearing to the side of 'user2'. Dotted gray connection lines are displayed."

- (3) To commit the change to the MagicConnect server, click **Commit changes to the system**.

Click **Commit changes to the system**.

This screenshot is identical to the previous one, but the "Commit changes to the system" button in the notification bar is now highlighted with a red box. The diagram below shows the same viewer-client connections, but the dotted gray arrow is now solid black, indicating that the change has been committed.

- (4) A confirmation message is displayed. Click the **OK** button.



- (5) The configuration for the Viewer with username "user1" is displayed, in the form with which it was committed to the MagicConnect server.



If the following message is displayed, the changes have not been committed to the MagicConnect server.

This is most likely due to timeout (which occurs when no operation has been performed for a long time while logged in to the administration screen). Reload the page and, if necessary, perform the actions again, beginning from login, and confirm the configuration.

 Failed to edit the grouped connection information on server. Please reload the page.

4.4. Performing grouped connection tasks using a CSV-format file

This section describes the method for downloading or editing **grouped connection information** for contracted accounts in CSV-format files.

Click the icon at the upper right of the grouping page and select the task to perform from the pull-down menu.

i. Click the icon

The connection configurations of users managed by the account **account.admin** are shown.

Show the list of clients to which the viewer can connect

Show the list of viewers with...

Filter viewer...

Viewer	Client
user1	user1

Download in CSV format
Add all in CSV format
Delete all in CSV format
Restore in CSV format

Show all clients

Viewer	Client
user2	user2
	user.mc3000
	user1

ii. Select the task to perform from the pull-down menu

■ About the CSV file format

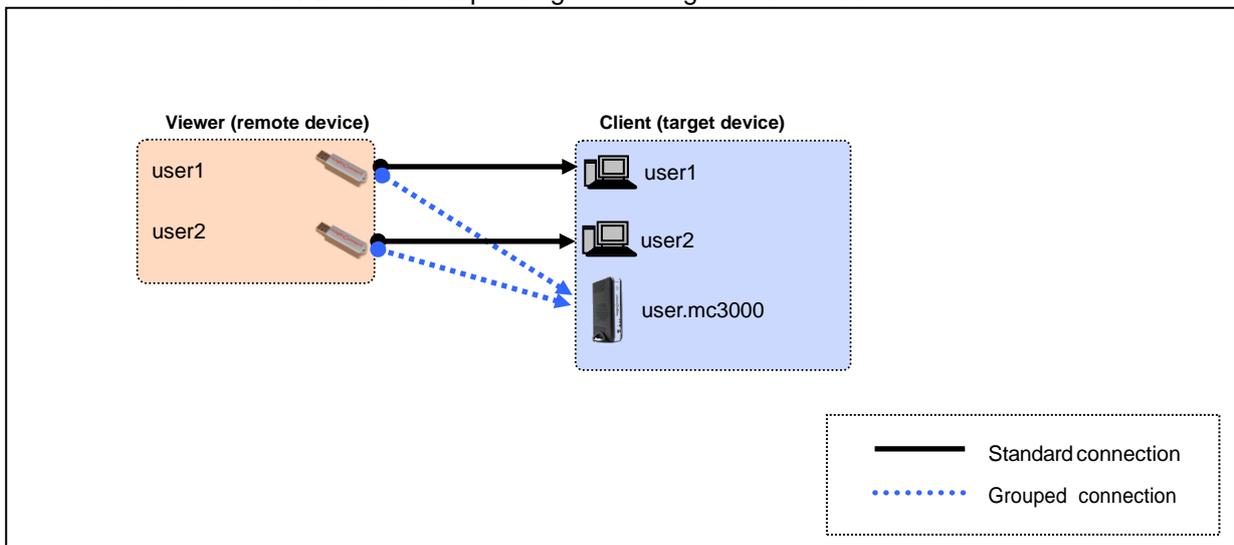
The CSV-format file is composed of only information on grouped connections, and does not contain information on standard connections.

1 row shows 1 grouped connection (1:1).

Rows are listed in the format "username of the Viewer that is the connection source," followed by ",", (i.e., comma), followed by "username of the Client that is the connection destination."

■ Example of a CSV-format file

The content of the CSV file corresponding to the diagram below is shown.



source (viewer),destination (client)
user1,user.mc3000
user2,user.mc3000

The first row is the title row. It appears in the file downloaded from the MagicConnect server. When creating a file on your own, this row is not necessary.

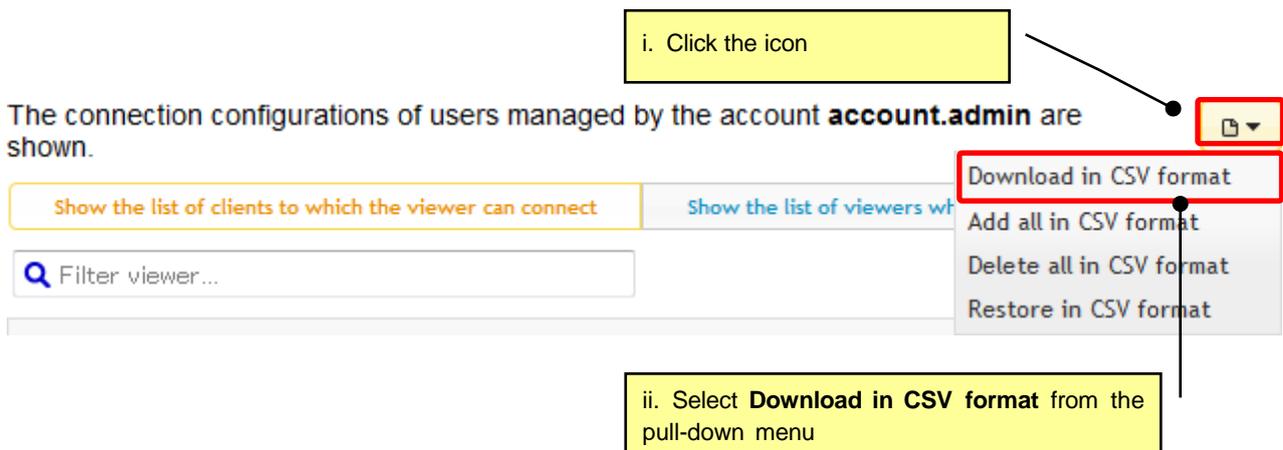
Connection from user1 to user.mc3000

Connection from user2 to user.mc3000

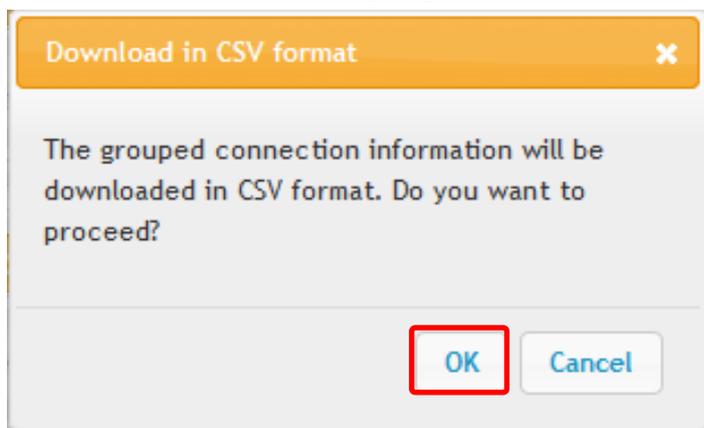
4.4.1. Downloading grouped connection information in CSV format

The grouped connection information registered on the MagicConnect server can be downloaded in CSV format.

- (1) Click the  icon at the upper right of the grouping page and select **Download in CSV format** from the pull-down menu.



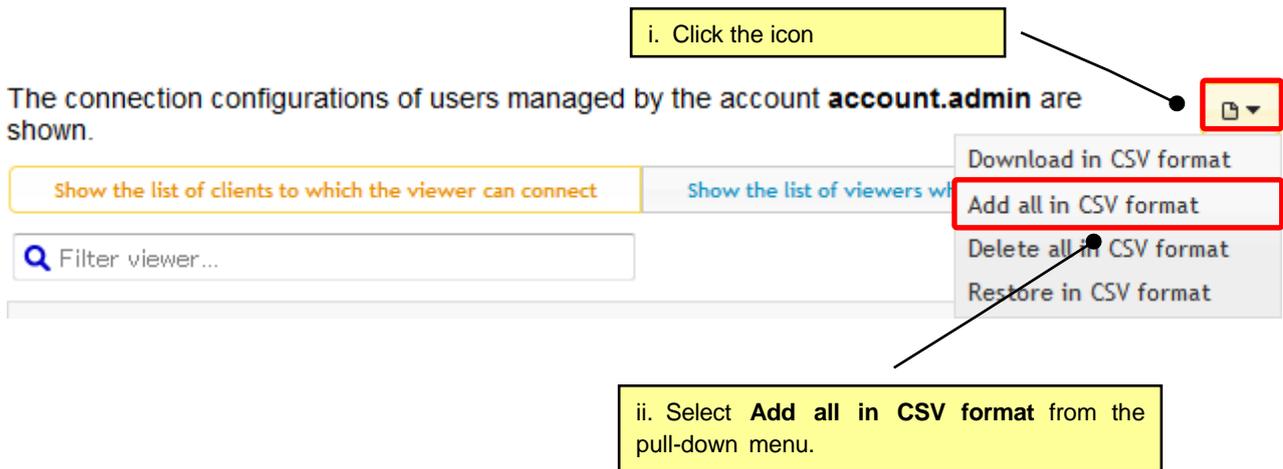
- (2) A confirmation message is displayed. Click the **OK** button to begin downloading the CSV file. By default, the file is named "group.csv."



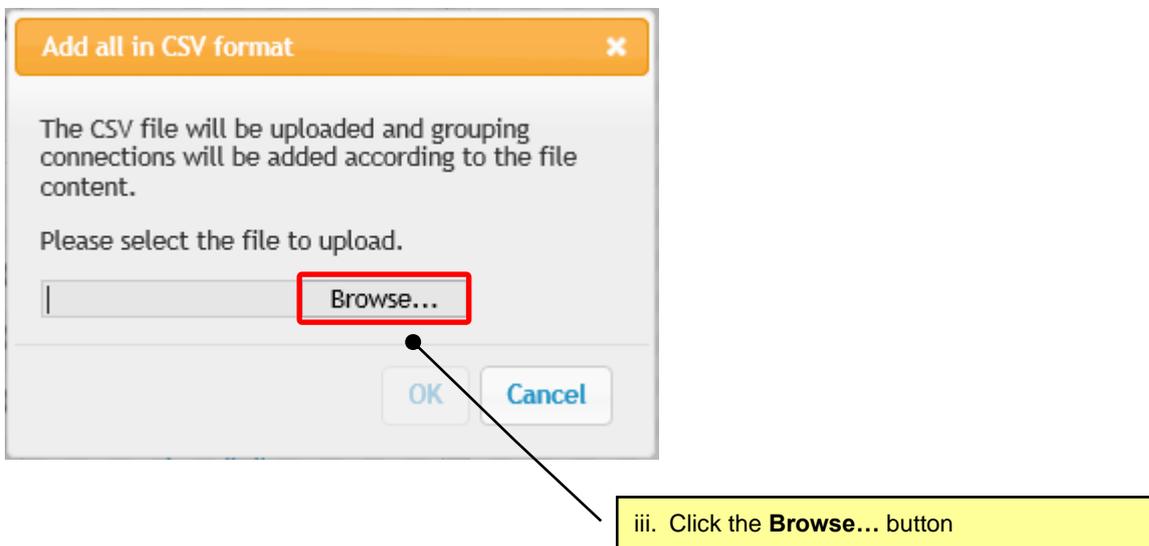
4.4.2. Batch addition of grouped connections in CSV format

The grouped connection information prepared in CSV format can be additionally registered, with the existing grouped connection information on the MagicConnect server maintained.

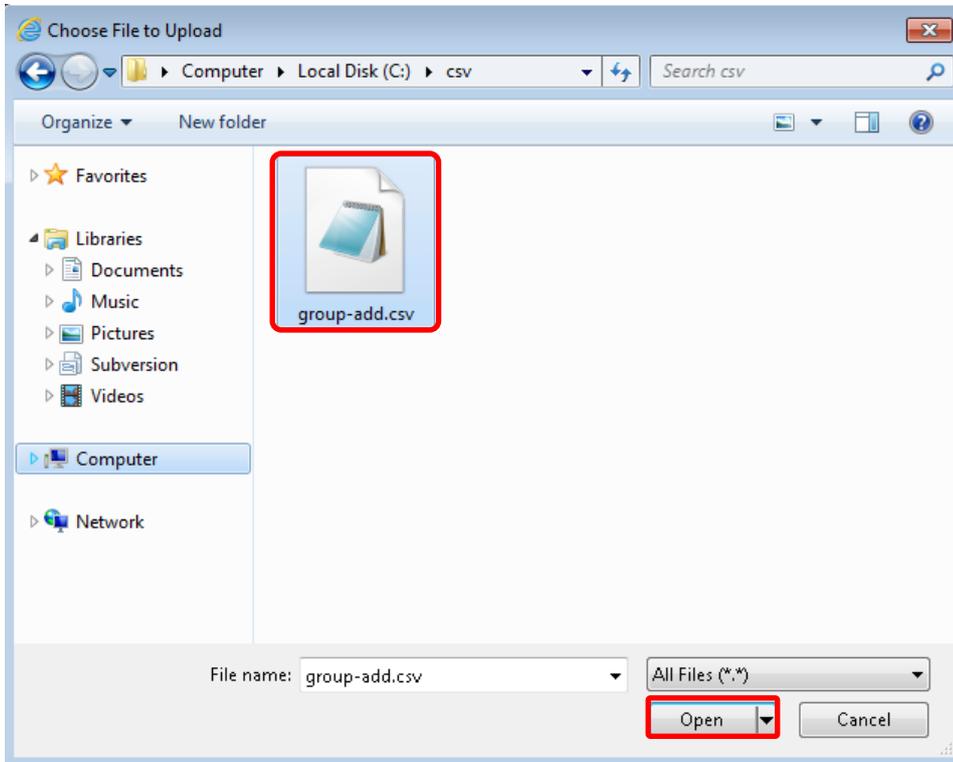
- (1) Click the  icon at the upper right of the grouping page and select **Add all in CSV format** from the pull-down menu.



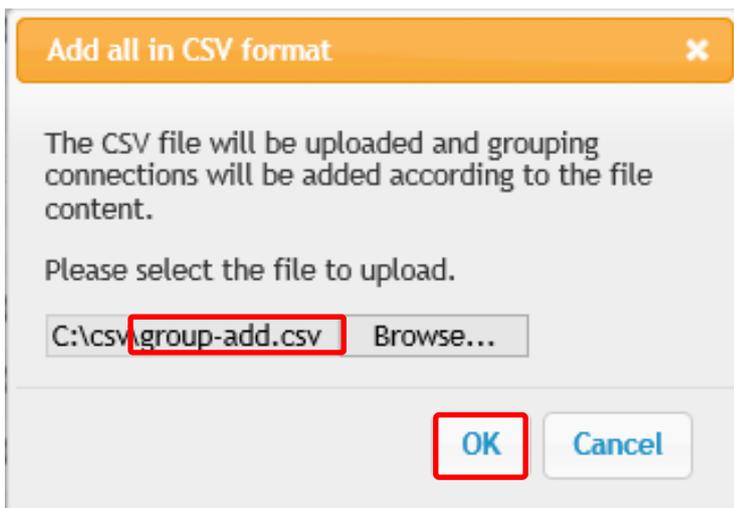
- (2) A confirmation message is displayed. Click the **Browse...** button.



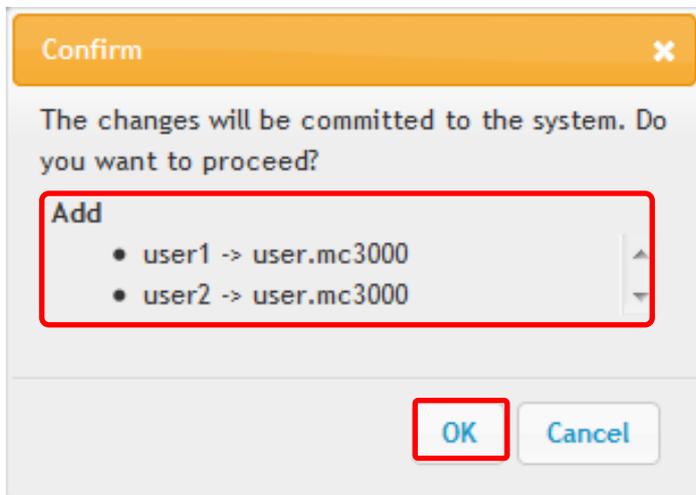
- (3) A screen for selecting a file is displayed. Select the CSV file to be uploaded and click the **Open** button. In the diagram below, "group-add.csv" is selected as an example.



- (4) The name of the selected file is displayed to the side of **Browse...**. If there is no problem with the selected file, click the **OK** button.



- (5) A confirmation message is displayed. If there is no problem with the content, click the **OK** button. The grouped connection information is additionally registered with the existing grouped connection information maintained.



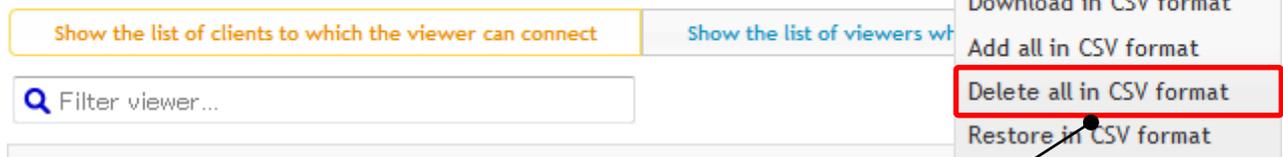
4.4.3. Batch deletion of grouped connections in CSV format

This operation deletes data that matches the information prepared in CSV format, from the grouped connection information on the MagicConnect server.

- (1) Click the  icon at the upper right of the grouping page and select Delete all in CSV format from the pull-down menu.

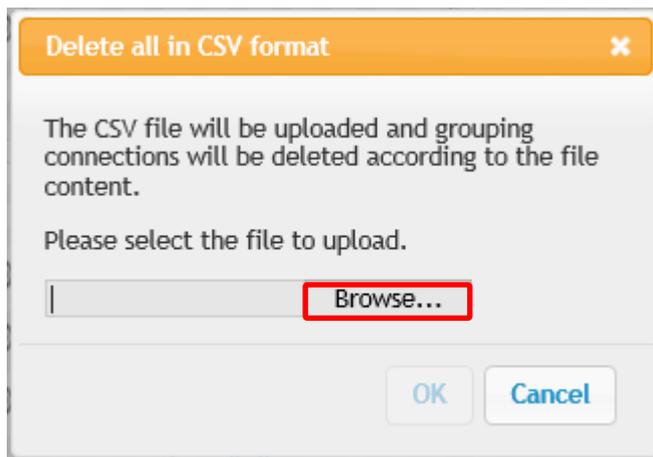
i. Click the icon

The connection configurations of users managed by the account **account.admin** are shown.

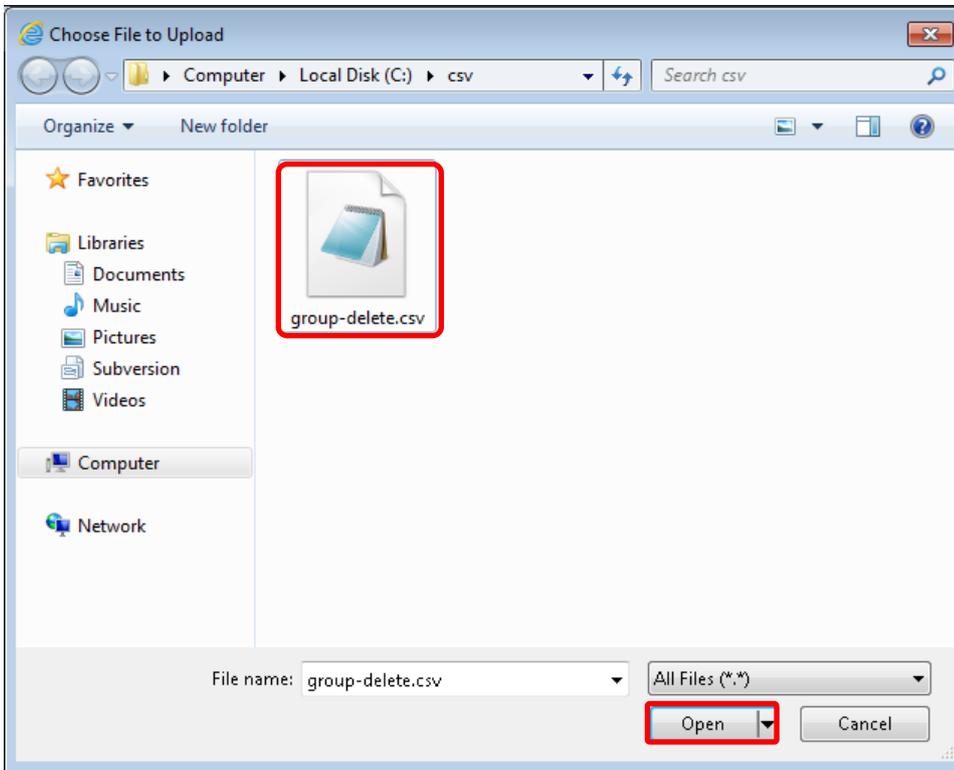


ii. Select **Delete all in CSV format** from the pull-down menu.

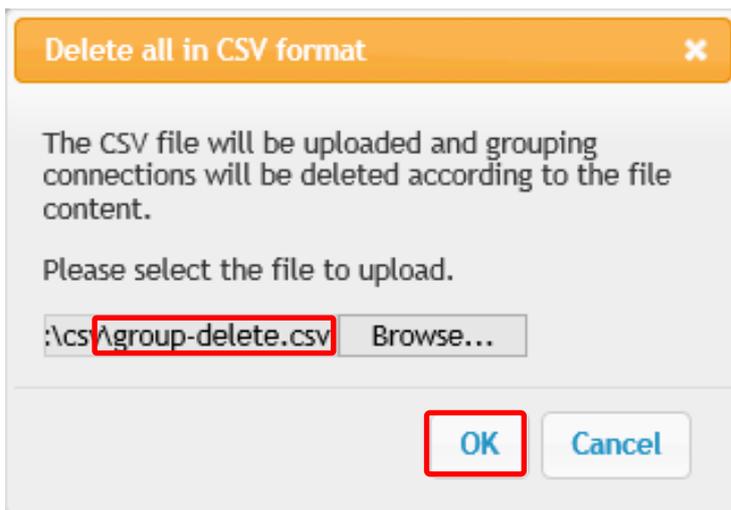
- (2) A confirmation message is displayed. Click the Browse... button.



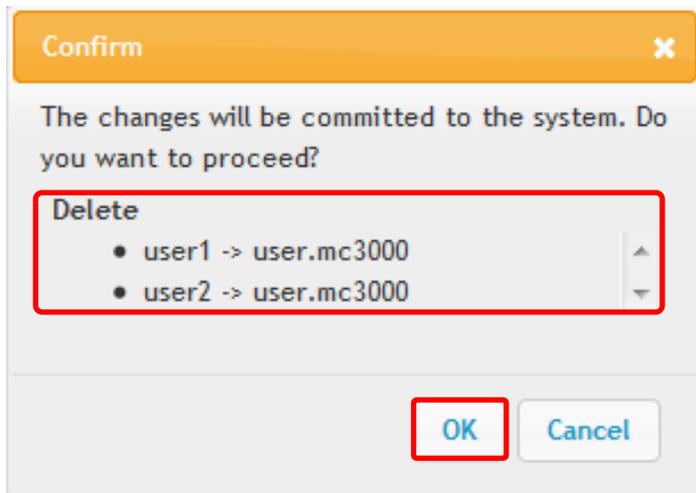
- (3) A screen for selecting a file is displayed. Select the CSV file to be uploaded and click the **Open** button. In the diagram below, "group-delete.csv" is selected as an example.



- (4) The name of the selected file is displayed to the side of Browse... If there is no problem with the selected file, click the OK button.



- (5) A confirmation message is displayed. If there is no problem with the content, click the **OK** button. Matching data is deleted from the grouped connection information on the MagicConnect server.



4.4.4. Restoring grouped connections in CSV format

This operation registers information prepared in CSV format after grouped information on the MagicConnect server has been deleted.

- (1) Click the  icon at the upper right of the grouping page and select Restore in CSV format from the pull-down menu.

i. Click the icon

The connection configurations of users managed by the account **account.admin** are shown.

[Show the list of clients to which the viewer can connect](#) [Show the list of viewers with...](#)

- Download in CSV format
- Add all in CSV format
- Delete all in CSV format
- Restore in CSV format**

ii. Select **Restore in CSV format** from the pull-down menu.

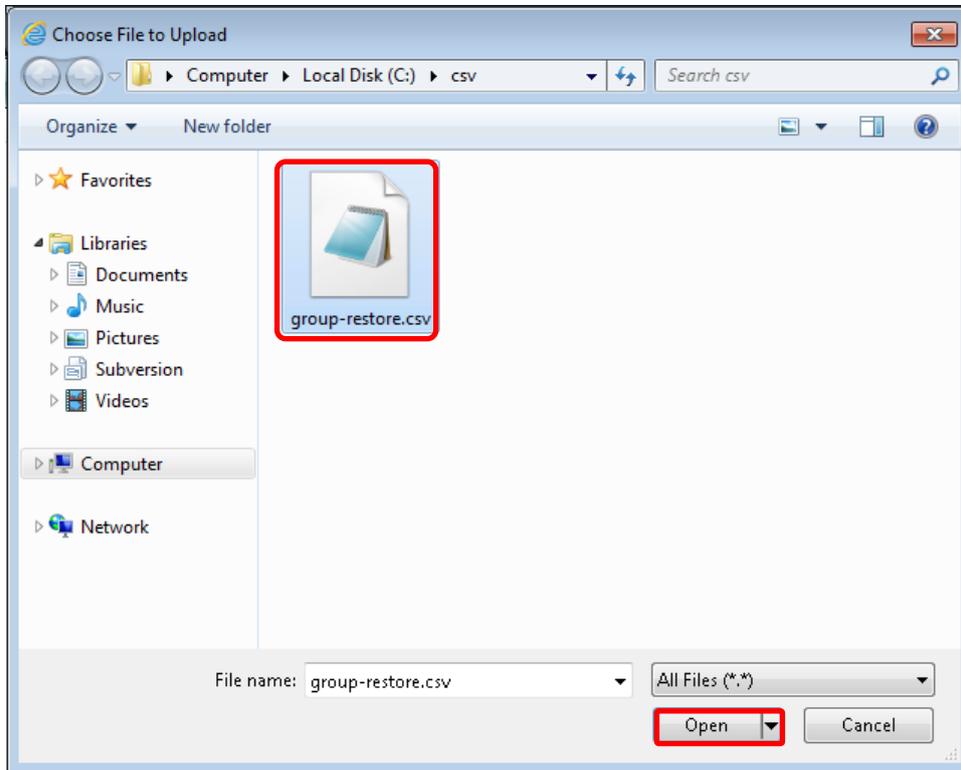
- (2) A confirmation message is displayed. Click the Browse... button.

Restore in CSV format ✕

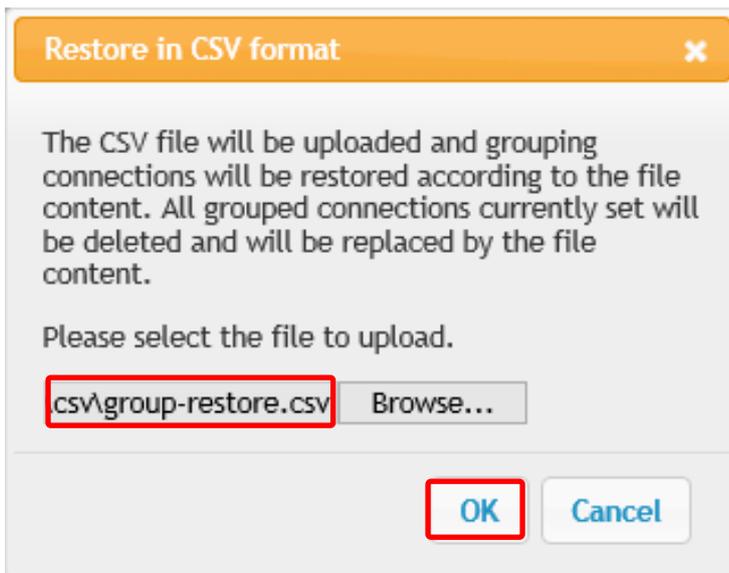
The CSV file will be uploaded and grouping connections will be restored according to the file content. All grouped connections currently set will be deleted and will be replaced by the file content.

Please select the file to upload.

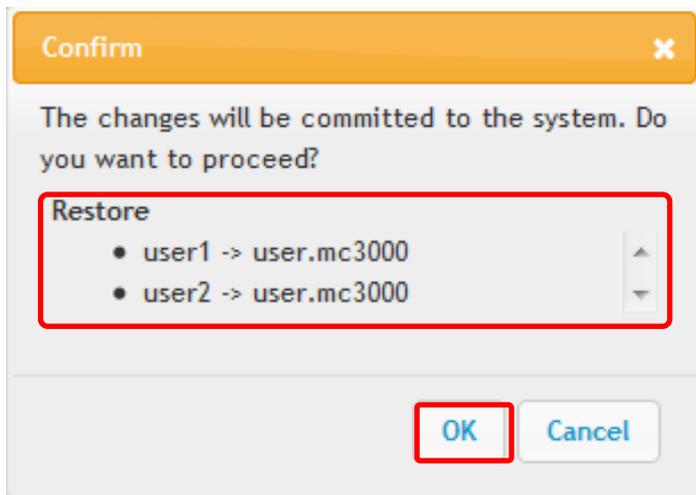
- (3) A screen for selecting a file is displayed. Select the CSV file to be uploaded and click the **Open** button. In the diagram below, "group-restore.csv" is selected as an example.



- (4) The name of the selected file is displayed to the side of **Browse...** If there is no problem with the selected file, click the **OK** button.



- (5) A confirmation message is displayed. If there is no problem with the content, click the **OK** button. After the grouped information on the MagicConnect server has been deleted, the information prepared in CSV format is registered.



5. Security

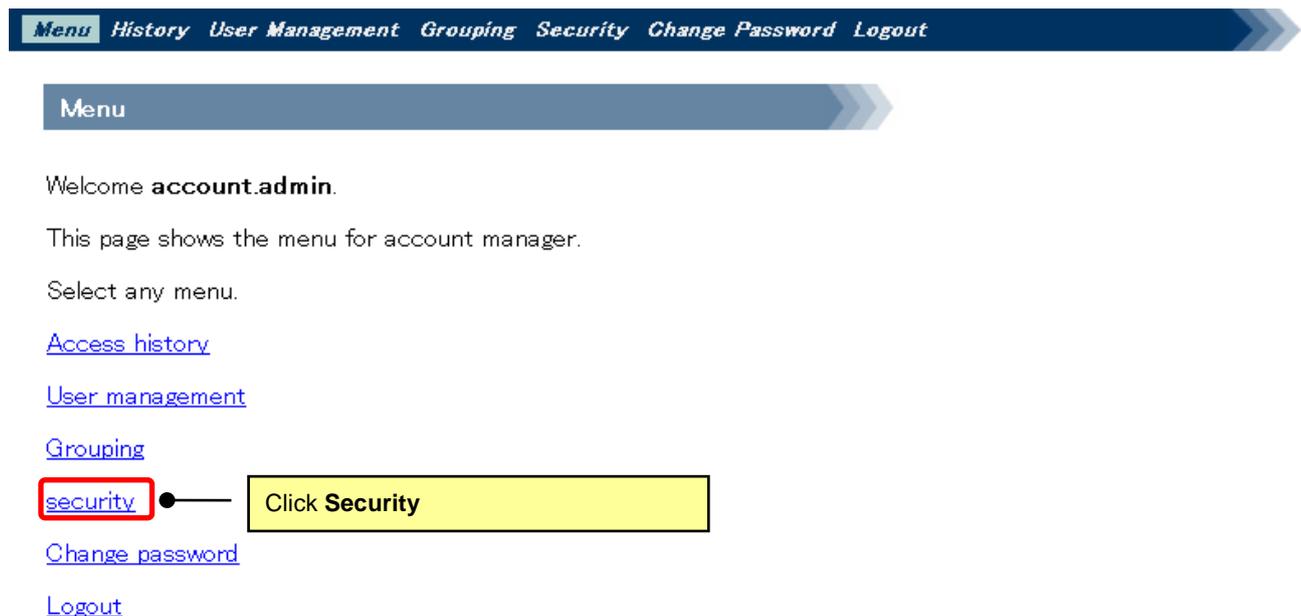
Use this function to restrict the networks from which an Account Manager can login to administration functions.

Note: This function only affects login with an **Account Manager's** username. It does not affect login from a **general user's** username.

Changes made with this function will be valid from the next time connection authentication is performed.

This section explains how to restrict login to the global IP addresses 203.0.113.1 and 198.51.100.1.

(1) To display the Security screen, click Security from the Menu screen.



(2) Check the Allow login only from the IP address of the following box.

security

If you want to change the security configuration of the account manager, edit the following items, and press the "Update" button.

MagicConnect server	Check the Allow login only from the IP address of the following box
Username	account.admin
Current IP address of connection source	203.0.113.1
Login restriction to the Administration Function	<input type="checkbox"/> Allow login only from the IP address of the following IP address: [] . [] . [] . [] / mask: [] . [] . [] . [] Delete <input type="button" value="Add"/>

(3) Enter the global IP address and subnet mask to allow, then click the Update button.

To add an allowed global IP address, click the Add button.

security

If you want to change the security configuration of the account manager, edit the following items, and press the "Update" button.

MagicConnect server	i. Enter the allowed global IP address and subnet mask
Username	account.admin
Current IP address of connection source	203.0.113.1
Login restriction to the Administration Function	<input checked="" type="checkbox"/> Allow login only from the IP address of the following IP address: 203 . 0 . 113 . 1 / Subnet mask: 255 . 255 . 255 . 255 Delete 198 . 51 . 100 . 1 / 255 . 255 . 255 . 255 Delete <input type="button" value="Add"/> Login from "Current IP address of connection source" is allowed.

ii. Click **Update**

*Restrictions can be set at the network address level by setting the subnet mask.

(4) When successfully updated, the message Configuration has been successfully updated, will be displayed.

security

Configuration has been successfully updated.

MagicConnect server	magicconnect.net
Username	account.admin
Current IP address of connection source	203.0.113.1
Login restriction to the Administration Function	Allow login only from the IP address of the following 203.0.113.1/255.255.255.255 198.51.100.1/255.255.255.255

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(5) After this, login by Account Manager's username will only be possible from a permitted global IP address.

User Authentication

!!! Username and/or password are wrong. !!!



- The account is temporarily disabled when login attempts under the same user name fail 5 times.
- When the account is temporarily disabled, login is not possible through the web interface until the account is re-enabled by an administrator or is re-enabled automatically after a wait period.

Enter the username and password.

Username

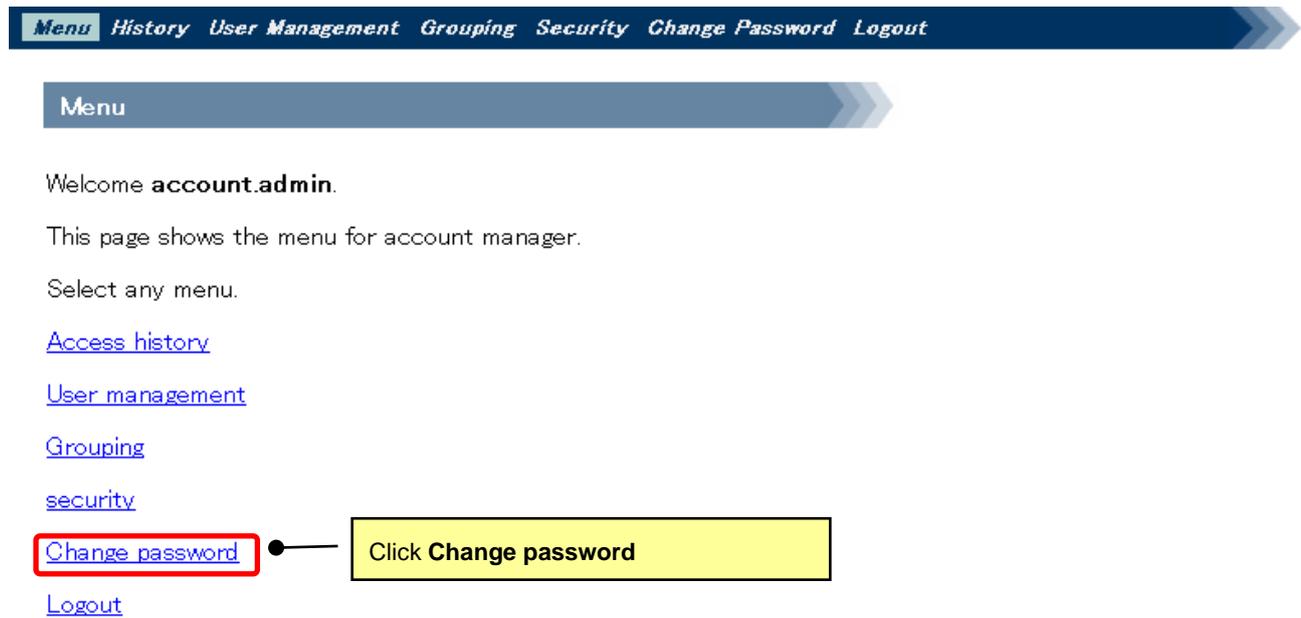
Password

Login

6. Changing the password (Account Manager)

The password of a logged-in Account Manager can be changed.

- (1) From the Menu screen, click Change password.



(2) Enter the current password and the new password, and click the Change button.

Change Password

To change the password, input all of the items below, and press the "Change" button.

(Password must have a length of 8 characters or more, and should consist of a mix of English alphabet upper-case and lower-case letters, numerals, and symbols.)

MagicConnect server	magicconnect.net	i. Enter the current password
Username	account.admin	ii. Enter the new password
Current password	●●●●●●●●	iii. Reenter the new password
New password	●●●●●●●●	
New password(confirmation)	●●●●●●●●	

iv. Click **Change**

(3) If the password has been changed without issue, the message Password has been changed is displayed.

Change Password

Password has been changed.

If the password was not successfully changed, the reason is displayed. Reenter the new password in accordance with the message.

Change Password

Password too simple. It must be a mix of alphabets and numerals, or a mix of alphabets and symbols, or a mix of alphabets, numerals and symbols.

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