



# Ion Client User Manual



# Table of Contents

- About Ion Protocol..... 3
  - System Requirements ..... 4
    - Hardware (Client) ..... 4
    - Hardware (Server Connecting to)..... 4
    - Software (Ion Client) ..... 4
    - Software (Server Connecting to) ..... 4
- Installing the Ion Client ..... 5
  - On a Mac Machine..... 5
  - On a Windows Machine..... 5
- Creating Connections to an Ignision Server ..... 9
- Using the Ion Client ..... 16
  - General User Tips ..... 18
  - Currently Reported Bugs ..... 18



## About Ion Protocol

Ion Protocol is a proprietary protocol designed by Aqua Connect to work with our line of software for Apple hardware. Created to improve upon the other protocols available today, Ion Protocol has several features and components that are improvements over VNC, RDP, HDX, PCoIP and our own AAP.



## **System Requirements**

### **Hardware (Client)**

- Operates on all hardware that supports 32-bit and/or 64-bit versions of Windows 7, 8, 8.1, or 10 OR
- Operates on all hardware that supports OS 10.8 and above

### **Hardware (Server Connecting to)**

- Intel Core 2 Duo 2 Ghz processor with at least 4 GB of physical memory installed

### **Software (Ion Client)**

- Apple Mac OS X software (v.10.8 and higher) OR
- Microsoft Windows software (Windows 7 and higher)

### **Software (Server Connecting to)**

- Apple Mac OS X software v.10.10.2 or higher OR v.10.11.1 or higher OR v.10.12.1 or higher
- Ignision software

## Installing the Ion Client

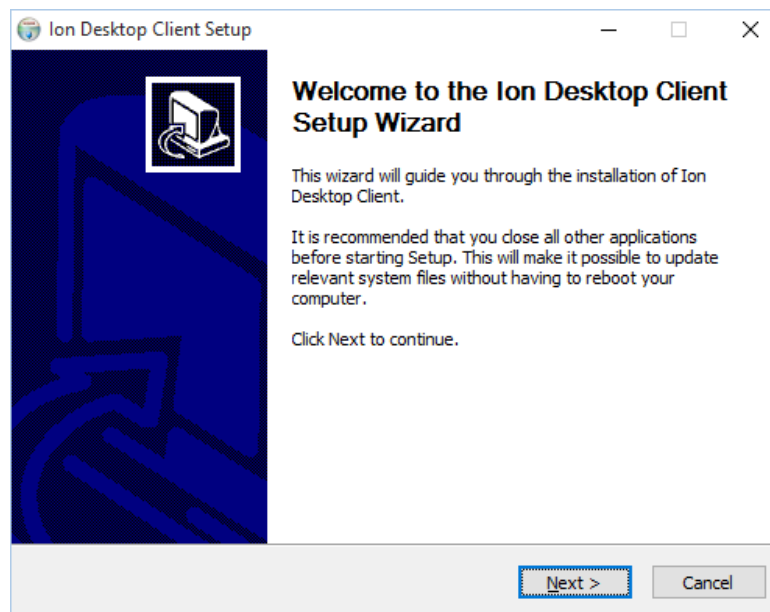
Since the Ion Client was designed for use on several different platforms, users have a wide variety of choices for clients. This guide assumes that you already have Ignision Server installed and configured on the server you wish to connect to. For the most up-to-date list of versions available, please visit the downloads page that is posted on the website (<http://www.aquaconnect.net/downloads>).

### On a Mac Machine

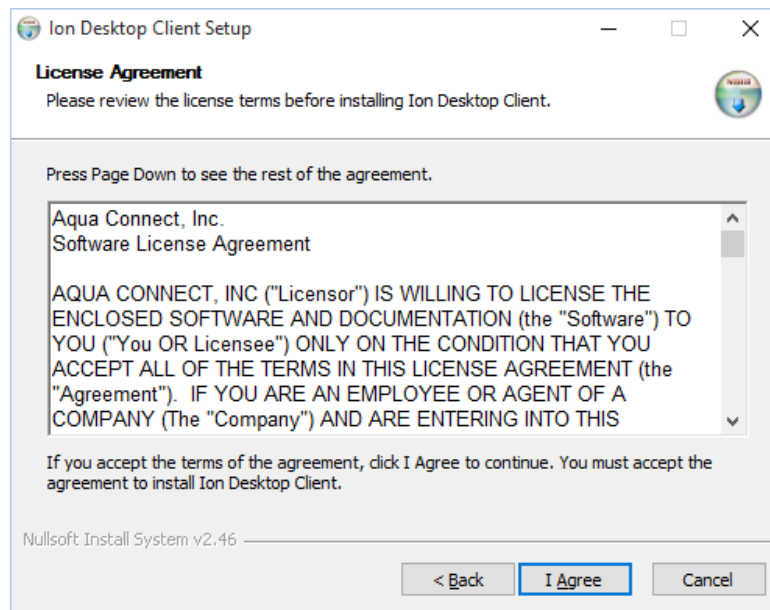
In order to install the Ion Client on a Mac machine, simply download the client file from the package your Aqua Connect Sales Consultant sent you. Place the application in your desired location. To uninstall the product, drag the application to the Trash.

### On a Windows Machine

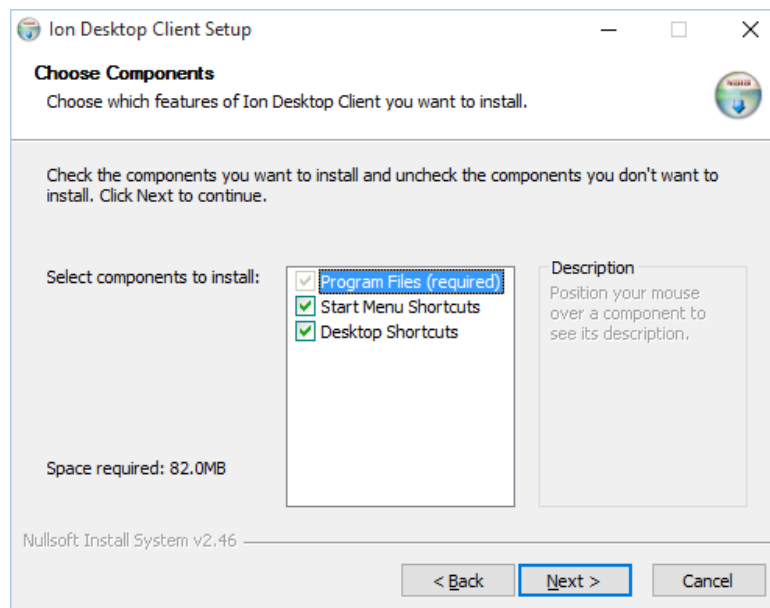
In order to set up a connection on a Windows machine, you will need to run the installer from the package that your Sales Consultant sent you. After downloading the package, double-click on the icon to run the software. An Ion Client Setup Wizard should appear. After you finish reading the welcome screen, click **Next** to continue.



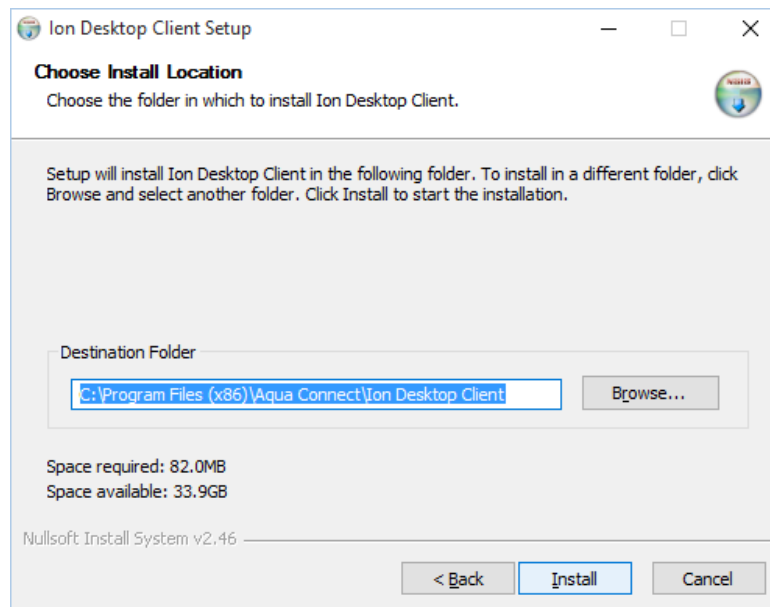
The next screen will bring up the End User License Agreement (EULA). If you accept the agreement, click **I Agree**.



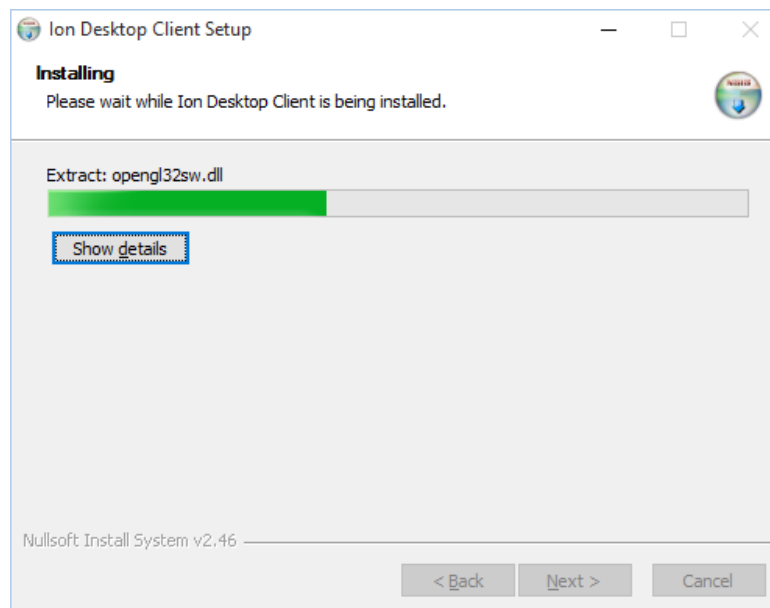
Now you will have to choose which components of the Ion Client you wish to install. By default, the Program Files will be installed. You can choose to add Start Menu and Desktop Shortcuts if you want to include them. Once you have made your decision, click **Next**.



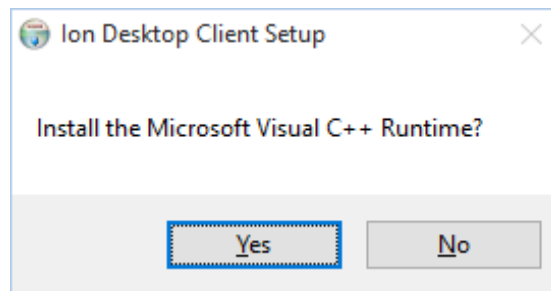
The next screen requires you to Choose an Install Location. By default, it will create a folder in the Program Files labeled Aqua Connect to install it to. If you would like to change the destination location, click **Browse** and choose a new location. Once you have made your decision, click **Install**.



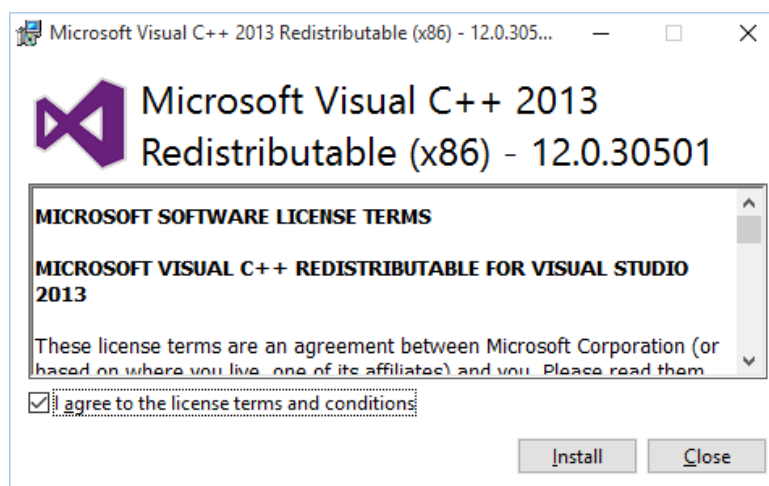
The next screen that appears will show the details of the installation process, if you choose to see them.



If you do not already have Microsoft Visual C++ Runtime installed on your machine, a box will appear asking you to install it. If you click **No**, the installer will quit. Click **Yes** to install the software. Microsoft Visual C++ is required for the Ion Client to work on Windows machines.



The next window that will appear will be the Microsoft EULA for Visual C++. Agree to the license terms and conditions and then click **Install**. A box will appear once the setup is successful. Click **Close** and you will return to the Ion Client for Windows installation process.

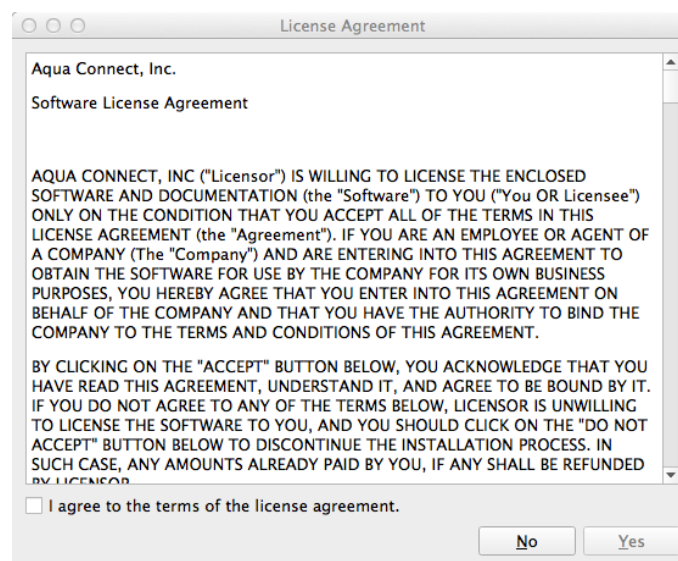




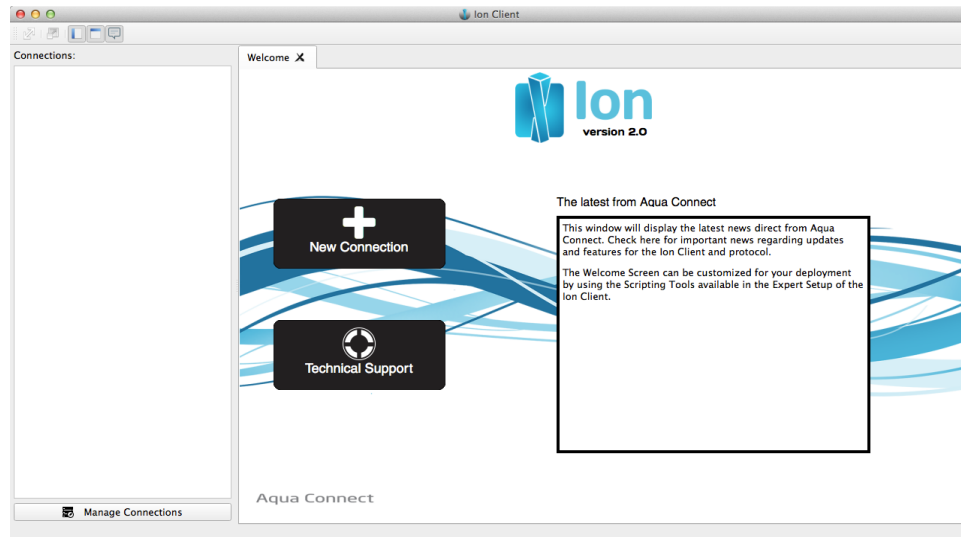
## Creating Connections to an Ignision Server

The Ion Client is available for use on most Mac and Windows machines. Below is how to set up a connection on a Mac. Since the Ion client was created to be a universal client to support multiple operating systems, the instructions for creating a Windows connection would be the same as listed here.

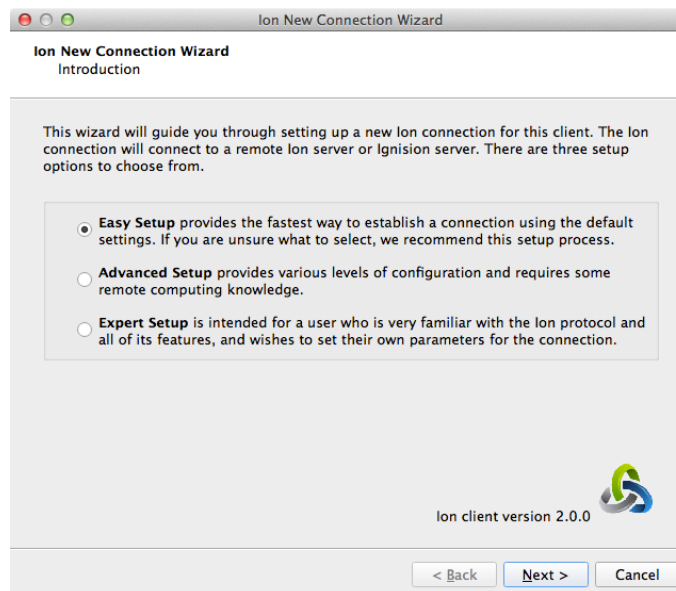
1. After downloading the appropriate client version for your hardware, double-click on the application in order to start the client setup.
2. Once the program opens, you will be launched into a welcome screen. If this is your very first time opening the Ion Client, an End User License Agreement (EULA) will appear. After accepting the terms of the EULA, you will move to the next screen.



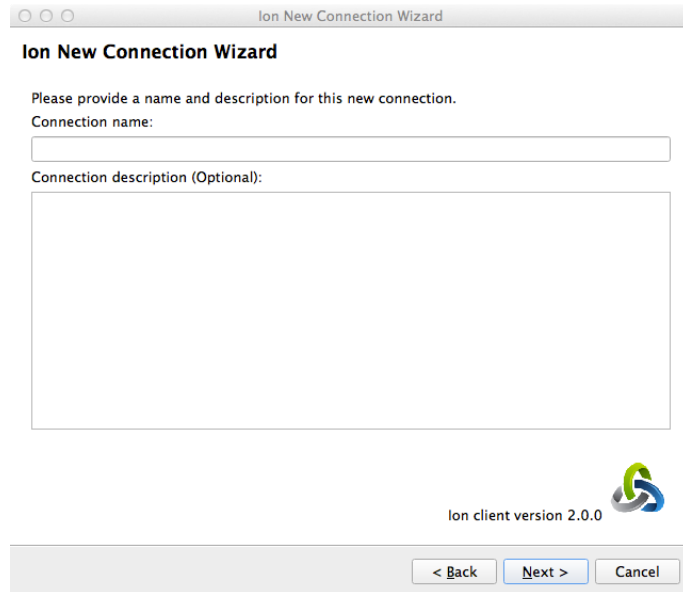
3. On this screen, a New Connection Wizard will appear if you have not created any connections yet.



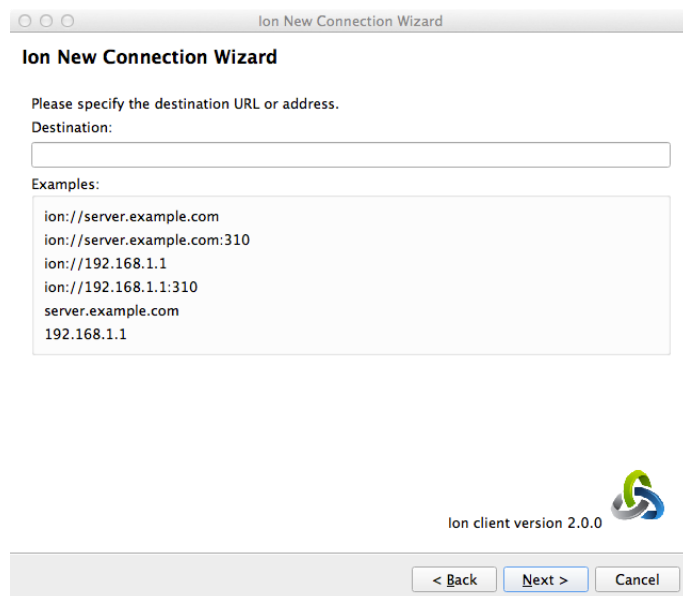
4. When the New Connection Wizard opens, it will offer three options on connection creation: Easy Setup, Advanced Setup and Expert Setup. If you just want to enter in the IP address of the server, a user name and password, choose Easy Setup. If you want to be able to change some of the most common settings for the client, choose Advanced Setup. If you want to change every possible setting for the client, choose Expert Setup. Once you have made your choice, click **Next**.



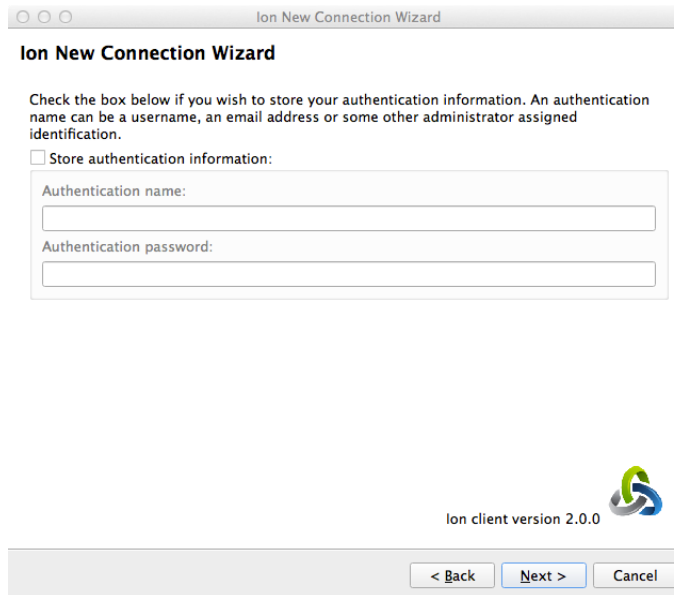
5. Now you will be prompted to name the server you wish to connect to. Once you have named the server, click **Next**.



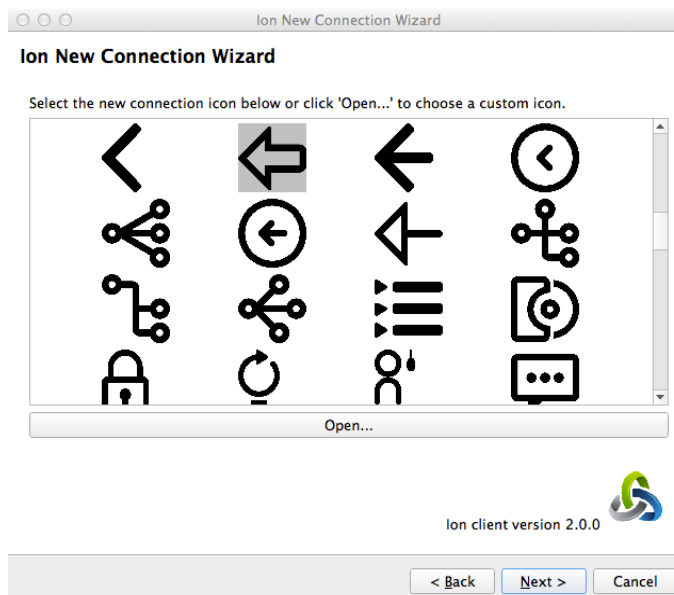
6. Now you will be prompted to specify the destination address for your connection. It can be either an IP address or a URL. In the Advanced and Expert Setups, options will appear so you can add more than one address to connect to. Once you have entered in all of your possible addresses, click **Next**.



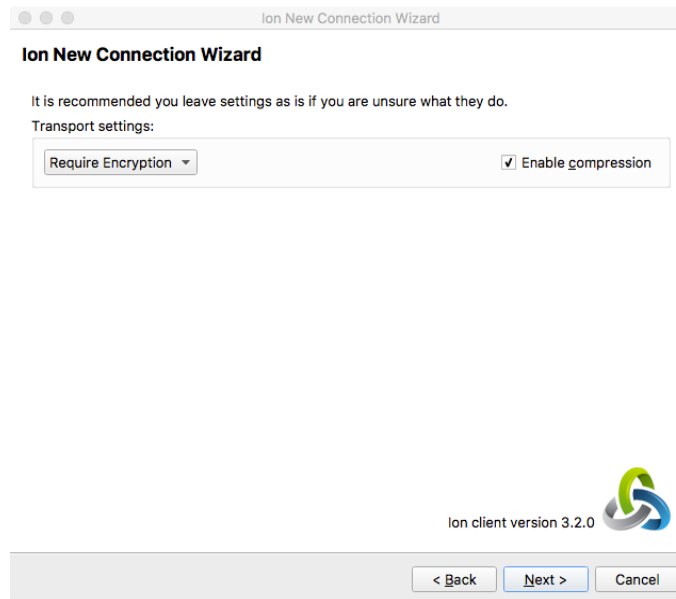
7. Now you will be prompted to choose whether you wish to store your authentication information. By default, it will not save it. If you would like to save it, check the Store authentication information box and enter in the credentials you want to save. Then click **Next**. If you are using the Easy Setup, please skip to Instruction Number 13 to finish creating a connection.



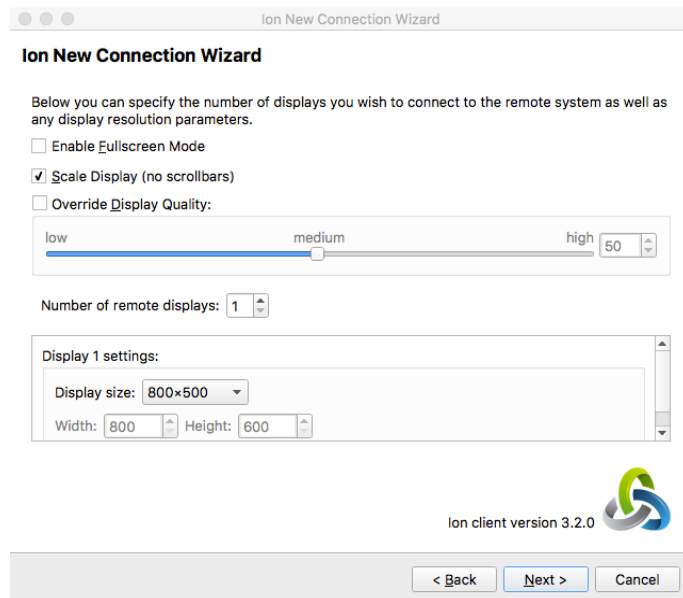
8. In the Advanced and Expert Setups, you will now be prompted to choose an icon to represent each server that you have in your network. You can either choose one of the ones provided or upload one of your own. Once you decide on an icon, click **Next**.



9. Now you can choose which settings you would like to enable for your client. By default, all of the options are enabled. You can choose to enable/disable the following settings: Encryption and Compression. Once you have made your decisions, click **Next**.



10. Here you can choose the number of displays you wish to connect to the remote system and how compressed the displays will appear. The maximum number of screens you can create is 8. As of right now, multiple monitors are not supported. This is also where you can choose to connect at Full Screen, versus a specific screen size. Each display can have a different screen size. You can also choose to put in your own specific screen size. If it is not supported by the client, the connection will either be scaled upwards or downwards in order to get it to the requested size. By default, Scale Display is enabled, which means that no scrollbars will appear on the display since it will be scaled to fit your screen. To enable the Override Display Quality scroll bar, click on the box. You will then be able to move the scroll bar to choose how high the screen quality will be. Medium is considered 50% compression, with 1% (Low) being extreme data compression and 100% (High) being no compression at all. The option to change the Scale Display and Override Display Quality is also available in the Ion Client under the View Tab and will change automatically without needing to log out first. Once you have decided on all of these settings, click **Next**.



**Ion New Connection Wizard**

Below you can specify the number of displays you wish to connect to the remote system as well as any display resolution parameters.

☐ Enable Fullscreen Mode

☒ Scale Display (no scrollbars)

☐ Override Display Quality:

low medium high 50

Number of remote displays: 1

Display 1 settings:

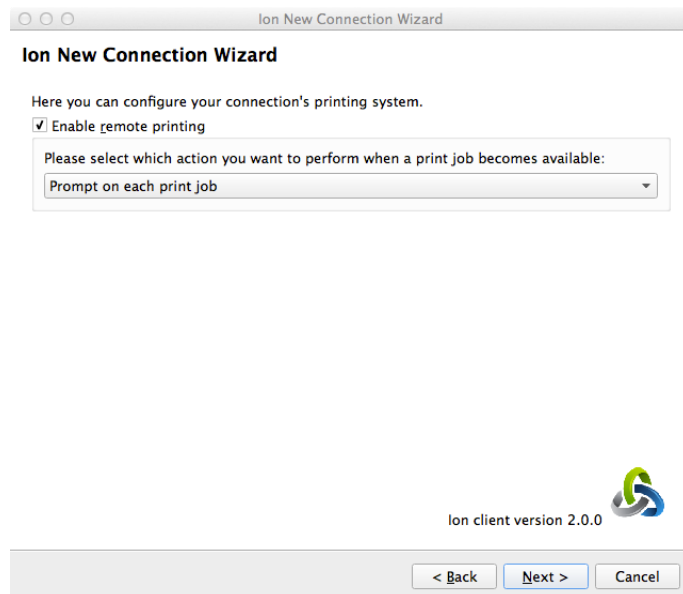
Display size: 800x500

Width: 800 Height: 600

Ion client version 3.2.0

< Back Next > Cancel

- Now you will be prompted to configure the connection's printing system. By default, enable remote printing is selected. In the dropdown, you can choose to either have it prompt for every print job or point the client to a specific available printer. If you are an admin and would like to ensure that your end users do not have the ability to print at all, you will need to go into the admin tool and make sure that those users have the printing choice unchecked in the Users tab. Once you have made your choice, click **Next**.



**Ion New Connection Wizard**

Here you can configure your connection's printing system.

☒ Enable remote printing

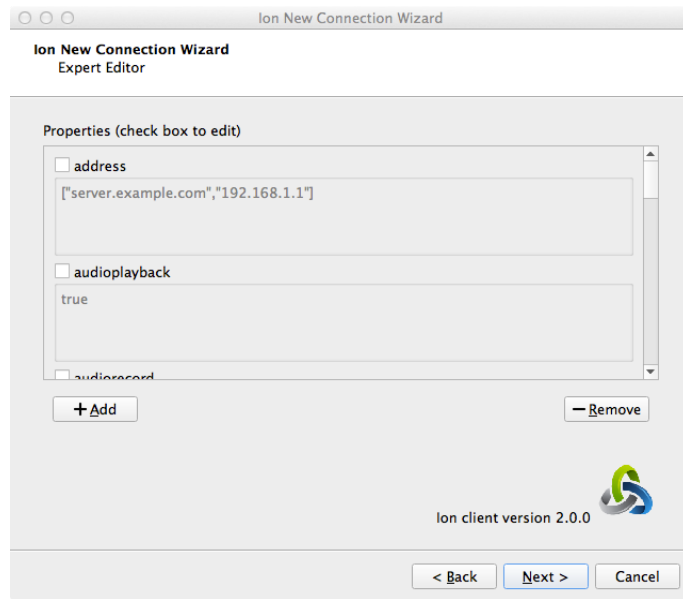
Please select which action you want to perform when a print job becomes available:

Prompt on each print job

Ion client version 2.0.0

< Back Next > Cancel

12. For Expert Setup users only, the next screen is the Expert Editor. Here is where you can choose to edit specific Properties in the client. If you would like to add something of your own beyond that (like Scripts), you can choose to do so by clicking the Add button. Once you have finished editing, click **Next**.

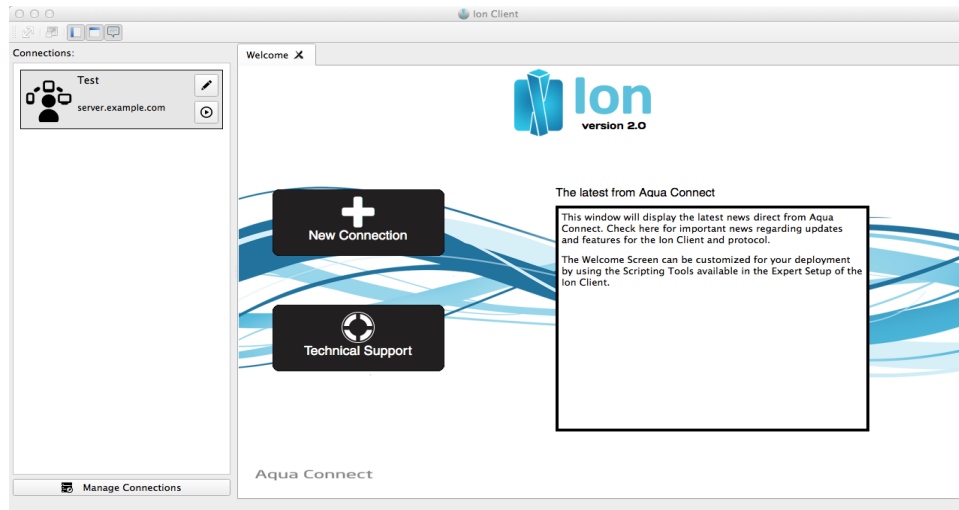


13. You will now see the completed screen. Click **Finish** to close the program out. You will then return to the Welcome Screen.

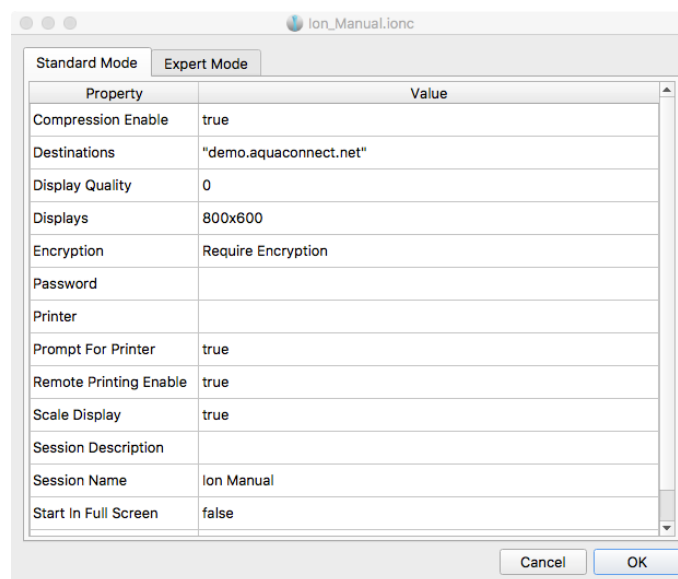


## Using the Ion Client

Now that a connection has been created, you can now connect to an Ignision Server. On the left side of the Ion Client Welcome Screen (called the Connection Gutter), you will see the connection you just made. To connect to a server, click on the circle to connect. The box will turn green if the connection is successful, yellow while it is attempting to connect and red if it cannot connect and there is an issue.



The portion of the screen that is not the Connection Gutter is the part that will show the server you are connecting to. If you would like to edit the connection, you can click on the pencil for that session to make changes. From here, you can edit your display resolution, change your user name, password and other options.

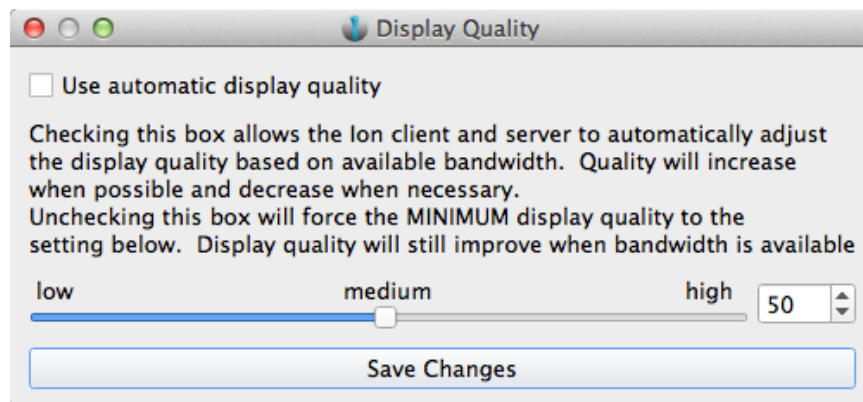




You can also choose to Manage Connections at the bottom of the Connections pane. It is here where you can delete the connections you no longer want. To delete a connection, click the Discard button. Click on the connection you would like to delete. It will then ask you if you are sure you want to delete it. Click yes and the connection will disappear.

If you would like to create a new connection, you can either use the Connection Manager or click on the “Create a New Connection” button on the Welcome screen. If you require technical help with the Ion Client, click on the “Technical Support” button.

If you would like to change the amount of compression for your active session, you can go up to the Ion Desktop Client menu bar and choose View. From there, click on Show Display Quality Controls. Once you click that, a pop up box will appear.



If you check Use Automatic Display Quality, the Ion Client and the Ignition Server will automatically adjust the display quality based on available bandwidth. Quality will increase when possible and decrease when necessary. If you do not check the box and choose to use the slider instead, the amount will be the minimum amount of display quality used. If bandwidth is available to make the quality better, it will use it. Make sure to check Save Changes after making any changes to ensure that the Ion Client will remember your choice in the future.



## General User Tips

1. If you have multiple Ion clients to setup and you would like all of them to have the same default options chosen, you can easily take the saved file for one of the setup clients and copy it to the Ion Connections folder in Documents on another client. It will be the file with the file extension .ionc.
2. In the Ion Client toolbar (above the Connection Gutter), you can choose to Show Tab Bar, Scale to Fit Within a Tab, Show Display Quality Controls, Hide the Welcome Tab, Hide the Connection Gutter, Hide the Toolbar, Hide the Status Bar and Enter Full Screen.
3. If you have multiple active connections in the same Ion Client, you can easily switch between them via the tabs at the top of the Welcome screen.

## Currently Reported Bugs

1. The Ion Client may experience an initial disconnect when establishing its first connection. Reconnecting should resolve the problem in most situations.