MPA Remote Client Software Installation

Remote Client Software Installation

This document describes general installation, upgrade, and startup procedures for the VeEX's MPA Remote Client software application.

The VeEX Remote Client software is a Graphical User Interface (GUI) that allows you to remotely control VeEX's MPA rackmounted test unit from a Windows based PC.

Software Requirements

The minimum software requirements are:

- Windows XP, or newer Windows operating system
- Local Admin permissions to install new software
- TCP/IP Network Protocol access
- Current IP Address information for the MPA test system

Hardware Requirements

The minimum hardware requirements are:

- A personal computer with a 500-MHz Pentium processor or faster
- An SVGA monitor with a minimum screen resolution of 800 by 600 pixels and 256 colors. Default DPI settings of 100% are recommended for optimum viewing
- 256 MB RAM or higher recommended for optimum performance
- 60 MB of free hard disk space
- A standard 10/100/1000BaseT Ethernet cable for connectivity between the unit and the network

💡 To automate the log on process, select Automating the Remote Control Shortcut for more information.

💡 If any problems are experience when installing or using the Remote Client, see Troubleshooting Remote Client Application for solutions.

 www.veexinc.com

Installing the Remote Control Application

The MPA Remote Client software is available on the USB flash drive provided with new test units, and can be downloaded from VeEX's MPA webpage www.veexinc.com/productfamily/mpaseries, or via email by contacting VeEX Customer Care.

Detailed installation instructions are listed below.

Install the Remote Control application upon first use, or when there is a major Feature Set change.

💡 If upgrading to a newer version, uninstall previous versions of the Remote Client software from your PC before upgrading to the newer version. See *Uninstalling the Remote Client software* for additional information.

1. When installing **from the USB**, insert the USB flash drive into the PC's USB port, and open the **Remote Client** folder.

    − Double-click **SETUP.EXE** from the **Remote Client** folder to launch the Remote Client software setup utility.

2. When installing **from the MPA website**, go to www.veexinc.com/productfamily/mpaseries.

    − Select the **RESOURCES** tab.

    − Select **MPA Remote Client #.#.# Download** from the Software menu on the left.

    − Download and extract **MPA's Remote Client installation file**.

    − Double-click the **MPA's Remote Client installation file** to launch the Remote Client software setup utility.

3. Select **Next** and follow the on-screen instructions to install the software into a directory. The default directory is **C:\Program Files\VeEX\RemoteClient**.

4. After the installation is complete, a **VeEX Remote Client** shortcut icon appears on the desktop. Open the application by clicking the VeEX Remote Client icon.

5. This completes the installation. See *Starting the Remote Client software* for information on connecting to a unit.

Starting the Remote Client software

1. Double-click the **Remote Client** icon that appears on the desktop.
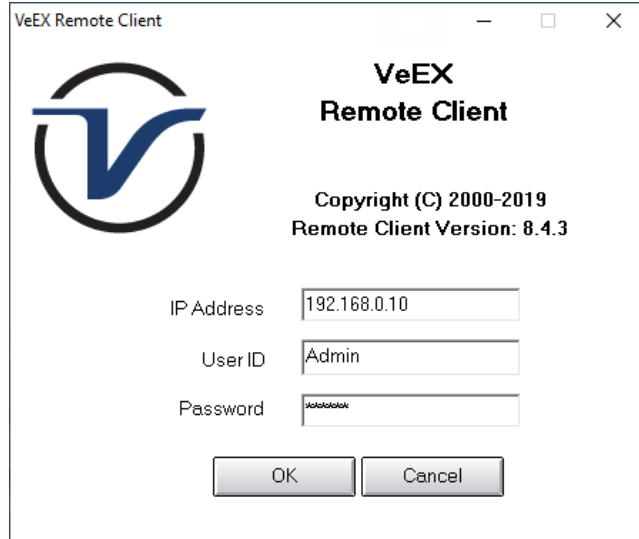
VeEX Remote Client

2. Enter the remote MPA unit's **IP Address**, and your **User ID** and **Password**.

   💡 The default User ID is **Admin**. The default Password is **Admin1**.

3. Select **OK**.

4. If your **firewall** asks to allow access for the **Quasar.exe** application, select **Allow** or **Always Unblock**.

5. Once the connection is made, the remote unit's GUI appears. The title bar contains the product name and connection method.

6. Use your mouse to select functions.

7. User saves files that are created when using the Remote Client software are saved on your PC in the Remote Client's compatibility directory for the devices current Feature Set. Example: **C:\Program Files\VeEX\RemoteClient\Compat800060181**

Closing the Remote Client software

1. Click **CTRL + F4** from your keyboard, or click the **Close button** (☒) located in the upper right corner of the GUI's window. The remote connection is terminated.

2. Closing the Remote GUI connection does not affect the statistical measurements of active tests in progress on the actual test system.

Uninstalling the Remote Client software

🔵 Reports or other files that were saved to any of the Remote's compatibility directories (for example, **C:\Program Files\VeEX\RemoteClient\Compat800060181**) will be deleted during the uninstall process. To save the historical reports, copy any data files with a .SET, .STAT, .EVT, .APS, .PERF, .REP, .BMP or .PDF file extension to another folder located outside of the Remote Client application directory BEFORE proceeding with the uninstall process.

1. Make sure the Remote Client software is closed.

2. Click the **Windows Start** button and choose **Settings**.

3. Click **Control Panel**, and then double-click **Add/Remove Programs**.

4. Select **Remote Client** from the scroll list box, and click the **Add/Remove** button.

5. Follow the on-screen instructions.

6. Open **Windows Explorer**, and delete the Remote Client software's directory.
   For example: **C:\Program Files\VeEX\RemoteClient**.

7. To reinstall the application, see _Installing the Remote Client software_.

Interim Feature Set Enhancements

Interim software increments made for a current Feature Set release do not require you to uninstall the Remote Client software. In these cases, the application automatically upgrades when you launch the Remote Client software that is connected to an upgraded device.

🔵 Anytime you connect to an MPA system which has a new Feature Set version, then a new compatibility (Compat) subfolder will be created in the RemoteClient directory, containing the downloaded GUI files for the new Feature Set.

🔵 Over time you may find several Compat folders in the RemoteClient directory based on previous connections to MPA systems with different Feature Sets.

**For example:** your RemoteClient directory may contain a Compat800030086 folder (for devices that you have connected to with Feature Set version 8.3.86) and a new Compat800060181 folder will be created the first time you connect to a device that has Feature Set version 8.6.181.

🔵 Previously created Compat folders for older Feature Sets that are no longer being used can be deleted to free up hard drive space.

Troubleshooting the Remote Client Application

Symptom	Resolution
Remote Client will not install	• Close all other running applications, including some Adobe programs (e.g. Adobe Creative Cloud), which may prevent the Remote installation from launching and may need to be closed from Task Manager. • Reboot your PC/Laptop, and install the Remote Client before opening any other software programs. • Verify you have Local Admin permissions on your PC/Laptop.
"Transient" error message when attempting to connect to the MPA	• Verify that you can Ping the MPA, and no other device on your network has the same IP Address as the MPA. • Verify the network Ethernet cable is connected to the MCH card's GbE port. • Verify your firewall is not blocking the application or any of the required TCP/IP Ports. • Verify you have Local Admin permissions on your PC/Laptop
Initial remote file transfer does not complete	• Verify you have Local Admin permissions on your PC/Laptop • Verify your firewall is not blocking any of the required TCP/IP Ports.
The GUI does not launch or Remote Client crashes after the remote file transfer Retrieving Updated Software, please wait Transfer Status Waiting for Remote GUI Seconds Waiting 289 Cancel	• Click the Cancel button, close the program, or End Task on the Remote Client if required to completely close out the remote application, then launch the Remote Client again and connect to the unit a second time. • Typically if the remote file was successfully transferred during the first connection attempt, then the GUI should open as expected when reconnected to the MPA for a second time.
The GUI does not look right, spaces between tabs, etc	• The Remote Client requires the PC's display setting's DPI to be set to 100%. • Right-click on your desktop and select Display Settings. Then adjust the setting labeled "Change the size of text, apps and other items" to 100%. This should resolve the look of the GUI, however you may also need to adjust your screen resolution to compensate for the change in font size. • Use the WebUI or VNC remote viewer connection instead
The GUI is open but all of the settings are disabled	• In order to change any of the settings, you will need to click the padlock icon on the GUI and select Lock and Exit. Refer to the User Manual for more information about the Lock Icon
The GUI is open but only the System tab and Help tab is displayed	• Follow the proper Reboot instructions to reboot the MPA • Contact VeEX Customer Care
None of the above steps resolved your Remote GUI conflict	• Use the WebUI or VNC remote viewer connection instead • Contact VeEX Customer Care

Automating the VeEX Remote Client Shortcut

After installing the MPA's Remote Client application, users can add specific IP address, User ID, and Password parameters to the MPA Remote Client desktop shorcut to automate the login process.

1. Right-click on the desktop's VeEX Remote Client icon, select Properties, and choose the Shortcut tab.
2. Place the cursor at the end of the Target text box, press the space bar after the URL, then add the following parameters using the format **"ip=*x.x.x.x*,uid=*y*,pw=*z*"** and click OK, where;
   - *x.x.x.x* is the unit's IP address.
   - *y* is the user ID (case sensitive). The default user ID is **Admin**
   - *z* is the password (case sensitive). The default password is **Admin1**
   - Notice the above fields are comma separated, without any spaces between fields!
   - Ex. **"C:\Program Files\VeEX\RemoteClient\Galaxy.exe" "ip=192.168.0.10,uid=Admin,pw=Admin1"**
3. Now when you double click the VeEX Remote Client application's icon, a connection is automatically made, and the remote system's GUI appears.
4. If an invalid parameter is entered, the automatic login will fail and you must enter the appropriate data.

Required TCP/IP Ports

In order to fully utilize the MPA system, the MPA system needs access to the following TCP/IP Ports through your personal or corporate firewall.

TCP Port	Application
21	FTP / Remote GUI
22	SFTP
80	HTTP (WebUI)
5901-5910	VNC viewer client <IP Address>:1-10
7681	HTTP (WebUI, Software Upgrade, Python)
8090	SCPI
8091-8092	PySCPI (SCPI over Python)
11000	Remote GUI Port1
11001	Remote GUI Port2

About VeEX

VeEX Inc., a customer-oriented communications Test and Measurement company, develops innovative test and monitoring solutions for next generation telecommunication networks and services. With a blend of advanced technologies and vast technical expertise, VeEX products address all stages of network deployment, maintenance, field service turn-up, and integrate service verification features across Copper, Fiber Optics, CATV/DOCSIS, Mobile 4G/5G backhaul and fronthaul, next generation Transport Network, Fibre Channel, Carrier & Metro Ethernet technologies, WLAN and Synchronization.

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