

VPlayer

V2.5.3 NS170100464



Change History

Version	Release Date	Description
V2.5.3	2019-08-16	Fixed 1 problem:
		The screen goes black after a multi-window text solution is played for more than two days.
V2.5.2	2019-05-31	Added 1 function:
		Software language supports Japanese, Korean, French and Spanish.
V2.5.1	2019-05-22	Added 2 functions:
		Turning on/off video volume
		 Turning on/off hardware acceleration
		This document has 3 updates:
	0	 Added the "Configuration Options Checking" and "FAQ" chapters.
	X P	 Updated the cover and added a back cover.
	G	• Updated the description related to VNNOX
		Fixed 3 problems:
	1	 The screen goes black while switching image to video.
		 When all the media items in an inserted playlist have expired, a black screen is displayed during the insertion period.
		 After streaming media is switched to other media, the sound of the streaming media does not disappear.

Contents

Change History	i
Contents	ii
1 Introduction	1
2 Installation	2
3 Player Binding	
4 Configuration Options Checking	
4.1 Windows Automatic Update	
4.3 Screen off and Sleep	
4.4 Scaling Size and Multiple Displays	
4.6 Antimalware Service Executable	
4.7 Superfetch	
5 General Functions	
5.1 Setting Display Window	
5.2 Locking Screen	
5.3 Setting System Information	
5.4 Checking Software Information	
6 FAQ	14
6.1 How to deal with the problem that a video cannot be played normally?	
6.2 How to set the inbound firewall rules?	



VPlayer is an application from NovaStar. It works as a terminal player which can be used for devices installed with Windows.

On public networks, VPlayer can work with the cloud-based publishing system of VNNOX. After binding VPlayer and a synchronous player in the cloud-based publishing system, users can remotely manage content and control terminals via VPlayer.

On LANs, VPlayer can work with ViPlex Express LAN-Based Screen Management Software. ViPlex Express can search for and connect to VPlayer automatically. After logging in to VPlayer in ViPlex Express, users can publish solutions to VPlayer and upgrade the version of VPlayer.

After VPlayer downloads solutions to the specified location, the solutions will be played according to the playback plan set by users.



Preparation

- Visit www.en.vnnox.com/#downloadSyn to download VPlayer installer.
- Make sure your antivirus software is stopped.
- Make sure your operating system is 64-bit Windows 7 SP1 or later.
- Make sure Microsoft .NET Framework 4.6.1 is installed.
- Make sure Microsoft Visual C++ 2017 Redistributable is installed.

Installation

The installation of VPlayer is the same as other Windows applications.

To ensure normal communication between ViPlex Express and VPlayer, install these two applications on:

- The same PC.
- Different PCs on the same LAN.
- PCs on different network segments which can be pinged successfully.

The cloud-based publishing system of VNNOX has no specific requirements for VPlayer.



When working with the cloud-based publishing system of VNNOX, VPlayer must be bound to a synchronous player and then can communicate with the cloud-based publishing system.

Only one synchronous player can be bound to VPlayer.

Before You Begin

- VNNOX Standard: No requirements.
- VNNOX AD: There are synchronous players that are not bound.

Checking Authentication Information

VNNOX Standard:

- Step 1 Visit www.en.vnnox.com and log in to VNNOX Standard.
- Step 2 Choose Account.
- Step 3 View Server address, Authentication user name and Authentication password. VNNOX AD:
- Step 1 Visit www.en.vnnox.com and log in to VNNOX AD.
- Step 2 Choose 🗄 > Organization Management > System Management.
- Step 3 Select the Player Authentication tab to view Server address, Authentication user name and Authentication password.

Binding Players

Step 1 Open VPlayer, as shown in Figure 3-1.

Figure 3-1 The **Config** page

VPlayer2.5.1	≡ ? – × Display
Server	New
User Name	
Password	
Player	Get
	- O · 1 ^Y
	OK Reset
🔺 Server not connected.	Vplayer_W9A61TLY

Note: The string at the bottom right of the page is the unique ID of VPlayer. The ID consists of "VPlayer_hard disk serial number" which is used to distinguish VPlayers in the terminal list of ViPlex Express. If the hard disk serial number is longer than 8 characters, the ID will use the last 8 characters.

- Step 2 Choose Config, and click New.
- Step 3 Enter the server name and address and then click **OK**. The server address must be consistent with the one in the cloud-based publishing system.
- Step 4 Enter the authentication user name and password which must be consistent with those in the cloud-based publishing system.
- Step 5 Click Get and then click OK.
- Step 6 Perform the following corresponding operations as required.
 - VNNOX Standard: Select **Bind and create player** from the drop-down list next to **Player** and click **OK**.
 - VNNOX AD: Select a player from the drop-down list next to **Player** and then click **OK**.
- Step 7 In the prompt box which says the player was bound successfully, click OK.

Related Operations

To reset parameters, click Reset.

To remove binding:

• VNNOX Standard: On the Players page, click in .

 VNNOX AD: Choose -> Players Management > Players. Click a player name to enter the attribute page. Select the Status tab and click Remove Binding.

I'AN NOVASTAR TECH CO. H

4 Configuration Options Checking

To ensure stable playback of VPlayer, please check the Windows configuration options shown in Table 4-1. If a configuration option does not conform to the target status, please change it. This chapter takes Windows 10 as an example.

Configuration Options	Target Status
Windows automatic update	Off
Firewall	• Off
	 Allow program connection
	Conforms to any of the above statuses.
S	When VPlayer works with the cloud-based publishing system of VNNOX. Users do not need to check the firewall.
Turn off screen	Never
Sleep	Never
Scaling size	100%
Multiple displays	Duplicate these displays
UAC	Never notify
Antimalware Service Executable	Disabled
Superfetch	Manual

Table 4-1 Configuration options

4.1 Windows Automatic Update

Step 1 Click in the Windows Start menu.

Step 2 Choose Update & Security.

Step 3 On the Windows Update page, click Advanced options.

Step 4 Check whether Windows automatic update is turned off.

Figure 4-2 Windows automatic update

Update Options

Give me updates for other Microsoft products when I update Windows.

On On

Automatically download updates, even over metered data connections (charges may apply)

Off

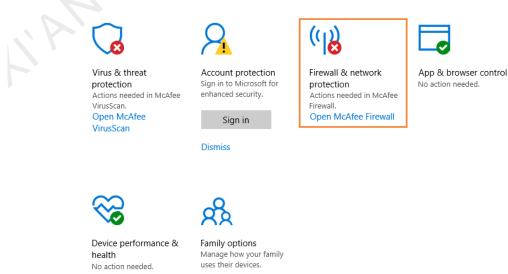
We'll show a reminder when we're going to restart. If you want to see more notifications about restarting, turn this on.
Off

4.2 Firewall

When VPlayer and ViPlex Express work together, users are advised to turn off the Windows firewall or allow program connection so as to ensure normal communication. When VPlayer works with the cloud-based publishing system of VNNOX, users do not need to check Windows firewall.

- Step 1 Click in the Windows Start menu.
- Step 2 Choose Update & Security.
- Step 3 Windows Security.
- Step 4 Click Open Windows Defender Security Center.
- Step 5 Check whether the firewall is turned off. If the firewall needs to be turned on, check whether the connection is allowed. For the method to allow program connection, see 6.2 How to set the inbound firewall rules?

Figure 4-3 Firewall



www.novastar.tech

Device security

No action needed.

4.3 Screen off and Sleep

- Step 1 Click in the Windows Start menu.
- Step 2 Choose System.
- Step 3 Choose Power & sleep.
- Step 4 Check whether all the four configuration options are set to **Never**.

Figure 4-4 Screen off and sleep

Power & sleep	
Screen	
On battery power, turn off afte	ar
When plugged in, turn off afte	
Sleep	
On battery power, PC goes to s	sleep after
When plugged in, PC goes to s	sleep after

4.4 Scaling Size and Multiple Displays

- Step 1 Click in the Windows Start menu.
- Step 2 Choose System.
- Step 3 Check whether the scaling size is 100% and the option of multiple displays is set to **Duplicate these displays**.

Note: When multiple monitors are connected, the configuration option for multiple displays will appear.

Figure 4-5 Scaling size and multiple displays

Scale and layout

Change the size of text, apps, and other items

100% (Recommended) Advanced scaling settings

Resolution

1920 × 1080 (Recommended) \sim

Orientation

Landscape

Multiple displays

Multiple displays

Dunucate these displays	Development of the second second
	Duplicate these displays

4.5 UAC

- Step 1 Click in the Windows Start menu.
- Step 2 Type "User Accounts" in the search box and select Change User Account Control Settings.
- Step 3 Check whether UAC is set to Never notify.

Figure 4-6 UAC				
😌 User Account Control Settings		-		×
User Account Control he	e notified about changes to your computer elps prevent potentially harmful programs from making changes to your <u>Account Control settings</u>	computer.		
	 Never notify me when: Apps try to install software or make changes to my computer I make changes to Windows settings 			
 Never notify	1 Not recommended.		7	
	ОК	Cancel		

4.6 Antimalware Service Executable

- Step 1 Press Win + R buttons to open the Run window.
- Step 2 Type **gpedit.msc** command and press **Enter** to open the **Local Group Policy Editor** dialog box.
- Step 3 Expand Computer Configuration > Administrative Templates > Windows Components > Windows Defender Antivirus.
- Step 4 Click Real-time Protection.
- Step 5 Check whether the status of **Turn on process scanning whenever real-time protection is enabled** is **Disabled**.

<complex-block>

4.7 Superfetch

- Step 1 Press Win + R buttons to open the Run window.
- Step 2 Type services.msc command and press Enter to open the Services dialog box.
- Step 3 Check whether the startup type of Superfetch is **Manual**.

Figure 4-8 Superfetch

💪 Services	w Heb					-	ø	×
File Action View	G 🛃 🖬 📰 🕨 🖩 🛛 🕨	Name Sorver Shared PC Account Manager Shared PC Account Manager Shared PC Account Manager Shared Proven Detection Shared Proven Detection Shared Removale Policy Share Reposite Drive Bonneration Service Shared Reposite Policy Share Reposite Protection Shared Reposite Policy Share Reposite Protection Shared Reposite Policy Share Reposite Policy Share Reposite Policy Share Reposite Policy Share Reposite Policy Shared Po	Description Supports file, print, and named pipe sharin Manage profiles and accounts on a Share Provide nethtocom for AutoPhys hardwa Manages access to smart cavity hardwa Manages access to smart cavity and the share of the share creates software device nodes for all immet Allows the system to be configured to lock Exables the download, institution and erd Verifies potential file system comptions. Discovers networked devices and sorries to Verifies potential file system comptions. Discovers networked devices and sorries to Launches applications associated with thil. Provides regular pervices for stocage setti. Obtimises the glecement of data in stocas. Mentors system events and notifies subtra- Confinants execution of background ver- Monitors and attests to the integrily of the - Ince tensor System events and notifies subtra- Condinates execution of background ver- Monitors and attests to the integrily of the - Ince tensor System to the AutoBiot Sover TCD- Provides tegehomy. API (TAN) support for - Provides tegehomy. API (TAN) support for - Provides trapel net the NetBiOt Sover TCD- Provides tegehomy. API (TAN) support for - Provides tegehomy.	Running Running Running Running Running Running Running Running Running Running	Startup Type Automatic (Trigger Start) Disabled Automatic Manual (Trigger Start) Manual Automatic Manual Manual Manual Manual Manual Manual Manual Manual Manual Manual Automatic Automatic Automatic Automatic Automatic Manual Automatic Manual Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic Automatic	Log On As Lood System Lood System		
	Extended (Standard /	Themes Themes The Market And The Argency Service Time Broker Touch Koyboard and Handwriting Panel Service Touch Koyboard and Handwriting Panel Service The Service Service	Provides user experience theme managem Coordinates execution of background wor Enables Touch Keyboard and Handwriting 校正说范朝原上投服务	Running	Automatic Manual Manual (Trigger Start) Manual (Trigger Start) Automatic (Delayed Start)	Local System Local System Local Service Local System Local System		~

5 General Functions

5.1 Setting Display Window

- Step 1 Open VPlayer.
- Step 2 Choose Display.
- Step 3 Set the position and size of the display window and select an option of keeping the window on top.

If **Same as Desktop** is enabled, the size of the display window will be the same as the size of desktop.

The default shortcut to show or hide display window is Ctrl+H.

5.2 Locking Screen

You can use the locking function to make the screen stay in the current status.

- Step 1 Open VPlayer.
- Step 2 In the top right corner of the page, click and select Lock.
 - If you have not set an unlocking password, the password setting page will appear.
 - If you have set an unlocking password, go to Step 3.

Step 3 Click OK.

To unlock the screen, press **Esc**, enter the password and press **Enter**. If you forgot the unlocking password, please send the random code in the dialog box to the technical engineer staff to deal with.

5.3 Setting System Information

Step 1 Open VPlayer.

Step 2 In the top right corner of the page, click **E** and select **Settings**.

Item	Description
General	Change the language of VPlayer, sync time, configure VPlayer to start up automatically, choose to exit or minimize the program when clicking the close button, set video volume and hardware acceleration.
	• Select Enable network time , and the PC will sync time based on the network time.
	 Select Turn off video volume, and the next video and subsequent videos will be muted.
	• Select Use GPU of native operating system for acceleration to enable hardware acceleration. When the graphics card of the PC does not support hardware acceleration and the playback gets stuck, you are advised to deselect this option.
Download	Set the directory to save files received by VPlayer.
Hot Keys	Set keyboard shortcuts to show/hide the display window.
Lock	Set a password to unlock the screen. The screen can be locked when the password is set successfully.

Table 5-1 System information

Step 3 Click **OK** after the configuration is done.

5.4 Checking Software Information

- Step 1 Open VPlayer.
- Step 2 In the top right corner of the page, click 📃 and select About.

View information such as the version and copyright of VPlayer.

6 FAQ

6.1 How to deal with the problem that a video cannot be played normally?

Question

How to deal with the problem that VPlayer cannot play a video normally?

Answer

- Step 1 Use a third-party driver tool to check whether the video card driver, sound card driver and Inter bus driver are normal.
 - Yes: Go to Step 2.
 - No: Update the driver.
- Step 2 Check whether other players can play the video normally.
 - Yes: Contact NovaStar.
 - No: There is a problem with the video file.

6.2 How to set the inbound firewall rules?

- Step 1 Click 🤷 in the Windows Start menu.
- Step 2 Choose Update & Security.
- Step 3 Choose Windows Security.
- Step 4 Click Open Windows Defender Security Center.
- Step 5 Click Firewall & network protection.
- Step 6 Click Advanced Settings and then click Yes to open the Windows Defender Firewall with Advanced Security dialog box.

Figure 6-1 Advanced settings

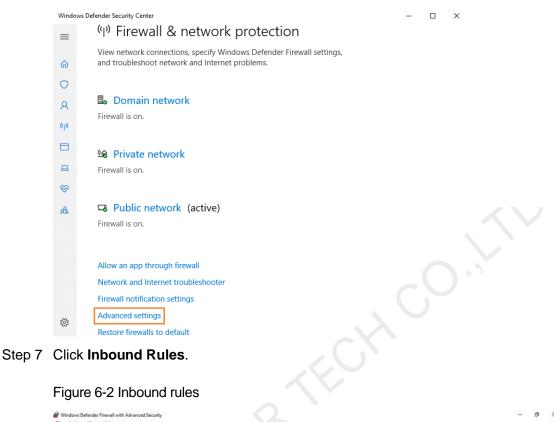


Figure 6-2 Inbound rules

P Windows Defender Firewall with	Inbound Rules	×							Actions	
S Inbound Rules	Name Group	Profile	Enabled	Action	Override	Program	Local Address	Remote ^	Inbound Rules	
Connection Security Rules	O 360wpsrv	Public	Yes	Allow	No	C:\Users\	Anv	Any	New Rule	
> Monitoring	360wpsrv	Public	Yes	Allow	No	Ci\Users\	Any	Any	Y Filter by Profile	14
y sa monotoring	🖸 adb	All	Yes	Allow	No	C:\Progr	Any	Any		
	AndroidEmulator	All	Yes	Allow	No		Any	Any	P Filter by State	
	O AppMarket	All	Yes	Allow	No	C:\Progr	Any	Any	Filter by Group	
	Ø bugreport	All	Yes	Allow	No	C:\Progr	Any	Any	View	
	Ø bugreport	All	Yes	Allow	No	C:\Progr	Any	Any		
	ComputerZTray	Public	Yes	Allow	No		Any	Any	G Refresh	
	ComputerZTray	Public	Yes	Allow	No	C:\Progr	Any	Any	Se Export List	
	GameDownload	All	Ves	Allow	No	C:\Progr	Any	Any	Help	
	O IQIVI Video Helper	All	Yes	Allow	No	C:\Progr	Any	Any		
	CLCTServer V4.1.45	Public	Yes	Allow	No	C:\progr	Any	Any		
	CLCTServer V4.1.45	Public	Yes	Allow	No	C:\progr	Any	Any		
	🖸 malauncher	Public	Yes	Allow	No	C:\Progr	Any	Any		
	O maLauncher	All	Yes	Allow	No	C:\Progr	Any	Any		
	O malauncher	Public	Yes	Allow	No	C:\Progr	Any	Any		
	🖉 marsserverprovider	Public	Yes	Allow	No	C:\progr	Any	Any		
	🖸 marsserverprovider	Public	Yes	Allow	No	C:\progr	Any	Any		
	🖸 marsserverprovider.exe	Public	Ves	Allow	No	C:\users\	Any	Any		
	O marsserverprovider.exe	Public	Yes	Allow	No	C:\users\	Any	Any		
	🖉 meUpdat	Public	Yes	Allow	No	C:\Progr	Any	Any		
	🖉 maUpdat	Public	Yes	Allow	No	C:\Progr	Any	Any		
	🖸 maUpdat	All	Yes	Allow	No	Cr\Progr	Any	Any		
	McAfee Management Service Host (x64)	All	Yes	Allow	No	C:\Progr	Any	Any		
	McAfee Management Service Host (x86)	All	Yes	Allow	No	C:\Progr	Any	Any		
	Microsoft Lync	Public	Yes	Allow	No	C:\Progr	Any	Any		
	🕑 Microsoft Lync	Public	Yes	Allow	No	C:\Progr	Any	Any		
	🖉 Microsoft Lync UcMapi	Public	Yes	Allow	No	C:\Progr	Any	Any		
	💋 Microsoft Lync UcMapi	Public	Yes	Allow	No	C:\Progr	Any	Any		
	R Mirroradt Office Authorite	Bublic	Var	Allenar	Me	CABrook	Anu	Amr		

- Step 8 On the right of the page, click New Rule to open the New Inbound Rule Wizard dialog box.
- Step 9 Select Program and click Next.

Figure 6-3 Rule type

🔗 New Inbound Rule Wizard	×
RuleType Select the type of firewall	rule to create.
Steps: Rule Type	What type of rule would you like to create?
 Program Action Profile Name 	 Procram Rule that controls connections for a program. Pot Rule that controls connections for a TCP or VDP port. Predefined: AllJoyn Router Rule that controls connections for a Windows experience. Custom Custom rule.

Step 10 Click Browse, select Proto.exe from the local PC and then click Next.

Figure 6-4 Program selection

💣 New Inbound Rule Wizard		×
Program		
Specify the full program pa	th and executable name of the program that this rule matches.	
Steps:		
a Rule Type	Does this rule apply to all programs or a specific program?	
Program		
 Action 	O All programs	
Profile	Rule applies to all connections on the computer that match other rule	
Name	This program path:	
	%ProgramFiles% (x86)\Nova Star\VPlayer\Bin\Proto.exe Browse	
	Example: c:\path\program.exe %FrogramFiles%\browser\browser.exe < Eack Next > Cancel	
	Laux Text / Cancel	

- Step 11 Select Allow the connection and click Next.
- Step 12 Select **Domain**, **Private** and **Public** and click **Next**.
- Step 13 Enter a name and click **Finish**.

Copyright © 2019 Xi'an NovaStar Tech Co., Ltd. All Rights Reserved.

No part of this document may be copied, reproduced, extracted or transmitted in any form or by any means without the prior written consent of Xi'an NovaStar Tech Co., Ltd.

Trademark

NOVA STAR is a trademark of NovaStar Tech Co., Ltd.

Statement

You are welcome to use the product of Xi'an NovaStar Tech Co., Ltd. (hereinafter referred to as NovaStar). This document is intended to help you understand and use the product. For accuracy and reliability, NovaStar may make improvements and/or changes to this document at any time and without notice. If you experience any problems in use or have any suggestions, please contact us via contact info given in document. We will do our best to solve any issues, as well as evaluate and implement any suggestions.

Official website www.novastar.tech

Technical support support@novastar.tech