05 Workspace User Guide (End Users)

Issue 01

Date 2026-10-28



HUAWEI

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Contents

1 Getting to Know Workspace....1
2 Introduction to Terminals....4
3 Installing the Client....6
3.1 Overview....6
3.2 Installing the Client on a TC....6
3.3 Installing the Client on an SC....6
3.4 Installing the Client on a Mobile Terminal....10
4 Logging In to a Desktop....12
4.1 New GUI....12
4.1.1 Logging In to a Desktop Using an SC....12
4.1.2 Logging In to a Desktop Using a TC....21
4.1.3 Logging In to a Desktop Using a Mobile Terminal....26
4.2 Old GUI....31
4.2.1 Logging In to a Desktop Using an SC....31
4.2.2 Logging In to a Desktop Using a TC....37
4.2.3 Logging In to a Desktop Using a Mobile Terminal....42
5 Using Desktop Assistant....49
5.1 New GUI....49
5.2 Old GUI....53
6 Configuring Common Functions....56
6.1 New GUI....57
6.2 Old GUI....64
7 Changing the Login Password....68
8 Forbidden Operations....71
9 Configuring Dual-Screen Display....72

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1 Getting to Know Workspace

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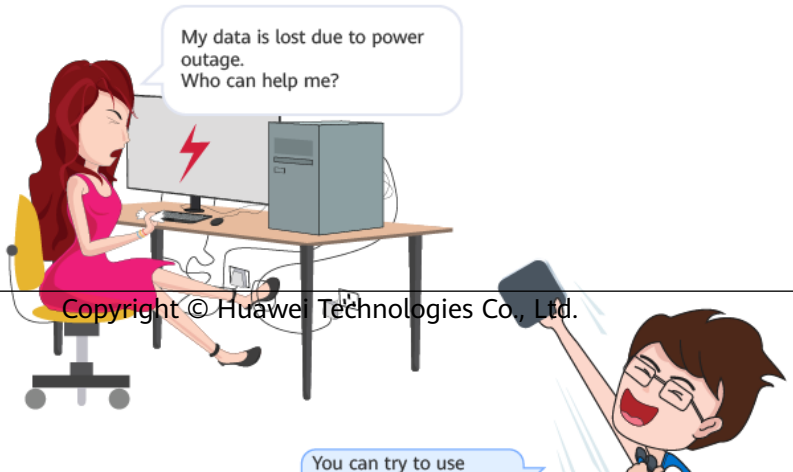
Workspace

Getting to Know Workspace





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2 Introduction to Terminals



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3 Installing the Client

3.1 Overview

3.2 Installing the Client on a TC

3.3 Installing the Client on an SC

3.4 Installing the Client on a Mobile Terminal

3.1 Overview

Workspace supports login through thin clients (TCs), soft clients (SCs), and mobile terminals. You can select a proper client based on your requirements.

The following sections describe how to install different types of clients.

3.2 Installing the Client on a TC

The Huawei Cloud Workspace client has been pre-installed on the TC that you purchased. No additional installation is required.

If the client version is incorrect or the client is uninstalled by mistake, contact the terminal vendor.

3.3 Installing the Client on an SC

Scenario

This section describes how to install and run the Huawei Cloud Workspace client on an SC.

Preparations

- Obtain the installation package of the corresponding operating system from the download address in the email or **download the client**.

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NOTE

- The notification emails are slightly different depending on whether the AD is interconnected. Refer to the actual notification email.
- If no email server is available, you cannot receive the desktop login email. In this case, contact the administrator to obtain the desktop login information and download and install the client by referring to **Table 3-1**.

- A PC running any of the following operating systems is available, as shown in **Table 3-1**.

Table 3-1 Client type description

System Type	Software Name	Description
Windows	Workspace_Win.msi	PCs running Windows 10 or Windows 11 (64-bit)
macOS	Workspace_mac.dmg	macOS 10.14 to 15.2 and 26.1
Kylin	Workspace_amd64.deb	AMD64: PCs running Zhaoxin + Kylin V10 or Hygon + Kylin V10 SP1 operating systems
	Workspace_arm64.deb	ARM64: PCs running Kunpeng + Kylin V10 or Phytium 2000 + Kylin V10 operating systems
UOS	Workspace_uos_amd64.deb	AMD64: PCs running Zhaoxin + UOS V20 or Hygon + UOS V20, or HT6300 series TCs
	Workspace_uos_arm64.deb	ARM64: PCs running Kunpeng + UOS V20 or Phytium 2000 + UOS V20, or HT3300/ HT3300H series TCs
Ubuntu	Workspace_amd64.deb	PCs running x86 processors and Ubuntu 20.04 or 22.04 operating systems

Installing the Client in the Windows OS

Step 1 Double-click the downloaded **Workspace_Win.msi** software package.

Step 2 Complete the installation as prompted.

NOTE

Important notes for installing the cloud client on a Windows PC:

- The user who logs in to the Windows PC has administrator permissions.
- On the Windows PC, the available space of drive C must be greater than 500 MB, the memory must be greater than or equal to 2 GB, and the CPU frequency must be greater than or equal to 2.0 GHz.
- When security software displays a dialog box, allow the installation to continue.

----End

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Installing the Client in macOS

Step 1 On the Mac, double-click the downloaded **Workspace_mac.dmg** software package. The installation configuration window is displayed.

Step 2 Double-click the installation icon.

Step 3 Click **Continue**.

Step 4 Click **Install**.

If you do not want to install the client in the default location, click **Change Install Location**.

Step 5 In the displayed window, enter the username and password, and click **Install Software**.

The installation takes about one minute.

Step 6 Click **Close**.

NOTE

Solutions to problems of installing the macOS client:

During the installation, the client cannot be opened due to the security restrictions of macOS. The following two messages may be displayed. Select a solution according to the displayed message.

Message 1: "Install" can't be opened because Apple cannot check it for malicious software.

1. Choose System Settings (or **System Preferences**) > **Privacy & Security** > **General**.

2. Click **Open Anyway** under the prompt **"Install" was blocked from use because it is not from an identified developer.**

3. Double-click the install icon again to install the client.

Message 2: "Install" can't be opened because the developer cannot be verified.

1. Choose System Settings (or **System Preferences**) > **Privacy & Security**.

2. Click **Open Anyway** on the right of **"Install" was blocked to protect your Mac.**

3. Double-click the install icon again to install the client. If the system displays the message again, click **Open** and complete the installation as prompted.

----End

Installing the Client in the Kylin\UOS\Ubuntu OS

GUI-based installation

Step 1 In the installation package directory, double-click the **Workspace.*xxxx*.deb** installation package and enter the user password as prompted.

----End

CLI-based installation

Step 1 Right-click in the blank area on the PC and choose **Open Terminal** from the shortcut menu.

The CLI is displayed.

Step 2 Run the following command to switch to the **root** user:

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su - root

Step 3 Run the following command to switch to the directory of the installation package:

cd *Directory of the installation package*

Example: **cd /home/***username***/Desktop**

Step 4 Run the following command to set the read and write permissions on the installation package:

chmod 777 *<installation-package-name>*

Example:

chmod 777 Workspace_arm64.deb

Step 5 Run the following command to install the software client:

dpkg -i *<installation-package-name>*

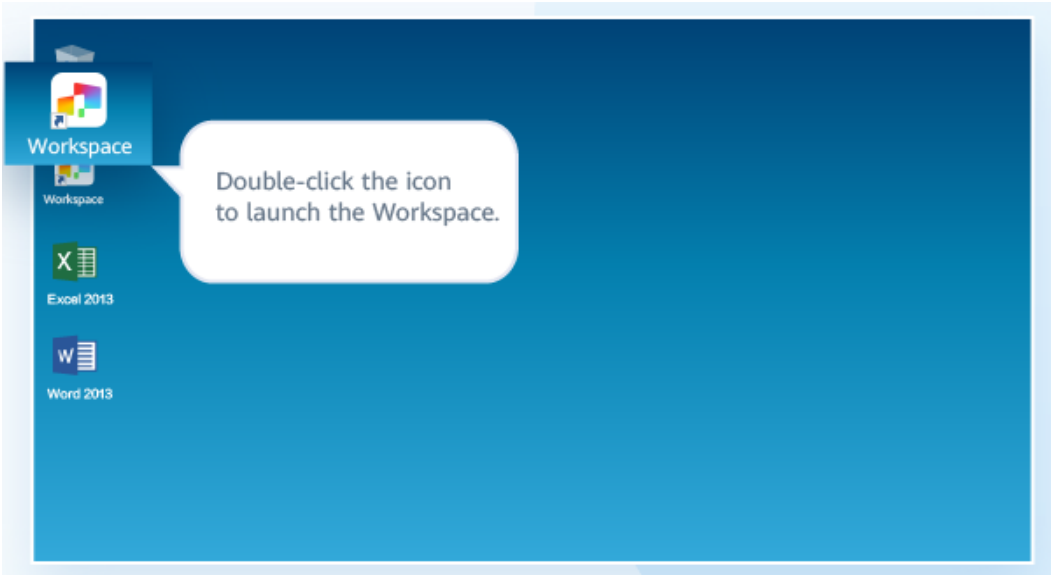
Example: **dpkg -i Workspace_arm64.deb**

----End

Starting the Client

NOTE

- If a macOS PC is used, you need to set the system preference before starting the client for the first time. Otherwise, you cannot enter characters on the cloud desktop. Choose **System Preferences** > **Security & Privacy** > **Input Monitoring**, select **HDPViewer**, and switch the input mode to English.
- If an Ubuntu PC is used, the client is displayed as an application after being installed. Right-click the application and select the startup option. Then, the application is started.



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3.4 Installing the Client on a Mobile Terminal

Scenario

This section describes how to install and run the Huawei Cloud Workspace client on a mobile terminal.

Only mobile terminals running Android 6.0 or later are supported. You can use the stylus to perform operations.

NOTE

The operations on different mobile terminals are similar. The following uses the operations on a mobile phone as an example.

Data

You can obtain the client installation package in any of the following ways:

- Obtain the client download link from the desktop login email sent by the system.

  NOTE

  - The notification emails are slightly different depending on whether the AD is interconnected. Refer to the actual notification email.
  - If no email server is available, you cannot receive the desktop login email. In this case, contact the administrator to obtain the desktop login information and download and install the client.

- **Download the client**. You can scan the QR code using your mobile phone to download the client.
- Download the client installation package of the corresponding OS by referring to **Table 3-2**.

Table 3-2 Software

Client Type	Client Installation Package	Description
Android client	Workspace_android.apk	Applicable to mobile terminals running Android 6.0 or later.

Procedure

Step 1 Scan the QR code using your mobile phone to download the client.

Step 2 After the download is complete, complete the installation as prompted.

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Step 3 Run the Huawei Cloud Workspace client on the mobile terminal.

----End

4 Logging In to a Desktop

4.1 New GUI

4.2 Old GUI

4.1 New GUI

4.1.1 Logging In to a Desktop Using an SC

NOTE

- **Download the client.**
- You can log in from a Windows 10 PC or a Mac running macOS 10.14-15.2 or 26.1.
- When security software displays a dialog box, allow the installation to continue.

Scenarios

Log in to Workspace from a soft client (SC).

Procedure

Step 1 Run the Huawei Cloud Workspace client on the SC.

Step 2 Configure the server address and enterprise ID, as shown in **Figure 4-1**.

NOTE

- The server address and enterprise ID configuration pages vary according to the client version.
- Obtain the access address and enterprise ID from the notification email or administrator.

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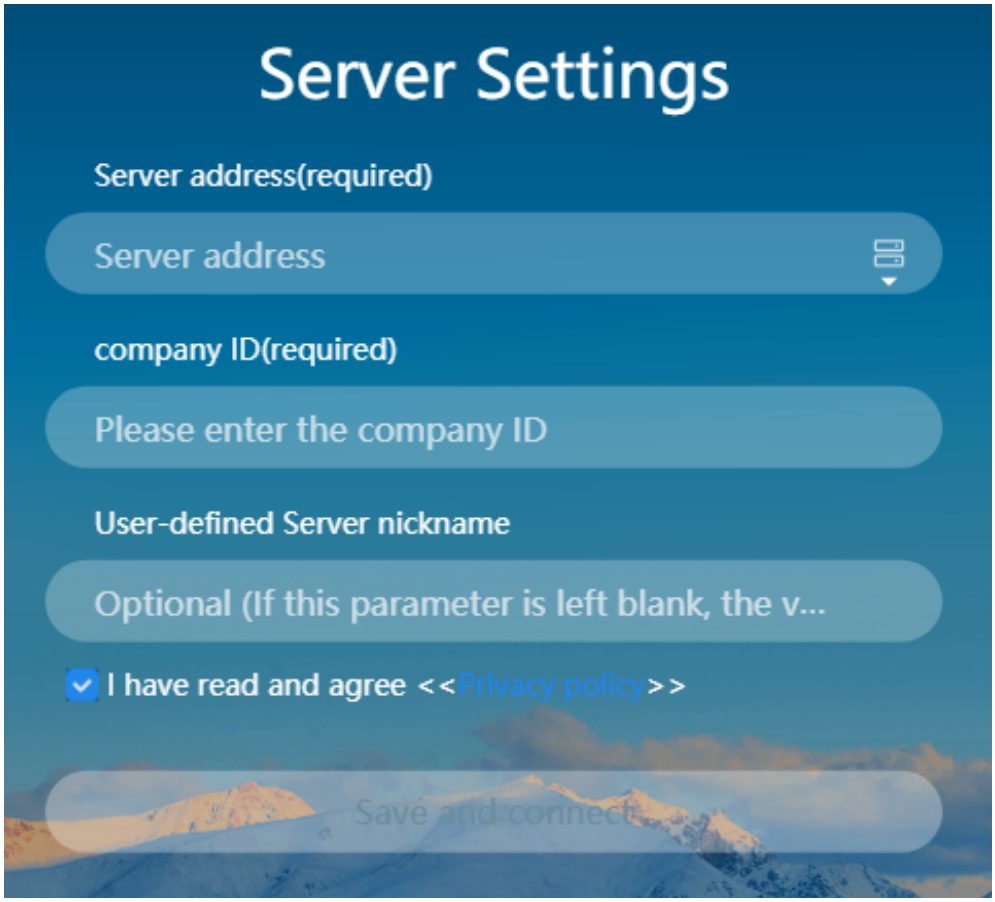
Figure 4-1 Server settings



Step 3 Click **Switch new style**.

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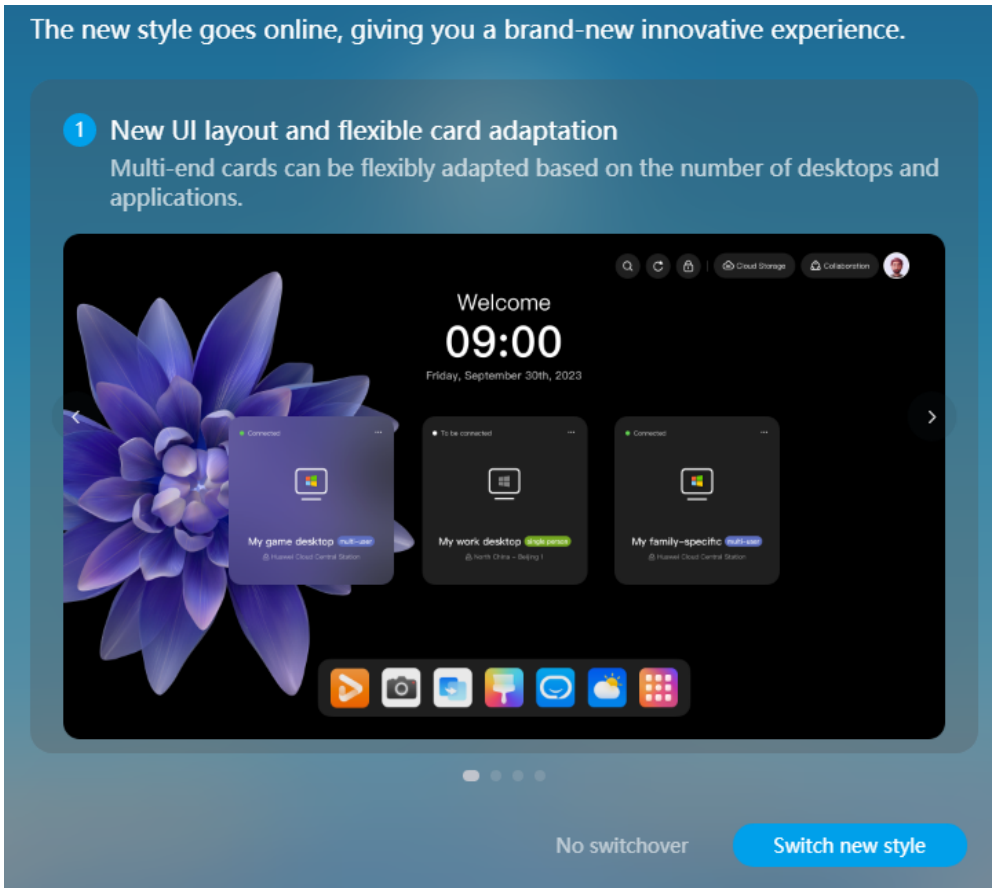

Step 4 Enter the username and password, and click **Log In**.

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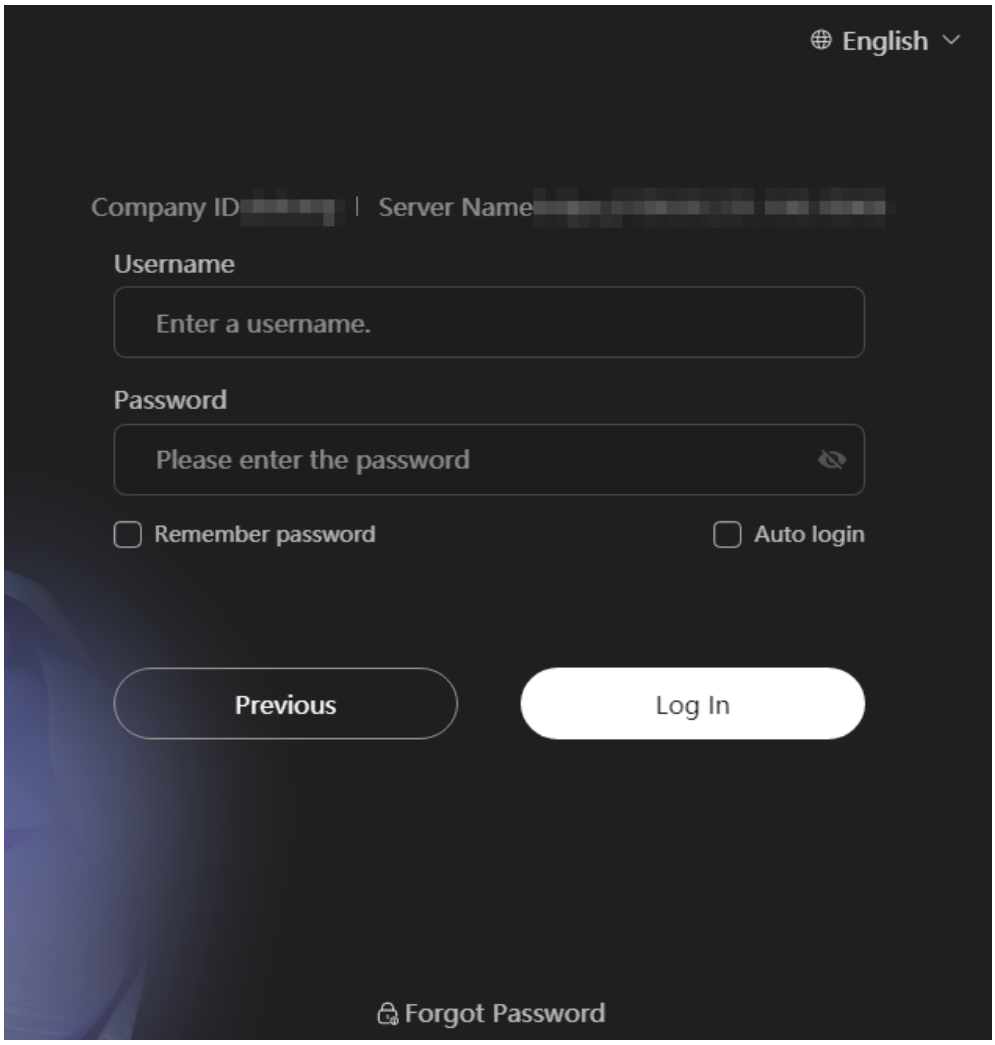

NOTE

- When you log in for the first time, set a new password as prompted and use the new password to log in again.
- If the account has multiple desktops, enter the username and password and click **Log In**. The desktop list is displayed. Click the target desktop to access it.
- If multi-factor authentication (MFA) has been enabled, pass MFA before login.

Step 5 (Optional) Complete password slider verification.

If the administrator enables password slider verification when configuring account and password authentication, the system triggers slider verification once consecutive invalid password attempts reach the configured threshold. The user can access desktops only after the verification is successful.

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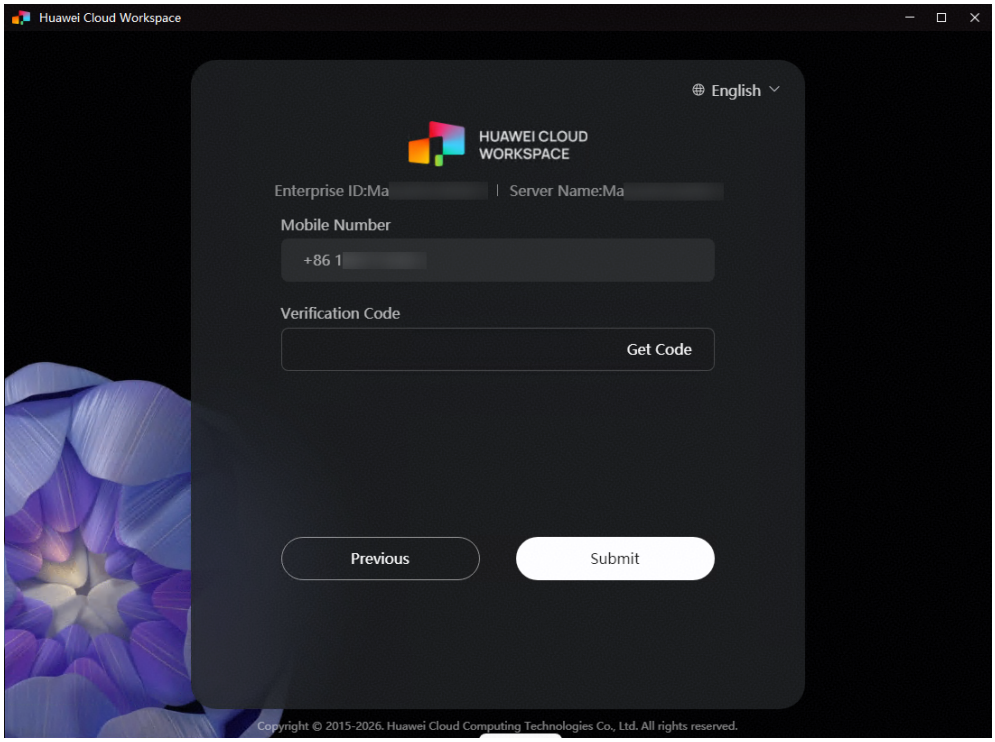
Step 6 (Optional) Complete SMS MFA.

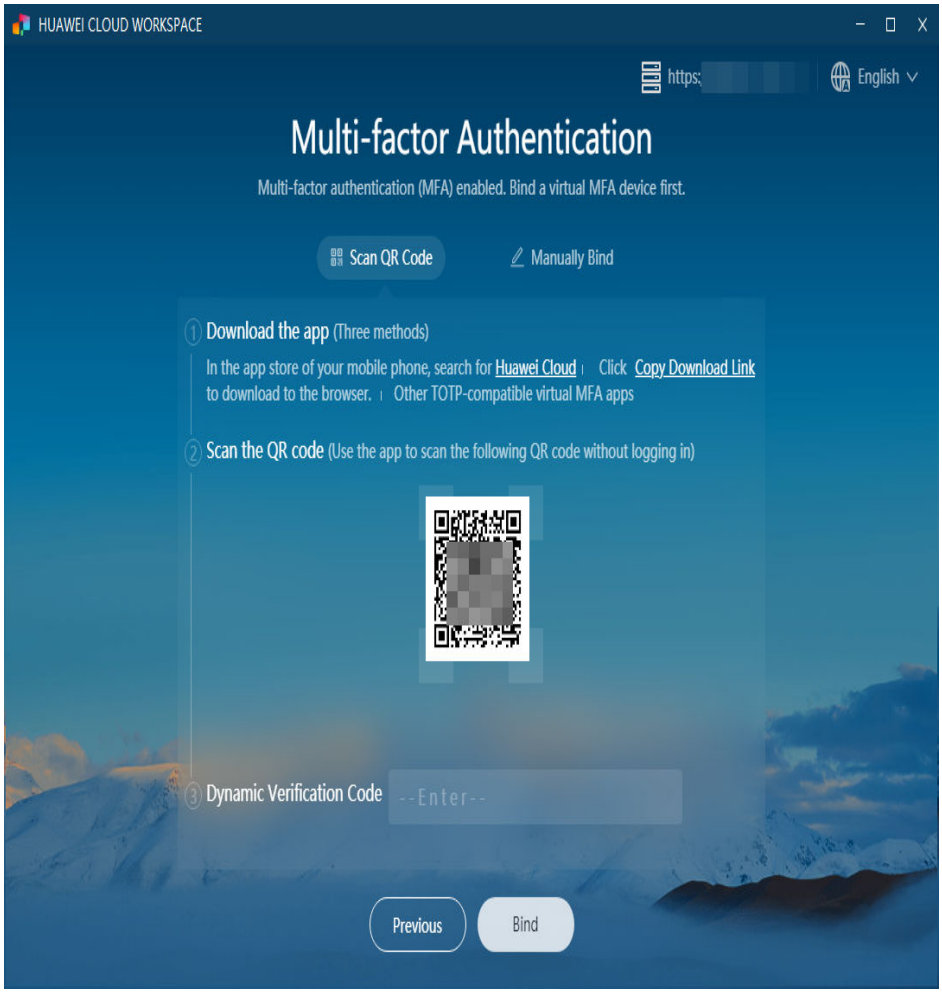
This function is available only when the administrator selects SMS MFA as the auxiliary authentication type in **MFA configuration**. After the user enters their password for primary verification, the system sends a one-time verification code to their bound mobile phone for secondary authentication.



Step 7 (Optional) Complete virtual MFA.

This function is available only when the administrator selects Virtual MFA as the auxiliary authentication type in **MFA configuration**. The user needs to enter their dynamic verification code generated by the MFA device to access the cloud desktop.

- After MFA is enabled, if Huawei Cloud's authentication system is used, bind a virtual MFA device when logging in to the desktop for the first time.



a. Download and install the Huawei Cloud app on a smart device (such as a mobile phone). Open the app and choose **Console** > **MFA**. The MFA tool page is displayed.

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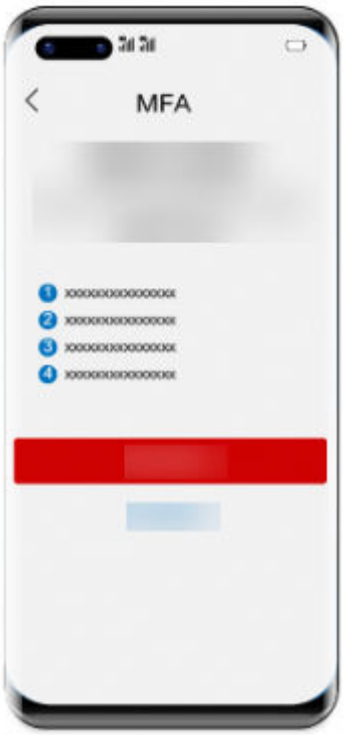

b. Select the QR code scanning or manual input mode to bind the device.

   - If you choose to scan the QR code, scan the QR code in the **Scan QR Code** area of the multi-factor authorization page of the Huawei Cloud Workspace client.
   - If you choose the manual input mode, obtain the account and key from the **Manually** area of the Workspace client and enter them on the MFA tool page of the smart device. Then, click **Add**.

c. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Workspace client.

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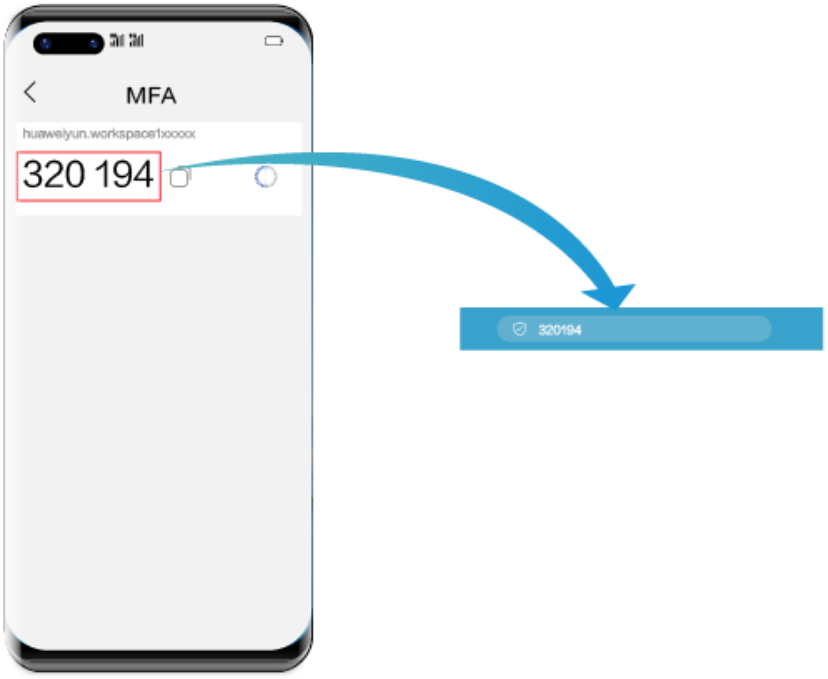

NOTE

The verification code is automatically refreshed.

d. On the multi-factor authorization page of the Workspace client, click **Bind**.

NOTE

If the account has multiple desktops, the desktop list will be displayed after you click **Bind**. Click the target desktop to access it.

- After MFA is enabled, if the Huawei Cloud's authentication system is used (excluding the first login) or if the enterprise's authentication system is used, directly enter the verification code for authentication.

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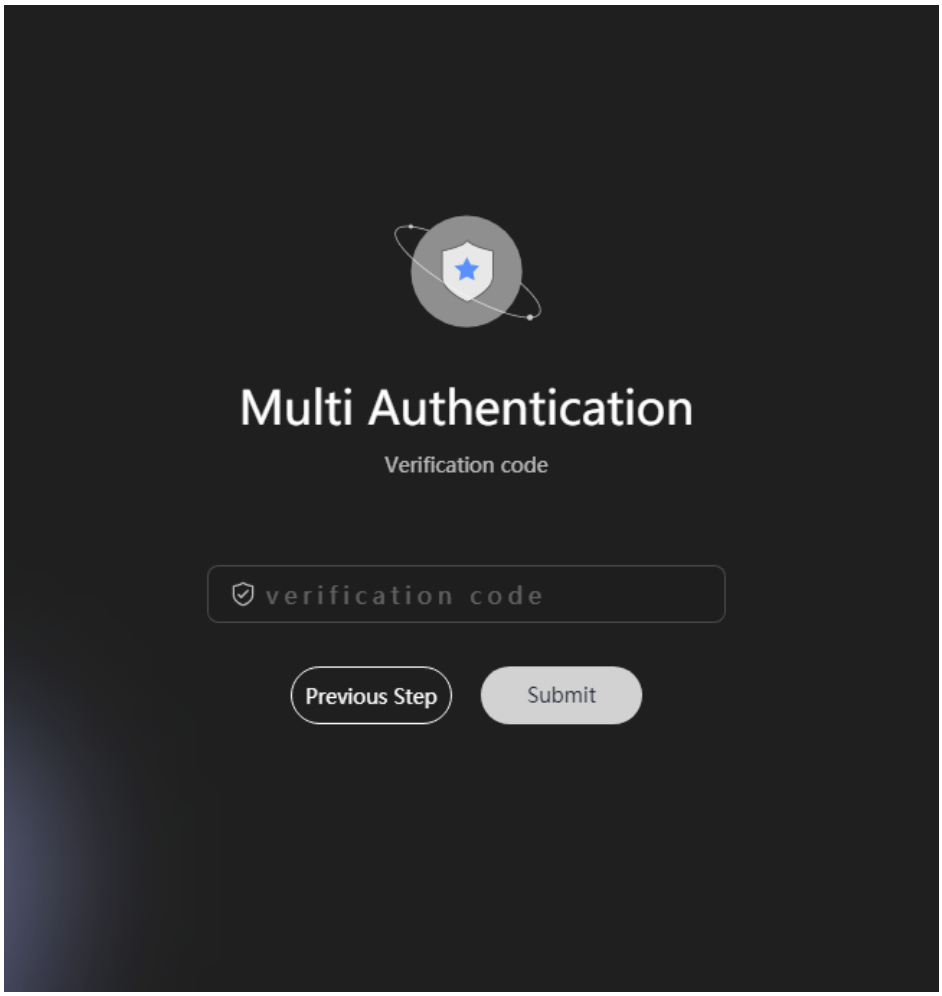

a. Open the Huawei Cloud app on a smart device (such as a mobile phone) and choose **Console** > **MFA**.

b. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Workspace client.

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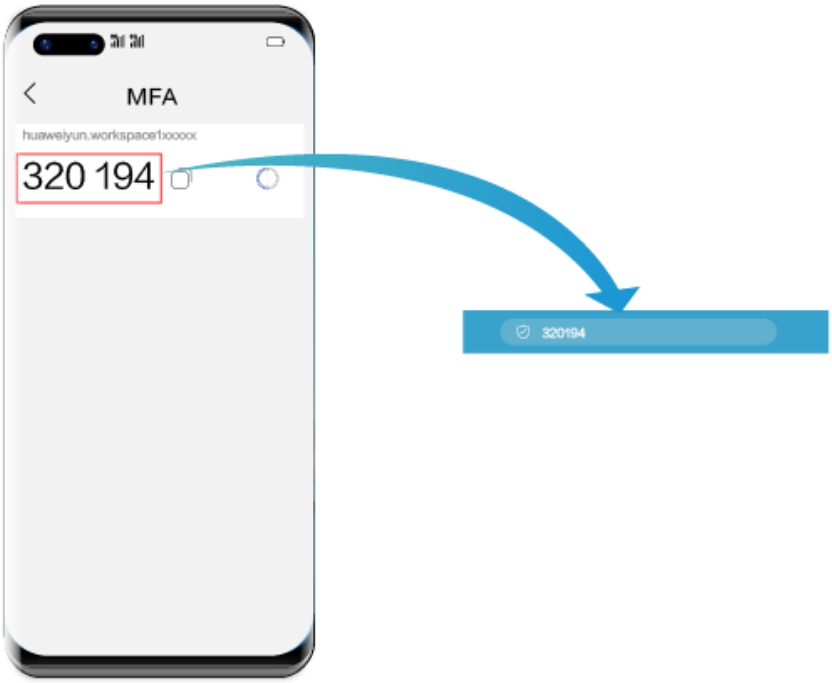

NOTE

The verification code is automatically refreshed.

c. On the multi-factor authorization page of the Workspace client, click **Submit**.

NOTE

If the account has multiple desktops, the desktop list will be displayed after you click **Submit**. Click the target desktop to access it.

----End

4.1.2 Logging In to a Desktop Using a TC

NOTE

Download the client.

Scenarios

Log in to Workspace from a thin client (TC).

Procedure

Step 1 Run the Huawei Cloud Workspace client on the TC.

Step 2 Configure the server address and enterprise ID, as shown in **Figure 4-2**.

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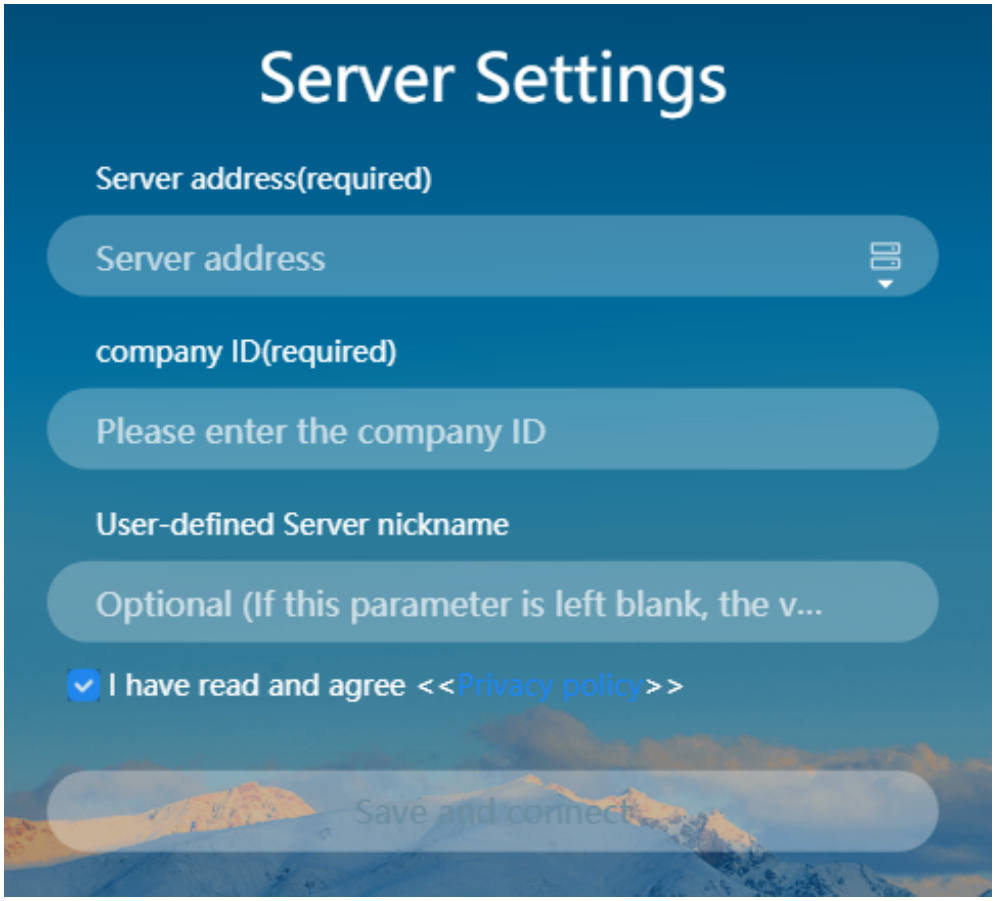
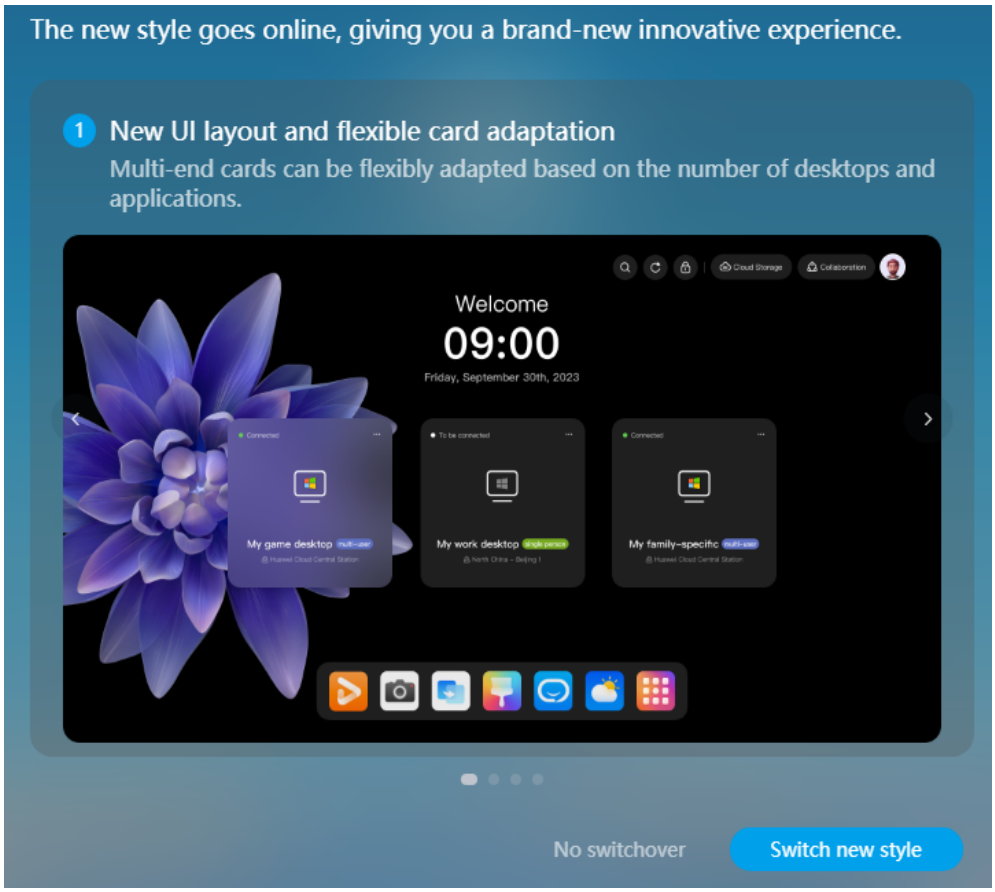
NOTE

- The server address and enterprise ID configuration pages vary according to the client version.
- Obtain the access address and enterprise ID from the notification email or administrator.

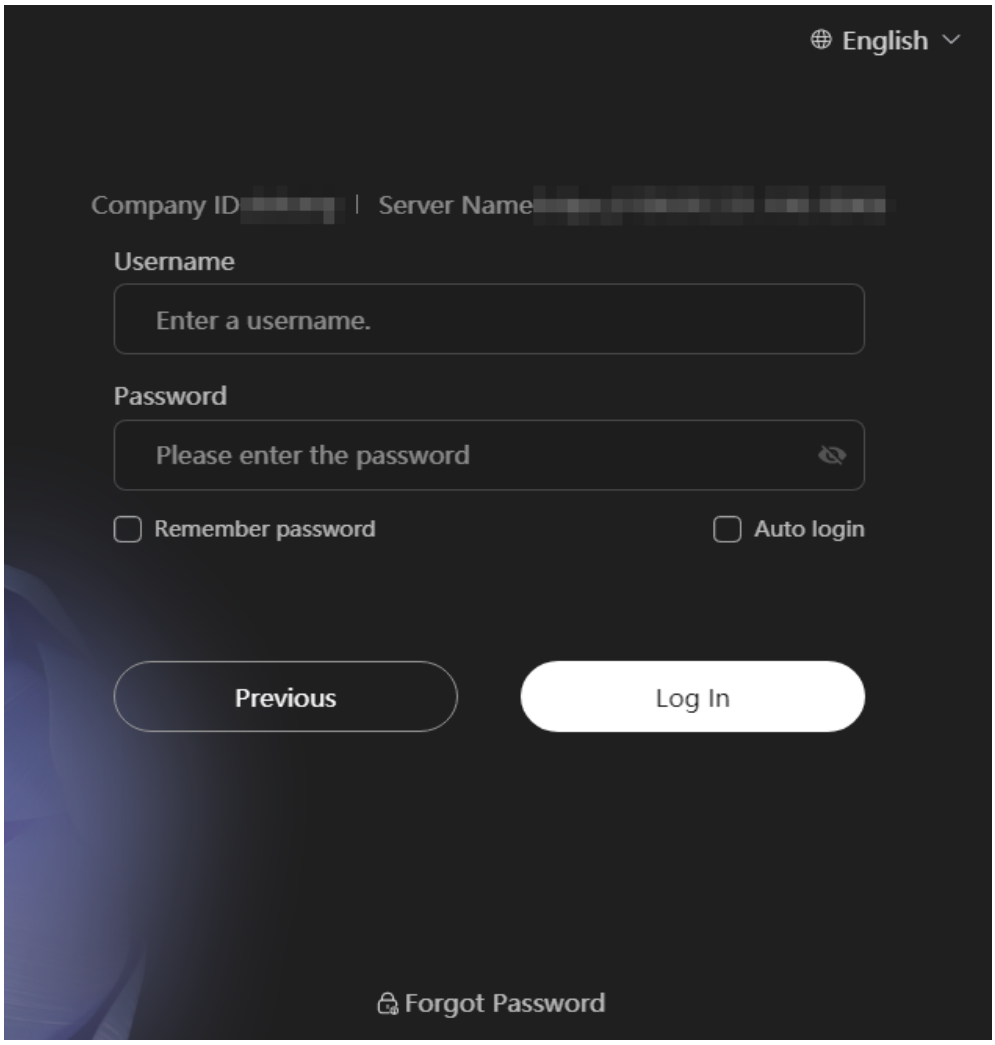
Figure 4-2 Server settings



Step 3 Click **Switch new style**.



Step 4 Enter the username and password, and click **Log In**.



NOTE

- When you log in for the first time, set a new password as prompted and use the new password to log in again.
- If the account has multiple desktops, enter the username and password and click **Log In**. The desktop list is displayed. Click the target desktop to access it.
- If multi-factor authentication (MFA) has been enabled, pass MFA before login.

Step 5 (Optional) Perform password slider verification.

If the administrator enables password slider verification when configuring account and password authentication, the system triggers slider verification once consecutive invalid password attempts reach the configured threshold. The user can access desktops only after the verification is successful.

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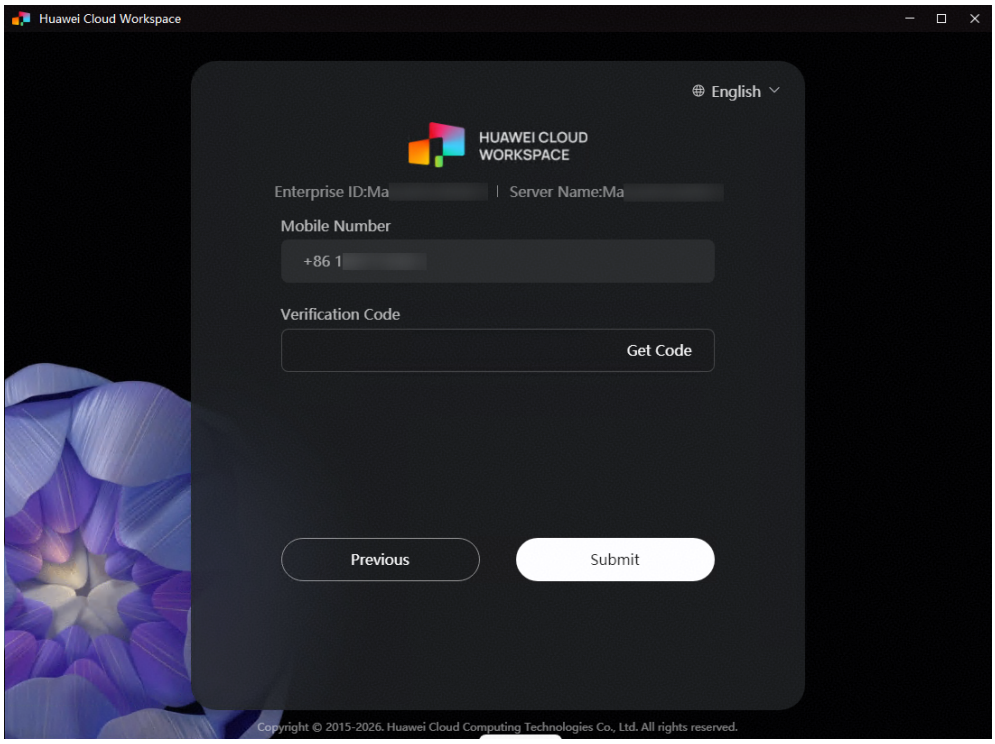
Step 6 (Optional) Complete SMS MFA.

This function is available only when the administrator selects SMS MFA as the auxiliary authentication type in **MFA configuration**. After the user enters their password for primary verification, the system sends a one-time verification code to their bound mobile phone for secondary authentication.



----End

4.1.3 Logging In to a Desktop Using a Mobile Terminal

NOTE

- **Download the client.**
- You can log in from a mobile device running Android 6.0 or later, with full support for stylus input. The login process is generally consistent across different mobile devices. As an example, follow the steps outlined below.

Scenarios

Log in to Workspace from a mobile terminal.

Procedure

Step 1 Run the Huawei Cloud Workspace client on the mobile terminal.

Step 2 Configure the server address and enterprise ID, as shown in **Figure 4-3**.

NOTE

The server address and enterprise ID configuration pages vary according to the client version.

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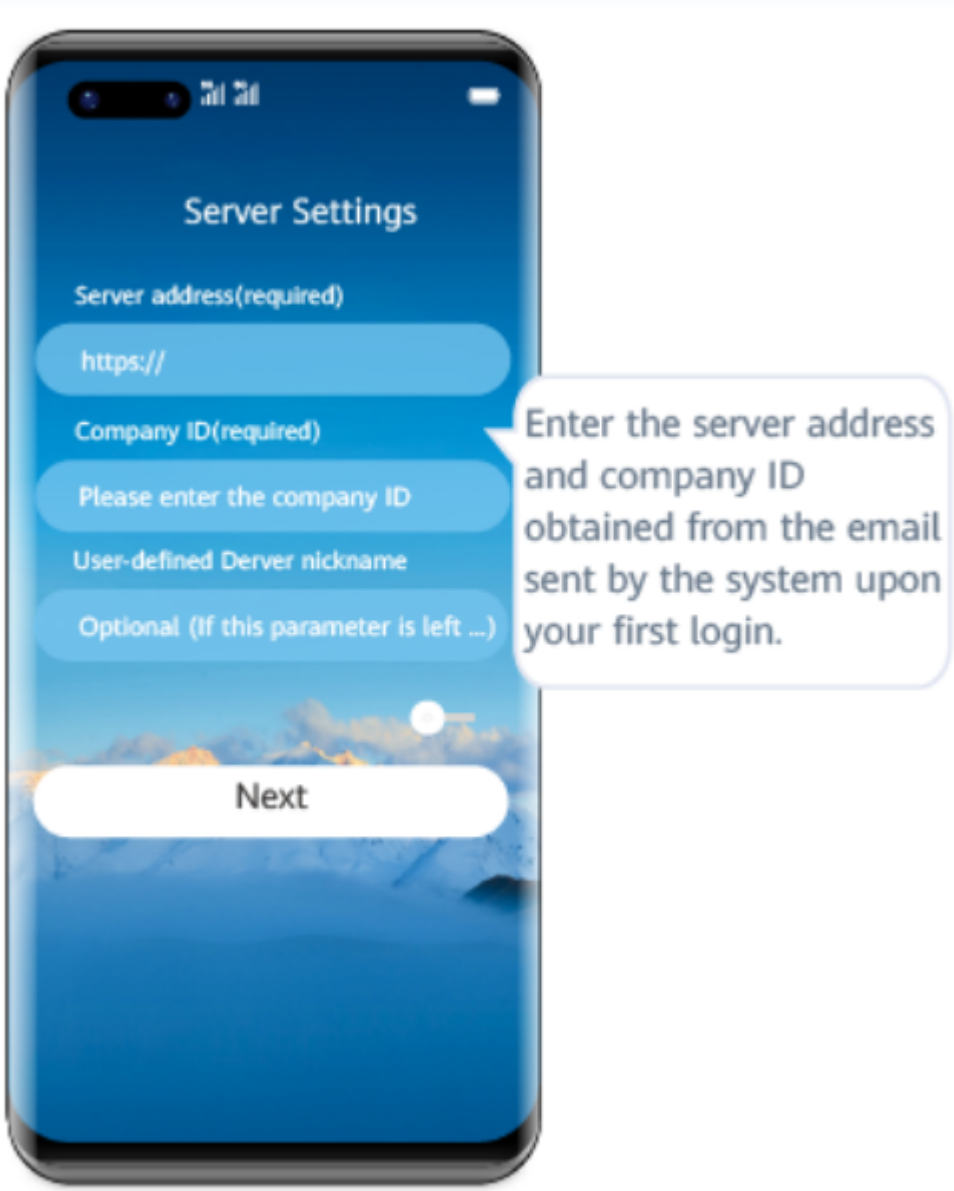
Figure 4-3 Server settings



Step 3 Click **Switch new style**.

Step 4 Enter the username and password to log in to the desktop. Upon the first login, you can use gestures.

NOTE

- When you log in for the first time, set a new password as prompted and use the new password to log in again.
- If the account has multiple desktops, enter the username and password and click **Log In**. The desktop list is displayed. Click the target desktop to access it.
- If multi-factor authentication (MFA) has been enabled, pass MFA before login.

Step 5 (Optional) Complete password slider verification.

If the administrator enables password slider verification when configuring account and password authentication, the system triggers slider verification once

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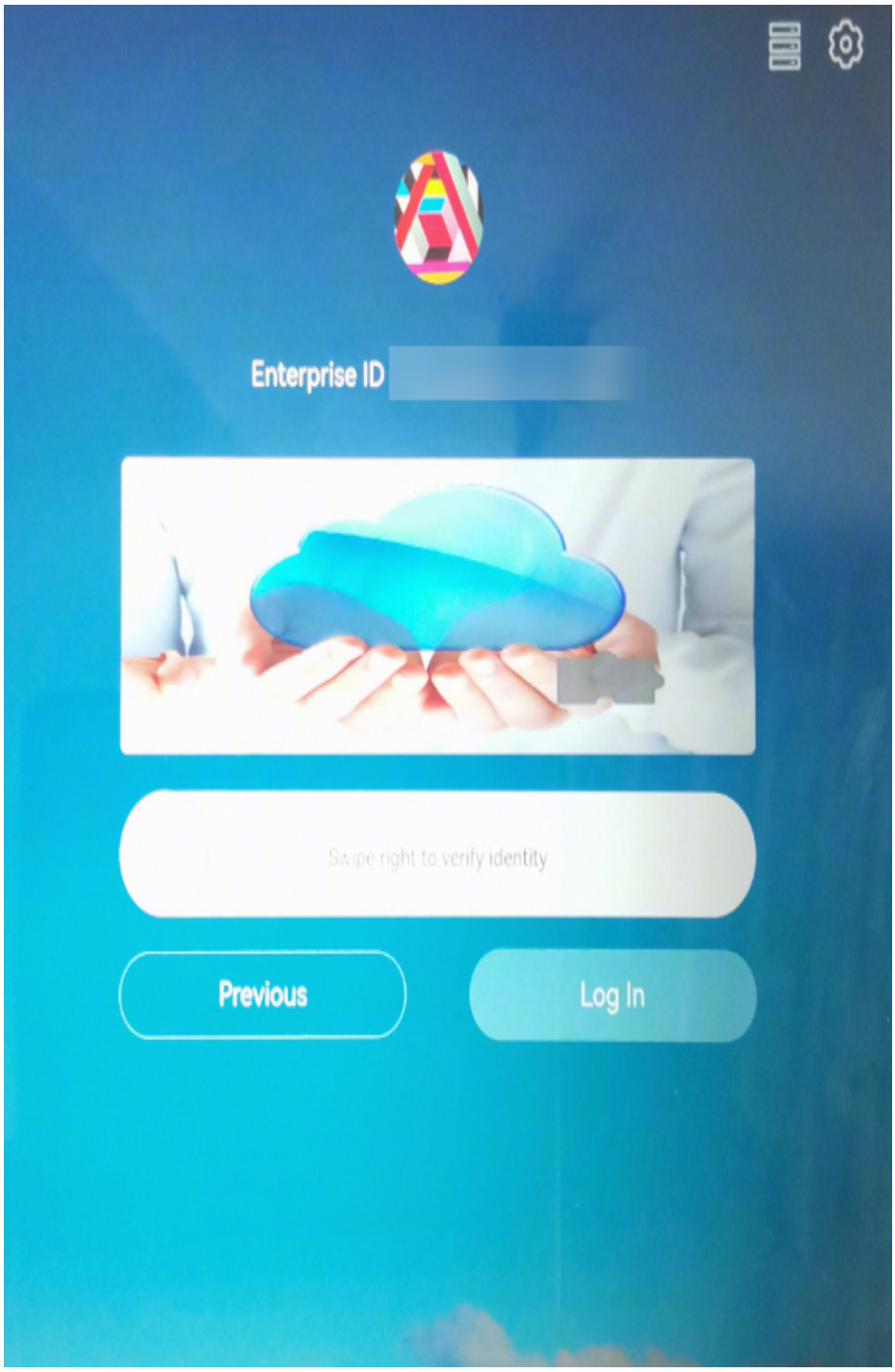
consecutive invalid password attempts reach the configured threshold. The user can access desktops only after the verification is successful.



Step 6 (Optional) Complete SMS MFA.

This function is available only when the administrator selects SMS MFA as the auxiliary authentication type in **MFA configuration**. After the user enters their password for primary verification, the system sends a one-time verification code to their bound mobile phone for secondary authentication.

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Step 7 (Optional) Perform MFA.

If the administrator **enables MFA**, the end user needs to enter the dynamic verification code generated by the MFA device to complete the authentication again and then can access the cloud desktop.

- After MFA is enabled, if Huawei Cloud's authentication system is used, bind a virtual MFA device to the desktop upon the first login.
  a. Download and install the Huawei Cloud app on a smart device (such as a mobile phone). Open the app and choose **Console** > **MFA**. The MFA tool page is displayed.



  b. Select the QR code scanning or manual input mode to bind the device.
     - If you choose to scan the QR code, scan the QR code in the **Scan QR Code** area of the multi-factor authorization page of the Huawei Cloud Workspace client.
     - If you choose the manual input mode, obtain the account and key from the **Manually** area of the Workspace client and enter them on the MFA tool page of the smart device. Then, click **Add**.

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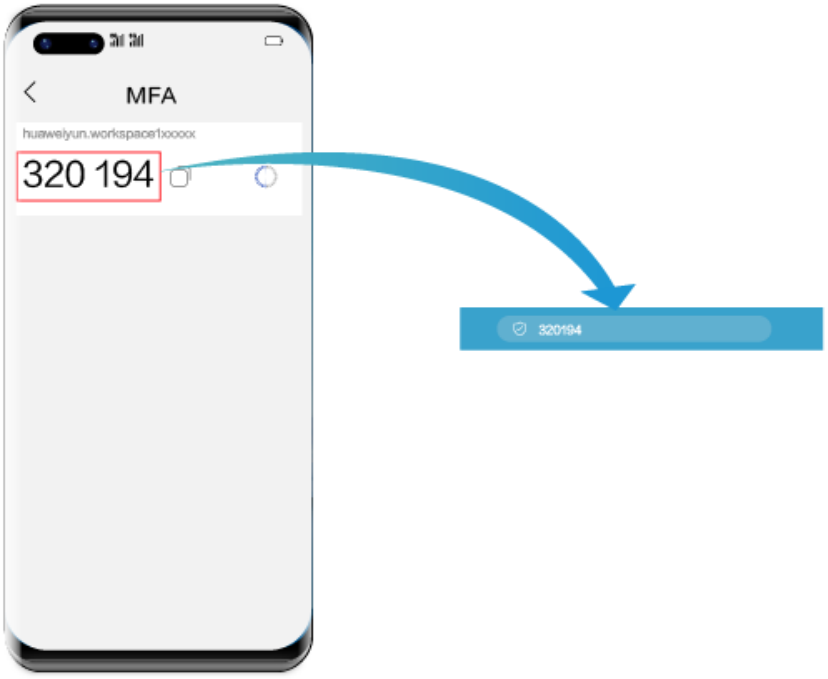
c. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Workspace client.



NOTE

The verification code is automatically refreshed.

d. On the multi-factor authorization page of the Workspace client, click **Bind**.

NOTE

If the account has multiple desktops, the desktop list will be displayed after you click **Bind**. Click the target desktop to access it.

- After MFA is enabled, if the Huawei Cloud's authentication system is used (excluding the first login) or if the enterprise's authentication system is used, directly enter the verification code for authentication.

  a. Open the Huawei Cloud app on a smart device (such as a mobile phone) and choose **Console** > **MFA**.

  b. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Workspace client.

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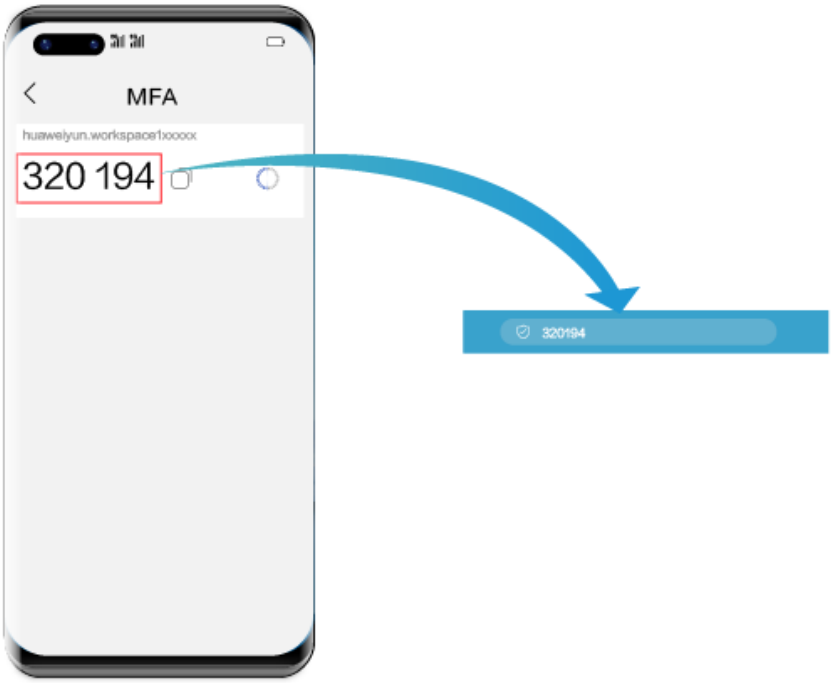

NOTE

The verification code is automatically refreshed.

c. On the multi-factor authorization page of the Workspace client, click **Submit**.

NOTE

If the account has multiple desktops, the desktop list will be displayed after you click **Submit**. Click the target desktop to access it.

----End

4.2 Old GUI

4.2.1 Logging In to a Desktop Using an SC

NOTE

- **Download the client.**
- You can log in from a Windows 10 PC or a Mac running macOS 10.14-15.2 or 26.1.
- When security software displays a dialog box, allow the installation to continue.

- **Obtain the desktop login information email sent by the system.**

  NOTE

  The notification emails are slightly different depending on whether the AD is interconnected. Refer to the actual notification email.

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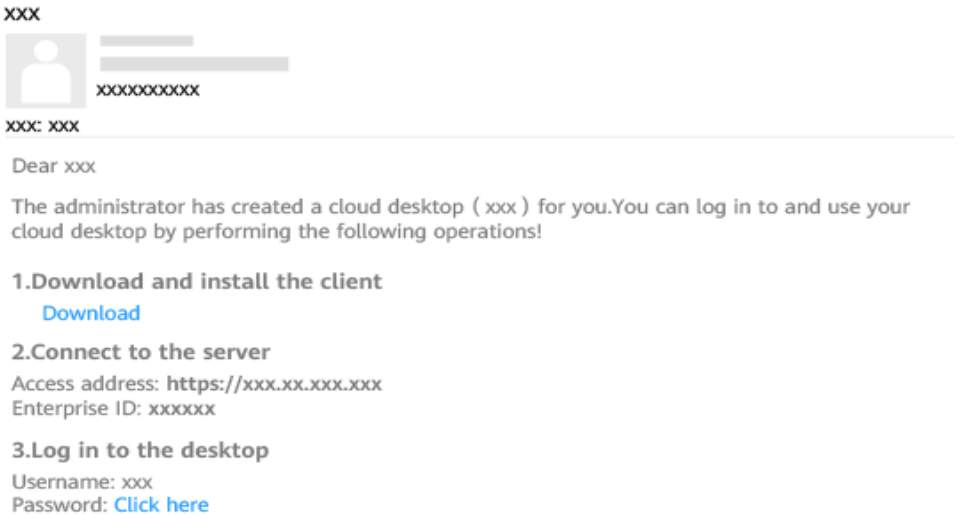


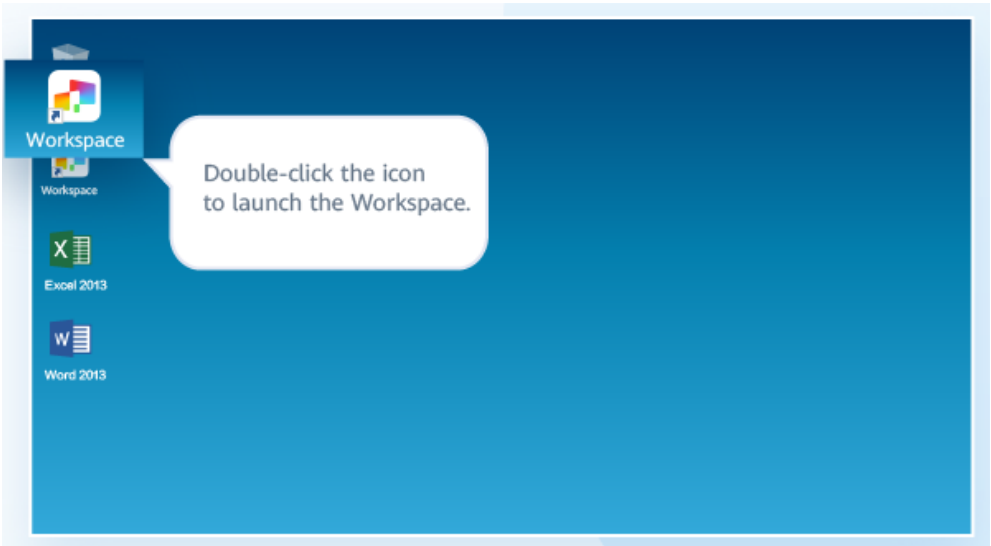
- **Download the client and install it.**

  In the notification email, click the download link to go to the client download page and obtain the client installation package.

- **Start the client.**

  NOTE

  If you are using a macOS PC, set the system preferences before starting the client for the first time. Otherwise, characters cannot be entered on the cloud desktop. Choose **System Preferences** > **Security & Privacy** > **Input Monitoring**, select **HDPViewer**, and switch the input mode to English.



- **Configure the server address and enterprise ID**.

  On the **Server Settings** page, configure the server address and enterprise ID.

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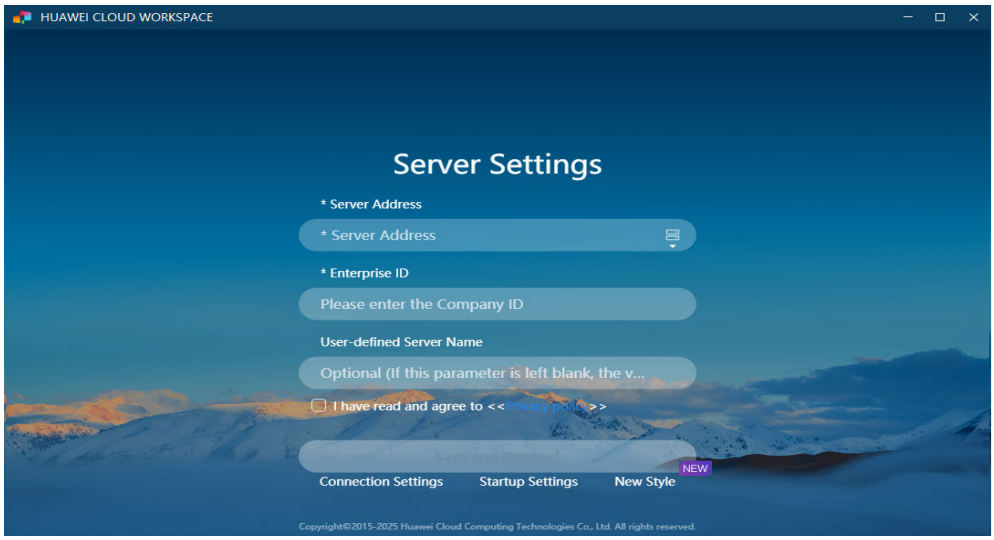
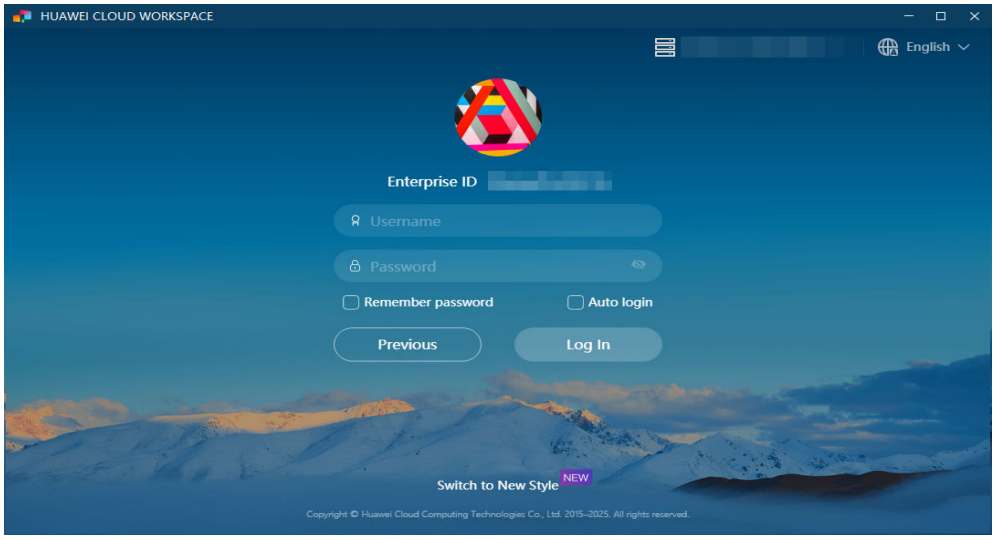


- **Log in to a desktop**.

  Enter the username and password, and click **Log In**.

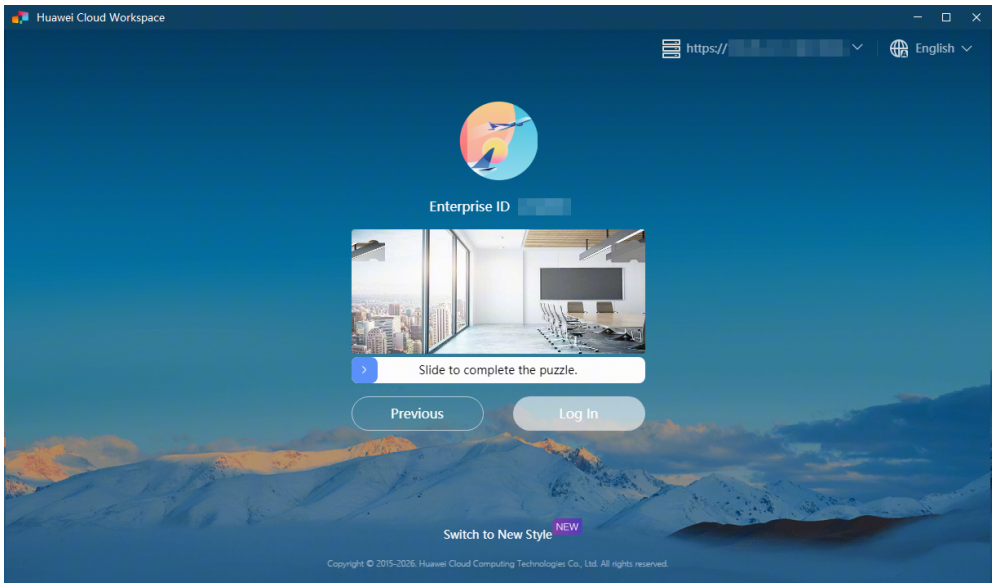


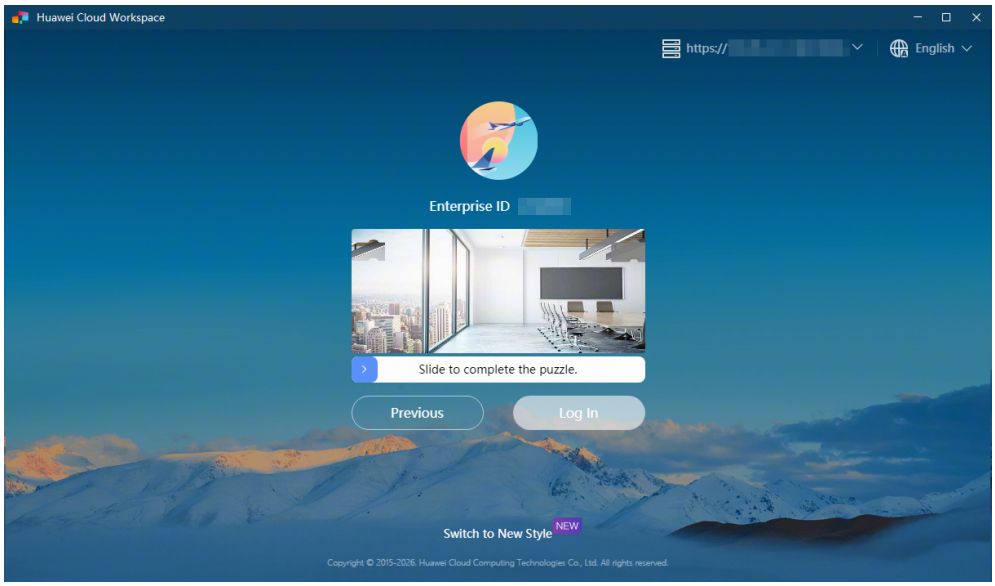
  NOTE

  - If the account has multiple desktops, enter the username and password and click **Log In**. The desktop list is displayed. Click the target desktop to access it.
  - After the administrator enables multi-factor authentication (MFA), you need to enter the dynamic verification code again and then access the cloud desktop.

(Optional) Perform password slider verification.

If the administrator enables password slider verification when configuring account and password authentication, the system triggers slider verification once consecutive invalid password attempts reach the configured threshold. The user can access desktops only after the verification is successful.



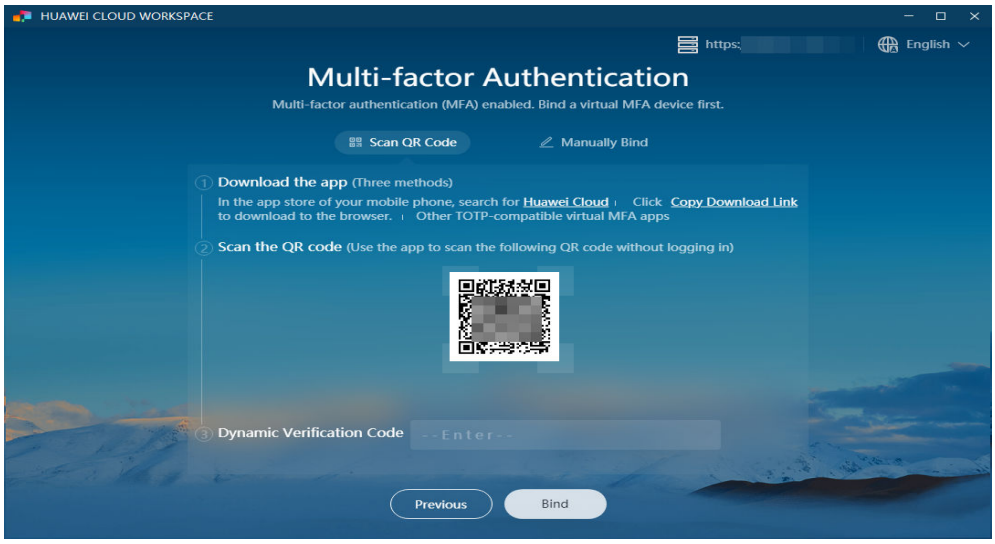


(Optional) Perform MFA.

NOTE

If the administrator enables MFA, the end user needs to enter the dynamic verification code generated by the MFA device to complete the authentication again and then can access the cloud desktop.

- After MFA is enabled, if Huawei Cloud's authentication system is used, bind a virtual MFA device to the desktop upon the first login.



a. Download and install an application that supports TOTP on a smart device, such as a mobile phone.

b. On the MFA tool page of the smart device, choose **Scan QR Code** or **Manually Bind** to bind the device.

   NOTE

   Your operation is subject to the application you use.

   i. If you choose to scan the QR code, scan the QR code in the **Scan QR Code** area of the multi-factor authorization page of the Workspace client.

   ii. If you choose the manual input mode, obtain the account and key from the **Manually Bind** area of the Workspace client and enter them in the text box. Then, click **Add**.

c. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Workspace client.

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NOTE

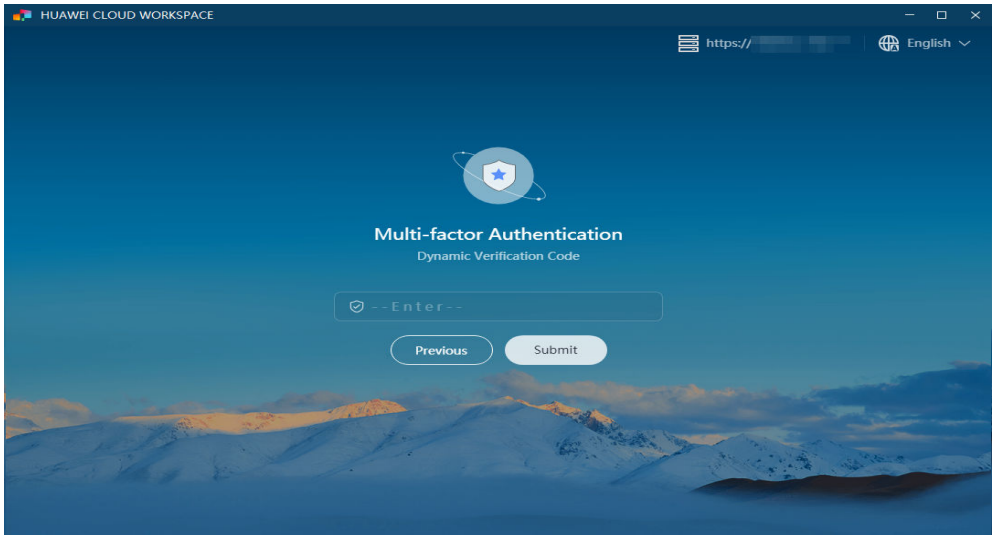
The preceding verification code page is only an example. The actual page varies depending on the application in use.

d. On the multi-factor authentication page of the Workspace client, confirm the binding.

NOTE

If the account has multiple desktops, the desktop list will be displayed after you click **Bind**. Click the target desktop to access it.

- After MFA is enabled, use the Huawei Cloud's authentication system. If this is not the first time of login to the desktop, use the enterprise's authentication system and directly enter the verification code generated for authentication.



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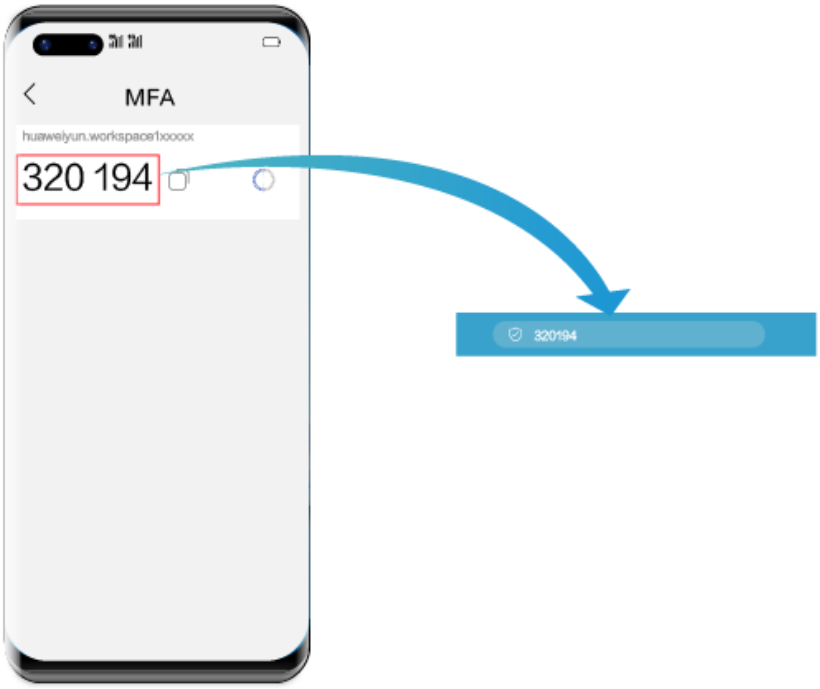
a. Open an application that supports TOTP on a smart device, such as a mobile phone, and access the MFA tool page.

b. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Workspace client.



NOTE

The preceding verification code page is only an example. The actual page varies depending on the application in use.

c. On the multi-factor authentication page of the Workspace client, submit the information.

NOTE

If the account has multiple desktops, the desktop list will be displayed after you click **Submit**. Click the target desktop to access it.

4.2.2 Logging In to a Desktop Using a TC

NOTE

Download the client.

- **Connect cables and power on the TC.**
- If you log in for the first time, choose **Start** > **Control Center** > **Workspace** on the TC desktop to open the client.

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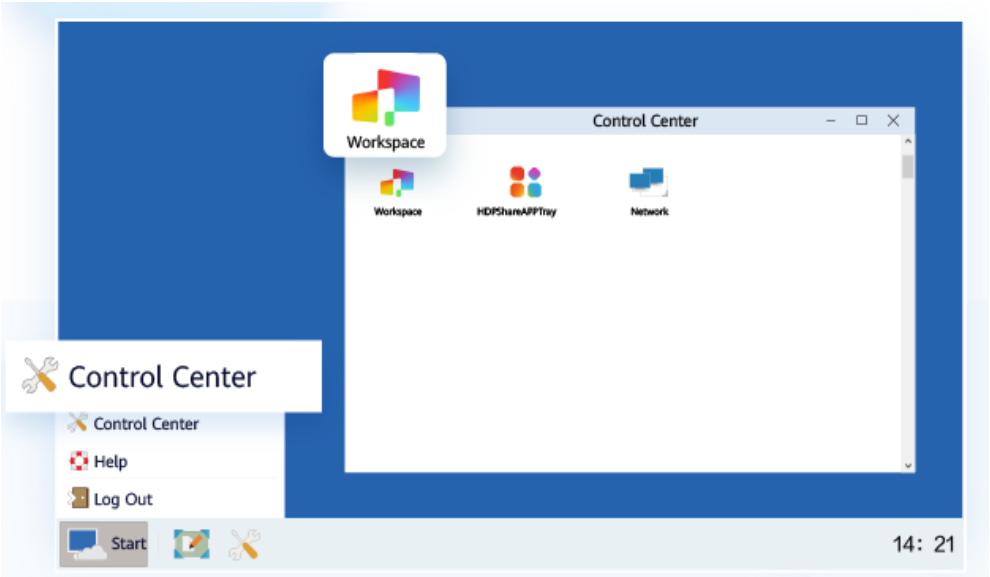
NOTE

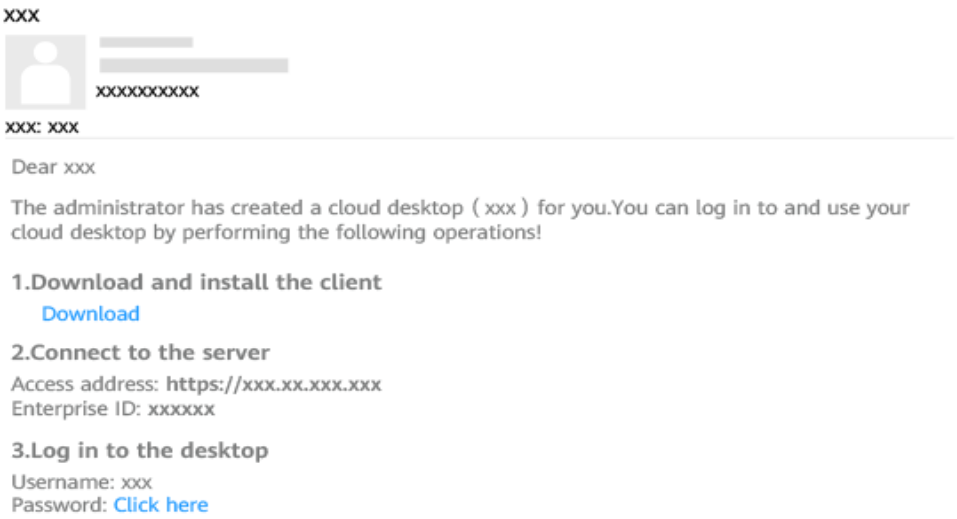
After some TCs are powered on, the software list page including the Workspace client is displayed. You can click  to access the server settings page of Workspace. Refer to the actual information displayed on the TC.



- **Obtain the desktop login information email sent by the system.**

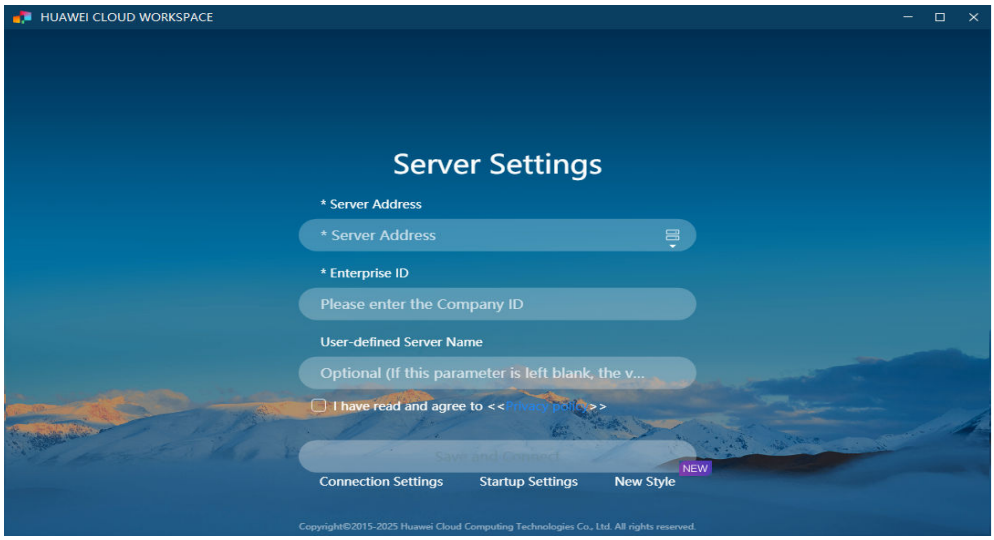
  NOTE

  The notification emails are slightly different depending on whether the AD is interconnected. Refer to the actual notification email.

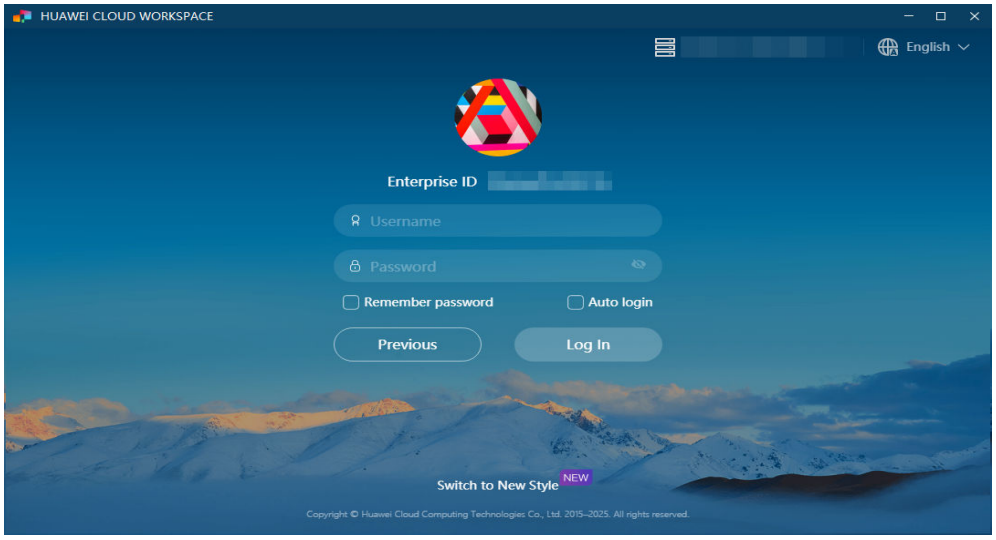
- **Configure the server address and enterprise ID**.

  On the **Server Settings** page, configure the server address and enterprise ID.



- **Logging in to a desktop**

  Enter the username and password, and click **Log In**.



  NOTE

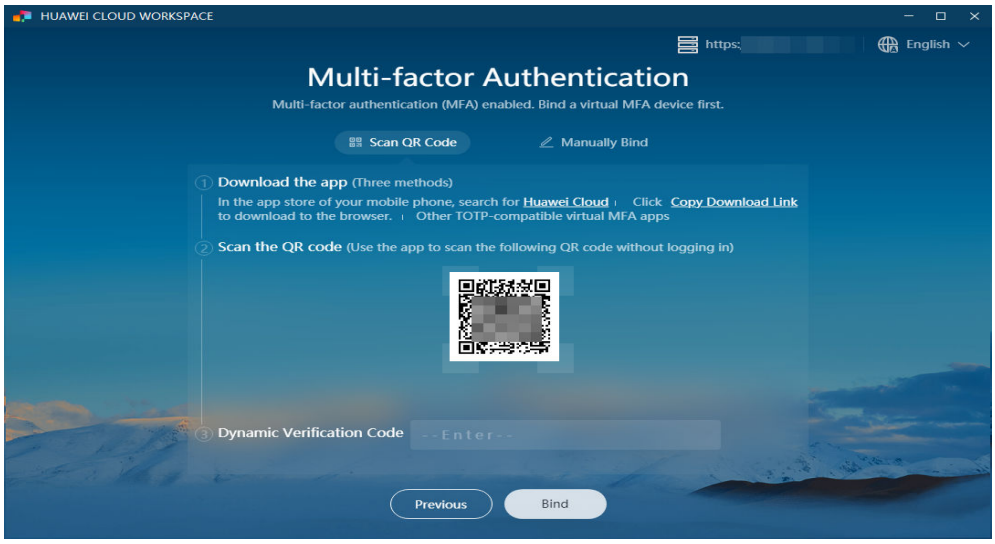
  - If the account has multiple desktops, enter the username and password and click **Log In**. The desktop list is displayed. Click the target desktop to access it.
  - After the administrator enables multi-factor authentication (MFA), you need to enter the dynamic verification code again and then access the cloud desktop.

  (Optional) Perform MFA.

  NOTE

  If the administrator enables MFA, the end user needs to enter the dynamic verification code generated by the MFA device to complete the authentication again and then can access the cloud desktop.

- After MFA is enabled, if Huawei Cloud's authentication system is used, bind a virtual MFA device to the desktop upon the first login.



a. Download and install an application that supports TOTP on a smart device, such as a mobile phone.

b. On the MFA tool page of a smart device (such as a mobile phone), choose **Scan QR Code** or **Manually Bind** to bind the device..

   NOTE

   Your operation is subject to the application you use.

   i. If you choose to scan the QR code, scan the QR code in the **Scan QR Code** area of the multi-factor authorization page of the Workspace client.

   ii. If you choose the manual input mode, obtain the account and key from the **Manually Bind** area of the Workspace client and enter them in the text box. Then, click **Add**.

c. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Workspace client.

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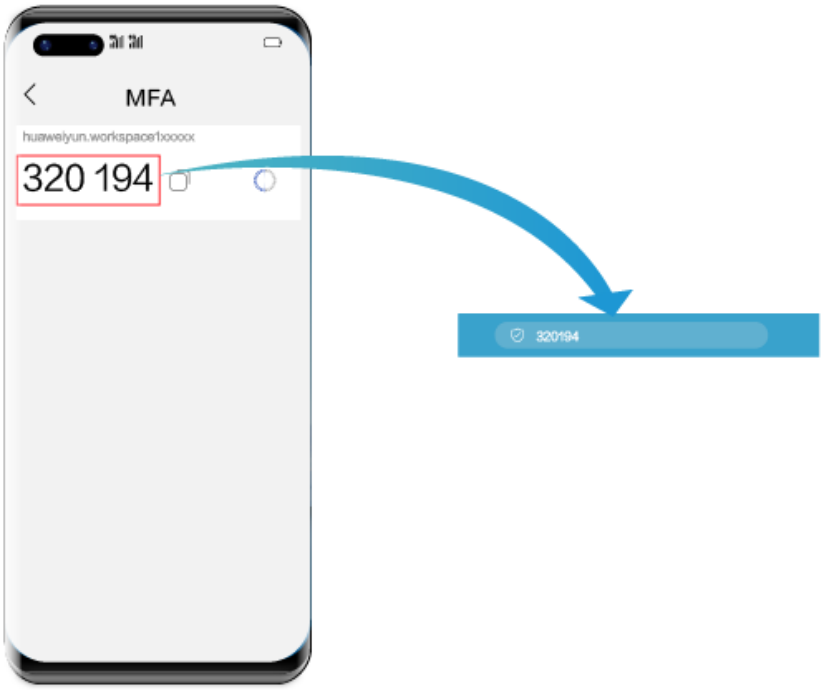


NOTE

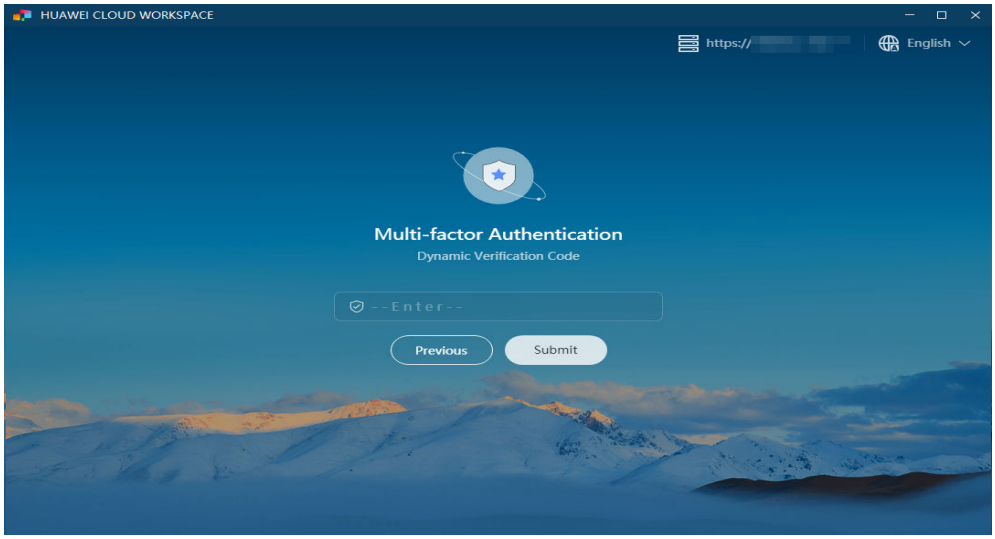
The preceding verification code page is only an example. The actual page varies depending on the application in use.

d. On the multi-factor authorization page of the Workspace client, click **Bind**.

NOTE

If the account has multiple desktops, the desktop list will be displayed after you click **Bind**. Click the target desktop to access it.

- After MFA is enabled, use the Huawei Cloud's authentication system. If this is not the first time of login to the desktop, use the enterprise's authentication system and directly enter the verification code generated for authentication.



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a. Open an application that supports TOTP on a smart device, such as a mobile phone, and access the MFA tool page.

b. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Workspace client.



NOTE

The preceding verification code page is only an example. The actual page varies depending on the application in use.

c. On the multi-factor authorization page of the Workspace client, click **Submit**.

NOTE

If the account has multiple desktops, the desktop list will be displayed after you click **Submit**. Click the target desktop to access it.

4.2.3 Logging In to a Desktop Using a Mobile Terminal

NOTE

- **Download the client.**
- You can log in from a mobile device running Android 6.0 or later, with full support for stylus input. The login process is generally consistent across different mobile devices. As an example, follow the steps outlined below.

- **Obtain the desktop login information email sent by the system.**

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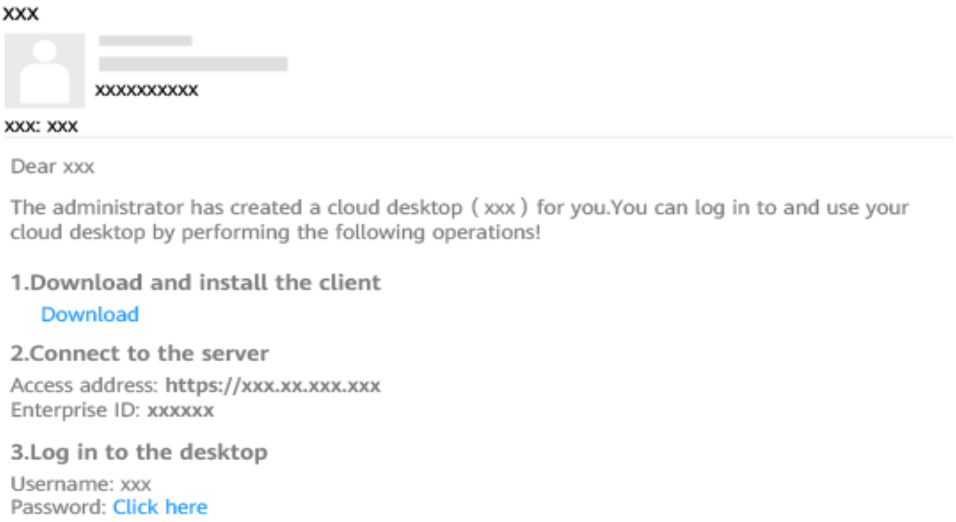
NOTE

The notification emails are slightly different depending on whether the AD is interconnected. Refer to the actual notification email.



- **Start the client and configure the server address and enterprise ID.**

  On the **Server Settings** page, configure the server address and enterprise ID.



- **Enter the user name and password to log in to the desktop. Upon the first login, you can use gestures and touch to adapt to the desktop.**



NOTE

- If the account has multiple desktops, enter the username and password and click **Log In**. The desktop list is displayed. Click the target desktop to access it.
- After the administrator enables multi-factor authentication (MFA), you need to enter the dynamic verification code again and then access the cloud desktop.

(Optional) Perform MFA.

- After MFA is enabled, if Huawei Cloud's authentication system is used, bind a virtual MFA device to the desktop upon the first login.

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a. Download and install an application that supports TOTP on a smart device, such as a mobile phone.

b. On the MFA tool page of the smart device, choose **Scan QR Code** or **Manually Bind** to bind the device.

   NOTE

   Your operation is subject to the application you use.

   i. If you choose to scan the QR code, scan the QR code in the **Scan QR Code** area of the multi-factor authorization page of the Workspace client.

   ii. If you choose the manual input mode, obtain the account and key from the **Manually Bind** area of the Workspace client and enter them in the text box. Then, click **Add**.

c. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Workspace client.

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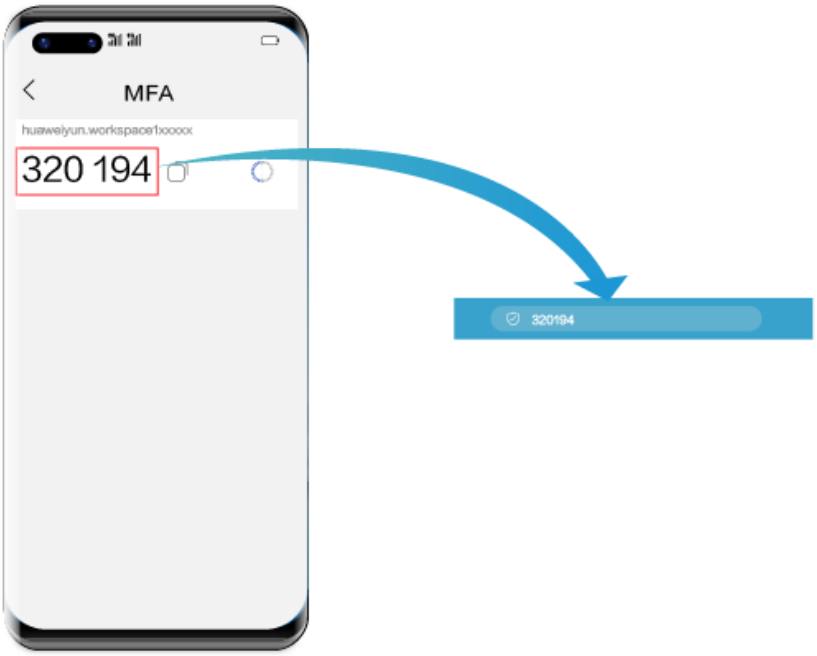

NOTE

The preceding verification code page is only an example. The actual page varies depending on the application in use.

d. On the multi-factor authorization page of the Workspace client, click **Bind**.

NOTE

If the account has multiple desktops, the desktop list will be displayed. Click the target desktop to access it.

- After MFA is enabled, use the Huawei Cloud's authentication system. If this is not the first time of login to the desktop, use the enterprise's authentication system and directly enter the verification code generated for authentication.

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1. Open an application that supports TOTP on a smart device, such as a mobile phone, and access the MFA tool page.
2. Enter the dynamic verification code generated by the virtual MFA device bound to the smart device in the verification code text box on the Huawei Workspace client.

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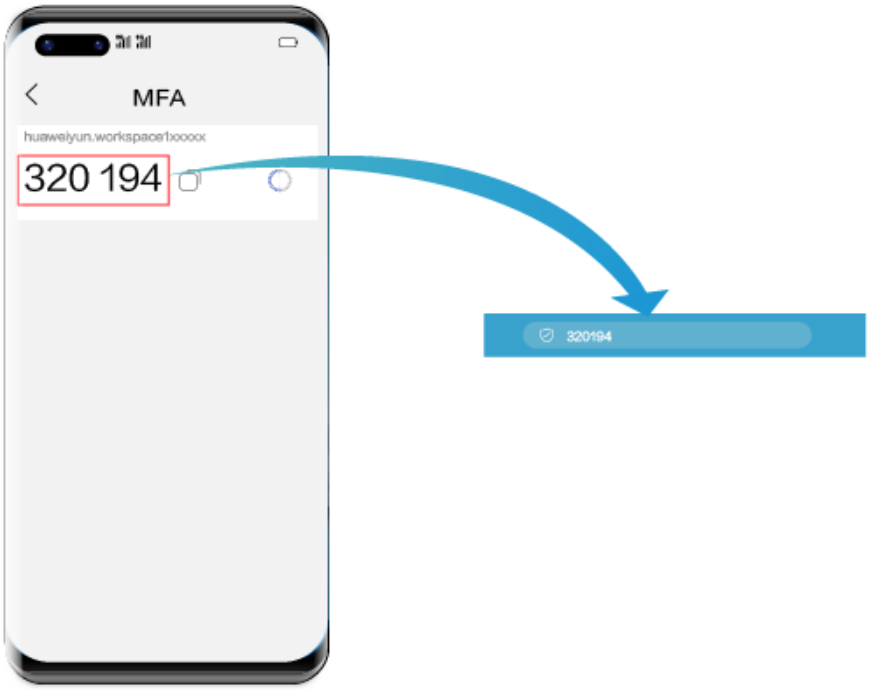

NOTE

The preceding verification code page is only an example. The actual page varies depending on the application in use.

3. On the multi-factor authorization page of the Workspace client, click **Submit**.

NOTE

If the account has multiple desktops, the desktop list will be displayed after you click **Submit**. Click the target desktop to access it.

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5 Using Desktop Assistant

5.1 New GUI
5.2 Old GUI

5.1 New GUI

This section describes how to use the real-time data reporting function on a desktop.

NOTE

Android TCs, mobile devices, and CT3200 TCs do not support real-time data reporting.

- After you log in to a desktop, the icon of real-time data reporting (

) is displayed.
- App Center not available: After you click the icon to view the real-time data reporting function bar, the figure below appears.



- App Center available: After you click the icon to view the real-time data reporting function bar, the figure below appears.



- You can drag on the right of the real-time data reporting function bar to stretch the border. The functions can be displayed in a tiled layout.



- You can drag the icon of real-time data reporting to the top of the cloud desktop. If the desktop remains inactive for a period of time, the function bar will be collapsed to the top of the desktop. You can click  to display the entire function bar again.

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- For a dual-monitor cloud desktop, the icon of real-time data reporting cannot be dragged to the secondary monitor.

Table 5-1 Functions of real-time data reporting

Function	Operation
	Double-click it to view the network data and resource load status, as shown in **Table 5-4**.
	Click it to view the cloud app center.
	Click it to display the desktop list of the user. If there are multiple desktops, you can click any of the desktops.
	Click it to initiate or join collaboration.
	Click it to access the settings page. For details, see **Table 5-2**.
	Click it to access more settings: • **Ctrl** + **Alt** + **Del** • Click it to transfer files. For details, see **Table 5-3**.
	Click it to minimize the desktop GUI.
	Click it to switch between the full-screen and windowed modes.
	Click it to close the desktop.
	Click it to open the Workspace AI assistant.

Table 5-2 Setting items

Item	Operation
Multiscreen	**Multi-monitor Connection**: The desktop can be displayed on multiple monitors. The configuration takes effect after re-login.
Devlist	View the connected devices. If a new device is connected, click **update** to view the device. You are advised to retain the default value **adapt to relative mode(default)** for **Mouse mode**.

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Item	Operation
Advanced	• **Client Window on Top**: After this function is enabled, the client remains on the top of all windows. • **Hardware Accelerate**: Disabling hardware acceleration will reduce the graphics processing capability. • **Audio Enhancement**: After this function is enabled, the voice enhancement effect on the cloud desktop is improved. • **Audio Device Alerts**: When enabled, microphone volume is adjusted automatically. Alerts will be triggered if speaker volume is too low or the microphone is disconnected. • **enable automatic toolbar display**: After this function is enabled, the floating bar in the upper middle of the desktop page is hidden. The floating bar is displayed only after you move the cursor to the corresponding position. • **Floating Bar Size Level**: The default value is **2**. You can adjust the floating bar size. • **Adaptive Zoom Ratio**: You are advised to retain the default setting. • **Screen Recording Icon Display**: After this function is enabled, an icon is displayed if screen recording is being performed on the desktop. • **Notification on High Core Resource Load**: After this function is enabled, notifications on high network/CPU/ memory load will be displayed. • **SmartBall Auto-Hide**: When enabled, the SmartBall will hide after 10s. Move your mouse to the top of the screen to bring it back. • **Real-time Frame Rate Display**: After this function is enabled, the frame rate is displayed on the desktop in real time. • **Transmission Type**: You can select **TCP** or **UDP** from the drop-down list. **NOTE** This function requires that the client and AccessAgent versions be 26.6.0 or later.
About	View the client version number and copyright information.

Table 5-3 File transfer

Item	Operation
Upload	• Upload a file: You can upload a file from a local computer to a cloud desktop. 1. Click **Upload** and select **Upload File**. 2. Select the file to be uploaded on the local PC and click **Open**. 3. Wait until the file is uploaded. • Upload a folder: You can upload a folder from a local computer to a cloud desktop. 1. Click **Upload** and select **Upload Folder**. 2. Select the folder to be uploaded on the local PC and click **Open**. 3. Wait until the folder is uploaded.
Download	• Download a file: You can download a file from a cloud desktop to a local computer. 1. Click **Download** and select **Download File**. 2. Select the file to be downloaded on the cloud desktop and click **Open**. 3. Wait until the file is downloaded. • Download a folder: You can download a folder from a cloud desktop to a local computer. 1. Click **Download** and select **Download Folder**. 2. Select the folder to be downloaded on the cloud desktop and click **Open**. 3. Wait until the folder is downloaded.
Delete	• Delete a single transfer task. 1. On the **Upload** or **Download** page, click **Delete** in the **Operation** column of the target file. 2. In the confirmation dialog box, click **Delete Now**. • Deleting transfer tasks in batches 1. Select the transfer tasks to be deleted, and click **Delete** above the list. 2. In the confirmation dialog box, click **Delete Now**.
Settings	• **Files uploaded to the cloud computer are saved to**: Specifies the cloud desktop path for saving uploaded local files, for example, **D:/upload**. You can click **Change** to change the path. • **Files downloaded to the local computer are saved to**: Specifies the local path for saving files downloaded from the cloud desktop, for example, **C:/Users/Downloads**. You can click **Change** to change the path.

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Table 5-4 Performance dashboard

Performance Metric	Type	Metric Definition
Network data	Network latency	Data transmission latency when using cloud desktops.
	E2E latency	Round-trip latency from the client to the server.
	Network packet loss	Ratio of the number of lost packets to the number of sent packets during the network test.
	Network jitter	Time difference between the maximum network latency and the minimum network latency when using cloud desktops.
	Frame rate	Frame rate during cloud desktop usage.
	Uplink traffic	Traffic sent during cloud desktop usage.
	Downlink traffic	Traffic received during cloud desktop usage.
Resource load	Cloud	CPU and memory usage of the cloud desktop server.
	Local	CPU and memory usage of the local PC.
	CPU	CPU usage of the cloud desktop.
	Memory	Memory usage of the cloud desktop.

5.2 Old GUI

- **Floating boxes on the client**
  Click the icon to set related information.

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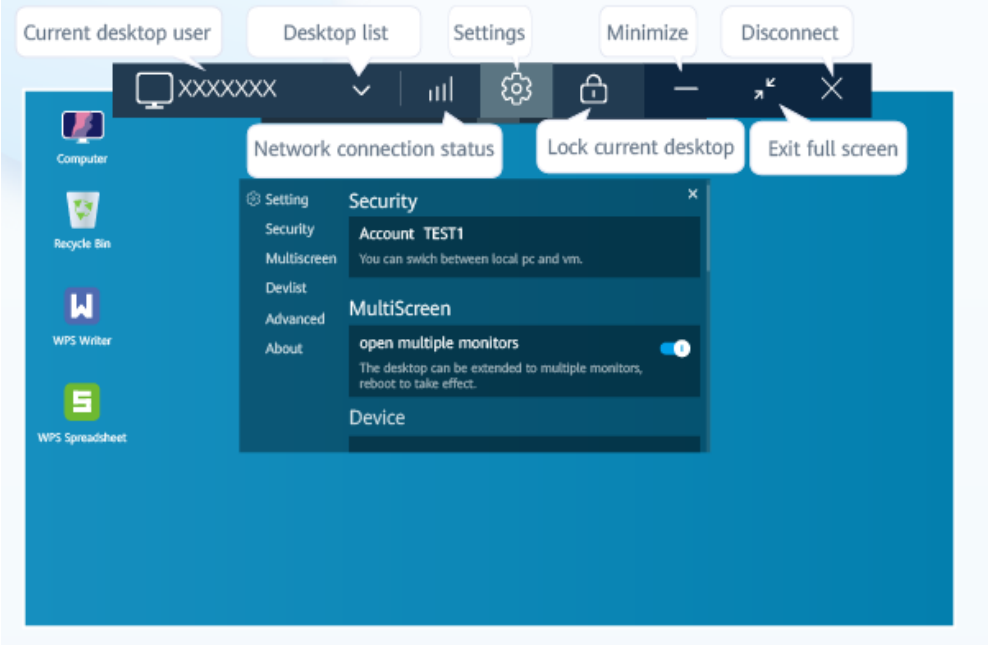
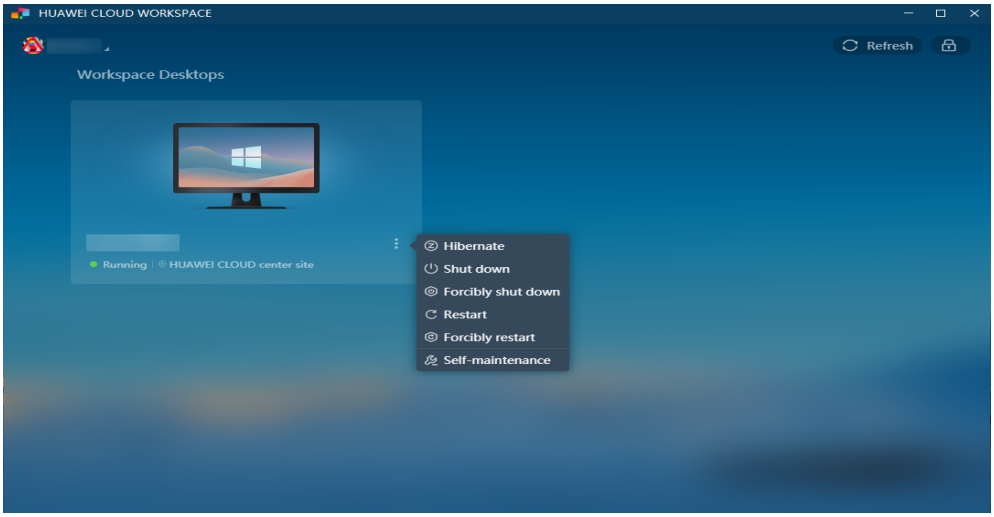


- **Tools on the client desktop**

  Click  to perform related operations. Click  to lock the screen.



- **Floating dock on the mobile terminal**

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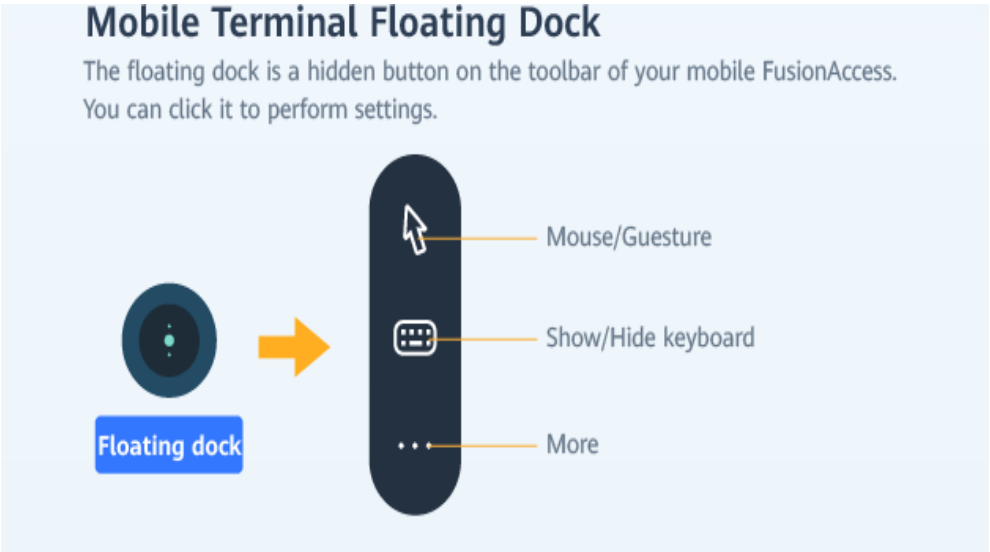

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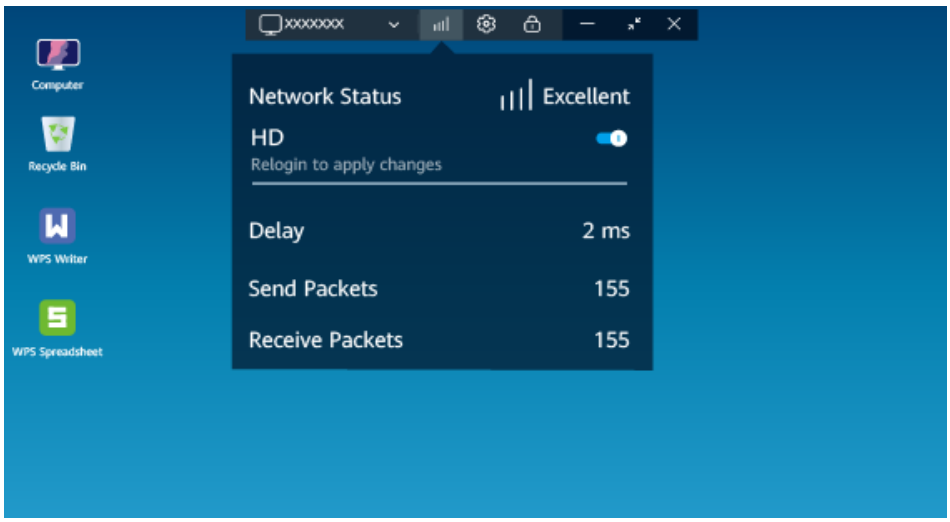
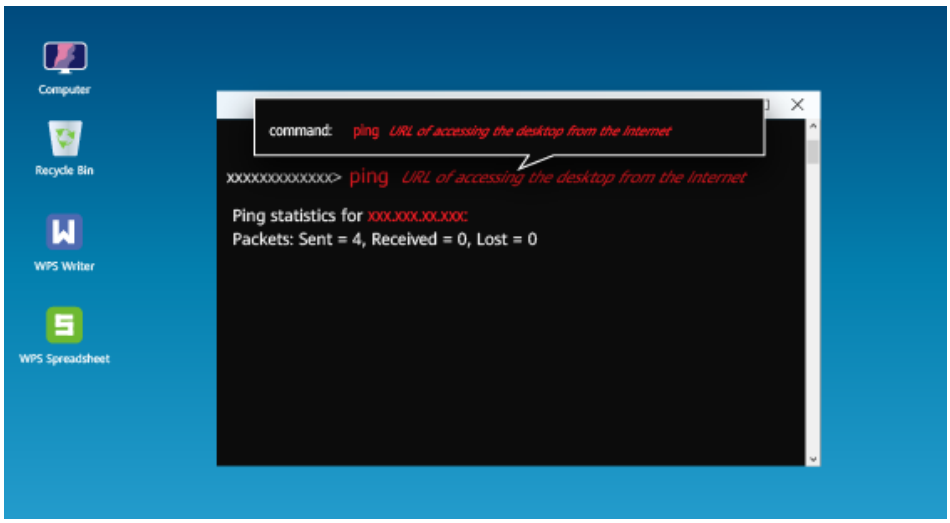
6 Configuring Common Functions

- **Checking Network Status**
  a. Click  to view the delay under **Network Status**.



  b. Run the following command to check the network status of the terminal to access the desktop:
  ping + *Address for the desktop to access the Internet*



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To go to the CLI of the UOS, perform the following steps :

i. Right-click in the blank area on the desktop and choose **Open in terminal**.

ii. Click  on the taskbar and choose **Terminal**.

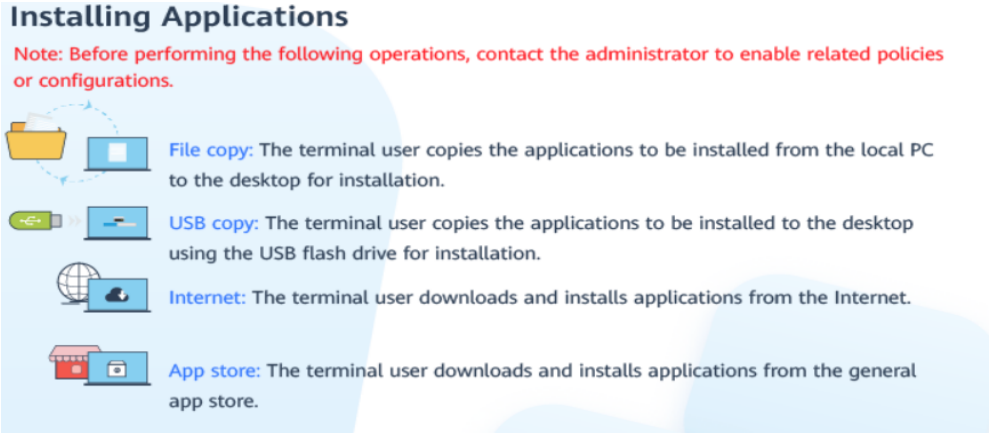
To access the CLI of the Windows OS, perform the following steps:

i. Choose **Start**, and enter **cmd** in the search programs and files text box to open the CLI.

- **Installing an application**

  NOTE

  The administrator must enable necessary policies and perform required configurations before using the following methods.



6.1 New GUI

6.2 Old GUI

6.1 New GUI

This section describes common desktop operations after user login.

After login, if the account has multiple desktops, the following page is displayed. You can click any desktop to log in. If the account has only one desktop, you can directly log in to the desktop. After login, you can minimize or close the desktop to enter the following page.

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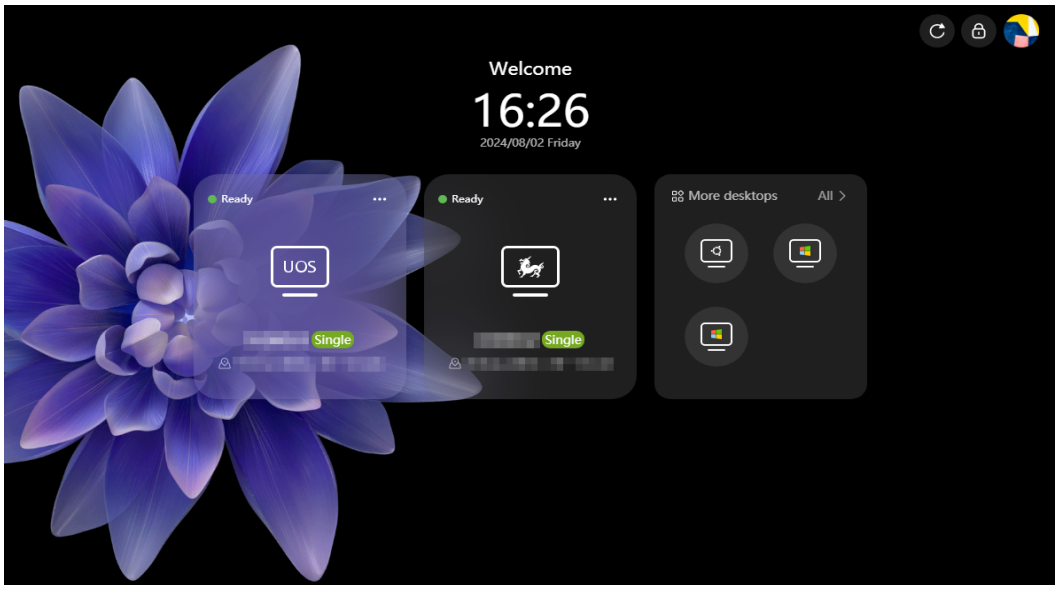

The following table describes related operations.

Table 6-1 Desktop operations

Operation	Description
More Settings	**Server Settings** • **Dual-Network Isolation**: Valid only for users of devices that physically switch between addresses. After pairing, you can switch between two access addresses using devices. • Ignore Server Certificate Verification: Enabling this function bypasses server certificate verification for login, which could pose a security risk due to a potentially invalid server identity. **Connection Settings**: HTTP proxy settings. After this function is enabled, the account and password are saved locally, which is insecure. **Startup Settings**: After this mode is enabled, the Huawei Cloud Workspace client automatically runs upon startup. **Network Detection**: Helps users diagnose, analyze, and optimize network performance and connection issues. • **Basic Detection**: – **Network Quality**: You can check the local network. Then, you can view the result and details. – **Network Proxy**: You can check whether the proxy address is enabled. Then, you can view the result and details. – **Service Detection**: You can check the WI access address. Then, you can view the result and details. • **Advanced Tools**: Detects network paths hop by hop and displays each node that the local host passes through to the target server and the latency of each node. This helps quickly locate the position where a network problem occurs and determine whether network exceptions such as latency, packet loss, and detour are caused by the local network, carrier link, or target server.
Desktop upgrade	Administrators can create a server upgrade policy on the Workspace console. After the policy is enabled, the desktop can be upgraded. Perform operations as required.
Switch to Old Style	Click it to switch back to the old client style.

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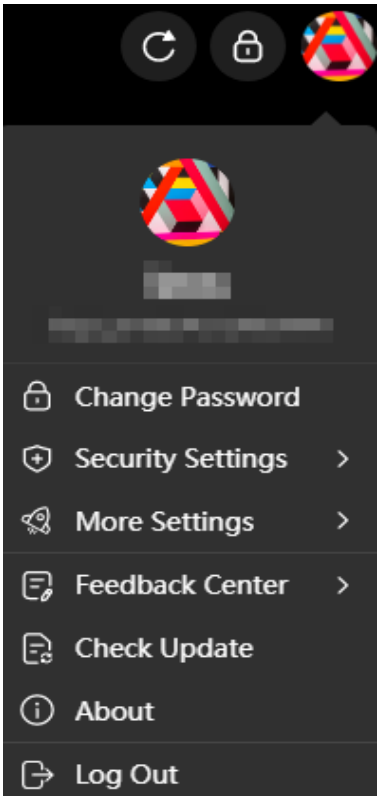
Operation	Description
	Refresh the desktop list.
	Lock a desktop. After the desktop is locked, you need to enter the user password upon the next login.

Operation	Description
	Click the user profile to go to the settings page. • **Change Password**: Change the password as prompted. • **Security Settings** – **Update Key**: Updates the encryption/decryption key. – **Clear Cache**: Clears all local records. • **More Settings** – **Startup Settings**: Determine whether to automatically start the client. If this function is enabled, the client is automatically started when the system is started. – **Language**: Set the client language. – **Network Detection**: Helps users diagnose, analyze, and optimize network performance and connection issues. **Basic Detection**: – **Network Quality**: You can check the local network, upstream bandwidth, and downstream bandwidth. Then, you can view the result and details. – **Network Proxy**: You can check whether the proxy address is enabled. Then, you can view the result and details. – **Service Detection**: You can check the WI access address. Then, you can view the result and details. **Advanced Tools**: Detects network paths hop by hop and displays each node that the local host passes through to the target server and the latency of each node. This helps quickly locate the position where a network problem occurs and determine whether network exceptions such as latency, packet loss, and detour are caused by the local network, carrier link, or target server. • **Feedback Center** – **Auto Log Collection**: Determine whether to enable automatic log collection. This function helps collect statistics on cloud desktop usage, such as logs and network quality, to facilitate troubleshooting.

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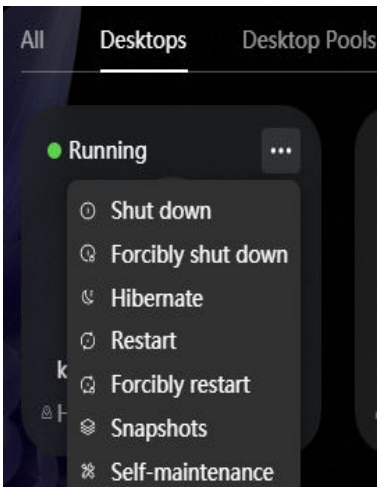
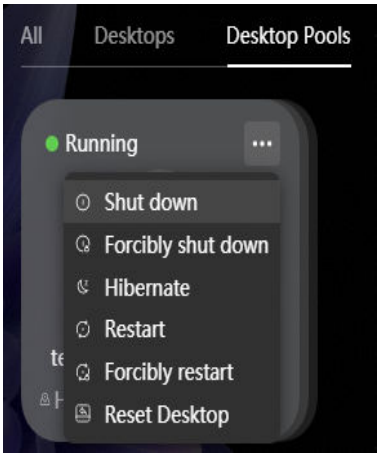
Operation	Description
	– **Log Reporting**: After client logs are reported, the administrator can view the logs. • **Check Update**: Check whether there is a new version of the client. • **About**: View the client version. • **Log Out**: Log out of the current account.

Operation	Description
Desktops:  Desktop pools:  	• **Shut down**: Shut down the desktop. • **Forcibly shut down**: Forcibly shut down the desktop if it cannot be shut down directly. • **Hibernate**: Hibernate the desktop. • **Restart**: Restart the desktop. • **Forcibly restart**: Forcibly restart the desktop if it cannot be restarted directly. • **Snapshots**: Snapshots can be used to back up and restore your cloud desktop data when the cloud desktop is faulty or files are damaged. A maximum of 10 snapshots (five for system disks and five for data disks) can be created. This function depends on whether the administrator allows users to manage snapshots on the client. If this configuration item does not exist, contact the administrator. Creating a snapshot: 1. Click **Create Snapshot**. 2. Set the disks to which the snapshot can be applied, and enter the system disk snapshot name, data disk snapshot name, and description. 3. Confirm the creation. Restoring a snapshot: 1. After a snapshot is created, you can view the created snapshot on the **Snapshot** page. 2. Click to select the snapshot that you want to restore. 3. Confirm the restoration. 4. In the displayed dialog box, click **OK**. Select a snapshot that is being restored to view the restoration progress. After the latest restoration time and a message indicating successful restoration is displayed, the snapshot has been restored. • **Self-maintenance**: Self-maintenance is used for emergency O&M. When you log in to the desktop using self-maintenance, you can ask your tenant administrator to remotely log in from the management plane to help you solve problems.

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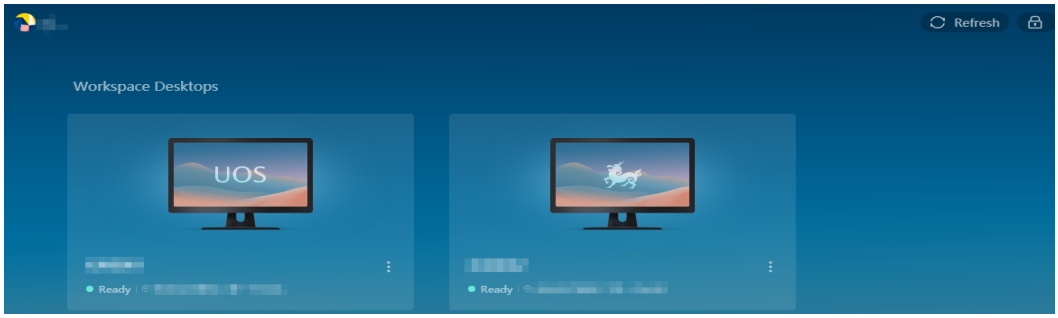
Operation	Description
	If you want to stop remote O&M by the administrator, click **Self-maintenance** again and close it immediately. • **Reset Desktop**: The reset policy controls whether users are allowed to reset their desktops on the client. Note that resetting will clear all desktop data and restore it to its initial state. To use this function, the administrator must enable it on the Workspace console. When this function is enabled, users can reset their desktops on the client if the desktops cannot be used properly. Resetting will clear all desktop data and restore it to its initial state. Proceed with caution.

6.2 Old GUI

This section describes common desktop operations after user login.

After login, if the account has multiple desktops, the following page is displayed. You can click any desktop to log in. If the account has only one desktop, you can directly log in to the desktop. After login, you can minimize or close the desktop to enter the following page.



The following table describes related operations.

Table 6-2 Desktop operations

Operation	Description
	Refresh the desktop list.
	Lock a desktop. After the desktop is locked, you need to enter the user password upon the next login.

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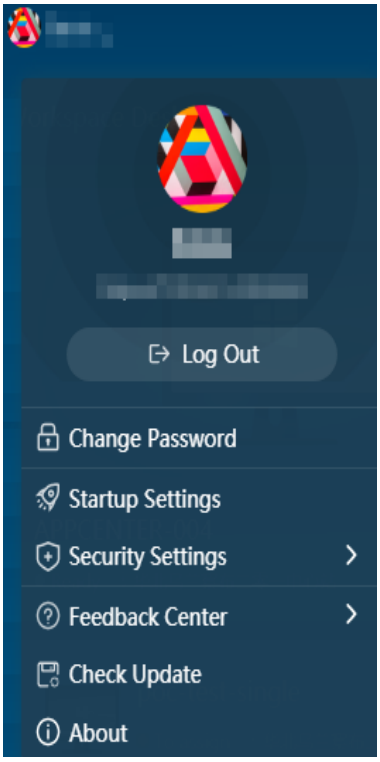
Operation	Description
	Click the user profile to go to the settings page. • **Change Password**: Change the password as prompted. • **Startup Settings**: Determine whether to automatically start the client. If this function is enabled, the client is automatically started when the system is started. • **Security Settings** – **Update Key**: Update the encryption/decryption key. – **Clear Cache**: Clear all local records. • **Feedback Center** – **Auto Log Collection**: Determine whether to enable automatic log collection. This function helps collect statistics on cloud desktop usage, such as logs and network quality, to facilitate troubleshooting. – **Log Reporting**: After client logs are reported, the administrator can view the logs. • **Check Update**: Check whether there is a new version of the client. • **About**: View the client version. • **Log Out**: Log out of the current account.

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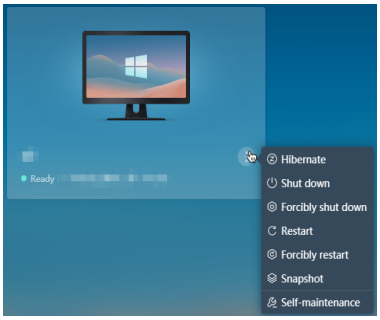
Operation	Description
	• **Shut down**: Shut down the desktop. • **Forcibly shut down**: Forcibly shut down the desktop if it cannot be shut down directly. • **Hibernate**: Hibernate the desktop. • **Restart**: Restart the desktop. • **Forcibly restart**: Forcibly restart the desktop if it cannot be restarted directly. • **Snapshot**: Snapshots can be used to back up and restore your cloud desktop data when the cloud desktop is faulty or files are damaged. A maximum of 10 snapshots (five for system disks and five for data disks) can be created. This function depends on whether the administrator allows users to manage snapshots on the client. If this configuration item does not exist, contact the administrator. Creating a snapshot: 1. Click **Create Snapshot**. 2. Set the disks to which the snapshot can be applied, and enter the system disk snapshot name, data disk snapshot name, and description. 3. Confirm the creation. Restoring a snapshot: 1. After a snapshot is created, you can view the created snapshot on the **Snapshot** page. 2. Click to select the snapshot that you want to restore. 3. Confirm the restoration. 4. In the displayed dialog box, click **OK**. Select a snapshot that is being restored to view the restoration progress. After the latest restoration time and a message indicating successful restoration is displayed, the snapshot has been restored. • **Self-maintenance**: Self-maintenance is used for emergency O&M. When you log in to the desktop using self-maintenance, you can ask your tenant administrator to remotely log in from the management plane to help you solve problems.

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Operation	Description
	If you want to stop remote O&M by the administrator, click **Self-maintenance** again and close it immediately.

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7 Changing the Login Password

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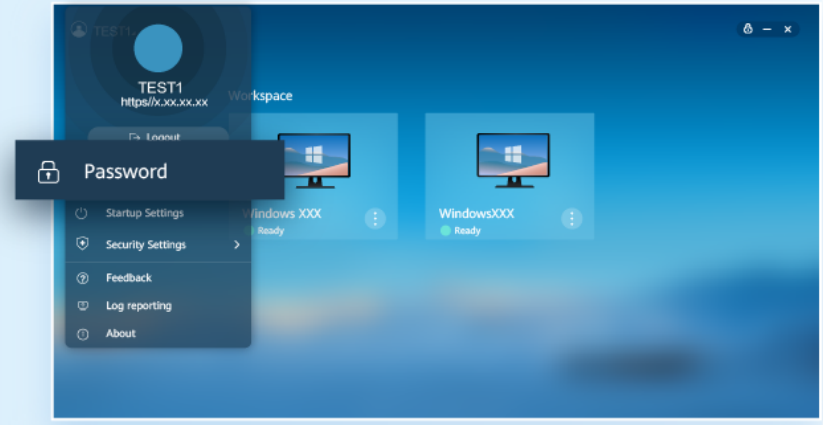
Workspace

Changing the Login Password

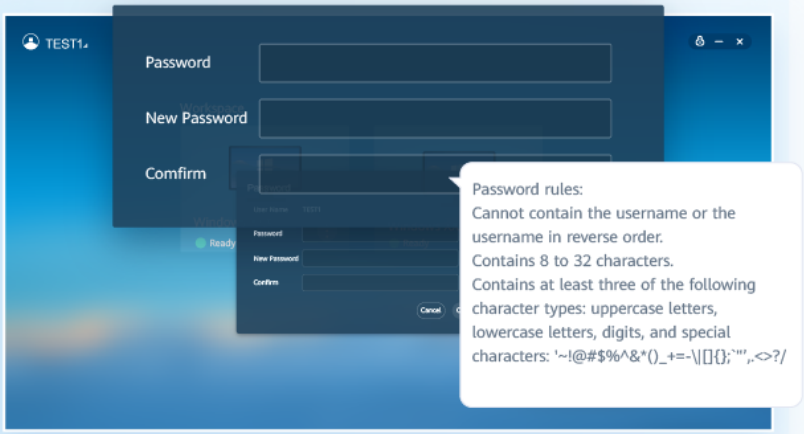
Changing the Login Password on the Client

Changing the Login Password on the Client After Login

1. On the desktop page, click the profile in the upper left corner and choose Password.

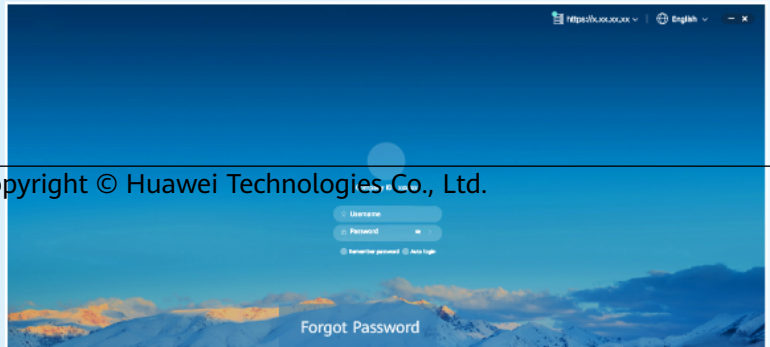


2. Set a new password.



Changing the Login Password on the Client Before Login

1. Click **Forgot Password** on the login page.



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8 Forbidden Operations



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9 Configuring Dual-Screen Display

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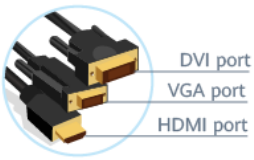
Workspace

Configuring Dual-Screen Display

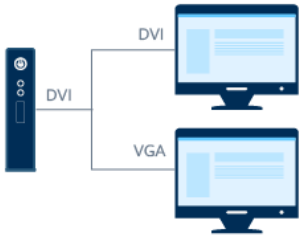
Note:
Windows PCs and HT3300 can be configured with dual screens.

1 Dual-screen cable: Connect the PC/TC to the monitor based on the connector type.

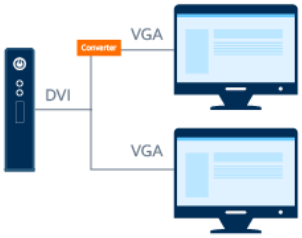


Connector Type

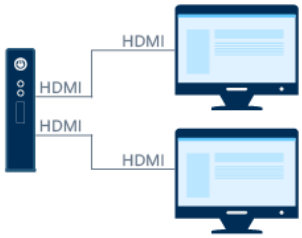
DVI port for PC/TC and DVI and VGA ports for monitors



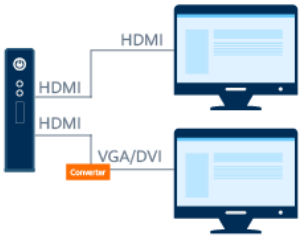
DVI port for PC/TC and VGA port for monitors



HDMI port for PC/TC and HDMI port for monitors



HDMI port for PC/TC and HDMI and VGA/DVI ports for monitors



Note:
Ensure that the desktop configuration item MultiScreen is enabled. You can expand the client floating window and click to check the configuration.

2 PC/TC Settings

Windows PC

01

Start the PC.

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