

# SINA<sup>®</sup> Workstation S

## User manual

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# 1. Understanding SINA Workstation

SINA Workstation S is an application component of the SINA environment.

Advanced virtualisation technologies allows to work securely in protected work areas with SINA Workstation S.

## 1.1. How SINA works

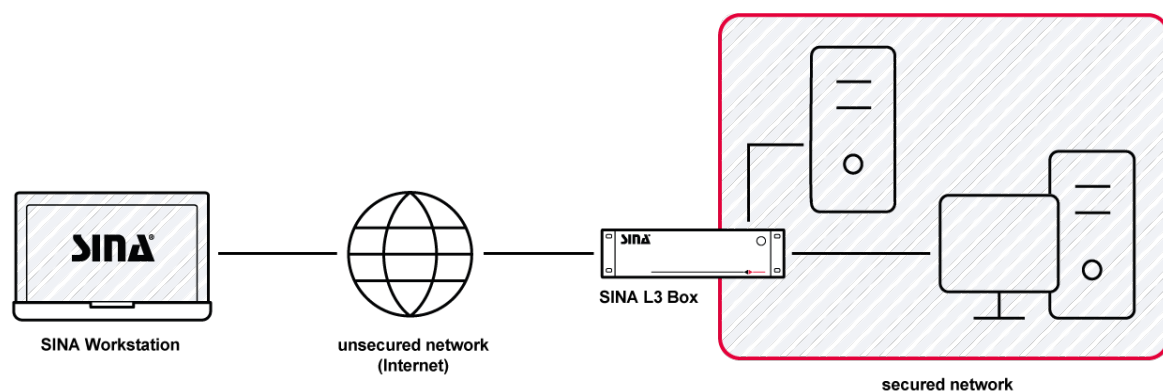
SINA secures IP-based networks with cryptographic security mechanisms.

The SINA concept differentiates between two kinds of networks:

- secure networks that are protected against unauthorized access by third parties
- Non-secure networks that are not protected or are only partially protected and are therefore classified as untrustworthy

To work securely in non-secure environments, multiple SINA components work together:

- **SINA L3 Box S:** The SINA L3 Box S is the cryptographic gateway for secure network areas.
- **SINA Management:** With the SINA Management, the administration manages your access to secure networks. In addition, the SINA ID Token with your permissions is also created with the SINA Management.
- **SINA Remote Admin Server (RAS):** Optional component for remote installation, preparation and configuration of the SINA Workstation S.
- **SINA Workstation S:** SINA Workstation S is your secure computer. With a LAN, WiFi or mobile network connection, SINA Workstation S establishes a VPN tunnel to a SINA L3 Box S. This way you can access secure networks from anywhere (for example via the internet).



## 1.2. About SINA Workstation

Depending on the network environment, SINA Workstation S offers various functions for operation in secure and non-secure networks.

### 1.2.1. SINA Operating system

SINA Workstation S is based on the highly secure SINA OS.

SINA OS separates all components that come into contact with confidential data.

Users are working in isolated, virtual workplaces with a guest operating system such as Windows or Linux. Workplaces can be customized and are always assigned to a [security domain](#).

Your data is saved in encrypted file systems. If a computer is lost or stolen, data saved locally cannot be read by a third party.

SINA OS also controls all interfaces, so all devices such as speaker, microphones or USB devices behave different than usuals (see [Chapter 6.6.1](#)).

### 1.2.2. SINA ID Token

With the SINA ID Token you log-in to your SINA Workstation S. You need the SINA ID Token and your PIN to set up network connections to your company's network and to access virtual volumes.

SINA ID Token consist of 2 parts which contain different information:

Component	Content
User configuration	<ul style="list-style-type: none"> <li>• Signature and encryption certificate</li> <li>• Group keys</li> <li>• CA certificate</li> <li>• CA key</li> <li>• <a href="#">Media ACL</a></li> </ul>
<a href="#">Device configuration</a>	<ul style="list-style-type: none"> <li>• sina.config</li> <li>• ipsec.config</li> <li>• Signature of ipsec.config</li> </ul>

#### 1.2.2.1. Device configuration

The device configuration contains these information among other things:

- Security associations
- Connection to SINA Management servers
- Settings to ICMP Echo Request (Ping) requests from the black network
- Preconfigured network profiles



- Remote and phone workplaces
- Permission to create local workplaces
- Language and keyboard layout\*
- Settings for action when last workplace is shutdown\*
- Settings for waiting periods until SINA Workstation S is locked\*

**Note**

SINA Workstation S evaluates the settings marked with \* during the start. Therefore, these settings cannot be updated remotely, as the new device configuration is saved in the system CFS and the system CFS is accessed after the start.

### 1.2.2.2. Media ACL

The media ACL defines the following settings for each security domain:

- CFS permissions
- Parameters for CFS operations, e.g. allowed algorithms
- Allowed media in workplaces e.g. USB, bluetooth and network
- Allowed boot media (CD, harddisk, network)
- Access and options to the clipboard function
- Access to private networks

**Note**









You can check the current version of the media ACL in the system settings (see [Chapter 8.6](#)).

### 1.2.3. Workplaces

Workplaces are independent work environments, where you can work securely. You can start a maximum of 8 workplaces at the same time.

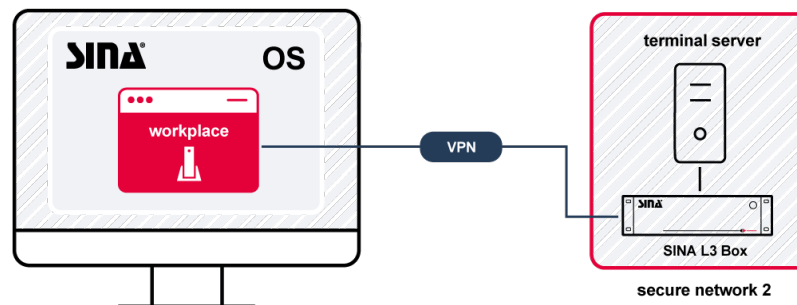
SINA Workstation S supports multiple workplace types. The available workplace types depend on your permissions on the SINA ID Token.

The workplace type is indicated by an icon in the SINA user interface and in the system bar:

Typ	Classic	New	Explanation
<a href="#">Remote workplace</a>			RDP protocol
			ICA protocol
<a href="#">Local workplace</a>			Windows or Ubuntu guest operating system
<a href="#">Phone workplace</a>			Network based telephone (VoIP)

### 1.2.3.1. Remote workplaces

Remote workplaces (previously thin client workplaces) connect to servers in secure networks. Your administration configures these workplaces for you in the SINA Management.



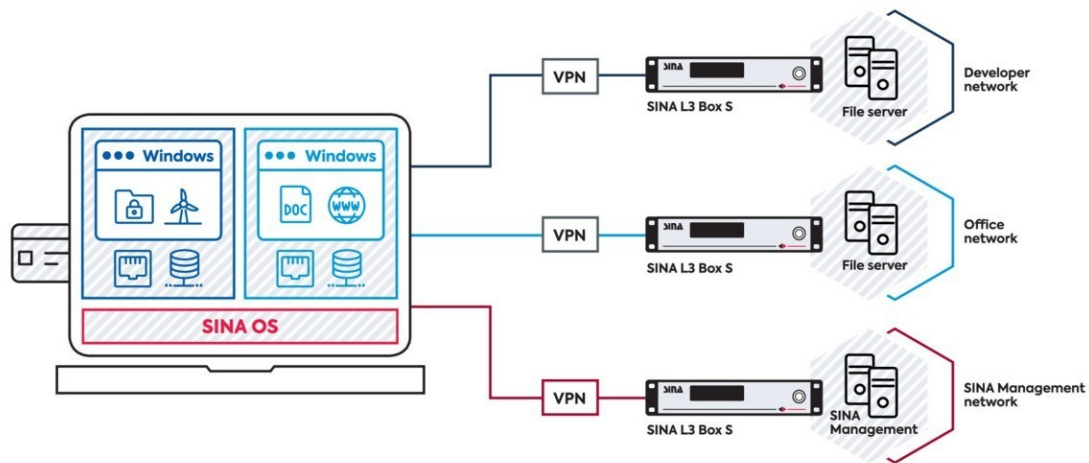
### Storage media and peripheral devices

In local and remote workplaces, SINA Workstation S also supports external storage media and other peripheral devices, e.g. USB sticks, webcams and headsets. Your administration can restrict the use of some device types.

### 1.2.3.2. Local workplaces

With local workplaces (previously: PC workplace) you are working in a virtual environment with your guest operating system, such as Windows or Linux. Your data is saved offline in encrypted file systems.

For each guest operating system you can create multiple workplaces with different settings. This allows you to use the guest operating system in different environments, e.g. with and without graphic acceleration.



### Storage media and peripheral devices

In local and remote workplaces, SINA Workstation S also supports external storage media and other peripheral devices, e.g. USB sticks, webcams and headsets. Your administration can restrict the use of some device types.

### Non persistent storage

For additional security, enable **Non persistent storage** for a workplace see [Chapter 6.3.4.1](#). This setting resets the workplace to the initial state when shutting the workplace down. This way you can securely access an unclassified workplace separated from your organisations' network in the internet.

### Secondary guest system

To install a guest operating system or for additional data storage, you can assign a **secondary guest system** to a workplace ,see ([Chapter 6.3.4.1](#)) . These unencrypted ISO drives can be used simultaneously by multiple workplaces.

### 1.2.3.3. Phone workplaces

With the phone workplace, you can call others via the network-based Session Initiation Protocol (SIP). You need to be logged in to SIP telecommunications equipment (SIP Registry) to do this. Your administration configures these workplaces for you in the SINA Management.

The phone workplace can save your call list, a local phone book, the configuration and your user settings in an encrypted volume. The administration creates the volume for you. In addition, global LDAP-based phone books are supported.

### 1.2.4. Network connection

SINA Workstation S differentiates between 2 types of network connections:

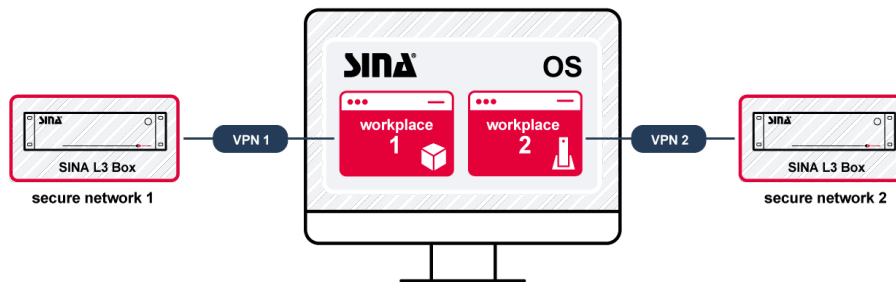
[Secure network connections](#)

- [Open network connections](#)

### 1.2.4.1. Secure network connection

Secure networks, e.g., your organisation's network, are secured by the cryptographic gateway SINA L3 Box S. To enable your SINA Workstation S to access secure networks, SINA OS establishes a security association to a SINA L3 Box S via a VPN.

To do so, SINA Workstation S must be connected to a LAN-, WLAN- or Mobile network.



### 1.2.4.2. Open network connection

An open network connection allows the direct access to the internet. No encrypted VPN connection to a SINA L3 Box S is established.

We recommend enabling the firewall mechanisms in the guest OS.

You can only use open network connections in workplaces with the security domain 1. In addition, this security domain must also be included in your media ACL.

As for secure network connections, the [connection state](#) of an open workplace is displayed in the system bar.



#### Open network connection during TND inactive

Due to security reasons, the open network connection is inactive, when a trusted network connection is active at the same time (see [Chapter 1.2.4.3.1](#)).

SINA Workstation S supports 2 connection types:

- **Open networking (Default):**
  - supports internet access via LAN, WLAN, Mobile networks.
  - does not support remote connection from the black network to the workplace. The workplace gets the IP address from SINA Workstation S. The IP address is translated via NAT on the black network side.
- **Open networking (Bridged):**
  - supports internet access via LAN.
  - supports remote connection from the black network to the workplace. The workplace gets the IP address from the local network.
  - Supports installation via PXE boot (see [Chapter 6.3.5](#)).



#### Note

When the network mode **Open networking (Bridged)** is set for a workplace, the guest operating system is accessible from the internet.



#### Compatibility with previous Workstation versionen

The mode **Open networking (Default)** corresponds to the mode **Open networking** from previous versions. The mode **Open networking (Bridged)** is incompatible with Workstation versions older than 3.5.2.2.

### 1.2.4.3. Security associations

All security associations are configured in SINA Management for you. With your SINA ID Token you can access them in SINA Workstation S.








Security associations are IPsec-based VPN tunnels between SINA components. With security associations you can access complete networks, part of networks or specific ports behind SINA Boxes.

The encryption of security associations is also defined in SINA Management.

For additional security, keys of security associations are renewed after a defined time (Lifetime) or data volume (Lifebyte).

When key renewal is unsuccessful, e.g., when the SINA ID Token is unavailable, security associations are abolished. SINA Workstation S cannot access secure networks anymore. In this case SINA Workstation S can no longer access secure networks.

The status of security associations is displayed in the classic view in the system bar and in the lobby.

Colour	Explanation
	No network profile connected
	No security associations established
	At least one security association successfully established. When you hover over the symbol, additional information is displayed: <ul style="list-style-type: none"> <li>• <b>Workplace:</b> In the workplace all current VPN connections are displayed. For each connection, the network sector and public IP addresses of the SINA Boxes are displayed. The status turns green, when one security association is established.</li> <li>• <b>SINA user interface:</b> In the SINA user interface all SINA Boxes with a configured security association are displayed. The status turns green, when a security association to a SINA Management service is established, e.g., LDAP.</li> </ul>
	Network mode Open networking (Default) or network mode Open networking (Bridged) is active (direct access to the internet).
	A trusted Network connection is active (only for remote and local workplaces, only for one security domain at a time).
	Network mode Open networking (Default) or Open networking (Bridged) is inactive, because of a Trusted Networking connection (only for remote and local workplaces).
	Network mode Open networking (Bridged) is inactive, because there is no LAN connection.



#### Note

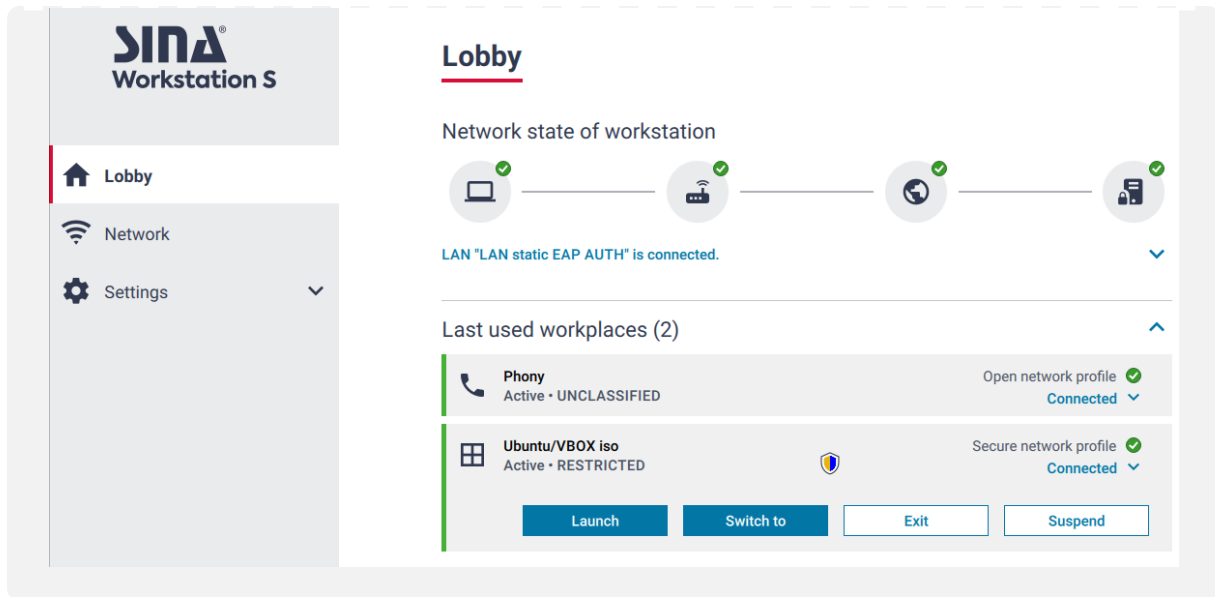
In virtual machine workplaces the status of security associations will only turn green, when they are not restricted to single ports.

When security associations are restricted to ports, the status will remain red, even though the connection has been established successfully.

#### Status in the new user interface

In the new user interface the connection state of your workplace is shown in the network menu in the system bar and the lobby in the SINA control center.

The state **Connected** and the green symbol signal the successfully established security associations.



#### 1.2.4.3.1. Trusted Network Detection

If configured, SINA Workstation S automatically detects when you are in a predefined secure network (Trusted Network Detection), when working in a local workplace.

You have unrestricted network access via a network bridge.



#### Note

The Trusted Network Detection function only supports access via Ethernet (LAN), and ends automatically once the network connection is interrupted. For security reasons, the network mode **Open Networking** cannot be used simultaneously.

Any running workplaces will continue to operate if SINA Workstation is locked and the SINA ID token is removed ([see lock SINA Workstation](#)). This feature may be useful for remote maintenance carried out by the administration outside regular working hours.

Please note the following information:

- Before removing the SINA ID token, open the workplace with the active TND connection (see [Chapter 3.2.2](#)).
- Lock the workplaces manually ([see Lock SINA Workstation](#)) and remove the SINA ID Token after a few seconds. This renews the connection to the TND server and gives it the maximum runtime.

### 1.2.5. SOLID

With SOLID, you only need to configure one connection to a SINA L3 Box S to communicate with

all members of a SOLID group.

Via this registration box, the SINA Workstation S gets all information to establish security associations to other members.

A security association is established for each connection, so communication is always end-to-end encrypted.

Each SOLID group is assigned to a security domain. SOLID groups are separated from each other, so only device of the same security domain can communicate with each other. At least one SINA L3 Box is used by the other members for registration.

For SINA Workstation S to connect to the registration box, SINA Workstation S needs this information:

- Name of the SOLID group
- Used Crypto algorithms
- Black address of the registration box(= Bootstrap interface)
- Numerical value of the security domain

You can also configure multiple SINA L3 Boxes as bootstrap boxes to avoid downtime.

### 1.2.6. Security domains

Security domains define secure (red) network areas, each with its designated security classification.

Each security domain can have 2 colours:

- The primary colour indicates the security level.
- The secondary colour can be used to differentiate between security domains with the same security classification. Your administration can select this colour.

All data is assigned to security domains:






- The security domain of secure networks is determined by the red interface of the assigned SINA L3 Box S.
- The security domain of the crypto file systems is defined by the user's media ACL.



#### **Define IP address pools for each security domain**

For each security domain, you can define individual IP address pools in SINA Management. For workplaces in this security domain, only IP addresses of the pool are available.



German	English	Primary color
OFFEN	UNCLASSIFIED	
VS - NUR FÜR DEN DIENSTGEBRAUCH	RESTRICTED	
VS - VERTRAULICH	CONFIDENTIAL	
GEHEIM	SECRET	
STRENG GEHEIM	TOP SECRET	

### 1.3. Virtual smartcards

Virtual smartcards are smartcard emulations for your guest system that act like physical smartcards in your SINA Workstation S.

This way you can use your organisation's keys and certificates in workplaces and thereby replacing additional physical smartcards.

Example use-cases:

- Sign e-mails
- Authenticate in browser
- Log in to windows
- Encrypt files
- Sign documents

You need a smartcard middleware for the communication of the virtual smartcard and the application, e.g. a browser. We recommend SCinterface Cryptovision.



Smartcard emulations such as virtual smartcards do not offer the same security as physical smartcards.

How to use the virtual smartcard in SINA Workstation S is explained in [Chapter 8.4.1](#).

### 1.4. Tablets and Touch devices

For devices with touchscreens and touchpads, only specific gestures are supported in the SINA user interface. Guest operating systems may support additional gestures.

### 1.4.1. Using the touchscreen

SINA Workstation S supports using the touchscreen with fingers and with a styles pen.



**Note**

**Recommended guest OS**

For devices with touchscreens, we recommend Windows 10 LTSC Enterprise.

SINA Workstation S supports the following gestures in addition to the functions provided by the guest OS:

Function	Explanation	SINA Workstation UI	Guest OS
Left click	Touch with one fingers	X	X
Right click	Long touch/click	X	X
Drag & Drop	Hold and move to new location	X	X
Bigger display	Zoom out	-	X
Smaller display	Zoom in	-	X
Swipe	Horizontal/ vertical scrolling with one finger	-	X

### 1.4.2. Using the touchpad

The touchpad of your laptop supports multiple gestures in SINA Workstation S.

SINA Workstation S supports the following gestures in addition to the functions provided by the guest OS:

Function	Explanation	SINA Workstation UI	Guest OS
Left click	Touch with one finger	X	X
Right click	Touch with two fingers	X	X
Drag & Drop	Hold and move to different area	X	X
Scrollen	Vertical scrolling with two fingers	X	X

### 1.4.3. Tablet settings

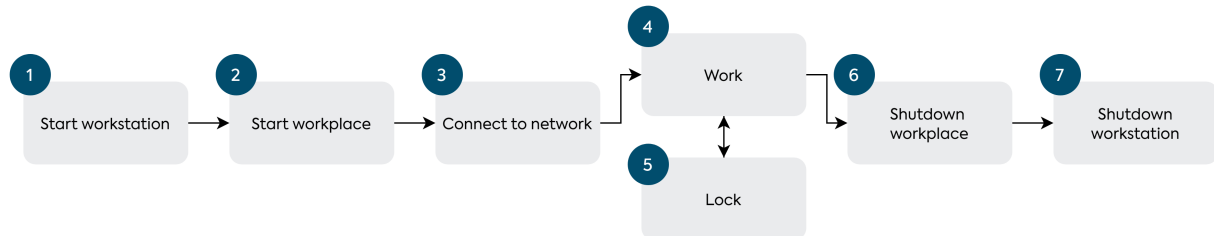
To use SINA Workstation S on tablets, some settings are pre-set for these devices:

- To make using the touchscreen easier, the user interface and the system bar are larger than usual.  
When you want the UI to be smaller, set the font and icon size to small in the system settings (see [Chapter 4.7](#)).
- Energy saving is active, when your SINA Workstation S is not connected to a power outlet.  
To disable, go to the system settings (see [Chapter 6.7.1](#)).
- SINA Workstation S is suspended, when you press the power button for a few seconds. To instead shutdown the SINA Workstation S, change the system settings (see [Chapter 6.1.4.2](#)).

## 2. First Steps

### 2.1. Short guide

This chapters gives you an overview of the most important functions in the new user interface. For more information see the linked chapters.




#### 2.1.1. Start Workstation

Start your SINA Workstation S like any other computer:

1. Press the power button. The SINA operating system (SINA OS) starts.
2. Insert the SINA ID token.
3. Log in with user PIN.

#### 2.1.2. Start workplace


When the workplace does not start automatically, start it now, e.g. a Windows workplace:

1. Navigate to the system bar.
2. With the left mouse button, select  **Start workplaces**.
3. Select a workplace in the list.

For more information see [Chapter 6.3.1](#).

#### 2.1.3. Connect to network

Connect to a network, when the connection is not established automatically:

1. In the system bar, select  **Network**.
2. Select a network in the list.
3. Select **Connect**. When the network is password-protected and you have never connected to this network, enter the password.



**Note**

Enable the option **Connect automatically when within range** to skip step 3 for the next start.

For more information see [Chapter 6.4.1](#).

### 2.1.4. Work

Work in the guest operating system like you are working with a normal computer. Due to security reasons, some functions behave differently:

- [USB devices](#)
- [Speaker and microphone](#)
- [Cameras \(behave like USB devices\)](#)
- [Bluetooth](#)

### 2.1.5. Lock

When you pause your work and leave your work environment, lock SINA Workstation S:

1. Open the **SINA Workstation** menu in the system bar.
2. Select **Lock**.
3. Remove SINA ID token.

For local workplaces, your work is saved. When you insert the SINA ID Token and unlock, you continue working where you left off.

For more information see <<lock<< .

### 2.1.6. Shutdown workplace

1. Use the shut down function of your guest operating system. For Windows, select **Shut down** in the Windows menu.
2. When the setting **Action on exit of last workplace** is set to option **Shutdown**, SINA Workstation S automatically shuts down.

For more information see [Chapter 6.3.3](#).

### 2.1.7. Shutdown Workstation

1. Open the **SINA Workstation** menu in the system bar.
2. Select **Shutdown**.

### 3. If you haven't shutdown your workplaces...

- local workplaces are suspended and the current state is saved.
- remote workplaces are shut down and the current state is lost.

For more information see <<exit\_workplace<< .

## 3. SINA User interface

SINA Workstation S comes with two user interface, starting version 3.5.2:

- [Conventional view](#)
- [New user interface](#)



Your SINA Workstation S remembers in which user interface you have worked last. If no SINA ID Token is inserted, the classic view is displayed. When you have worked in the new user interface before the start, this user interface is displayed as soon as you insert the SINA ID Token.

### 3.1. Switch between user interfaces

The new user interface does not contains all functions yet, but will replace the conventional view in the future. For some settings you must switch to the classic view.

**Switch to the new user interface from the classic view:**

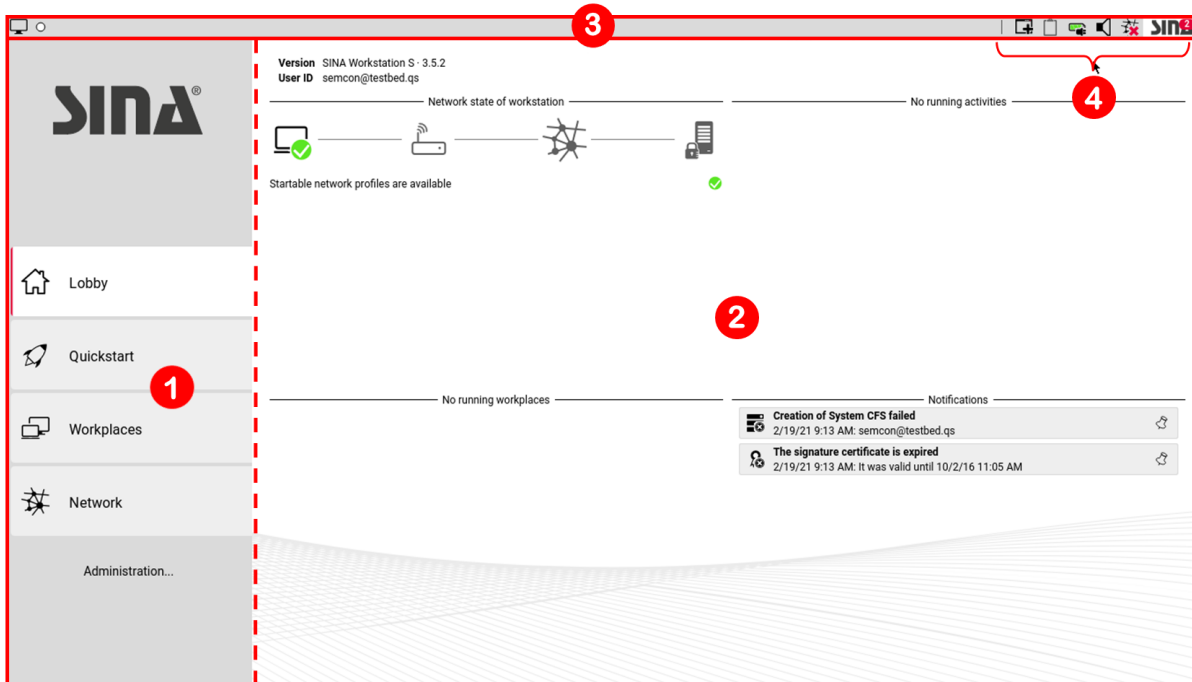
- Keyboard shortcut **AltGr + Shift + Esc**
- Button **Switch to new user interface**

**Switch to the classic view from the new user interface:**

- Keyboard shortcut **AltGr + Shift + Esc**
- Button **Back to classic view**

## 3.2. Getting to know the classic view

The classic view of SINA Workstation S is divided in 3 areas:



### 1. [Modules](#)

Modules group functions in use cases. The administration can hide individual modules with the SINA RAS.

Select **Administration...** to open additional modules for administrative functions.

### 2. [Display and input area](#)


When the input area exceeds the monitor height, the content of the windows is displayed partially. Move your mouse to one of the light grey scroll areas to display additional content.

### 3. [System bar](#)

The system bar displays the state of the security associations, the name and the security domain in running workplaces and gives access to frequently used functions (4).



#### Get help

In many windows, help text is displayed on the right. You can show and hide the text with the  question mark.



### 3.2.1. Modules

Modules are displayed on the left side of the user interface. Select a module to open it.

#### Lobby

In the lobby, you will find the summary of all running activities and system messages (see [Chapter 6.2](#)).

#### Quickstart

In this module, you manage quickstart profiles ifdef::user[(see [Chapter 6.5](#))].

#### Workplaces

In this module, you manage virtual workplaces (see [Chapter 6.3](#)).

#### Network

In this module, you manage network profiles (see [Chapter 6.4](#)).

#### Administration...

Opens additional administrative modules.

#### Volumes

In this module, you manage virtual file systems (see the administration manual).

#### Backup

In this module, you backup and restore volumes. ifdef::user, admin[(see [Chapter 8.1](#))].

#### Hotplug

In this module, you configure rules for the use of USB devices (see [Chapter 6.6.5](#)).

#### Devices

In this module, you can find information to your computer's hardware (see [Chapter 8.5](#)).

#### Sicherheit

In his module you can change [PINs](#) and update the [certificates](#).

#### System

In this module, you manage system settings.



#### What if modules are missing?

When you do not see all the modules, your administration has hidden them with the SINA Remote Admin Server (RAS).

### 3.2.2. System bar

#### Display layout

When hovering over the icon, the resolution of connected monitors is displayed. The current device is highlighted in this case. Open the menu with the right mouse button to change the layout (see [Chapter 4.5](#)).

### **Connection state**

Displays the network connection state and the security associations to your organization's network. For more information and the explanation of the colors, see [Chapter 1.2.3.4](#).

### **Automatic volume growth**

This icon displays that the volume is currently growing. A warning symbol is displayed if there is insufficient free memory available (see admin manual).

### **Non persistent storage**

The icon is displayed, when the function **Non persistent storage** is active for a workplace. The workplace is reset to its original state, when exiting or shutting down.

### **Running workplaces**

For each running workplace, an icon is displayed (see [Chapter 6.3](#)).

Select the icon with the left mouse button to switch between workplaces.

Select the icon with the right mouse button to assign a device to the workplace (see [Chapter 6.6.1.1](#)).

### **Start workplace or quickstart profile**

Select the icon with the right mouse button to start a workplace or a quickstart profile (see [Chapter 6.3.1](#) and [Chapter 6.5](#)).

### **Shared clipboard**

When you have permission, you can use this function to exchange data between workplaces (see [Chapter 6.3.6.2](#)).

### **Battery status**

The icon color shows the current battery status. A mouse-over on the icon will display the battery status and remaining battery time after one second.

### **Audio**

Mute the audio by clicking on the icon with the left mouse button. With the right mouse button, you open a menu to set the volume (see [Chapter 6.6.2](#)).

### **Network connection**

Select the icon with the right mouse button to connect or disconnect to the network (see [Chapter 6.4](#)). Select the icon and select the WLAN from the drop-down list. It is then automatically created as a network profile. (siehe [Chapter 6.4.3](#)). When bluetooth, Wi-Fi and mobile networking is disabled, the airplane mode icon is displayed.





### Virtual keyboard

This icon is only displayed on devices with touch display and shows the virtual keyboard.

### SINA Menu

Select the symbol with the left mouse button to open the SINA user interface.

Select the symbol with the right mouse button to open the SINA menu:

-  Lock workstation , see [Chapter 6.1.2.3](#)
-  Suspend workstation , see [Chapter 6.1.2.4](#)
-  Reboot
-  Shutdown workstation

### Notifications

The number of unread system notifications is displayed on the **SINA** menu item.

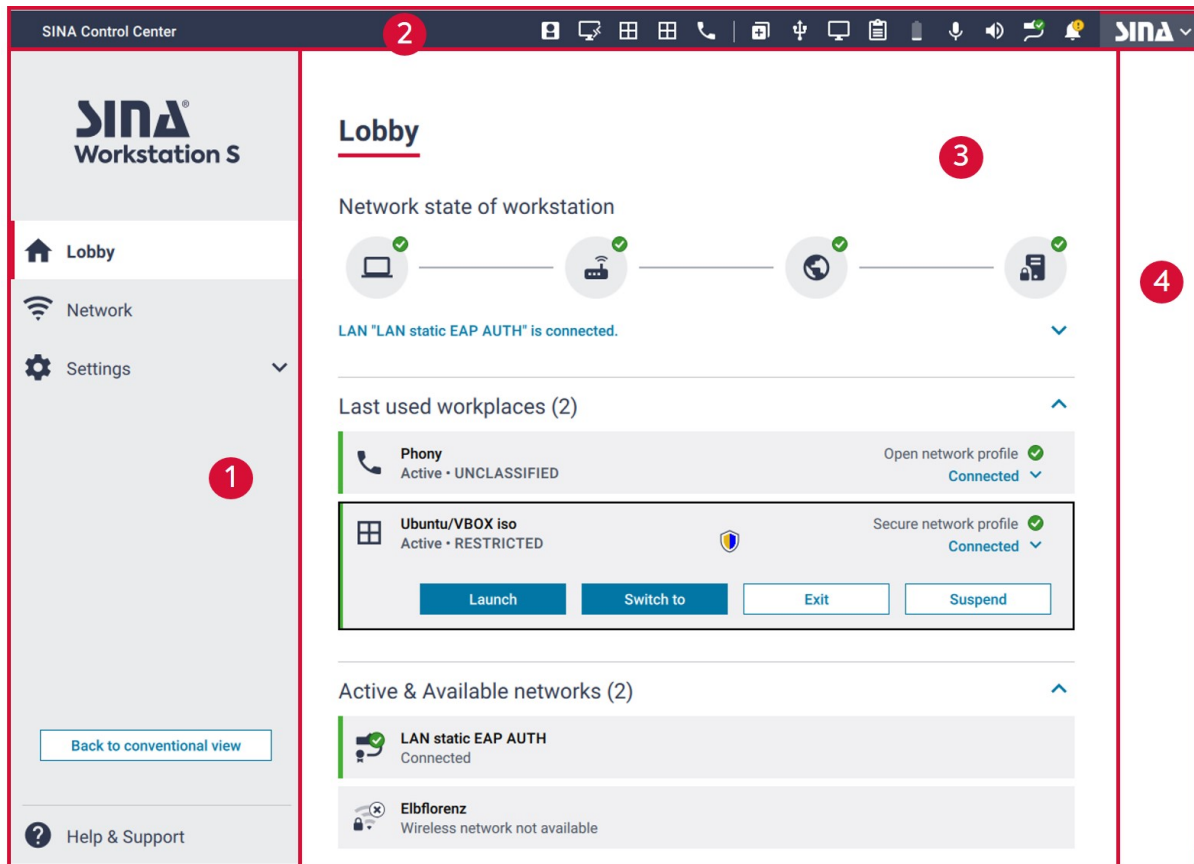
Select the menu item with the right mouse button to display the messages or open the **Lobby** (see [Chapter 6.2](#)) .

### Software updates

When present, software updates are displayed in the **SINA** menu (see [Chapter 9](#)) .

## 3.3. Getting to know the new user interface

The new user interface is divided in 4 areas:



### 1. [Modules](#)

Modules group functions in use cases. Select Settings to open further modules for administrative functions.

### 2. [System bar](#)

The system bar shows all running workplaces. You can also access the most important functions.

### 3. **Display and Input area**

This area displays the details of a selected module. Here you can adjust settings.

### 4. **Help**

The help area has useful tips and notes, customized to the current display.

### 3.3.1. Modules

Modules are displayed on the left side of the user interface. Select a module to open it.



#### Navigation with keyboard

Use Enter to open the module list. Use the arrow keys to navigate in the list.

Use Enter to open a module in the display and input area. Use Enter to open the sub modules of the module **Settings**.

#### Lobby

In this module, you can start last used workplaces, install software updates, read system messages and export error protocols (see [Chapter 6.2](#)).

#### Network

In this module, you manage network profiles (see [Chapter 6.4](#)).



#### Devices

In this module you can define device rules to automatically assign devices to a workplace or hide them from all workplaces (see [Chapter 6.6.5](#)).

#### Settings

Select this module to display additional modules.

#### Security & ID

In this module, you can change the user PIN of the SINA ID Token. In addition, you can update the media ACL and the USB whitelist.

#### Accessibility

In this module, you activate the speech output for visually impaired users (see [Chapter 5.1.2](#)).

#### Customisation

In this module you can adjust the user interface to your needs.

Remove the focus frame or enable the dark mode (see [Chapter 4.2](#)).

#### System

In this module, you define system settings, e.g. the network share (red interface).

#### Help & Support

In this module, you can export error and system logs (see [Chapter 10.3.1](#)).

### 3.3.2. System bar

To open a menu in the system bar, select it with the left mouse button.



#### Navigate to the system bar with the keyboard

Use **Ctrl + Alt + Esc** to navigate to the system bar. Use the arrow keys to navigate to the next menu. Use Tab to navigate within the menu. Use Enter to open sub menus or select a button.

#### **Running workplaces**

For each running workplace, an icon is displayed (see [Chapter 6.3](#)).

Select a workplace to open the workplace menu. You switch to the workplace, when you select the name of the workplace in the menu.

#### **Start workplaces**

Open the menu to start workplaces (see [Chapter 6.3.1](#) and [Chapter 6.5](#)).

#### **Devices**

Open the device menu to assign devices to a workplace (see [Chapter 6.6.1.1](#)). All connected and authorized peripheral devices, such as audio devices, cameras and USB sticks are available.

#### **Monitor**

Open the monitor menu to use multiple monitors or adjust the monitor order. For each monitor the resolution is displayed (see [Chapter 4.5](#)).

#### **Share Clipboard**

When you have the permission, you can exchange data between workplaces (see [Chapter 6.3.6.2](#)).

#### **Energy**

Displays the battery charge level and current power source (Battery/Power adapter). You can also change the performance profile (see [Chapter 6.7.2](#)).

#### **Microphone**

Assign the microphone to a workplace (only to one workplace at a time). Select the device and adjust the volume (see [Chapter 6.6.2.2](#)).

#### **Speaker**

Enable the audio output. Select the device and adjust the volume (see [Chapter 6.6.2.1](#)).

### Network

Select a network to connect to.






The menu also displays unknown WLANs. A green badge indicates a successful connection and the state connected is displayed. (see [Chapter 6.4.1.1](#)).

### Notification

A yellow symbol indicates that new notifications are available.

## SINA Workstation

The SINA menu consists of these functions:

-  **Control Center:** Opens the SINA user interface.
-  **Lock** (see [Chapter 6.1.2.3](#))
-  **Standby** (see [Chapter 6.1.2.4](#))
-  **Restart**
-  **Shutdown** (see [Chapter 6.1.4](#))

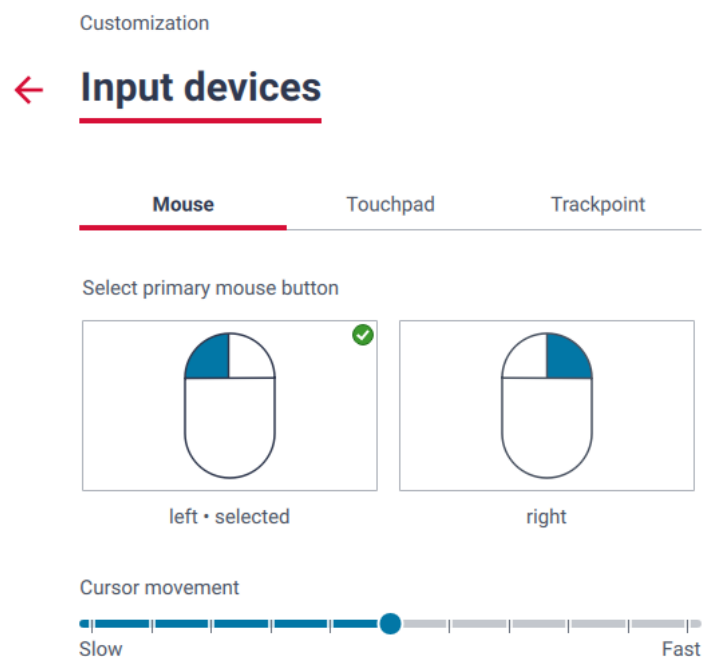
## 4. Customize SINA

So you can work more efficiently with SINA Workstation S, personalize the settings to fit your needs.

### 4.1. Settings for mouse and other input devices

You can adjust the cursor speed and set the mouse button for navigating in the system bar, the SINA Control Center and all workplaces.

You define these settings separately for an external mouse, the internal touchpad.



#### Function only in new user interface

You can edit the settings only in the new user interfaces, but they apply to both user interfaces.

#### How to configure the settings:

1. If you are in the classic view, switch to the new user interface with **AltGr + Shift + Esc**.
2. In the system bar, select **SINA / Control Center**.
3. Open the module **Settings / Customization**.
4. Select **Input devices**.
5. Configure the settings:



Setting	Mouse	Touchpad	Trackpoint
<b>Primary mouse button</b> Select whether you want to use the right or left mouse button for navigation in the system bar, the SINA Control Center and all workplaces.	x	x	x
<b>Cursor movement</b> Set th cursor speed with the slider.	x	x	x
<b>Disable touchpad</b> When you disable the touchpad, you can no longer use the touchpad for scrolling or the buttons on the lower end.		x	
<b>Disable trackpoint</b> When you disable the trackpoint, you also disable the corresponding buttons above the touchpad.			x

## 4.2. Adjust focus frame

In the new user interface, the focus frame shows which element is focused by the keyboard, when navigating with the keyboard (see [keyboard navigation](#)).

When speech output is enabled (see [Chapter 5.1.2](#)), the focused element is read aloud. By default, the subtle frame is set.

Change the intensity, so you can see the frame better or hide it altogether.

1. If you are in the classic view, switch to the new user interface with **AltGr + Shift + Esc**.
2. In the system bar, select **SINA / Control Center**.
3. OPen the module **Settings / Customization**.
4. Select **Color and contrast**.

## ← Colours and contrast

### Appearance

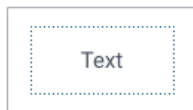


light • active



dark

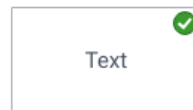
### Focus Frame



subtle



prominent



none • active

5. Change the settings in the **Focus frame** area.  
The figures show a preview.

## 4.3. Enable dark mode

The new user interface comes with multiple appearance modes. The default setting is the light mode.

1. If you are in the classic view, switch to the new user interface with **AltGr + Shift + Esc**.
2. In the system bar, select **SINA / Control Center**.
3. Open the module **Settings / Customization**.
4. Select **Color and contrast**.

## ← Colours and contrast

### Appearance



light • active



dark

5. Change the mode in **Appearance**.  
The figures show a preview.

## 4.4. Change language



### Only in classic view

You can change the language only in the classic view. The settings apply to both user interfaces.

SINA Workstation S is available in german and english. The default language is set by your administration in the SINA Management.

### How to change the language and the keyboard layout:

1. In the classic view, select **Administration / System**.
2. Select **Language**.
3. In \*Language, select one of the available languages.
4. In **Keyboard**, select the keyboard layout of your device.  
All changes are applied immediately.

## 4.5. Change monitor layout

SINA Workstation S supports up to two monitors. This means you can either work with 2 external monitors and close the laptop monitor or work with one external monitor and the laptop monitor.


The monitor layout is saved for each workplace separately and is used for future workplace starts.



### Resolution and monitor support depends on the SINA Workstation S version

Depending on the SINA Workstation S version, different resolutions are supported. Take a look at the technical details in the administration manual in chapter 2.4.

### Where to find the function in the new user interface:



1. In the system bar, open the  **Monitor** menu.
2. Select a layout in the list.

### Where to find the function in the classic view:








1. In the system bar, open the  **Monitor** menu with the right mouse button.

The layout options differ depending on your location when opening the menu, e.g. from a workplace or the SINA control center:

### Options in the SINA control center:

-  **Only monitor x:** Only uses the selected monitor.
-  **Duplicate monitor x:** Shows the same content on both monitors.

#### Options in workplaces:

-  **Only monitor x:** Only uses the selected monitor.
-  **Duplicate monitor x:** Shows the same content on both monitors.
-  **Primary monitor 1 + monitor 2:** Monitor 1 is the primary monitor. Monitor 2 is located to the right.
-  **Monitor 2 + primary monitor 1:** Monitor 1 is the primary monitor. Monitor 2 is located to the left.
-  **Monitor 1 + primary monitor 2:** Monitor 2 is the primary monitor. Monitor 1 is located to the left.
-  **Primary monitor 2 + monitor 1:** Monitor 2 is the primary monitor. Monitor 1 is located to the right.
-  **All other layouts:** Additional custom layouts. To create custom display layouts, switch to the classic view.

### 4.5.1. Create custom layout



#### Only in classic view

You can change the setting only in the classic view. The settings apply to both user interfaces.

1. In the classic view, select **Administration / System / Screen**.
2. Select **Custom layouts**.
3. Select **Add display layout**.
4. Name the layout.  
This is the name of the layout in the system bar.
5. Select a display layout as the basis for the custom layout.
6. Optional: Rotate the monitor.  
Click on a monitor to turn the layout in 90 degrees steps.
7. . Select **Add**.

### 4.6. Show/hide system bar

Hide the system bar in a workplace to use the whole screen. The resolution of your workplace adjusts accordingly.

In remote workplace, you have to log-in again after the resolution has been changed.



#### Additional modes for remote workplaces

You can adjust the settings, so you can hide the system bar without having to log-in again. In the classic view, open the settings **Administration / System / Screen / Panel** and select the option **overlay**.


#### Use keyboard to hide/show system bar:

Shortcutn **Ctrl+ Alt + o**

#### Hide system bar with the mouse in the classic view:

In the system bar, select  **Monitor** with the left mouse button.

#### Hide system bar with the mouse in the new user interface:

1. In the system bar, open the  **Monitor** menu.
2. Select **Enable fullscreen**.

#### Show system bar with the mouse in the new user interface:

1. Move the mouse to where the system bar would normally be. A menu bar opens.
2. **Quit fullscreen mode**.



#### Presentation mode

In the presentation mode, notifications will not be displayed, your SINA Workstation S does not lock automatically and does not activate the power save mode.

In the classic view, your Workstation automatically enters the presentation mode, when you hide the system bar and the settings in **Administration / System / Screen / Panel** are set to **Automatic** or **Fixed**. In the new user interface, you enter the presentation mode anytime you hide the system bar.

## 4.7. Enlarge display



#### Only in classic view

You can change the setting only in the classic view. The settings apply to both user interfaces.

#### You can adjust the size of the text and the symbols in the system settings:

1. In the classic view, select **Administration / System**.
2. Select **Screen**.

3. Select **Font and icon size**. A dialog opens.
4. Select an option:
  - Automatic: The size adjusts to the device (Default). For notebooks that means small. For tablets that means large.
  - Large: Enlarged display for tablets or visually impaired users.
  - Small: Small display, optimized for notebooks.

## 4.8. Screen brightness and screen saver settings



### Only in classic view

You can change the setting only in the classic view. The settings apply to both user interfaces.

1. In der SINA Benutzeroberfläche **Administration / System** wählen.
2. Select **Screen**.
3. For screen brightness, select **Brightness** and adjust the slider.
4. For screen saver settings, select **Screen saver**.
  - None: Screen saver is disabled.
  - Blank: The screen will turn black, when you are inactive for the defined time.
  - Lock: SINA Workstation S locks, when you are inactive for the defined time. This may result in data loss on running remote workplaces. For more information see [Chapter 6.1.2.3](#).
  - Lock and blank: Combines the settings of lock and blank.
  - In **Waiting time** you set the inactive time, after which the screen saver is enabled.



### Limited options

Your administration can limit your options. For example, you cannot exceed the maximum timeout set by the administration in SINA Management.

## 4.9. Enable acoustic signals



### Only in classic view

You can edit the settings only in the classic view, but they apply to both user interfaces.

SINA Workstation S can emit acoustic signals, when the device is unlocked by entering the PIN, for example for visually impaired users.

1. In the classic view, select **Administration / System**.
2. Select **Misc settings**.
3. Select **Audible signals**.
4. Enable or Disable the setting via the checkbox **active**.

## 4.10. Set time and date



### Only in classic view

You can edit the settings only in the classic view, but they apply to both user interfaces.

Time and date settings normally synchronize with the NTP server of SINA Management automatically.

### Alternatively, you can adjust the settings manually:

1. In der SINA Benutzeroberfläche **Administration / System** wählen.
2. Select the date and time entry.
3. Define the date and time in the context menu. The time is displayed in Universal Time Coordinated (UTC) format.
4. Select **Submit**. The time changes for all running workplaces.

## 4.11. Change host key



### Only in classic view

You can edit the settings only in the classic view, but they apply to both user interfaces.

You can use shortcuts to shutdown some guest operating systems in local workplaces (host key + H) or reset the workplaces (host key + R). To do so, use the host key.

### How to define the host key:

1. In the classic view, select **Administration / System**.
2. Select **Misc settings**.
3. Select **Hot key**.
4. Select button that functions as the host key:
  - o Ctrl left
  - o Ctrl right

- Ctrl both (Default setting)
- F11
- F12

## 4.12. Hide system CFS of other users

SINA Workstation S creates a system CFS for each user that logged in on this device. But you may not have access to system CFS of other users. Therefore, you can hide these system CFS to clean up the **Virtual Volume** module. All system CFS are displayed by default.

### How to hide other System CFS:

1. In the classic view, select **Administration / Misc Settings**.
2. Select **Volume visibility**.
3. Uncheck **visible**.



## 5. Accessibility

SINA Workstation S supports you with these functions in the new user interface:

- [Vision](#)
- [Keyboard](#)

### 5.1. Vision

#### 5.1.1. Focus frame

The currently selected element is highlighted with a frame.

When you have trouble seeing the frame, change the intensity in the customization module (see [Chapter 4.2](#)).

#### 5.1.2. Speech output

Enable the speech output, so all functions and information of the user interface is read aloud.



Speech output is also available when logging in in the new user interface. When you have worked in the new user interface before the start, this user interface is displayed as soon as you insert the SINA ID Token.

#### Enable the speech output with the keyboard

Use **Ctrl + Alt + Enter** to enable and disable the speech output.

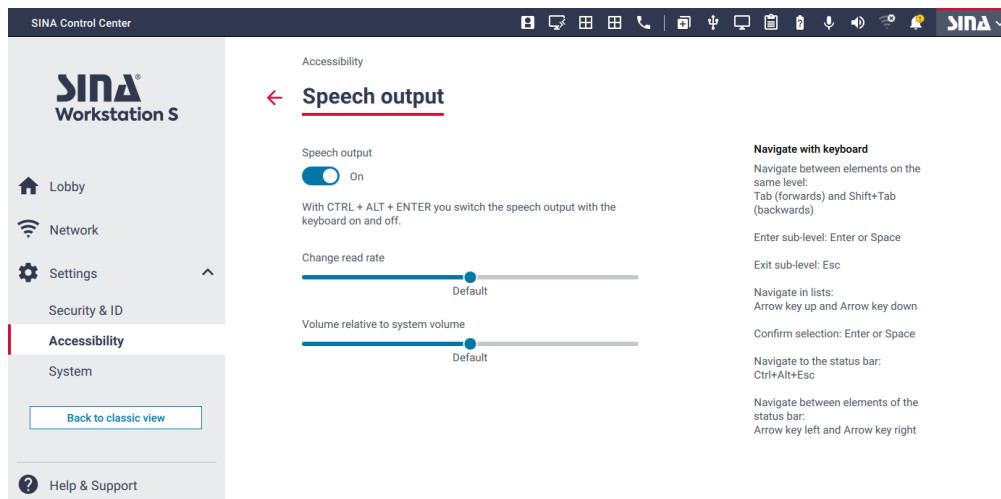
#### Use the keyboard to adjust the reading speed and volume

1. Navigate to the system bar with **Ctrl + Alt + Esc**.
2. Use **Tab** to navigate to the **Control Center** and confirm with **Enter**.  
You are now in the control center on the page that was open when you left the control center the last time.
3. When you are not on the speech output page, navigate with **Tab** to the **Settings** module.
4. Open the menu with **Enter**.  
A list of all sub modules opens.
5. Navigate with **Tab** to the **Accessibility** module and open it with **Enter**.
6. Use **Tab** to navigate to **Speech output** and confirm with **Enter**.

7. Navigate with Tab to **Read rate** or **Volume relative to system volume**.
8. Adjust the setting with the arrow keys.

#### Use the mouse to enable the speech output

9. In the system bar, select **SINA Workstation / Control Center**.
10. Select the module **Settings / Accessibility**.
11. Select **Speech output**.  
Enable and disable the speech output with the button.



Use the mouse to adjust the reading speed and volume . In the system bar, select **SINA Workstation / Control Center** . . Select the module **Settings / Accessibility** . . Select **Speech output** . . Navigate to **Read rate** or **Volume relative to system volume** . . Adjust settings with the slider.

## 5.2. Keyboard

### 5.2.1. Navigate with the keyboard

Operate the new user interface with the keyboard. When speech output is enabled, all interactive elements are read aloud.



#### Note

Enter and the space key can be used interchangeably. The following explanations use Enter. But you can also use the space key.

#### Open Control Center

1. Starting from a workplace, use Ctrl + Alt + Esc to open the SINA Workstation menu.
2. Use Tab once to navigate to the list element **Control center**.

3. Use Enter to switch to the control center. The control center opens on the previously opened page.

### System bar

1. Use Ctrl + Alt + Esc to navigate to the SINA Workstation menu in the systembar. Use the arrow keys to navigate between menus.<40/36/54% > Depending on the role, menu use differs:
  - [list](#)
  - [Interactive list](#)
  - [complex interactive list](#)

### Main menu

Depending on where you are in the control center, use Tab to navigate to the main menu. Within the main menu, you can navigate the same way as in [interakktive lists](#).

### Module pages

- Use Tab and Shift + Tab to navigate between elements. Depending on the role, the operation differs:
  - [List](#)
  - [Interactive list](#)
  - [Complex interactive list](#)
  - [Text field](#)
  - [Button](#)
  - [Switch](#)
  - [Slider](#)
  - [Radio button](#)
  - [Drop-Down](#)
  - [Page tab](#)

### List

Use the arrow keys to navigate in the list

### Interactive list

- Use Tab for forward-navigation in the list
- Use Tab + Shift for backward-navigation in the list
- Use Enter on a list element to perform an action

### Complex interactive list

- Use Tab and Shift + Tab to navigate between elements in a list
- Use Enter to select a list element
- Use Esc to exit the list element
- Use Tab and Shift + Tab to navigate between buttons on a list element
- Confirm with Enter

### Textfeld

When navigated to with tab, enter text.

### Button

- Select with Enter.
- When multiple buttons are available, use Tab to navigate between buttons.

### Switch

- Use Enter to enable or disable the switch.

### Drop down

Select one option from a predefined selection:

- Use Enter to open the list.
- Navigate with the arrow keys
- Confirm with Enter
- Use Esc to leave the list without a selection

### Slider

- Use the arrow keys to move the slider

### Radoi button

- Use Tab to navigate between options.
- Select an option with Enter.

### Page tab

Use the arrow keys to naviagte between tabs.

## 5.2.2. Shortcuts

When you purchased SINA Workstation S as a bundle with a Lenovo ThinkPad, many functions can be accessed via shortcuts:

Shortcut	Function
Ctrl + Alt + L	Lock SINA Workstation
Ctrl + Alt + O	Displays/hides the system bar (see <a href="#">Chapter 3.2.2</a> ).
Ctrl + Alt + Esc	Enable/Disable the spee output in the new user interface
AltGr + Shift + Esc	Switch between user interfaces
Fn + 4	Suspend SNA Workstation
Fn + F1	Mute speaker
Fn + F2	Lower the volume of the speaker
Fn + F3	Increase the volume of the speaker
Fn + F4	Mute microphone
Fn + 5	Reduce screen brightness
Fn + 6	Increase screen brightness
Fn + F7 / Windows + P	Switch between monitor layouts
Fn + F8	Enable/Disable WLAN
Ctrl + Alt + F1	Switch to first workplace (when active)
Ctrl + Alt + F2	Switch to second workplace (when active)
Ctrl + Alt + F3	Switch to third workplace (when active)
Ctrl + Alt + F4	Switch to fourth workplace (when active)
Ctrl + Alt + F5	Switch to fifth workplace (when active)
Ctrl + Alt + F6	Switch to sixth workplace (when active)
Ctrl + Alt + F7	Switch to seventh workplace (when active)
Ctrl + Alt + F8	Switch to eighth workplace (when active)
Ctrl + Alt + F9	Return to the SINA Workstation user interface
Ctrl + Alt + F11	Open admin menu (see administration manual)
Ctrl + Alt + F12	Show log messages (see administration manual)

## 6. Working with SINA Workstation

### 6.1. Work with SINA Workstation

Authenticate with your SINA ID token to use SINA Workstation. It contains all user permissions and configuration data and governs your access to networks.



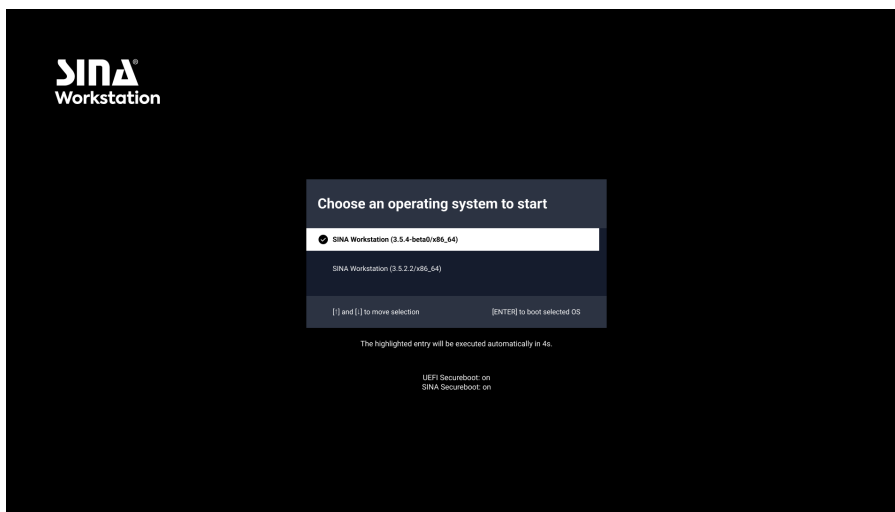
If not defined otherwise, all settings in this chapter apply to both user interfaces. Even if some of the settings are only available in the classic view.

#### 6.1.1. Start SINA Workstation

Have your SINA ID Token ready for starting SINA Workstation S. If you have any questions relating to authentication, installation or configuration, contact your administration.

##### How to start SINA Workstation S:

1. Press the power button. The bootloader is displayed.
2. Optional: When you want to work with a different version than we one you started last time, change the version in the menu with the arrow keys and enter.



##### Warning

If the bootloader background is red, it indicates a possible problem. Contact your administration.

3. Insert SINA ID Token.
4. Enter the user PIN
  - o Use the virtual number pad via mouse or touchscreen to enter your user PIN and rule out

unauthorised keystroke recording.

- After 3 wrong tries, you need to enter the PUK. image::en\_benutzer-pin.png["The PIN dialog is comprised of an input field and a nuber block with randomly distributed numbers. Leave the dialog with the buttons confirm or correction.",width=300]

5. Select **Confirm** wählen or press **Enter**.



#### **Device PIN no longer supported (since 3.5.0)**

When the error message **SINA ID Token uses unsupported device card PIN** is displayed, the device PIN must be removed from the SINA ID Token .

#### **Warning**

When the message **System Security - Bottom cover tamper detected** is displayed, an intrusion attack may have occurred.



- Check the case for external influences (scratches on screws, cover not fully closed, etc.).
- When external influences are visible, inform your security officer and do not operate the device.
- When no external influences are visible, you may continue using the device. Reset the message with the BIOS password. If the message is displayed every time during startup, the hardware may be damaged.

## 6.1.2. Restart SINA Workstation

You have 2 options to restart SINA Workstation S:

- [Restart manually](#)
- [Restart automatically](#)

When SINA Workstation S doesn't function correctly, a restart may help.

### 6.1.2.1. Restart manually

1. Shutdown all workplaces.
2. Navigate to the system bar:
  - **Classic view:** With the right mouse button, select **SINA / Reboot**.
  - **New user interface:** With the left mouse button, select **SINA Workstation / Restart**.
3. When the login screen appears, enter your user PIN.

### 6.1.2.2. Restart automatically

SINA Workstation S kann restart automatically, when all workplaces are shutdown. You can enable the setting in the system settings.



#### Only in classic view

You can edit the settings only in the classic view. The settings apply to both user interfaces.

#### How to enable the automatic restart:

1. Select **Administration / System**.
2. Select **Misc settings**.
3. Select **Actions**.
4. For **Action on exit of last workplace**, select the option **Reboot**.

### 6.1.2.3. Lock SINA Workstation

Protect your data during work breaks. To lock SINA Workstation S you have multiple options:

- [Lock SINA Workstation S – keep SINA ID Token inserted](#)
- [Lock SINA Workstation S – remove SINA ID Token](#)
- [Remove SINA ID Token](#)





### Alternative lock methods

Use the shortcut **Ctrl + Alt + L** or assign the lock function to the power button in the system settings (**System / Misc settings / Actions**).

#### 6.1.2.3.1. Lock SINA Workstation S - keep SINA ID Token inserted

Use this option for short breaks, when you do not leave the room (lowest security).

1. Navigate to the system bar.
  - a. **Classic view:** With the right mouse button, select **SINA / Lock workstation**.
  - b. **New user interface:** With the left mouse button, select **SINA Workstation / Lock**.
    - Encrypted file systems remain available and active workplace remain running.
    - Security associations remain intact.

#### 6.1.2.3.2. Lock SINA Workstation S - remove SINA ID Token

Use this option for short breaks, when you leave the room (high security).

1. Navigate to the system bar.
  - a. **Classic view:** With the right mouse button, select **SINA / Lock workstation**.
  - b. **New user interface:** With the left mouse button, select **SINA Workstation / Lock**.
2. Remove SINA ID token.
  - Security associations are reauthorised. When the lifetime is over, security associations are abolished.
  - Workplaces are paused. Exception: A trusted network connection is established for the security domain of the workplace (see [Chapter 1.2.4.3.1](#)).
  - Encrypted volumes are locked. Other SINA ID Token cannot access your data.
  - For remote workplaces, the connection to the server is maintained until the security association is abolished.

#### 6.1.2.3.3. Remove SINA ID Token

Use this option if you are not working with remote workplaces (highest security).



### Possible data loss for remote workplaces

When you remove the SINA ID Token, the connection to the terminal server is terminated immediately. Unsaved data is lost.

1. Remove your SINA ID token without prior locking.

- The network connection and all security associations are terminated.
- Encrypted volumes are locked. Other SINA ID Token cannot access your data.
- Workplaces are paused.

### 6.1.2.4. Suspend SINA Workstation (Standby mode)

Use this function, when you pause your work for several hours.

In some cases it is useful to suspend SINA Workstation S instead of locking or shutting down::

- Suspending saves battery in comparison to locking.
- Quicker continuation of your work in comparison to shutting down.

#### How to suspend SINA Workstation S:

1. Navigate to the system bar.
  - a. **Classic view:** With the right mouse button, select **SINA / Suspend to RAM**.
  - b. **]New user interface:** With the left mouse button, select **SINA Workstation / Standby**.
    - Active local workplaces are saved in the working memoryl.
    - The network connection is terminated.



#### Battery in suspended state

The battery discharges slowly in the suspended state. When the battery is fully discharged, unsaved data is lost.

#### How to resume your work:

1. Press the power button.
  - All workplaces are available.
  - The network connection is reestablished.



#### Alternative for tablets

Suspend SINA Workstation S by pressing the power button.

Select **Automatic** in **Action on exit of last workplace** in the system settings (**System / Misc settings / Actions**).

### 6.1.3. Lock or suspend automatically

SINA Workstation S can automatically lock or suspend, when closing the lid or pressing the power button. To do so, active these options in the system settings.

Where to find the function:

1. Select **Administration / System**.
2. Select **Misc settings**.
3. Select **Actions**.

- **Action on lid close**

SINA Workstation S can lock or suspend automatically, when closing the lid (Default = No action).

- **Action on power button press**

By pressing the power button, you can lock, suspend or shutdown SINA Workstation S (Default = Automatic).

- **For tablets:** The option **Automatic** suspends SINA Workstation S, when pressing the power button.
- **Laptops and other devices:** The option **Automatic** has no effects. Select **Lock** or **Suspend**.

### 6.1.4. SINA Workstation herunterfahren

]You have 2 options to shut down SINA Workstation S:

- [Shutdown manually](#)
- [Shutdown automatically](#)

#### 6.1.4.1. Shutdown manually



##### Auto-Suspend

Local workplace that have not been shutdown, are suspended automatically when your Workstation is shutdown. Remote workplaces are shutdown and, depending on the configuration of the terminal server, later resumed.

#### How to shutdown SINA Workstation S:

1. Navigate to the system bar.
  - a. **Classic view:** With the right mouse button, select **SINA / Shutdown workstation**.
  - b. **New user interface:** With the left mouse button, select **SINA Workstation / Shutdown**.

#### 6.1.4.2. Shutdown automatically

SINA Workstation S can automatically shutdown, when you exit the last workplace or press the power button, when activated in the system settings.

Where to find the function:

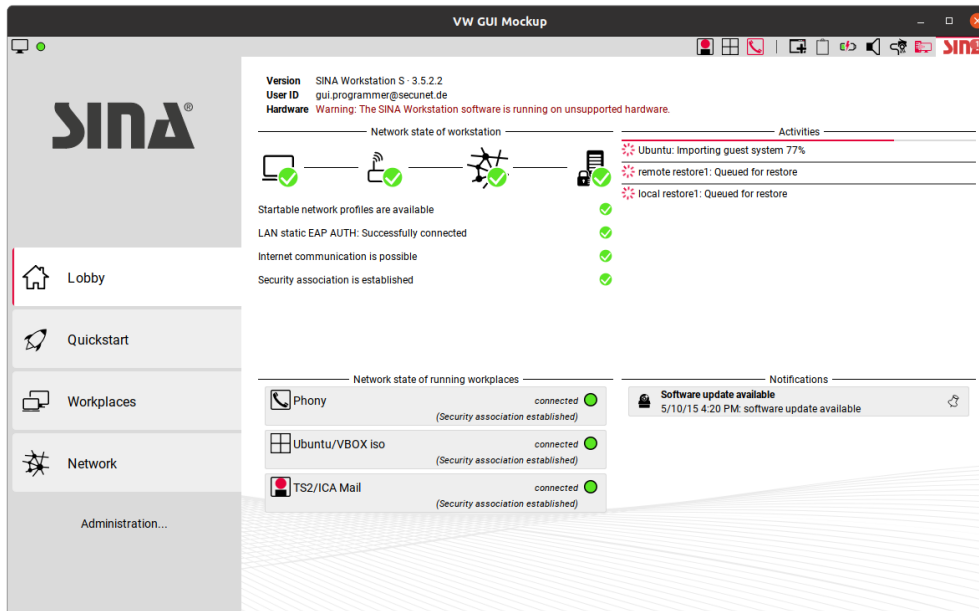
1. Select **Administration / System**.
2. Select **Misc settings**.
3. Select **Actions**.

- For **Action on power button press**, select the option **Shutdown**.
- For **Action on exit of last workplace**, select the option **Shutdown**.

## 6.2. Lobby

The lobby gives you an overview of your SINA Workstation S. In the new user interface, you can also find workplace and network functions in the lobby.

### 6.2.1. Lobby in the classic view



#### 1. Network state of Workstation

Here you can check the state of components, when you are experiencing connection problems. For possible problems and solutions, see [Chapter 6.4.12](#).

#### 2. Activities


Activities not yet completed appear in processing order. These include:

- Creating or changing volumes
- Backup and restoring volumes
- Rekeying and checking volumes

#### 3. Network state of running workplaces

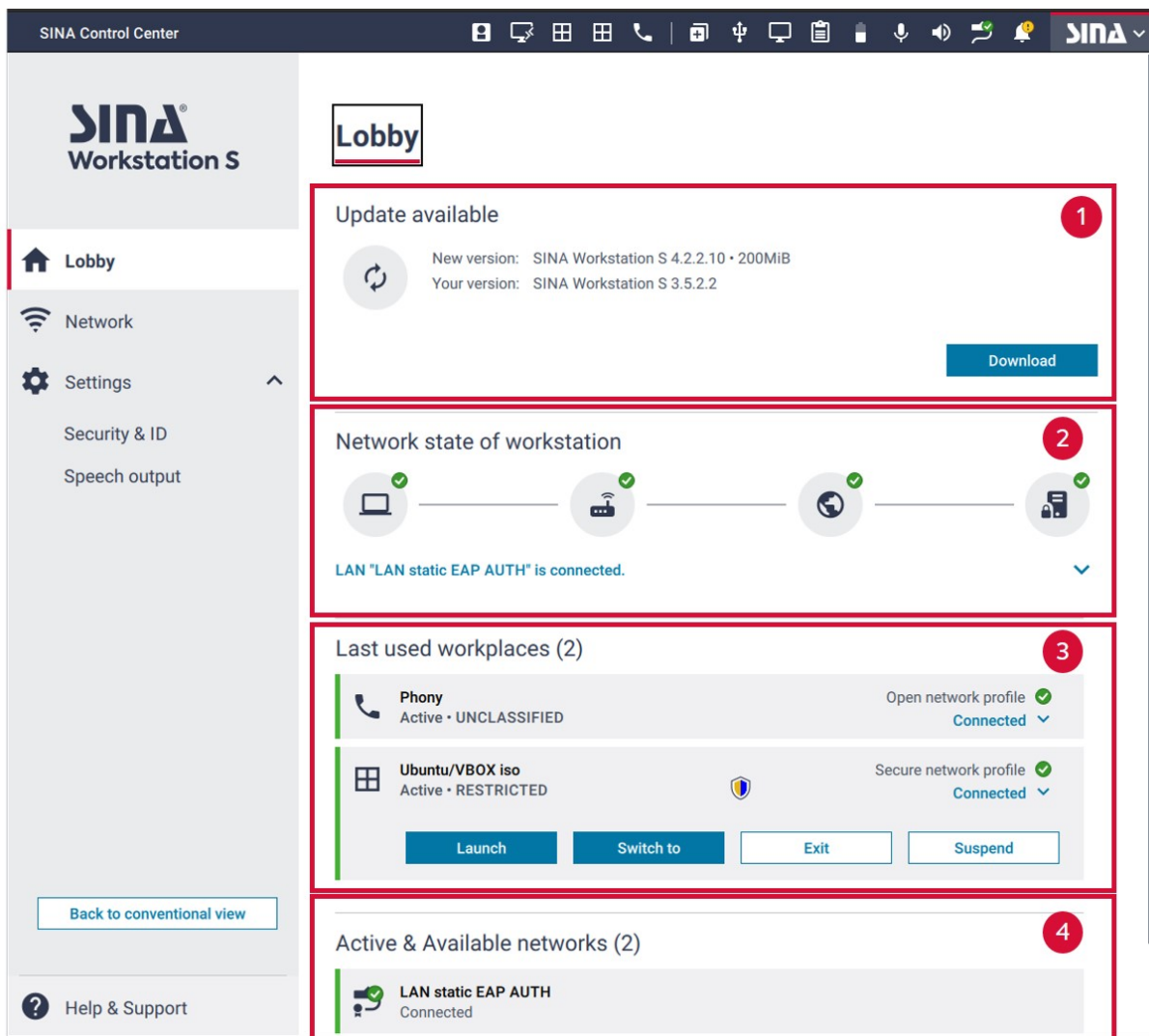
The running workplaces and their network status are shown in this area. The colours correspond to the colours in the system bar (see [\[status sq\]](#)).

#### 4. Notifications

Select the  PIN symbol to delete notifications. Messages about new devices disappear automatically, when you have assigned the device to a workplace..

When errors occurs, you can export an error log (see [Chapter 10.2](#)).

## 6.2.2. Lobby in the new user interface



### 1. Notifications

At the top of the page, notifications are displayed that require your action. These are updates or error logs. The notification guides you to the corresponding function.

### 2. Network state of Workstation

Here you can check the state of components, when you are experiencing connection problems. For possible problems and solutions, see [Chapter 6.4.12](#).

### 3. Last used workplaces

Here you can start or edit last used workplaces. Running workplace display the Active state and are highlighted in green. For more information to workplace functions, see [Chapter 6.3](#).

### 4. Active & Available networks

Here you can connect to, disconnect from or edit a network profile. Connected networks are highlighted with green and the state **Connected**.

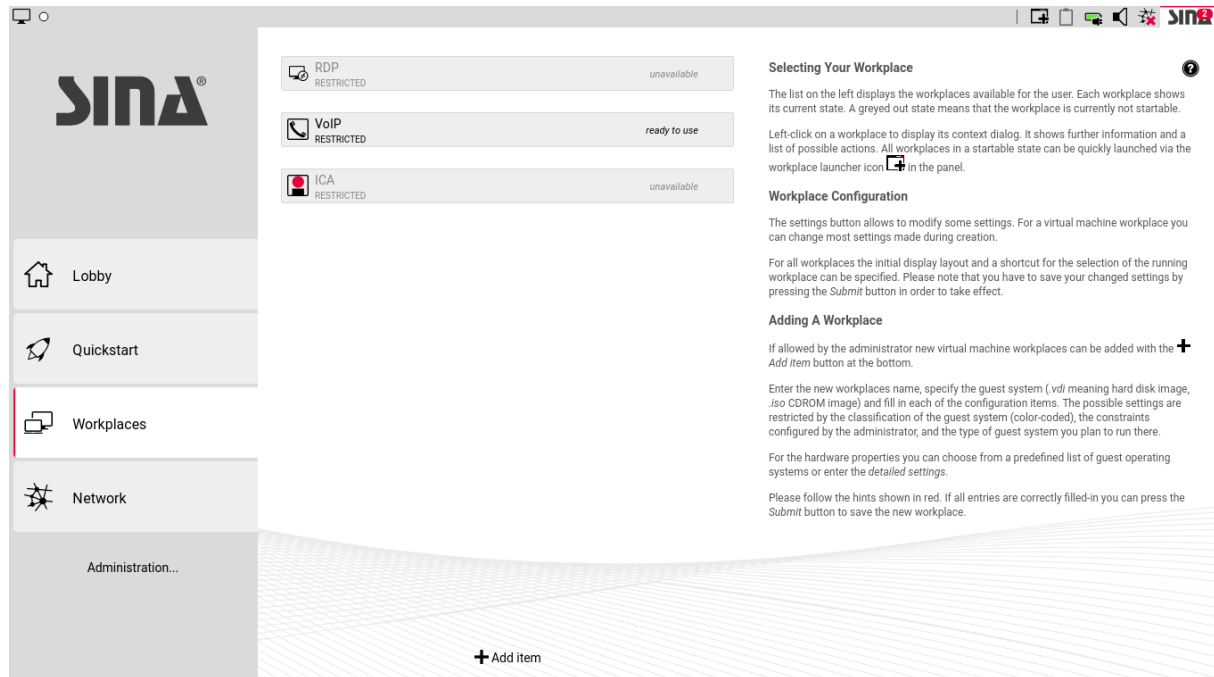
For more information to network functions, see [Chapter 6.4](#).

## 6.3. Virtual workplaces

Virtual workplaces are independent work environments, in which you can work securely. You can find more information to the different workplace types in [Chapter 1.2.3](#).



In the conventional view, the **Workplaces** module displays all workplaces.

You can rearrange the order with **Drag & Drop**. Running workplaces have a dark background.



### 6.3.1. Start workplace

**Start workplace in the system bar:**

1. Navigate to the system bar.
2. **Classic view:** With the right mouse button, select  **Workplaces**.
3. **New user interface:** With the left mouse button, select  **Start workspaces**.
4. Select a workplace in the list.

**Start workplace in the workplaces module (conventional view):**

1. Open the **Workplaces** module.
2. Select a workplace in the list.
3. Select **Start**.

**Start often used workplace in the lobby module (new user interface):**

1. Open the **Lobby** module.
2. Navigate to **Recently used workplaces**.



3. Select a workplace in the list.
4. Select **Start**.




#### Start workplaces automatically

For a workplaces to start automatically, create a quickstart profile in the conventional view (see [Chapter 6.5](#)).

### 6.3.2. Switch to another workplace

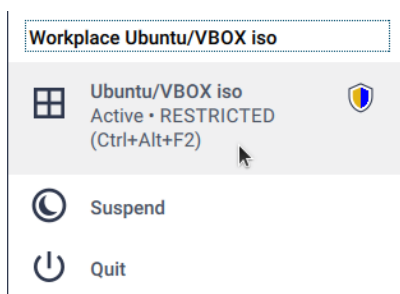
When multiple workplaces are running at the same time, you can switch between the workplaces at any time..

#### Switch workplace in the system bar:

1. In the system bar, select the  **Workplace** with the left mouse button.
  - In the conventional view, you switch to the workplace immediately.
  - In the new user interface, a menu opens. Click on the workplace name.

#### Switch to workplace with shortcut:

1. Use the shortcut assigned to the workplace, e.g. Ctrl + Alt + F1.
  - In the conventional view, the shortcuts are displayed when hovering over the workplace icon in the system bar.
  - In the new user interface, the shortcut is displayed below the workplace name in the workplace menu.



### 6.3.3. Shutdown workplaces

Close all programs before you shutdown the workplace.

For local workplaces, use the shutdown function of the guest operating system. For remote or phone workplaces, log out.





#### Warning

When you cannot shutdown the workplace via the shutdown or logout

function, use the exit function in the SINA user interface. Unsaved data may be lost.

#### Exit workplace in the system bar:

1. Navigate to the system bar.
  - a. **Conventional view:** With the right mouse button, select  **Workplace**.
  - b. **New user interface:** With the left mouse button, select  **Workplace**.
2. Select **Exit**.
3. Confirm the security prompt.

#### Exit workplace in the workplace module:

1. Open the **Workplaces** module.
2. Select a workplace in the list.
3. Select **Exit**.



#### Shutdown SINA Workstation S automatically

Select **Shutdown** for **Action on exit of last workplace** in the system settings (**System / Misc settings / Actions**).

### 6.3.4. Create new workplace

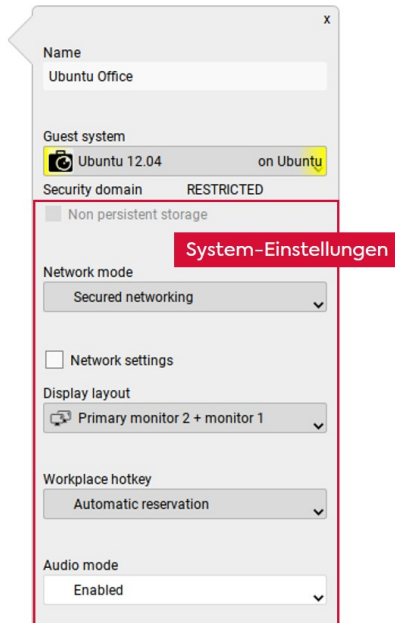


#### Note

You can only create local virtual machine workplaces.  
For other workplaces, contact your administration.

#### How to create a new workplace:

1. In the module **Workplaces**, select **+ Add item**.



2. Name the workplace.
3. Select **guest system**.
  - All .vdi and .iso files from the volumes module are available.
  - Depending on your selection, some system settings are preconfigured.
4. Configure [system settings](#).
5. Optional: Configure [detailed settings](#).
6. . Select **Create**.

### 6.3.4.1. System settings

#### Non persistent storage

The workplace is reset to its original state during shut down. Only available, when enabled for the virtual volume of the guest system.

#### Network mode

The network mode defines the network access:

- No networking: Work offline
- **Secured networking**: encrypted VPN connection to SINA L3 Box
- **Open networking (Default)**: Direct access to the internet for unclassified workplaces in security domain 1 (see [Chapter 7.1](#)). In this mode, no remote connection to SINA Workstation S is possible, as the IP address is translated via NAT.
  - **Open networking (Bridged)**: Direct internet access via LAN for unclassified workplaces in

- security domain 1. Remote access to SINA Workstation S via the IP address from the DHCP server is possible.  
Internet access via WLAN is not supported.

### Network settings

- **IPv4 to claim:**
  - Automatic: The workplace uses any free address of the network.
  - None: The workplace does not use the IPv4 protocol.
  - Specific IP-address: The workplace uses a specific IP address of the network. The address must be available when starting the workplace.
- **IPv6 to claim:**
  - Automatic: The workplace uses any free address of the network.
  - None: The workplace does not use the IPv6 protocol.
  - Specific IP-address: The workplace uses a specific IP address of the network. The address must be available when starting the workplace.
- **MAC to claim:**
  - Automatic: The workplace uses any address of the MAC address pool.
  - Specific MAC address: The workplace uses a defined MAC address of the pool. Use this setting for MAC-based authentication.

### Monitor layout

Define the settings for multiple monitors (see [Chapter 4.5](#)).

### Secondary guest system

Unencrypted ISO file systems can interact with the primary operating system, e.g. to install VirtualBox guest additions or backup data (see [Chapter 6.3.6.1](#)).

### Workplace hotkey

Shortcut to switch from another workplace to this workplace.

When the same shortcut is set for multiple workplaces, you can only start one of them at the same time. Therefore, we recommend **Automatic reservation**.

### Audio mode

The audio mode defines the speaker and microphone availability for internal and external audio devices:

- Disabled: No sound
- **Enabled:** Speaking and listening

The workplace can access speaker and microphone. To use the microphone in the workplace, assign the microphone to the workplace (see [Chapter 6.6.2](#)).

### Boot order

Order of boot media for the guest system. The available media depends on your permissions.

- **CD/DVD:** Booting of .iso files.
- **Harddisk:** Booting of .vdi files.
- **PXE:** Booting via network.
- **None:** No boot medium allowed. Use this setting to exclude boot media.

The recommended boot order depends on your usecase (see [Chapter 6.3.5](#)).

### Spectre mitigation

This option may reduce performance of the guest system.

- **None:** Spectre Mitigation is disabled (Default).
- **Host:** Enabled for the host hypervisor.
- **Guest:** Enabled for the guest system.
- **Guest + Host:** Enabled for host hypervisor and guest system.

### OS type

Type of the guest operating system. The [detailed settings](#) are set according to your selection.

#### 6.3.4.2. Detailed settings

The detailed settings depend on the OS type of the guest system.



#### **Workplace will not start with incorrect settings**

Use the pre-defined settings for the guest system. These must comply with the VDI configuration.

Only change the settings **memory** and **Number of CPUs**.

### Memory

Working memory size available to the guest system. A note appears, when more working memory than available has been assigned. We recommend minimum of 8 GiB for Windows operating systems and minimum of 2 GiB for Ubuntu operating systems.

### Network device

Virtual network device in the guest system:

- **Intel:** Simulates the Intel network card, which most operating systems can use without additional drivers (recommended).
- **VirtIO:** Simulates a network card, implemented by VirtualBox. You will need additional drivers.

### Audio device

Virtual sound chip in the guest system:

- **AC97** (recommended for Ubuntu)
- **HDA** (recommended for Windows)

### Storage device

Transmission protocol for virtual volumes:

- **IDE** (only Windows XP)
- **SATA** (recommended for Windows Vista)
- **IDE+SATA**
- **NVMe+SATA** (recommend for Windows (starting version 8), only compatible with firmware type UEFI)

### USB-Host

USB host controller for communication between peripherals and guest system via USB:

- **XHCI** (USB 3.0, recommended for Ubuntu and starting from Windows 8)
- **EHCI** (USB 2.0, recommended until Windows 7)

### Firmware type

Defines the boot process of the guest system. Do not modify for existing guest operating systems, as they may no longer start.

- **BIOS** (up to Windows 8)
- **UEFI** (recommend for Ubuntu and Windows 10)
- **Secure Boot** (for Windows 10 and newer)

### Graphic acceleration

When enabled and after installation of specific Intel drivers, the graphic card of your laptop is available for graphic operations. Only recommended for Windows workplaces, used only for graphic heavy operations. Ubuntu workplaces are not supported. For more information and instructions to install the drivers, see the additional document **Graphics acceleration**.

- Enabled
- Disabled

### Bromium support

Enables the support for HP Sure Click (previously Bromium) in virtual machine workplaces with Windows 10 guest operating systems.

### Number of CPUs

Number of virtual processors of the guest system.

You can assign more CPUs to a workplace than available to the system. SINA Workstation S schedules the jobs for you.

We recommend min. 4 CPUs for Windows operating systems and min. 2 CPUs for Ubuntu operating systems.

### I/O APIC

I/O-APIC is necessary for assigning multiple CPUs or for compatibility with some guest systems (Default = enabled).

## 6.3.5. Boot order tips

You can define the boot order for each workplace:

- **CD/DVD:** Booting of .iso files. When you want to use the .iso file in addition to a .vdi file, you need to add the .iso file as a secondary guest system (see [Chapter 6.3.6.1](#)).
- **Harddisk:** Booting of .vdi files.
- **PXE:** Booting via network. Only for workplaces with the network mode **Open networking (Bridged)** or with active trusted network available.
- **None:** No boot medium allowed. Use this setting to exclude boot media.

Depending on the use case, we recommend different boot orders.

### 6.3.5.1. Boot guest system

An installed guest operating system boots from a .vdi file. Therefore, the option **Harddisk** must rank first:

1. Hard disk drive
2. Additional boot media are optional and do not influence the booting of the operating system.

### 6.3.5.2. Install guest operating system

Before you have installed a guest operating system, SINA Workstation S cannot boot from hard disk. Therefore you need to define additional boot media:

1. Hard disk drive
2. CD/DVD or PXE
3. Optional: CD/DVD or PXE

As booting from harddisk is not possible, SINA Workstation S ignores the option **Harddisk** and boots from the second ranked medium.

With 3 boot media, booting from the third will only occur, when the second medium is not available.

After the installation, the operating system boots from the harddisk. When you do not remove the secondary guest system, the user can access the .iso file as an external data storage medium.

### 6.3.5.3. Install new operating system version

When adjusting the boot order, you can update an existing operating system, e.g. update from Windows 8 to Windows 10.

1. CD/DVD or PXE
2. Hard disk

When the installation has finished, make sure that the guest system can boot from the hard disk. We recommend to rank **Hard disk** first.



#### Warning

The recommended workplace settings may differ between operating system versions (see [Chapter 6.3.4.2](#)). Check the settings, before starting the workplace.

### 6.3.5.4. Access data on hard disk

When the virtual disk of the guest system is damaged or compromised, you can rescue the data by adjusting the boot order. To do so, you must not boot from the harddisk.

1. CD/DVD or PXE
2. Hard disk

The hard disk is available as a storage medium in the guest system. You can copy or analyze data.



### 6.3.6. Change workplace settings



#### Only available in the classic view

You can edit the settings only in the classic view, but they apply to both user interfaces.

1. Shutdown the workplace to edit the settings.
2. In the SINA user interface, open the **Workplaces** module.
3. Select workplace.
4. Select **Settings**.

Depending on the workplace type, you can adjust the settings marked with an x:

Setting	Local workplace	Remote workplace	Phone workplace
<a href="#">Network mode</a>	x		
<a href="#">Network settings</a>	x	x	x
<a href="#">Monitor layout</a>	x	x	x
<a href="#">Workplace hotkey</a>	x	x	x
<a href="#">Audio mode</a>	x		
<a href="#">Boot order</a>	x		
<a href="#">Spectre mitigation</a>	x		
<a href="#">OS type</a>	x		
<a href="#">Detailed settings</a>	x		

We therefore recommend NVMe Express (NVMe) for external mass storage devices. This setting requires the firmware type **UEFI**.

#### 6.3.6.1. Use secondary guest system

You can assign a secondary guest system to a local workplace in order to install a guest operating system or use it as an additional file system (see [Chapter 6.3.4.1](#)). These unencrypted ISO drives can be used simultaneously by multiple workplaces.

#### Assign secondary guest system in classic view:

1. Import ISO file in the **Virtual Volumes** module (see Administration manual) .
2. Shutdown workplace to edit the settings.

3. Select a workplace in the **Workplaces** module.
4. Select **Settings**.
5. Select the imported ISO file in **secondary guest system**.
6. Adjust the **boot order** to your needs:
  - When you want to use the secondary guest system as an additional file system, set harddisk first. E.g. for installing VirtualBox guest additions.
  - When you want to boot the workplace from the secondary workplace, set CD/DVD first and harddisk second. E.g. for installing a guest operating system, the primary volume is available for administrative purposes.

### 6.3.6.2. Exchange data

You can exchange text or images between active workplaces. You can exchange text or images between active workplaces. Use this function to copy a video conference link from your e-mail to participate in another workplace.

You can use this function in all workplaces except for phone workplaces.

The administration configures this function for you in SINA Management.

These elements are supported:

- Text in UTF-8 and ANSI format up to 1 MB
- Bitmap image up to 24 MB




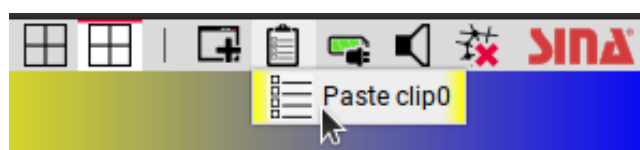
#### Existing copies are overwritten

When you copy elements into the clipboard, existing copies are overwritten.

When you paste elements, copied elements of this workplace are deleted.


#### How to exchange data in the conventional view:

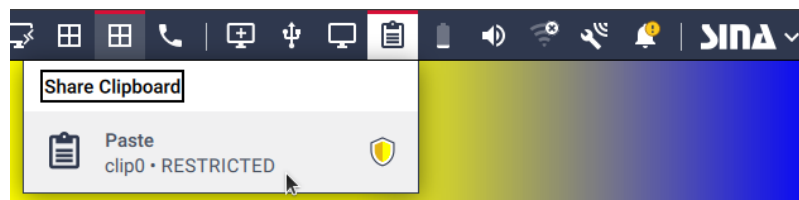
1. Open workplace.
2. Copy an element, for example with **Ctrl + c**.
3. Switch to a different workplace. A successful copy is indicated by the  **Clipboard** icon in the system bar.
4. Select the clipboard with the right mouse button.  
The menu shows all workplaces with copied elements.



5. Select **Paste (workplace)**. The element is pasted from the SINA clipboard to the workplace clipboard.
6. Paste with **Ctrl + v** to desired location.

#### How to exchange data in the new user interface:

1. Open workplace.
2. Copy an element, for example with **Ctrl + c**.
3. Switch to a different workplace.  
Successful copying is indicated by the  **Share Clipboard** icon in the system bar.
4. Click on **Share clipboard** with the left mouse button.  
The menu shows all workplaces with copied elements.



5. Select **Paste**. The element is pasted from the SINA clipboard to the workplace clipboard.
6. Paste with **Ctrl + v** to desired location.

### 6.3.7. Troubleshooting FAQ

#### I can't create a new workplace

When you do not see the button **+ Add entry** in the workplaces module, the administration did not configure the VBox workplace for you in the SINA Management.  
Contact your administration.

#### Outlook does not show reminders for meetings at the correct time

When you suspend Windows workplaces while Outlook is open, time and date recognition does not work correctly. Reminders do not appear at the correct time.  
Shut down Outlook before you suspend the workplace. Or restart Outlook.

#### The time in my workplace is incorrect

The time of the workplace is synchronized via network..  
Check your network connection. When the network connection is re-established, the time synchronizes automatically.  
When that didn't help, contact your administration. They can check whether the correct version of the VirtualBox Guest additions is installed.

**Some programs stop, when I switch to a different workplace**

Due to security reasons, workplaces with the security domain SECRET or above, are stopped when you switch to a different workplace.

Terminate all programs, before switching workplaces to avoid data loss.

**How many workplaces can run at the same time?**









The number of startable workplaces depends on the available memory space and the subnet mask of the network (see SINA Management user manual):

- 8 workplaces for subnet mask /28 (IPv4) or /124 (IPv6)
- 5 workplaces for subnet mask /29 (IPv4) or /125 (IPv6)

## 6.4. Network connections

To access secure networks, you need a network connection, e.g. to access your SINA secured organization network or to surf the internet. Create and configure network profiles in the **Network** module.

The icon in the user interface and the system bar shows you the network type:

Classic	New	Explanation
		<b>LAN</b> Connect to a network by using a LAN profile.
		<b>Mobile networks</b> Connect to mobile network with this profile. SINA Workstationsupports UMTS, GPRS and LTE. In the classic view, you need to enter the PIN before creating the profile here: <b>Administration / Credentials</b> (see <a href="#">Chapter 6.4.10</a> ).
		<b>WiFi</b> Connec to a wireless network with a WiFi profile. The IP address is obtained via DHCP. SINA Workstation supports open connections and WPA/WPA2 encrypted WLAN connections.
		SINA Workstation S also supports certificate-secured LAN and WiFi profiles (see <a href="#">Chapter 6.4.5</a> ) . These are marked with an additional symbol.



### Note

Your administration preconfigures LAN profiles for you. You can create WiFi and mobile network profiles yourself.

### 6.4.1. Connect to network



To connect with a network, you have 2 options:

- [Connect to network manually](#)
- [Automatically connect to network](#)

#### 6.4.1.1. Connect manually to network

**Connect to network in the system bar:**

1. Navigate to the system bar.

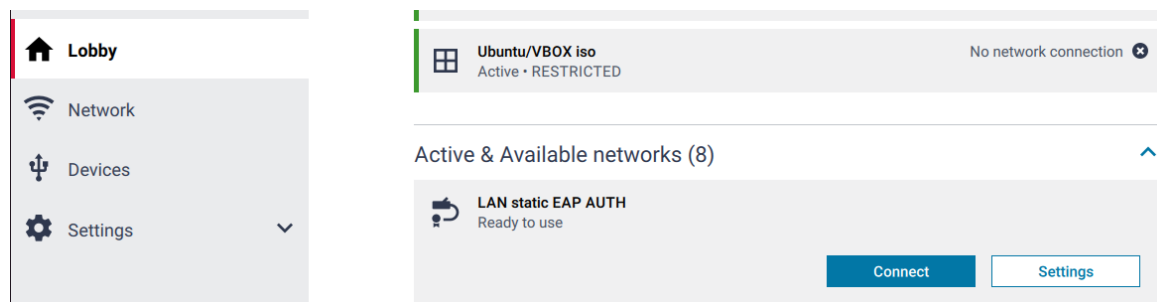
- a. **Classic view:** With the right mouse button, select  **Networks**.
  - b. **New user interface:** With the left mouse button, open the  **Network** menu.
2. Select a network profile in the list.
  3. Select **Connect**.

#### Connect to network in the network module:

1. Open the **Network** module.
2. Select a network in the list.
3. Select **Connect**.

#### Connect to network in the lobby module (only new user interface):

1. Open the **Lobby** module.
2. Navigate to **Active & Available networks**.
3. Select a network in the list.

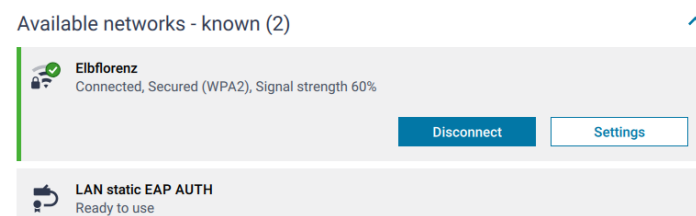


4. Select **Connect**.

When you are already connected to a network, this connection will be terminated.

#### How to spot a successful network connection

The connection is successful, when the profile displays the state **Connected** and the green badge icon on the network profile icon:



In the classic view, the network state is displayed in the system bar on the left (see [Chapter 1.2.4.3](#)).

### 6.4.1.2. Automatically connect to network

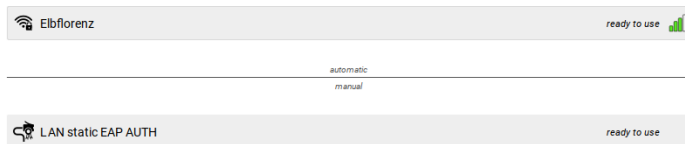
Connect automatically to a network, when starting SINA Workstation S or coming out of standby.

When automatic connection is enabled for multiple network profiles, SINA Workstation S starts the first available profile with these priorities:

1. LAN profile
2. WLAN profiles in the specified order
3. Mobile network profile

**Connect automatically in the classic view:**

1. Open the **Network** module.
2. ] Move a network profile to the **Automatic** area.



#### Note

Only a single LAN or mobile network profile can be moved to the automatic area. WLAN profiles for hidden WLANs cannot be started automatically.

**Connect automatically in the new user interface:**

1. Open the **Network** module.
2. Select a network profile.
3. Select **Settings**.
4. Enable **Connect automatically when within range**.
5. Save with **Apply**.

### 6.4.2. Disconnect from network



#### Note

The functions are available in the **Network** module and in the system bar. In the new user interface, you can also disconnect from the network in the lobby.

1. Shutdown remote workplaces to avoid data loss (see [Chapter 6.3.3](#)).
2. Select active network profile.

3. Select **Disconnect**.

### 6.4.3. Create network profile

In the classic view, you need to create a network profile before connecting to a network. In the new user interface, this is only true for LAN and mobile networks. WiFi profiles are created automatically, when connecting to a new WiFi in the system bar.

#### How to find the function in the classic view:

1. Open the **Network** module.
2. Select **+ Add item**.
3. [Configure network profile](#).

#### Where to find the function in the new user interface:

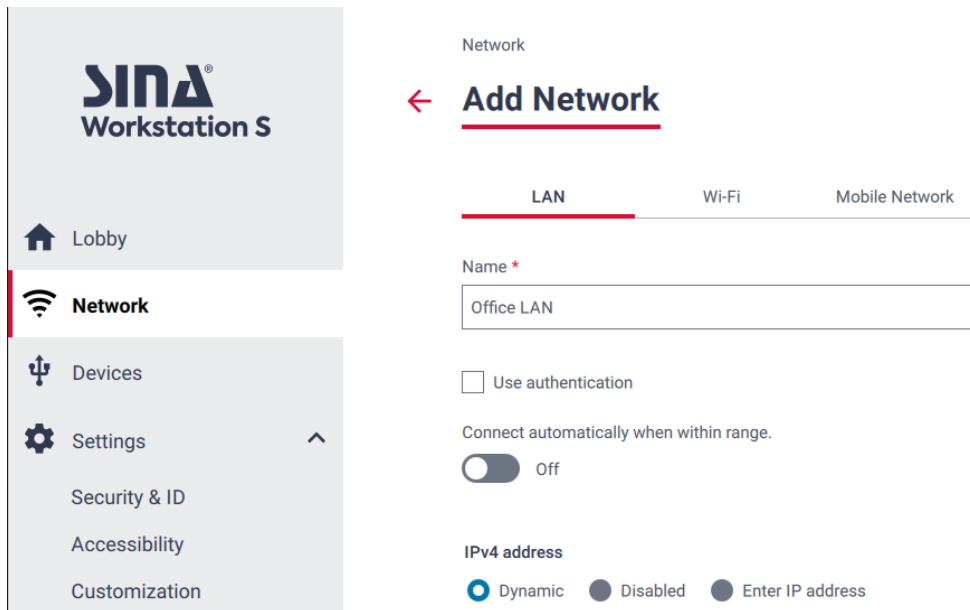
1. Open the **Network** module.
2. Select **Add network**.
3. [Configure network profile](#).

#### Configure network profile:

1. Select connection type:
  - [LAN](#)
  - [WiFi](#)
  - [Mobile network](#)

#### 6.4.3.1. LAN connection options





### LAN-Verbindung wählen

Legt die zu verwendende Netzwerkschnittstelle fest.

### Use authentication

Enables authentication via EAP identity and certificates. SINA Workstation supports open, with WPA/WPA2 encrypted networks and certificate-based authentication (see [Chapter 6.4.5](#)).

### IPv4/IPv6 address

Assigns an IP address dynamically or manually.

### MTU

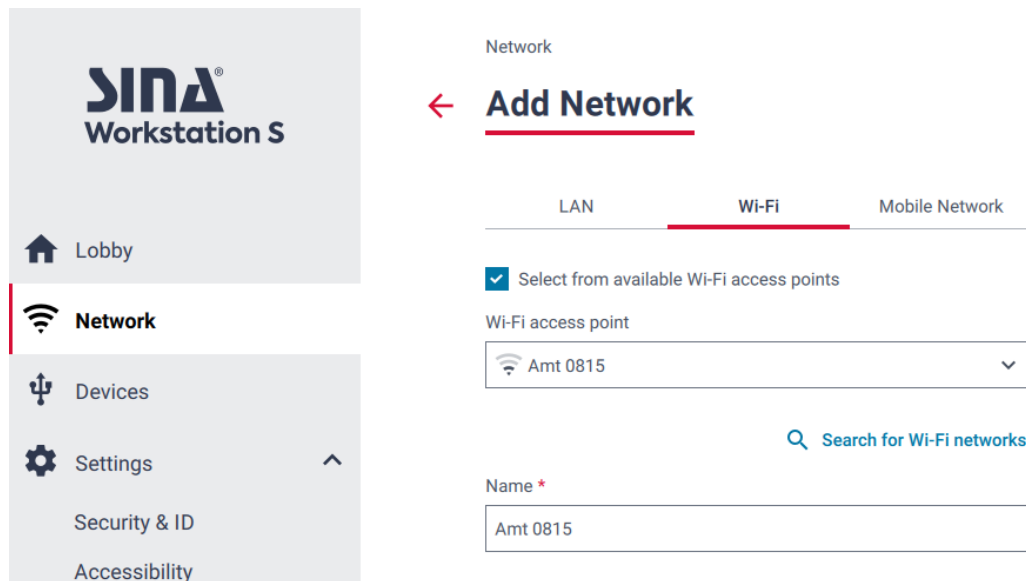
Defines the maximum package size (Maximum Transmission Unit):

- automatic: MTU is set via DHCP
- manually: MTU is set to a defined value (maximum 1499). The value 1500 corresponds to the automatic settings, the value provided by DHCP is used. Only if no value is provided via DHCP, is the MTU set to 1500.

### Connect automatically when within range (only new user interface)

SINA Workstation S connects automatically to this network, when available during the start. This function corresponds to the function [Connect to networks automatically](#) from the classic view.

### 6.4.3.2. WLAN connection options



#### Aus den verfügbaren WLAN-Netzen auswählen

Zeigt eine Liste der aktuell verfügbaren drahtlosen Netzwerke an.

If you disable this option, you can manually enter a network name. Thus, you can configure a network which is currently not reachable or is hidden.

#### WiFiaccess point\*

Select a wireless network.

Update the list of networks by clicking **Rescan** if the desired network is not displayed.

#### IPv4/IPv6 address

Assigns an IP address dynamically or manually.

#### MTU

Defines the maximum package size (Maximum Transmission Unit):

- automatic: MTU is set via DHCP
- manually: MTU is set to a defined value (maximum 1499). The value 1500 corresponds to the automatic settings, the value provided by DHCP is used. Only if no value is provided via DHCP, is the MTU set to 1500.

#### Connect automatically when within range (only new user interface)

SINA Workstation S connects automatically to this network, when available during the start. This function corresponds to the function [Connect to networks automatically](#) from the classic view.



**Note**

In case of network issues, a new connection is automatically established within a configurable time period, once the WiFi is available again (see [Chapter 6.4.9](#)).

### 6.4.3.3. Mobile network connection options

#### Netzwerk automatisch wählen

Aktiviert die Verbindung automatisch, wenn das Netzwerk verfügbar ist (Nur klassische Ansicht).

When inactive, select the network profile and then **Rescan**, to connect manually.

#### Login / Password

Login data of the mobile network provider.

#### APN

Access Point Name

When changing the provider, you need to adjust these settings.

#### Start command

The start command of the modem (for example, AT).

#### MTU

Defines the maximum package size (Maximum Transmission Unit):

- automatic: MTU is set via DHCP
- manually: MTU is set to a defined value (maximum 1499). The value 1500 corresponds to the automatic settings, the value provided by DHCP is used. Only if no value is provided via DHCP, is the MTU set to 1500.

#### Authentication method

Shows the network's encryption method. SINA Workstation supports open and PAP/CHAP encrypted networks.

#### Allow roaming

With this option enabled, another active network will be selected automatically if the desired network is unavailable.

#### Connect automatically when within range (only new user interface)

SINA Workstation S connects automatically to this network, when available during the start. This function corresponds to the function [Connect to networks automatically](#) from the conventional view.

### 6.4.4. Edit or delete network profile

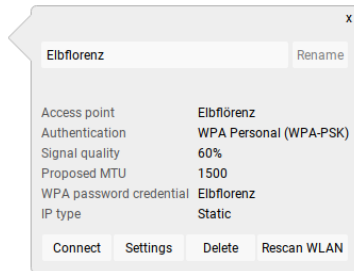


#### Note

To edit or delete a network profile, make sure SINA Workstation S is not connected to this network.

#### How to edit or delete the network profile in the classic view:

1. Select a network profile in the **Network** module.



2. To edit a network profile, select **Settings**.
3. To delete a network profile, select **Delete**.

#### How to edit a network profile in the new user interface: . Select a network profile in the Network module.

Available networks - known (2) ^

**LAN static EAP AUTH**  
Ready to use

Connect Settings

**Elbflorenz**  
Ready to use, Secured (WPA2), Signal strength 60%

. Select **Settings**. . Make changes. . Save with **Apply**.

#### How to delete a network profile in the new user interface: . Select a network profile in the Network module.

Available networks - known (2) ^

**LAN static EAP AUTH**  
Ready to use

Connect Settings

**Elbflorenz**  
Ready to use, Secured (WPA2), Signal strength 60%

. Select **Settings**. . Scroll to the bottom of the page and select **Delete network**.



#### Note

You can also open the **Settings** in the lobby module (see [Chapter 6.2](#)).

### 6.4.5. Certificate-based authentication

SINA Workstation S supports the certificate-based authentication for LAN and WLAN network profiles via the Extensible Authentication Protocol (EAP).

For this purpose, create a EAP certificate and import it into SINA Workstation S.

#### 6.4.5.1. Requirements for EAP certificates

SINA Workstation S supports PKCS #12 files with these file extensions:

- .p12 / .P12
- .pfx / .PFX



#### Note

A PKCS #12 file must contain the complete certificate chain:

- Root-CA certificate
- Sub-CA certificate (when present)
- User certificate for the workstation
- Private key for the workstation

#### 6.4.5.2. Setup certificate-based authentication

You can identify networks with certificate-based authentication by additional badge icons (see [Chapter 6.4](#)).

1. Import certificates in the classic view (see [Chapter 8.3.1](#)).
2. Create network profile.
  - a. Enable authentication:
    - WiFi: Select the authentication method **WPA EAP TLS**.
    - LAN: Select the option **Use authentication**.
  - b. Configure authentication:
    - **EAP Identity**: The user identity to login to the network.
    - **Certificate**: Select the previously imported certificate.

### 6.4.6. Private networks

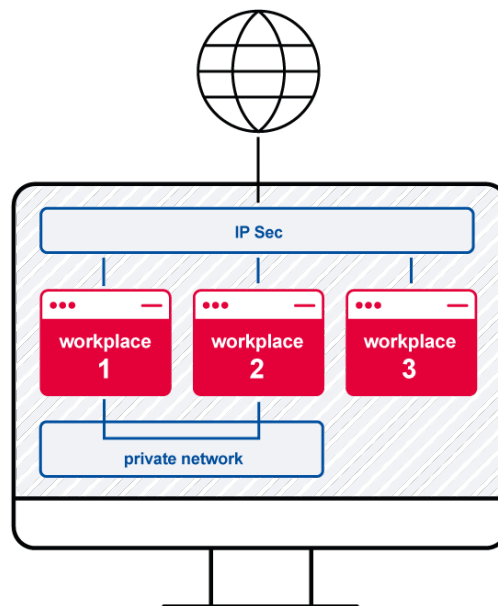
Use private networks to connect workplaces of the same security domain. This way, you can exchange data with a parallel running non-persistent workplace for internet research.

SINA Workstation S supports up to 7 private networks at the same time.



#### Note

Private networks are configured by your administration. The connection to the private network is established automatically.



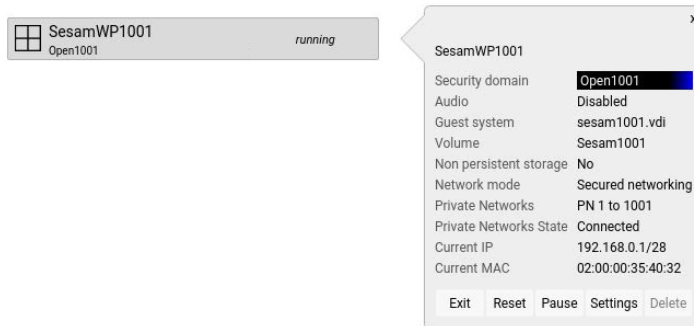
#### Preconditions

- To use a private network, the workplace must have a network connection. To enable network connections, the option **Secure networking** or **Open networking** must be set in the workplace settings.
- To exchange data, the guest operating systems must allocate the IP addresses (configured manually or by setting up a workplace as a DHCP server).  
The MAC address of the internal interface for private networks is automatically derived from the physical network interface.

#### Check connection

Select the workplace in the **Workplaces** module.

In the context menu of the workplace you can see the connection state of the private network:



### 6.4.7. Network share for external devices



#### Note

Function is only available in the new user interface, when an external red interface has been configured for the user in SINA Management.

Switch to the new user interface with **AltGr + Shift + Esc**.

This network share enables the unencrypted communication between a SINA Workstation and another device in the secure network via a LAN connection.

Therefore this network share is also called red interface.

With the network share you can connect an IP phone to your SINA Workstation S or access a printer in a secure network.

#### 6.4.7.1. Configure the network share

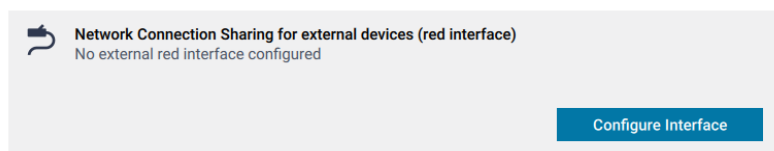


**Only use this function after contacting your administration.**

Misconfiguration might propose security risks to your organisation's network.

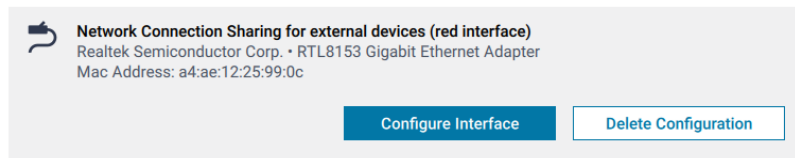
1. Open the module **Settings / System**.
2. Navigate to **Network Configuration**.
3. Select **Configure Network Share**.

#### Network Configuration



4. In **Select interface**, select the red interface.  
All configured network shares for this user are displayed.
5. Select **Save configuration**.  
The selected interface is now shown in **Network share for external devices (red interface)**.

### Network Configuration



Network Connection Sharing for external devices (red interface)  
Realtek Semiconductor Corp. • RTL8153 Gigabit Ethernet Adapter  
Mac Address: a4:ae:12:25:99:0c

Configure Interface Delete Configuration

6. Restart the SINA Workstation S. The network share is now enabled.



#### Note

You cannot change the settings, when the administration has set a MAC address for the network share in the SINA Management.

### 6.4.7.2. Delete the network share

1. Open the module **Settings / System**.
2. Navigate to **Network Configuration**.
3. Select **Delete configuration**.

This only deletes your selection and has no implications to the configuration in SINA Management.

### 6.4.8. Change WiFi password

The WPA password is the password for your WiFi connection (see [Chapter 6.4.1.1](#)).



#### Note

This explanation only applies to the classic view. In the new user interface, you can change the password in the network profile settings (see [Chapter 6.4.4](#)).

#### How to change the password in the classic view:

1. Select **Administration / Credentials**.
2. Select **WP password**.
3. Select **Settings**.
4. Change password.
5. Select **Submit**.

### 6.4.9. Timeout for automatic network connection

When the WiFi connection is unstable, the Workstation tries to reconnect to the network within this timeframe.



**How to configure the timeout in the classic view:**

1. Select **Administration / System / Misc settings**.
2. Select **Network**.
3. Use the slider to change the time. The default setting is 180 seconds.

**6.4.10. Unlock SIM card**

To create a mobile network, you need to unlock the SIM card with the SIM PIN.

**Note**

This explanation only applies to the classic view. In the new user interface, you enter the PIN when creating a mobile network profile.

**How to enter the SIM PIN in the classic view:**

1. Select **Administration / Credentials**.
2. Select **SIM PIN**. A context menu opens.
3. Select **(De-)activate**.
4. Enter the PIN.
5. Select **Submit**.

**How to change the SIM PIN, when changing the SIM card or when the saved PIN is invalid:**

1. Select **Administration / Credentials**.
2. Select **SIM PIN**.
3. Select **Unlock**.
4. Enter the PIN.
5. Select **Submit**.
6. Restart your SINA Workstation S.  
The last used PIN is used automatically for establishing the connection.

**6.4.11. Reset MAC address**

Reset the MAC address to the original MAC address of the device. Only use this function after consulting your administration.

**How to reset the MAC address in the classic view:**

1. Select **Administration / System / Misc settings**.
2. Select **Network**.

3. Select **Reset**.

## 6.4.12. Troubleshooting

### My unclassified workplace cannot access the internet

The local workplace connects to an open network via an IP address. ]The IP configuration of the workplace is only partly connected to SINA Workstation S.

Contact the administration. WINS servers may require manual configuration.

### Why does the VPN connection state appears green, but the network state is disconnected?\*

When a VPN connection is established, SINA Workstation checks the availability regularly. The network state responds to changes immediately, e.g. when you loose the WLAN connection.

The connection status response may be delayed.

Reconnect to the network (see [Chapter 2.1.3](#)).

### Check connection to SINA Management servers

1. Open the SINA user interface.
  - a. Classic view: SINA Workstation S has successfully connected to SINA Management servers, when the VPN state in the system bar appears green (see [Chapter 1.2.4.3](#)).
  - b. New user interface: SINA Workstation S has successfully connected to SINA Management servers, when the lobby displays this message in the **network state of workstation** area: **[Network name] is connected** .

### Check connection your organisations network

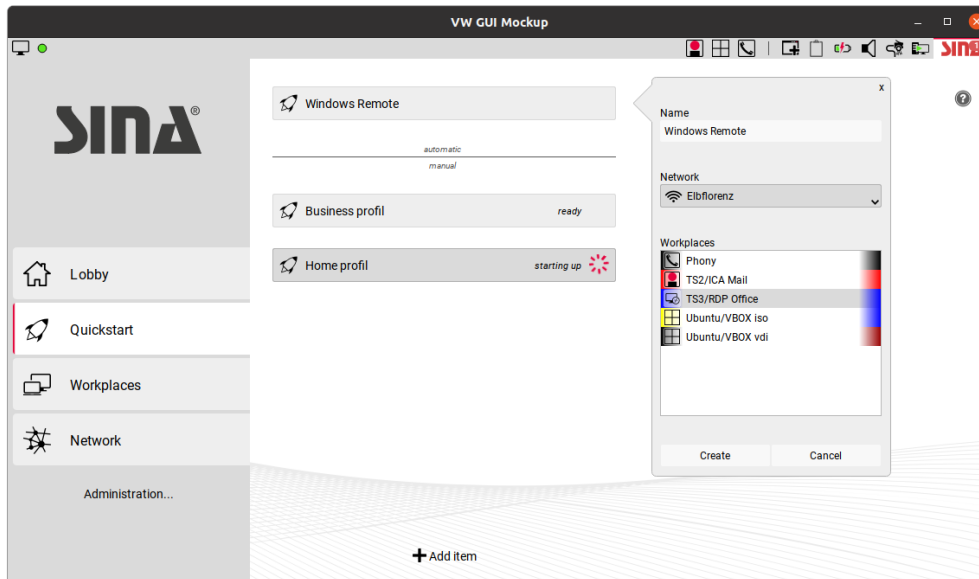
1. Open the workplace to check the connection state.
  - a. Classic view: Check the security associations in the system bar. When the icon is green or yellow, a successful connection has been established to a SINA L3 Box (see [\[status\\_sq\]](#)).
  - b. New user interface: Check the network connection in the network module. The state **Connected** and the green symbol signal the successful connection.

## 6.5. Quickstart profiles

A quickstart profile is a combination of one or more workplaces and a network profile. When you start SINA Workstation S or revive from suspension, the workplaces and network profiles start automatically.

Link networks with workplaces to always the start the matching work environment in your office and on the go.

All quickstart profiles are displayed in the **Quickstart** module.



### 6.5.1. Start quickstart profile

To start a quickstart profile, you have 2 options:

- [Start quickstart profile manually](#)
- [Start quickstart profile automatically](#)

The start is comprised of multiple steps:

1. If a network connection is defined in the quickstart profile, we attempt to establish the connection. The initialisation of the quickstart profile is cancelled if a network connection is defined, but not available.
2. When workplaces are running, remote and phone workplaces are shutdown, when they are not included in the quickstart profile. Local workplaces are suspended (Sleep mode).
3. All workplaces of the quickstart profile are started.



#### Note

When errors occur during the start, they are displayed in the respective workplaces or network profiles. That can be unavailable network connections or workplaces.

#### 6.5.1.1. Start quickstart profile manually



#### Note

Function is only available in the classic view.

Start a quickstart profile like a workplace in the system bar or in the quickstart module (see

[Chapter 6.3.1](#)).

### 6.5.1.2. Start quickstart profile automatically



#### Note

You can configure the automatic start only in the classic view. The settings apply to both user interfaces.

1. Open the **Quickstart** module.
2. Move a quickstart profile to the **Automatic** area.
  - If there are multiple quickstart profiles in the automatic area, they are started in the order in the list during system start.
  - For each quickstart profile, it is checked if the network profile is available.
  - The first available quickstart profile is started.

### 6.5.2. Create quickstart profiles



#### Note

Function is only available in the classic view. The settings apply to both user interfaces

#### How to create a quickstart profile:

1. In the module **Quickstart**, select **+ Add item**.
2. Name the quickstart profile.
3. Optional: Select a network profile.  
Alternatively, select **Do not change network** to start quickstart profiles without a network. If a network connection is set for the quickstart profile and the automatic start of network profiles have been configured as well (see [Chapter 6.4.1.2](#)), the Workstation connects to the network of the quickstart profile.
4. Select one or multiple workplaces.
5. . Select **Create**.



#### Warning

If you assign several workplaces to a quickstart profile, there is no check if parallel operation is possible.

## 6.6. Use devices in SINA

SINA Workstation S controls all interfaces, so devices such as speakers, microphone and USB devices behave different than usual.

### 6.6.1. USB devices

To use USB devices, your administration must have given you permission to use the USB interface.

For devices that register as USB input devices (HID) or USB network devices (CDC) in SINA Workstation S, additional rules apply. These devices are locked by SINA Workstation S. Your administration must add these devices to a USB whitelist (see [Chapter 6.6.1.3](#))



#### Settings for USB 3.0

To use USB 3.0, you must select XHCI as the USB host in the workplace settings (see [Chapter 6.3.4](#)).

This is how you work with USB devices:

- [Assign USB device to a workplace](#)
- [Use a USB device in the SINA user interface](#)
- [Allow USB input devices and USB network devices](#)
- [Create device rules](#)

#### 6.6.1.1. Assign USB device to workplace

When you plug in a USB device, it is recognized immediately. In the classic view, the system bar shows a notification with manufacturer, name and USB port. This message disappears as soon as you assign the device to a workplace or is used in the SINA Control Center.

In the new user interface, the device menu opens automatically.



#### Hide USB devices

With device or hotplug rules, you can prevent the use of USB devices (see [Chapter 6.6.5](#)).

A USB device can be assigned to a workplace unless it is already used by another workplace or by your SINA Workstation. Only this workplace can access the device.


#### How to assign devices in the classic view:

1. In the system bar, select the workplace with the right mouse button.
2. Select a device in the list.

When devices are used by other workplace, they appear light grey. A tooltip provides information about the current use.

3. To stop using a resource, select the device in the list again.

#### How to assign devices in the new user interface:

1. In the system bar, open the  **Device** menu.
2. Select a device in the list.
3. Select a workplace in the list.
4. Select **Assign**.
5. To stop using the device, select **Eject** in the device menu.



#### Data loss may occur

When the USB device is still in use and is disabled too early, data loss may occur.



#### Assign USB audio devices

You can assign USB audio devices to a workplace in the same way as other USB devices. In this case, the guest operating system controls the volume or mute settings. The audio settings in the system bar (see [Chapter 6.6.2](#)) have do not apply to this device.

This also applies to audio devices: Each audio device can only be assigned to one workplace at the same time. You can change the assigned workplace at any time during runtime. To use audio devices, enable the audio mode in the workplace settings (see [Chapter 6.3.4.1](#)).

### 6.6.1.2. Use USB device in the SINA Control Center

When USB devices are not assigned to a workplace, they can be used in SINA Workstation S, e.g. for backup jobs.

### 6.6.1.3. Allow USB input and network devices

Due to security reasons, SINA Workstation S prevents the use of USB input (HID) and network devices (CDC), e.g. graphics tablet, voice recorder or foot pedal. Devices of these device categories are included in the so-called USB blacklist.

You can use these devices anyway, when they are included in a USB whitelist.

An internal USB whitelist is integrated in SINA Workstation S. You cannot edit this list, but the administration in SINA Management can import their own USB whitelist. This list overwrites the

internal USB whitelist.

When the administration configures a USB whitelist in SINA Management, it is distributed via LDAP.

To load a new version before the next LDAP update, see [Chapter 8.6](#).



#### Only for USB input and network devices

You only need to add devices to the USB whitelist that register as USB input devices (HID) or USB network devices (CDC). All other USB devices can be used without an entry on the USB whitelist.

You can also define what happens when you connect input devices after start-up or when leaving the suspension state.

This way you can prevent attacks from USB devices that present as HID devices and can compromise system security.

#### Define settings for unknown USB input devices:

1. In the classic view, select **Administration / System**.
2. Select **Input devices**.
3. Select an option in **Unknown USB input devoces**:
  - \* **Block**: Block HID devices that connect during runtime. Reboot SINA Workstation S or suspend SINA Workstation S to use HID devices.
  - **Notify**: A notification warns you, when HIS devices are connected. The devices can be used.
  - **Allow access**: HID devices are active when connected, no warning is displayed.

### 6.6.2. Audio devices

SINA Workstation S manages all audio devices and provides them to the workplaces. Therefore, speaker and microphone behave different from your usual operating system.

- [Speaker](#)
- [Microphone](#)
- [Change volume](#)



#### Note

SINA Workstation S supports internal and external audio devices with a variety of ports:

- USB

- HDMI
- Display port
- Audio jack

#### Note for USB audio devices

There are 2 ways to use USB audio devices:



- Only assign the resource **Microphone** to the workplace: The following chapters explain how to configure settings.
- Assign **USB audio device** to workplace: The guest system is now in control of the audio settings. You then configure the volume and mute directly in Windows.

### 6.6.2.1. Speaker



#### Preconditions for using the speaker:

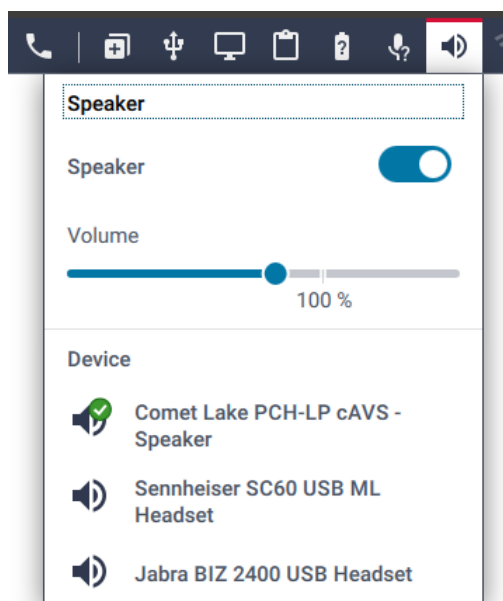
Enable the audio mode in the workplace settings.

You do not have to assign speakers to a workplace. When multiple audio devices are available, select one device:

#### New user interface: Select speaker


1. With the **left** mouse button, select **Speaker** in the system bar. A menu opens.
2. Select a device.

Only audio devices that are not assigned to a workplace are available.

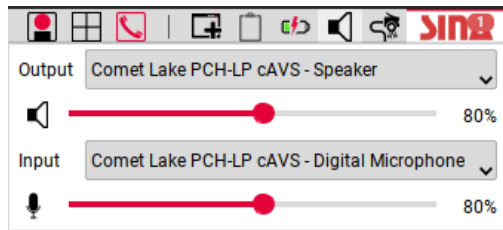




### Classic view: Select speaker

1. With the **right** mouse button, select  **Audio mixer**.
2. In **Output**, select a device from the list.

Only audio devices that are not assigned to a workplace are available.




### 6.6.2.2. Microphone




#### Preconditions for using the microphone:

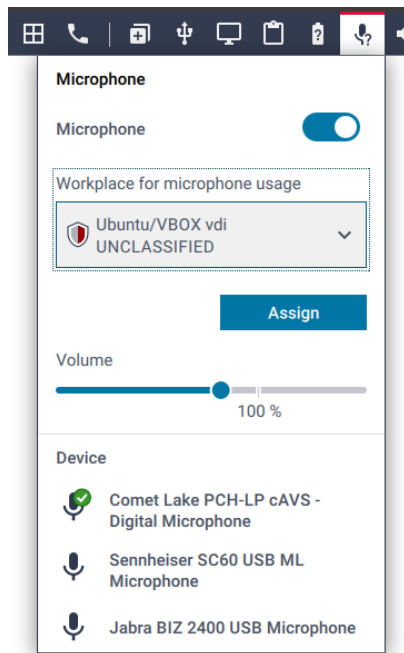
- The audio mode is enabled in the workplace settings
- Microphone is assigned to the workplace.

If the microphone is not assigned to a workplace, the icon displays a question mark (  ) in the new user interface.

#### New user interface: Assign microphone

1. With the **left** mouse button, select  **Speaker** in the system bar. A menu opens.
2. Select a device.
3. Select workplace.

Only workplaces with enabled audio mode are available.



#### 4. Select **Assign**.

On the orange dot on the workplace icon, you can see to which workplace the microphone is currently assigned.



To use the microphone in another workplace, select **Eject** and reassign the microphone.

#### Classic view: Assign microphone


1. With the **right** mouse button, select  **Workplace** in the system bar.
2. Select the microphone in the context menu. You can only assign the microphone to one workplace at a time.

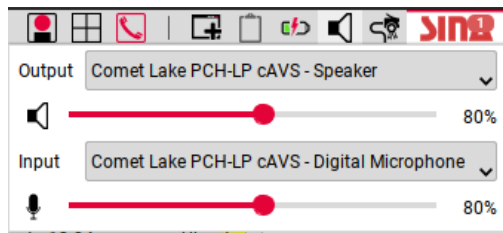


#### Note

The internal microphone is listed in the context menu, even though your device might not have an internal microphone.




#### Change device in the classic view:

1. With the **right** mouse button, select  **Audio mixer** in the system bar.
2. In **Input**, select a device from the list.

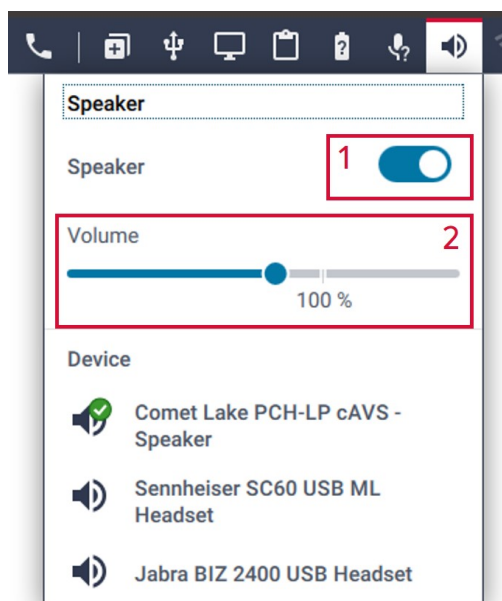


### 6.6.2.3. Change volume

#### Change volume in system bar:

1. Navigate to the system bar.
  - a. **Classic view:** With the **right** mouse button, select  **Audio mixer**. In the context menu, move the slider for speaker or microphone.
  - b. **New user interface:** With the **left** mouse button, select  **Speaker** or  **Microphone** in the system bar. Disable sound (1) or adjust the volume (2).

#### Speaker example:



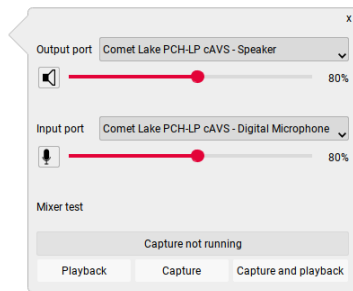
#### Note

When you want to test the optimal volume before using the audio devices, open the mixer settings in the SINA user interface (see [Change volume in the system settings \(only classic view\):](#)).

#### Change volume in the system settings (only classic view):

1. Navigate to **Administration / System**.
2. Select **Mixer**.

3. Select a device in **Input/Output** and adjust the volume.



To use the microphone in the workplace, assign the microphone to the workplace like an USB device (see [Chapter 6.6.1.1](#)).

#### How to mute all audio devices in the classic view:

1. With the **left** mouse button, select **Audio mixer** in the system bar.  
The menu item in the system bar changes to .

#### How to mute the speaker or microphone in the classic view:

1. With the **right** mouse button, select **Audio mixer** in the system bar.
2. In the menu, select **Speaker** or **Microphone** with the **left** mouse button.

### 6.6.3. Cameras

To use cameras and webcams, assign them to a workplace just like a USB device.

How to assign a device to a workplace is explained in [Chapter 6.6.1.1](#).

You can find the camera in the device menu as the **Integrated Camera**.



#### Assign camera automatically

With device rules you can automatically assign the camera to a workplace (see [Chapter 6.6.5](#)).

### 6.6.4. Bluetooth

To use bluetooth devices, assign the bluetooth modem to the workplace just like a USB device.

How to assign a device to a workplace is explained in [Chapter 6.6.1.1](#). You can find the bluetooth modem in the device menu as **Bluetooth**.

Once you assign the bluetooth modem to a workplace, the workplace can establish bluetooth connection.

In Windows guest OS, install a bluetooth driver. In Ubuntu OS the driver is available per default.

Use the functions of the guest OS to connect to a bluetooth device, e.g. a headset.

**Automatic assignment**

With device rules you can automatically assign the bluetooth modem to a workplace (see [Chapter 6.6.5](#)).

## 6.6.5. Device rules

With device rules (previously: Hotplug rules) you can simplify assigning devices to workplaces. You can automatically assign devices to a workplace or hide devices, so they are not displayed in the device menu.

You can create rules for specific devices or device types. When you have created a rule for a specific device and for device types, the rule for the specific device is applied.



### Exception: Assign exclusively

If a device is assigned **exclusively** to one workplace, you cannot use the device in other workplaces. When you eject the device, it is still not available to other workplaces.

When the setting **Assign exclusively** is disabled, you can eject the device and assign it to a different workplace.

### 6.6.5.1. Create device rule

#### New user interface: Add new rule

1. Plug in a device, when you want to create a rule for a specific device.
2. Open the **Devices** page in the **SINA control center**.

## Devices

[Add Rule](#)

Rules
Connected Devices
Hardware

i You are using a device always in the same workplace?  
Create a rule to assign devices automatically to a workplace.

**USB cdrom**

Hidden for all workplaces

>

**USB camera**

Can only be used in TS3/RDP Office • Assigned automatically to TS3/RDP Office

>

**USB storage**

Assigned automatically to Ubuntu/VBOX iso

>

3. Select **Add rule**.

## 4. Define rule:

Devices

← **Add Rule**

Assign device automatically      Hide device

---

Add rule for...

Microphone     Connected device     Device type

**Workplace**  
The microphone is assigned automatically to this workplace.  
Select workplace

TS2/ICA Mail  
SECRET

**Assign exclusively**  
You can use the microphone only in the selected workplace.

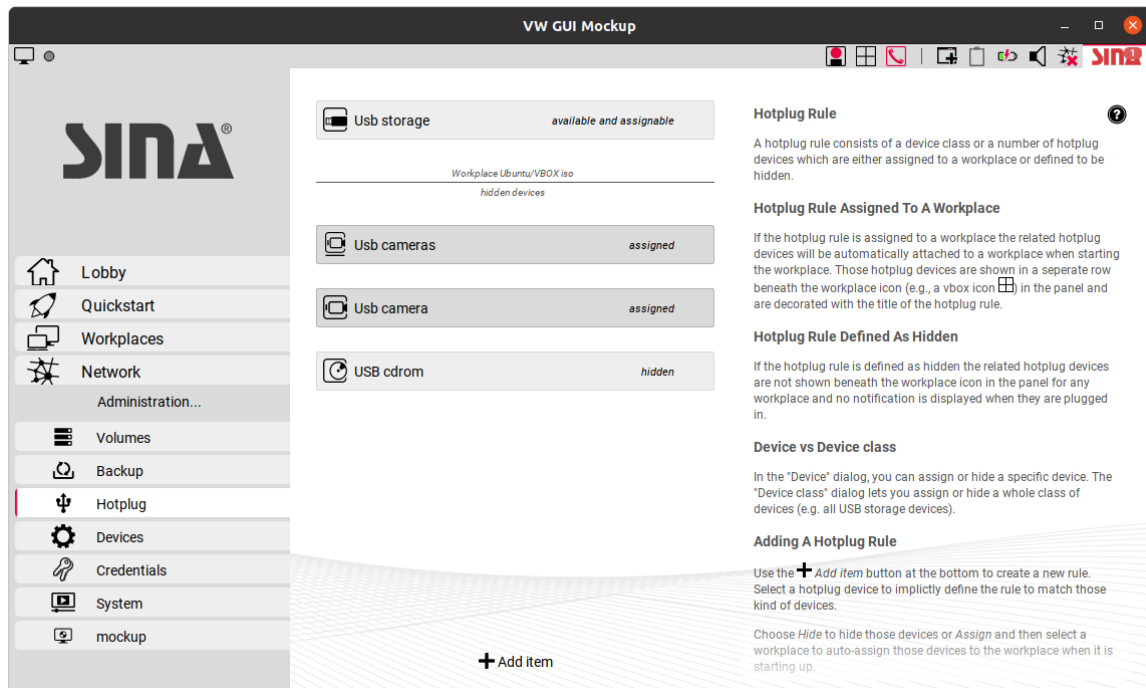
Off

Add      Cancel

- **Assign device automatically:**  
Select a device and the workplace. The device is assigned automatically to this workplace as soon as you connect the device to your Workstation.
- **Hide device:**  
The device is hidden from the device menu in the system bar, so you cannot assign it to any workplace.

5. . Select **Add**.**Classic view: Add new rule**

1. Plug in a device, when you want to create a rule for a specific device.
2. Navigate to **Administration / Hotplug**.
3. Select **+ Add item**.
4. [Define hotplug rule:
  - **Hide:** Devices cannot be used in SINA Workstation S. They are not displayed in the system bar and you cannot assign the device to a workplace.
  - **Assign:** Select the workplace that you want the device to be assigned automatically.
5. Optional: Enable **Assign exclusively**. You can use the USB design only in this workplace.
6. . Select **Create**.



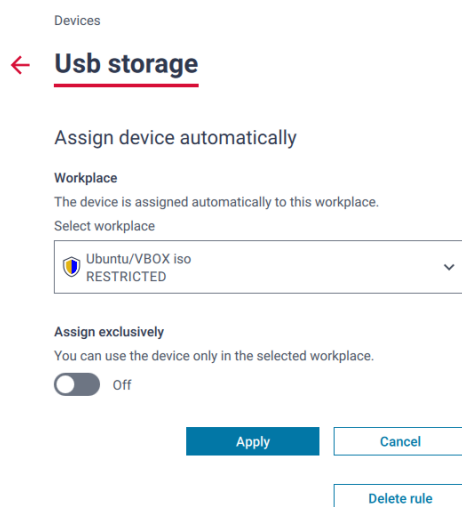
### 6.6.5.2. Change or delete a device rule

For rules that assign devices to workplaces, you can change the workplace and the setting for exclusive assignment.

If you want to change the basic mechanism (Assign vs. hide), delete the rule and add a new rule.

#### New user interface: Edit rule

1. Open the **Devices** page in the **SINA control center**.
2. Select an entry in the list. A new page opens.



3. Change or delete:



- a. Change rule: Make changes and save with **Apply**.
- b. Delete rule: Select **Delete rule**.

### 6.6.6. Troubleshooting

#### **My audio device is missing from the audio menu in the system bar**

In the system bar, you can find all audio devices that are controlled by SINA Workstation S and that are not assigned to a workplace. Check if the device is assigned to a workplace. If so, eject the device. This way, audio devices are available to all workplaces.

#### **I cannot hear anything, but the sound is enabled in the system bar**

When you use an USB headset, you can assign the headset to a workplace in the system bar. In this case, the guest system controls the headset. Check if the sound is muted in the guest operating system.

**Recommendation:** Do not assign USB headsets to the workplace. This way, all workplaces can use the headset and you adjust the volume in the SINA system bar.

#### **I have assigned my audio device to a workplace, but I can't change the volume in the system bar**

When you assign the audio device to a workplace, SINA no longer controls the audio device. Instead it is controlled by the guest operating system. The settings in the system bar do not apply to the audio device in this case. In addition, no other workplace can use the speaker or the microphone.

#### **The microphone/speaker menu shows a different audio device as active than the one I am currently using**

When you assign the audio device to a workplace, you can no longer control the audio device in the SINA system bar. Therefore, the microphone/speaker menu shows a different audio device, e.g. the internal audio device.

#### **My USB device is greyed out and I can't assign it to a workplace**

When a USB device is greyed out, it is used by another workplace. Open the workplace and eject the USB device. Now it should be available in your second workplace.

#### **My USB device is not recognized**

SINA Workstation S locks all USB network and input devices per default. To use the device, the device must be listed in the USB whitelist.

Starting from SINA Workstation 3.5.2, your administration can configure the USB whitelist in the SINA Management.

## 6.7. Power and energy options

SINA Workstation S supports 2 power and energy-related functions:

- [Configure power save mode](#)
- [Adjust power profile](#)

### 6.7.1. Configure power save mode

To reduce the power consumption of SINA Workstation S when battery operated, use the power saving mode.

1. Navigate to **Administration / System/ Power management**.
2. Select **Power saving options**.
3. Configure power saving mode:
  - **Activated**  
Energy-saving mode is permanently available. As soon as the device is in battery mode, SINA Workstation switches to energy saving mode.
  - **Not activated**  
The energy saving mode is permanently disabled.
  - **Automatic (Default)**  
For tablets, the energy saving mode is enabled, when not connected to a power source.  
For notebooks, the energy saving mode is disabled.
  - **Screen brightness**  
Reduce the brightness in the energy-saving mode.
  - **Time to switch to inactive state**  
In inactive state, the brightness defined for operation in energy-saving mode is reduced by a further 50%. The maximum time that can be set corresponds to the waiting time of the screensaver.
  - **Time to switch into suspended mode**  
Defines the time after which SINA Workstation will be suspended (see [Chapter 6.1.2.4](#)).  
The minimum time corresponds to the waiting time of the screensaver plus one minute.

### 6.7.2. Adjust power profile

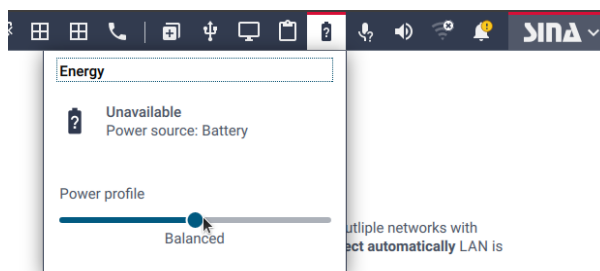
With the power profile you can adjust the maximum performance. With more performance some programs may run faster.

**Change the power profile in the classic view:**

1. Navigate to **Administration / Power management**.
2. Select **Performance optimization**.
3. Adjust the power profile with the slider:
  - o **Quiet**
  - o **Balanced**
  - o **\*Performance**

#### Change the power profile in the new user interface:

1. In the system bar, open the  **Energy** menu.



2. Adjust the power profile with the slider:
  - o **Quiet**
  - o **Balanced**
  - o **\*Performance**

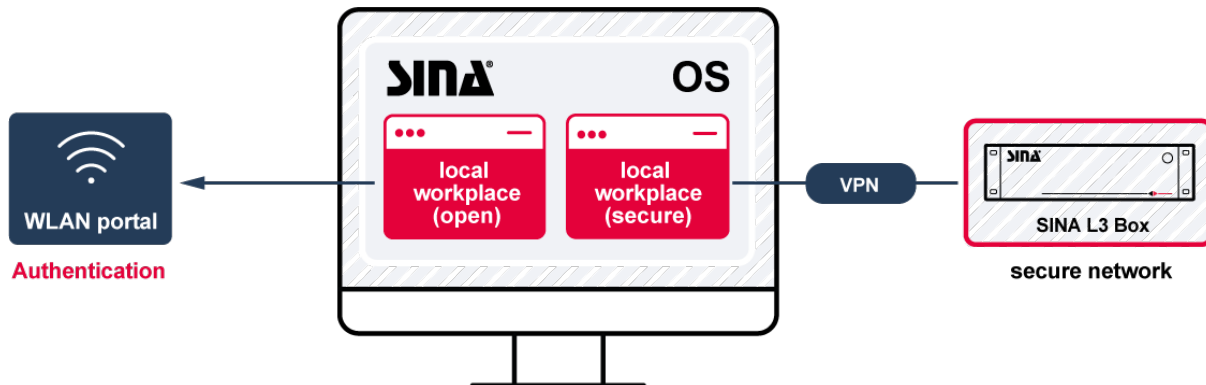
## 7. Examples and practical tips

### 7.1. SINA on the go

To work in secure workplaces via public WLAN (e.g., at an airport), you need to follow these steps.

For many public WLANs you need to register in an authentication portal.

But secure workplaces in SINA Workstation S prevent the display of the authentication portal.



#### How to connect to a public WiFi:

1. Connect to the public WiFi.
2. Start unclassified workplace or the Hotspot App and register in the authentication portal.
3. Start a secure workplace.



#### Note

Create a quickstart profile with both workplaces, so you do not need to start them individually (see [Chapter 6.5](#)).

#### 7.1.1. Connect to a mobile network

**Connect to a WiFi:** In the module Network, select + Add item.

1. Select network type **WLAN**.
2. Select the public network in **WLAN access point**.  
Use default settings for all other settings.
3. . Select **Create**.  
The network profile is displayed in the list.
4. Select the new network profile.
5. Select **Connect**.

## 7.1.2. Start unclassified workplace



### Settings for unclassified workplaces

- Guest system with security domain unclassified (Security domain 1)
- Network mode **Open networking (Default)**

1. Start unclassified workplace or the Hotspot app.
2. Open the authentication portal in the browser and log in. You get the log in data from the provider (for example, local providers at airports or in hotels).

## 7.1.3. Start secure workplace

A network connection is established, once you have entered the authentication data via the unclassified workplace.

You can now start your secure workplace (see [Chapter 6.3.1](#)).

## 7.2. Phone

### 7.2.1. Use phone workplaces

The precondition for using a network based phone, is a network connection (see [Chapter 6.4.1](#)).

Start the workplace like any other workplace (see [Chapter 6.3.1](#)).

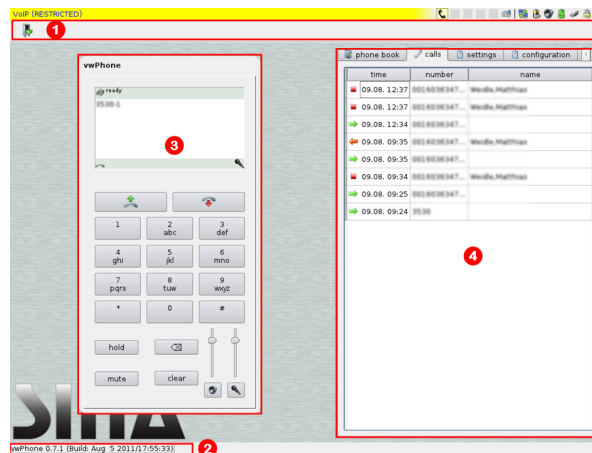
Shutdown the workplace by clicking on the symbol  in the toolbar.

#### How to use the phone workplace

- [User interface of the phone workplace](#)
- [Calling](#)
- [Using the phone book](#)
- [Using the caller list](#)
- [Configure the phone](#)

#### 7.2.1.1. User interface of the phone workplace

The user interface is comprised of 4 areas:



1. Toolbar: Hold the mouse button to move the toolbar.
2. Status bar: Shows the version of the phone workplace.
3. VoIP phone: Use the phone with the keypad.
4. Functional area: Hold the mouse button to adjust the width.

#### 7.2.1.2. Calling

The system bar of the classic view shows the state of the phone workplace. Additional

information to the call partner is shown, when a call is incoming or outgoing:



Active call





Logged in



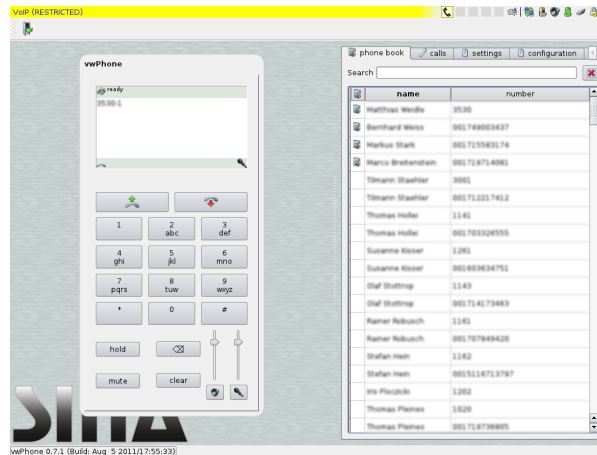
Connection error

### Use the phone with the keypad:


- Select a number
- Answering and hanging up the phone
- Holding and resuming calls
  1. The phone status is also shown in this area:
    - SIP registration state (when successful *ready*, otherwise error message)
    - Call mode: Active call, Call on hold (Symbol )
    - Number and name of the contact (when in phone book)
    - Call duration
    - Open the call list for redialling a number by clicking on this symbol : .

### 7.2.1.3. Use the phone book

On the **Phone** tab, you manage your own phone book and, if available, the settings of the global LDAP-based phone book. Your administration manages the global phone book.




#### Search for a number:

- To display entries that match a name or partial name, enter the characters in the Search field.
- Select the  icon next to the Search field to reset your search filter and display all the entries.

#### Select a number:

- To dial a number, right-click the entry and select **dial**.

#### Manage phone book entries:

- To copy an entry from the global (system) phone book to your own phone book, right-click the entry and select **add to local phone book**. Entries of the local phone book are marked with this symbol .
- To remove an entry from the local phone book, right-click it and select **delete from local phone book**.

### 7.2.1.4. Use call list

The **Call** tab displays a list of the previous calls with time, number and name. The list shows answered, dialled and missed calls.

- To dial a number, right-click the entry and select **dial**.
- To save a number in your local phone book, select an entry with the right mouse button and select **add to local phone book**.



### 7.2.1.5. Configure phone

On the **Settings** tab, you can adjust the virtual phone to the available bandwidth. This setting determines the voice codecs, when a voice connection is established.

- The **Live Search** option searches for entries in the local phone book as well as in the LDAP phone book.
- With the option **knocking allowed**, you will be notified when a second call comes in during an active call. You can continue with the active call, exit or hold the active call.

On the **Configuration** tab, you can configure the login to the SIP registrar and access to the LDAP phone book.

- **SIP registration:** Enter the identity and password for the login. The **Registrar** field cannot be changed; it is pre-configured by the administration.
- **LDAP phone book:** Configure the search base and, optionally (depending on the configuration of the LDAP server), the user ID and password. The **Server** field cannot be changed; it is pre-configured by the administration.
- To save the configuration, click **OK**. To delete your entries, select **load from smartcard**. This will delete the content of the text boxes, and will populate them with the default settings stored for the text boxes on your SINA ID token (if any).



#### Warning

Consult the administration before making any configuration changes.

### 7.2.2. Connect to IP phone

You can connect a physical VoIP phone with SINA Workstation S, when the VoIP phone uses a defined network address. For example via a network adapter. Configure the red interface, so SINA Workstation S can communicate with the device.

How to configure the network share is explained in the [Chapter 6.4.7](#) . Contact your administration for support.

### 7.2.3. Use a softphone

Install the softphone software on the guest operating system to use the phone directly in your workplace. In this case, you do not need a VoIP phone or change the workplace to call someone.

## 7.3. Present

To present with SINA Workstation S adjust the user interface:

- **Duplicate presentation to second monitor:** Change the monitor layout and duplicate or extend your onitor to the second monitor (see [Chapter 4.5](#)).
- **Hide system bar:** To use the whole screen, hide the system bar (see [Chapter 4.6](#)).

In the classic view, your Workstation automatically enters the presentation mode, when you hide the system bar and the settings in **Administration / System / Screen / Panel** are set to **Automatic** or **Fixed**.

In the new user interface, you enter the presentation mode anytime you hide the system bar. In the presentation mode, notifications will not be displayed, your SINA Workstation S does not lock automatically and does not activate the power save mode.

## 8. Administrative settings

### 8.1. Backup volumes

Backup your virtual volumes to restore your data.

A backup contains these components:

- Virtual volume with all settings including security domains, algorithms and CFS version
- Guest systems of the volume
- Last started workplace configuration of the guest system

For information to other functions, see the admin manual.

SINA Workstation S supports these options:

Backup via USB storage medium	Backup via network
<ul style="list-style-type: none"><li>• exFAT</li><li>• FAT32</li><li>• ext2</li><li>• ext3</li><li>• ext4</li></ul>	<ul style="list-style-type: none"><li>• ftp</li><li>• http</li><li>• https</li></ul>

How to use the backup functions:

- [Prepare backup](#)
- [Run backup](#)
- [Restore data](#)

#### 8.1.1. Prepare backup

Create a backup job to save volume data.



Preconditions for backup via network:

- Network connection is established
- Security association with network is configured for SINA ID token

Where to find the function:

1. In the classic view, select **Administration / Backup**. The list displays all backup jobs.
2. Select **+ Add item**. A dialog opens.
3. Select **Backup**.

#### How to create a backup job:

1. Enter **Name**.

2. Select the **Volume**.
3. Select the **Backup type**. Depending on the type additional fields are available:
  - Storage medium: **Local**
    - When device is connected, select device.
    - When you want to select device during backup, select **Postpone device selection**.
  - Network: **Remote**
    - Enter a network address in **Backup File**. The software checks the availability of the address.
4. . Select **Create**.

### 8.1.2. Run backup

To backup data, you must [prepare the backup](#).

How to run the backup job:

1. In the classic view, select **Administration / Backup**. The list displays all backup jobs.
2. Select backup job with left mouse button. A dialog opens.
3. Select **Start**. The backup job is now running. The backup has finished, when the dialogue

shows the result **Finished successfully**.

### 8.1.3. Restore data

Import a backup copy of a volume to restore the volume including one workplace.

When the backup contains a guest system, the last used workplace of the guest system is also restored. When no workplace has been created for a guest system, a new workplace with default settings is created when restoring the volume.



Preconditions for backup via network:

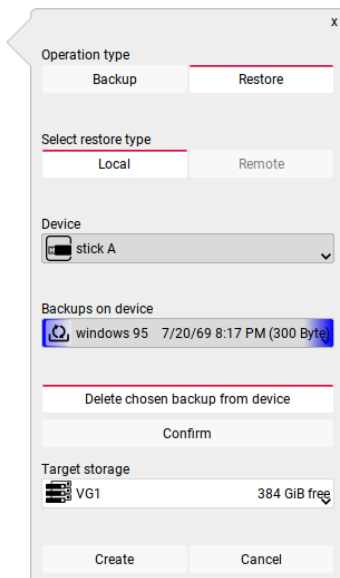
- Network connection is established
- Security association with network is configured for SINA ID token

Where to find the function:

1. Open the module **Administration / Backup**. The list displays all backup jobs.
2. Select **+ Add item**. A dialog opens.
3. Select **Restore**.

**How to import a backup copy:**

1. Select **restore type**.



- Storage medium: **Local**
  - Device and backup copy are recognized automatically. When multiple options are available, select an entry.

- Select **Delete chosen backup from device** to delete no longer needed backups from the device.
- Network: **Remote**
  - Enter a network address in **Backup File**.
  - Check availability with **Check**.
- 2. Select a partition in **Target storage**. If a file system of the same name already exists on the selected partition, you are asked for confirmation.
- 3. . Select **Create**. The import starts immediately.

#### 8.1.4. Change SINA ID token

You need your new and the old SINA ID Token to change the SINA ID Token directly on the device.

Please make the change without interruption. SINA Workstation S must not be suspended, shut down or switched off during this process.



##### Warning

The replaced SINA ID token can no longer be used after the change.  
When changing the SINA ID Token of administrators, update the aktualisieren Sie vor dem Wechsel die Daten der CFS-Administratoren auf dem LDAP-Server.

##### How to change the SINA ID Token in the classic view:

1. Ensure that a network connection is established and that the LDAP server can be reached by the SINA Management.
2. Shutdown all workplaces.
3. Connect the device to the mains power or make sure that at least 50% of the battery life is available.
4. Select **Administration / Credentials**.
5. Select **SINA ID Token**.
6. Select **Start SINA ID Token change**.
7. When prompted, remove the SINA ID token and insert the new SINA ID token.


This Wizard will guide you through the registration of a new SINA ID Token onto your workstation.


You will have to switch several times between the old and the new token during the process. Please keep both tokens ready.

The whole process will approximately take 10 minutes. The old SINA ID Token will be logged off at the end and can not be used anymore.

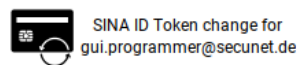
A CFS rekey is done in the last step. Please notice, that this is only possible for a new token that matches the current user. The registration of new users is not possible with this wizard. A CFS admin is still required for this.


Please refer to the manual for additional information.

 Start the SINA ID Token change

 Abort the SINA ID Token change

8. When prompted, remove the new SINA ID token and insert the old SINA ID token.



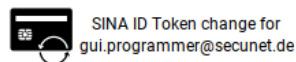
 **Import of the new SINA ID Token**

- Please remove the currently connected SINA ID Token.
- Please insert the new SINA ID Token and enter the user PIN.

 Abort the SINA ID Token change

9. When prompted, remove the SINA ID token and insert the new SINA ID token.

10. Enter the User PIN.



**Import of the new SINA ID Token**

**Fetching admin certificates from ldap**

**Suspend of currently active workplaces**

**Upgradeable volumes detection**

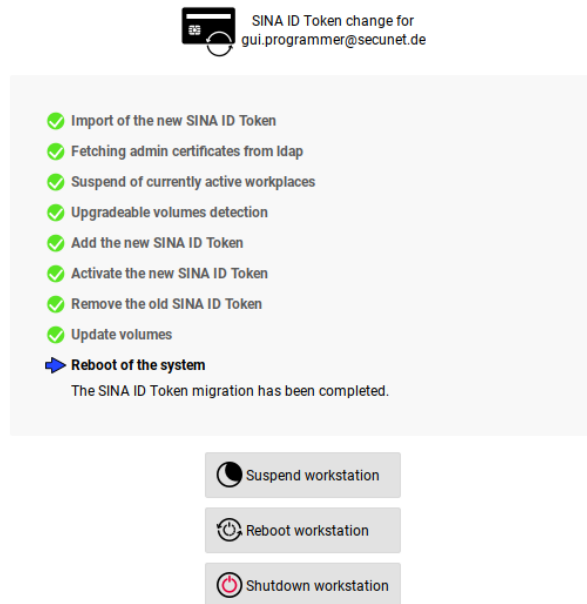
**Add the new SINA ID Token**

 **Activate the new SINA ID Token**

- Please remove the currently connected SINA ID Token.
- Please insert the new SINA ID Token and enter the user PIN.

The new SINA ID Token is now active and you are prompted to restart the system.

11. If the file systems support a key change in the background, they will be automatically rekeyed without interrupting ongoing working when they are next used by a workplace. The key change will otherwise be done during migration, which maybe a lengthy process.

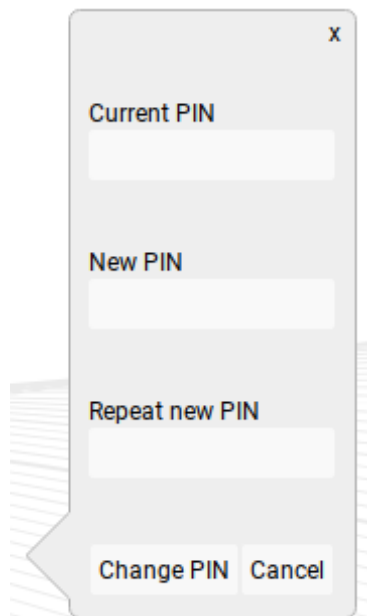


We recommend making a new backup after rekeying (see [Chapter 8.1](#)).

## 8.2. Change user PIN

How to change the PIN in the conventional view:

1. Open the module **Administration / Credentials**.
2. Select the entry **User PIN**.

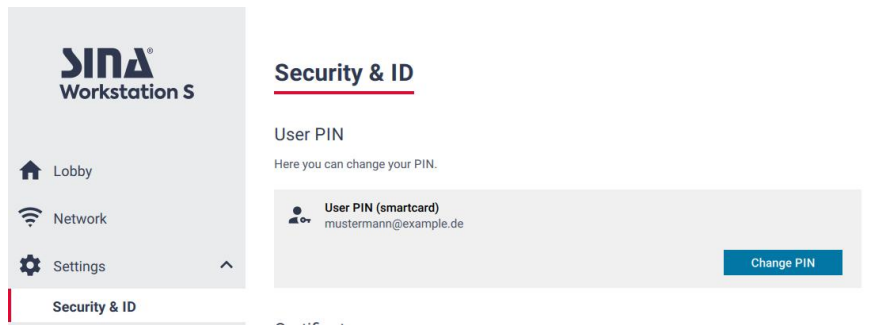


3. Enter current and new PIN.
4. Select **Change PIN**.



How to change the user PIN in the new user interface:

1. Open the module **Settings > Security & ID**.



2. Select **Change PIN**.
3. Enter current and new PIN.
4. Select **Change PIN**.



#### Note

When you enter your current PIN incorrectly, SINA Workstation S will be locked. Unlock SINA Workstation S and try again.

## 8.3. Certificates

Certificates are used for multiple security functions in the SINA Workstation S:

- **Encryption certificates:** Used to encrypt the virtual volumes/file systems.
- **\*Signature certificates\*:** Used to encrypt network traffic and for network authentication.
- **EAP certificates:** Used for authentication in local networks (LAN and WLAN).

In the classic user interface, all certificates are displayed in the **Credentials** module. In the new user interface, you can find them in the **Security & ID** module.

### 8.3.1. Import certificates



#### Note

You can import certificates only in the classic view. In the new user interface, the certificates are displayed in the **Security & ID** module.

**How to import the certificate:**

1. Open the module **Administration / Credentials**.
2. Select **+Import**.

3. Select **Certificate**.
4. Select the import medium in **Certificate file location**:
  - Import from storage medium: **Local**
  - Import from network URL: **Remote**
5. Select the certificate you want to import and enter the password, when necessary.
6. Select **Import**.  
The certificate is imported.

### 8.3.2. Check certificates

To check the properties and the certificate chain, select **Administration / Credentials** and select the **user certificate**.

### 8.3.3. Delete certificates



#### Note

You can delete certificates only in the classic view. In the new user interface, the certificates are displayed in the **Security & ID** module.

1. Open the module **Administration / Credentials**.
2. Select a certificate in the list.
3. Select **Delete**.

### 8.3.4. Update certificates

To update certificates, the SINA Workstation S needs a network connection and a security association to the SINA Management. You will be notified in the lobby, when signature and encryption certificates are valid less than 30 days.



#### Note

You can manually update certificates in the classic view. In the new user interface, the certificates are displayed in the **Security & ID** module.

1. How to update the certificates manually:
2. Open the module **Administration / Credentials**.
3. Select a certificate to show the validity period.
4. Select **Initiate update**.  
For encryption certificates, we recommend a backup of the virtual volumes after the update

(see [Chapter 8.1](#)).

**Note**

Signature certificates are usually updated automatically. Encryption certificates must always be updated manually.

## 8.4. Virtual smartcard

Virtual smartcards are smartcard emulations for your guest system that act like physical smartcards in SINA Workstation S. You can find more background information in [Chapter 1.3](#).

### 8.4.1. Import virtual smartcards

Virtual smartcard are stored in the user's system CFS.

You can only import updates of the virtual smartcards with equal or higher version numbers.

- [Import manually](#)
- [Import automatically](#)

#### 8.4.1.1. Import virtual smartcard manually

Import the virtual smartcard from a storage medium or from a network address.

1. Open the module **Administration / Credentials**.
2. Select **+Import**.
3. Select **Virtual smartcard**.
4. Select source:
  - a. Use storage medium: Local
    - i. Select a device.
    - ii. The virtual smartcard is recognized automatically. When multiple options are available, select an entry.
  - b. Use network address: Remote
    - i. Enter network address.
    - ii. Check availability with **Check**.
5. Select the option **Activate after successful import** to activate the virtual smartcard automatically.
6. Select **Import**.
  - The virtual smartcard is displayed in the list.

- When you skipped step 5, [activate virtual smartcard](#).

### 8.4.1.2. Import virtual smartcard automatically

#### LDAP

The administration can distribute the virtual smartcard for you via LDAP. With the next, hourly LDAP update, the virtual smartcard is imported automatically.

#### SINA RAS

The administration can import the virtual smartcard via RAS for you.

In both cases, you must activate the virtual smartcard.

### 8.4.2. Activate virtual smartcard

You must activate the virtual smartcard, when newly imported or refreshed via network:

1. Open the module **Administration / Credentials**.
2. Select **Virtual smartcard**.
3. Select **Activate**.

### 8.4.3. Assign virtual smartcard to workplace



#### Note

Only for Windows 10 guest systems with smartcard middleware and virtual smartcard driver.

You assign virtual smartcards to workplaces like USB devices:

- Assign manually (see [Chapter 6.6.1.1](#)).
- Assign automatically via device rule (see [Chapter 6.6.5](#)).

When you use the virtual smartcard in the guest system, the smartcard middleware prompts you to enter your PIN. This PIN is the PIN of your virtual smartcard and not the PIN of your SINA ID Token.

### 8.4.4. Delete virtual smartcard

When you have changed the PIN of your virtual smartcard and forgot the PIN, delete the virtual smartcard. Then reimport the virtual smartcard.

1. Open the module **Administration / Credentials**.

2. Select **Virtual smartcard**.
3. Select **Delete**.

## 8.5. Systemhardware

The **Devices** module contains an overview of all hardware of your computer.

**Your Hardware Devices**

The list shows devices of different kind available in your system.

**USB devices**

Shows type and name of the device and in brackets the USB port where the device is connected.

**Storage devices**

You can find the physical hard disks and CDROM devices here as well as the virtual volume groups holding your CFS and ISO volumes.

The name, the size, and the percentage of used space is shown depending on the type of device.

**CPU**

For each execution unit of the CPU the current frequency and the percentage of usage are displayed.

**RAM**

The total RAM size (as usable by the system) and the percentage of RAM currently used are shown.

**Battery**

For each battery installed in the system the current state (charging, charged, discharging) and the current charge level are displayed. More information is available via the tooltip of the battery icon in the system panel.

Device type	Explanation
USB devices	For each connected USB device, the name, type and number of the port are displayed.
Mass storage devices	Here you see physical hard disks, CD drives and virtual volume groups holding your CFS and ISO volumes. The name, the size and the used disk space is shown depending on the device type.
CPU	For each CPU core, the current frequency and free computing capacity is displayed.
RAM	Here you see the memory size available for the system and the currently used RAM.
BATO	The charge state of each system battery is displayed. You find further information in the system bar, in the tooltip of the battery icon.
Workstation	Here you see the overall used memory. The entry sinavw states the space available on the volume group of the internal disk and how much of it is in use.

Device type	Explanation
USB devices	For each connected USB device, the name, type and number of the port are displayed.
Mass storage devices	Here you see physical hard disks, CD drives and virtual volume groups holding your CFS and ISO volumes. The name, the size and the used disk space is shown depending on the device type.
CPU	For each CPU core, the current frequency and free computing capacity is displayed.
RAM	Here you see the memory size available for the system and the currently used RAM.
BATO	The charge state of each system battery is displayed. You find further information in the system bar, in the tooltip of the battery icon.
Workstation	Here you see the overall used memory. The entry sinavw states the space available on the volume group of the internal disk and how much of it is in use.

## 8.6. Update configuration files

Configuration files, such as the media ACL and the USB whitelist, are updated automatically, when a new version is available on the LDAP.

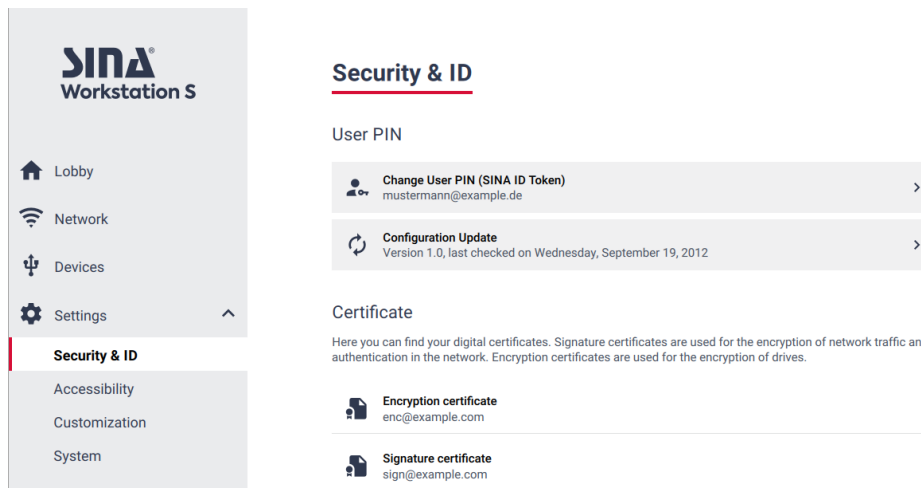
Your Workstation checks the LDAP hourly for this purpose. If you want to update the version immediately, you can trigger the update in the SINA control center.



Make sure that your SINA Workstation S is connect to a network.

### How to update the configuration files:

1. If you are in the classic view, switch to the new user interface with **AltGr + Shift + Esc**.
2. In the SINA control center, navigate to **Settings / Security & ID**.

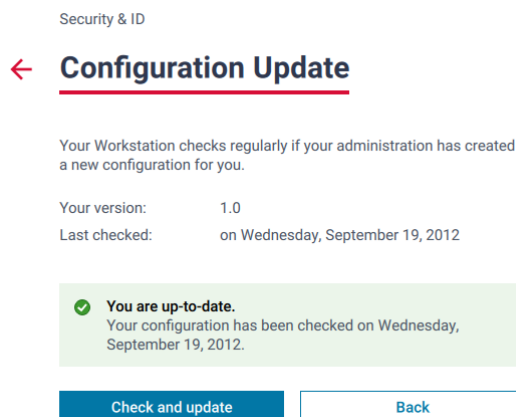


3. Select **Remote configuration update**.

The current version of your configuration files is displayed.

4. Select **Check and update**.

When the check and update process was successful, this message is displayed:



**Note**

The updated files are saved in the system CFS of the user. When errors occur during saving, the system cfs is saved temporarily and reloads during the next start.

## 8.7. Reset settings

Reset the settings to the default settings.

1. Select **Administration / System**.
2. Select **Restore default settings**.



## 9. Updates

When updates are available for SINA Workstation S, a notification is displayed in the **SINA** menu. SINA Workstation S checks for updates everytime you connect to a network or every 60 minutes.

Updates are divided in 2 categories:

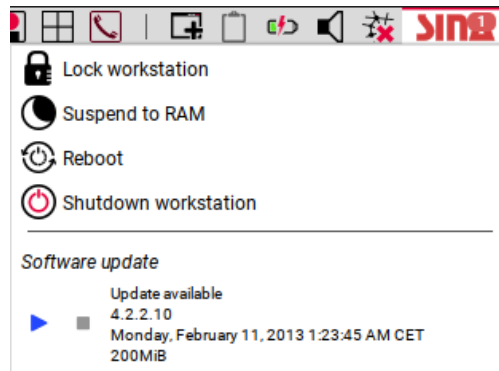
- **Software updates**

A new version of SINA Workstation S software is available.

- **Firmware updates**

There are device specific updates for your SINA Workstation S version, e.g. for network connections.

Install the updates to ensure that SINA Workstation S is running correctly.



### 9.1. Download software update

1. Select ► to download the software update.

During the download, you can continue using SINA Workstation S. Follow the download progress in the **Lobby** module and in the **SINA** menu.

- To stop the download, select ■■. You can continue the download at a later time.
- To abort the download, select ■.

### 9.2. Install software update

When the download has finished, you can install the update:

1. Close all workplaces.
2. Connect the device to a power outlet or make sure that the battery is charged at least 40 %.
3. In the **SINA** menu, select ► **Start update**.

The installation is complete, when SINA Workstation S restarts.

### 9.3. Install firmware update

When after the software update additional firmware updates are available for your device, a notification appears in the **SINA** menu.



1. Install the firmware update.

The function corresponds to [install software updates](#).



#### Do not switch off the device

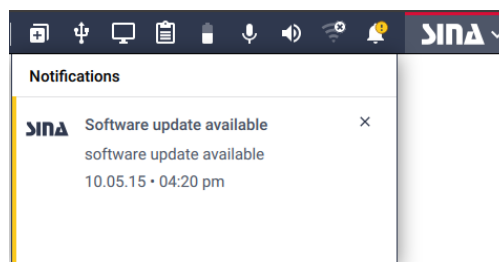
Do not switch off the device during the update. The device restarts multiple times. Wait until the update is completed.

### 9.4. Updates in the new user interface

In the new user interface, you get a  **Notification** in the system bar, when updates are available.

This can mean there is a software or a firmware update available.

- [Download and install update](#)
- [Pause download](#)
- [Cancel download](#)



### 9.4.1. Download and install update

Download and install the update in the **Lobby** module in the SINA control center:

1. In the system bar, select **SINA Workstation / Control Center**. The lobby opens.

#### Lobby

Update available



Download

2. Select **Download**.

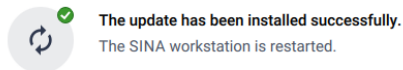
During the download, you can continue working with SINA Workstation S. You can [pause](#) or [cancel](#) the download.

3. When the download has finished, shut down all workplaces.
4. Connect the device to a power outlet or make sure that the battery is charged at least 40 %.
5. Select **Install**.

You cannot pause or cancel the installation. The update is finished, when the message: **The update has been installed successfully.** appears.

#### Lobby

Update completed



SINA Workstation S restarts automatically.



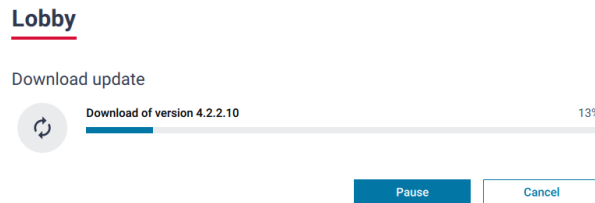
#### **Errors during download or installation**

The update can fail, when the downloaded file is faulty. Delete the file and restart the download.

### 9.4.2. Pause download

Pause the download of the update, when you want to shutdown SINA Workstation S, but the download is incomplete.

Downloaded data is saved, so you can resume the download at a later time.



### 9.4.3. Cancel download

Cancel the download, when you do not want to install the software version. All downloaded data is discarded.

The function **Cancel** is available during running or paused downloads.



## 10. Help

When problems in SINA Workstation S occur, multiple help functions are available:

- [Log files](#)
- [Frequently asked questions \(FAQ\)](#)

### 10.1. What are logfiles?

Logfiles contain entries to information, actions and problems of SINA Workstation.

We distinguish between 2 variants:

- **Debug-Log:** The debug log contains information logged during runtime of SINA Workstation S. These files are deleted during shutdown of SINA Workstation S. Therefore you need to export these files before shutdown.
- **Emergency-Log:** The emergency log is created automatically, when a critical problem occurs. In this case, a notification is displayed in the lobby. When you have exported the emergency log, the files are deleted automatically.



#### Note

The secunet support may ask for logfiles, when you report a problem. Export these files to a storage medium (see [Chapter 10.2](#)). Or contact your administration to export the files without your help with the SINA Remote Admin Server (RAS).



#### New terms in the new user interface

In the new user interface, the debug log is called **System log** and the emergency log is called **Error log**.

You will be notified in the lobby, when an error log is available.

## 10.2. Export logfiles



### NOTE

Do not assign the USB storage medium to a workplace for the export. These USB storage medium formats are supported:

- exFAT
- FAT 16/FAT 32
- ext 2/3/4

### How to export logfiles:

1. Connect USB storage medium.
2. Open the module **Administration / System**.
3. Select **Log**.
4. Select **Export**. A dialog opens.



5. Check target device. When multiple storage mediums are available, select an entry.
6. Select **Start Export**.  
The export has finished, when the message **Finished successfully** is displayed.
7. Select **Confirm**.

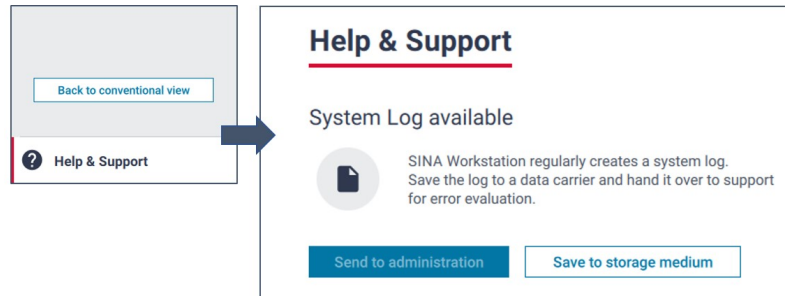
### How to send logfiles:

1. Open workplace.
2. Assign USB storage medium to the workplaces.
3. Send files per e-mail to the administration or the secunet support.

## 10.3. Logfiles in the new user interface

In the new user interface, the debug log is called **System log** and the emergency log is called **\*Error log**.

The **Help & Support** module contains all related functions.



### Note

Only for critical problems, a notification is displayed in the lobby. The note disappears, when you export, send or delete the error log.

### 10.3.1. Export log



### NOTE

The USB storage medium must not be assigned to a workplace. These USB storage medium formats are supported:

- exFAT
- FAT 16/FAT 32
- ext 2/3/4

### How to export the log:

1. Open the module **Help & Support**.
2. Select **Save to storage medium**. A new page opens.

#### ← System Log



##### Save System Log to USB storage

To make troubleshooting easier for the administration in case of problems, you can export the System Log to an external USB storage for analysis.

Select the storage medium \*

Save the log

Cancel

3. Select storage medium.
4. Select **Save the log**.
  - When the export is successful, the message  **The log was exported successfully** is displayed.  
Send the files to the administration or the secunet support.
  - When the export fails, the message  **The system log could not be saved** is displayed.  
Restart the export and potentially use a different USB storage medium.

### 10.3.2. Send to log to administration



With this function, you can send the log to a server. The administration can access this server.



#### Note

This function is only available, when the administration has configured a server address and your SINA Workstation is connected to a network.

#### How to send the log:

1. Open the module **Help & Support**.
2. Select **Send to administration**.
  - When the export is successful, the message  **The log was exported successfully** is displayed.
  - When the export fails, the message  **The system log could not be sent** is displayed.  
Check your network connection before you retry.

### 10.3.3. Delete error log

If you are sure that no error has occurred in SINA Workstation S, delete the error log. This can be the case, when you have shutdown the Workstation by pressing the power button during runtime.

#### How to delete the error log:

1. Open the module **Help & Support**.
2. Select **Delete error log**.



## 10.4. FAQ

This chapter answers frequent questions and problems with SINA Workstation S.

### What does the error message "SINA ID Token uses unsupported device card PIN" mean?

The device PIN is configured for your SINA ID Token. But you are using a Workstation version > 3.5.0, which does not support device PINs.

Contact the administration. The device PIN must be removed from your SINA ID Token with SINA Management.

### The SINA Logo is red and flashes. What does it mean?

The SINA Logo is black most of the time. When the logo flashes red, a mandatory update of the SINA software is available.

Install the update (see [Chapter 9](#)).

## 10.4.1. Workplace troubleshooting

### I can't create a new workplace

When you do not see the button **+ Add entry** in the workplaces module, the administration did not configure the VBox workplace for you in the SINA Management.

Contact your administration.

### Outlook does not show reminders for meetings at the correct time

When you suspend Windows workplaces while Outlook is open, time and date recognition does not work correctly. Reminders do not appear at the correct time.

Shut down Outlook before you suspend the workplace. Or restart Outlook.

### The time in my workplace is incorrect

The time of the workplace is synchronized via network..

Check your network connection. When the network connection is re-established, the time synchronizes automatically.

When that didn't help, contact your administration. They can check whether the correct version of the VirtualBox Guest additions is installed.

### Some programs stop, when I switch to a different workplace

Due to security reasons, workplaces with the security domain SECRET or above, are stopped when you switch to a different workplace.

Terminate all programs, before switching workplaces to avoid data loss.

### How many workplaces can run at the same time?

The number of startable workplaces depends on the available memory space and the subnet mask of the network (see SINA Management user manual):

- 8 workplaces for subnet mask /28 (IPv4) or /124 (IPv6)
- 5 workplaces for subnet mask /29 (IPv4) or /125 (IPv6)

### 10.4.2. Device troubleshooting

#### **My audio device is missing from the audio menu in the system bar**

In the system bar, you can find all audio devices that are controlled by SINA Workstation S and that are not assigned to a workplace. Check if the device is assigned to a workplace. If so, eject the device. This way, audio devices are available to all workplaces.

#### **I cannot hear anything, but the sound is enabled in the system bar**

When you use an USB headset, you can assign the headset to a workplace in the system bar. In this case, the guest system controls the headset. Check if the sound is muted in the guest operating system.

**Recommendation:** Do not assign USB headsets to the workplace. This way, all workplaces can use the headset and you adjust the volume in the SINA system bar.

#### **I have assigned my audio device to a workplace, but I can't change the volume in the system bar**

When you assign the audio device to a workplace, SINA no longer controls the audio device. Instead it is controlled by the guest operating system. The settings in the system bar do not apply to the audio device in this case. In addition, no other workplace can use the speaker or the microphone.

#### **The microphone/speaker menu shows a different audio device as active than the one I am currently using**

When you assign the audio device to a workplace, you can no longer control the audio device in the SINA system bar. Therefore, the microphone/speaker menu shows a different audio device, e.g. the internal audio device.

#### **My USB device is greyed out and I can't assign it to a workplace**

When a USB device is greyed out, it is used by another workplace. Open the workplace and eject the USB device. Now it should be available in your second workplace.

#### **My USB device is not recognized**

SINA Workstation S locks all USB network and input devices per default. To use the device, the device must be listed in the USB whitelist.

Starting from SINA Workstation 3.5.2, your administration can configure the USB whitelist in the SINA Management.

### 10.4.3. Network troubleshooting

#### My unclassified workplace cannot access the internet

The local workplace connects to an open network via an IP address. ]The IP configuration of the workplace is only partly connected to SINA Workstation S.

Contact the administration. WINS servers may require manual configuration.

#### Why does the VPN connection state appears green, but the network state is disconnected?\*

When a VPN connection is established, SINA Workstation checks the availability regularly. The network state responds to changes immediately, e.g. when you loose the WLAN connection.

The connection status response may be delayed.

Reconnect to the network (see [Chapter 2.1.3](#)).

#### Check connection to SINA Management servers

1. Open the SINA user interface.
  - a. Classic view: SINA Workstation S has successfully connected to SINA Management servers, when the VPN state in the system bar appears green (see [Chapter 1.2.4.3](#)).
  - b. New user interface: SINA Workstation S has successfully connected to SINA Management servers, when the lobby displays this message in the **network state of workstation** area: **[Network name] is connected** .

#### Check connection your organisations network

1. Open the workplace to check the connection state.
  - a. Classic view: Check the security associations in the system bar. When the icon is green or yellow, a successful connection has been established to a SINA L3 Box (see [\[status sa\]](#)).
  - b. New user interface: Check the network connection in the network module. The state **Connected** and the green symbol signal the sucessfull connection.

### 10.4.4. Volumes troubleshooting

Frequent problems and questions to volumes are answered in the admin manual.

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