MOXYVIEWER INSTALLATION GUIDE

Work from Anywhere

UniLab Pty Ltd
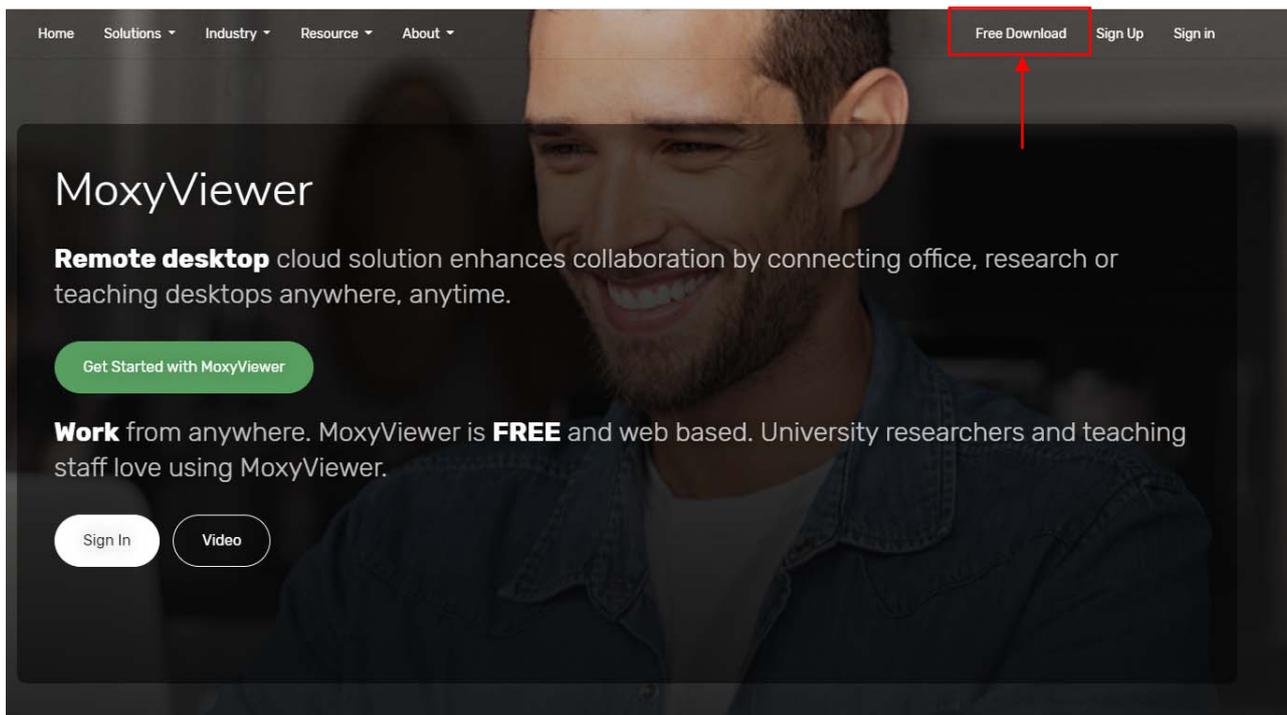
https://moxy.unilab.com.au/
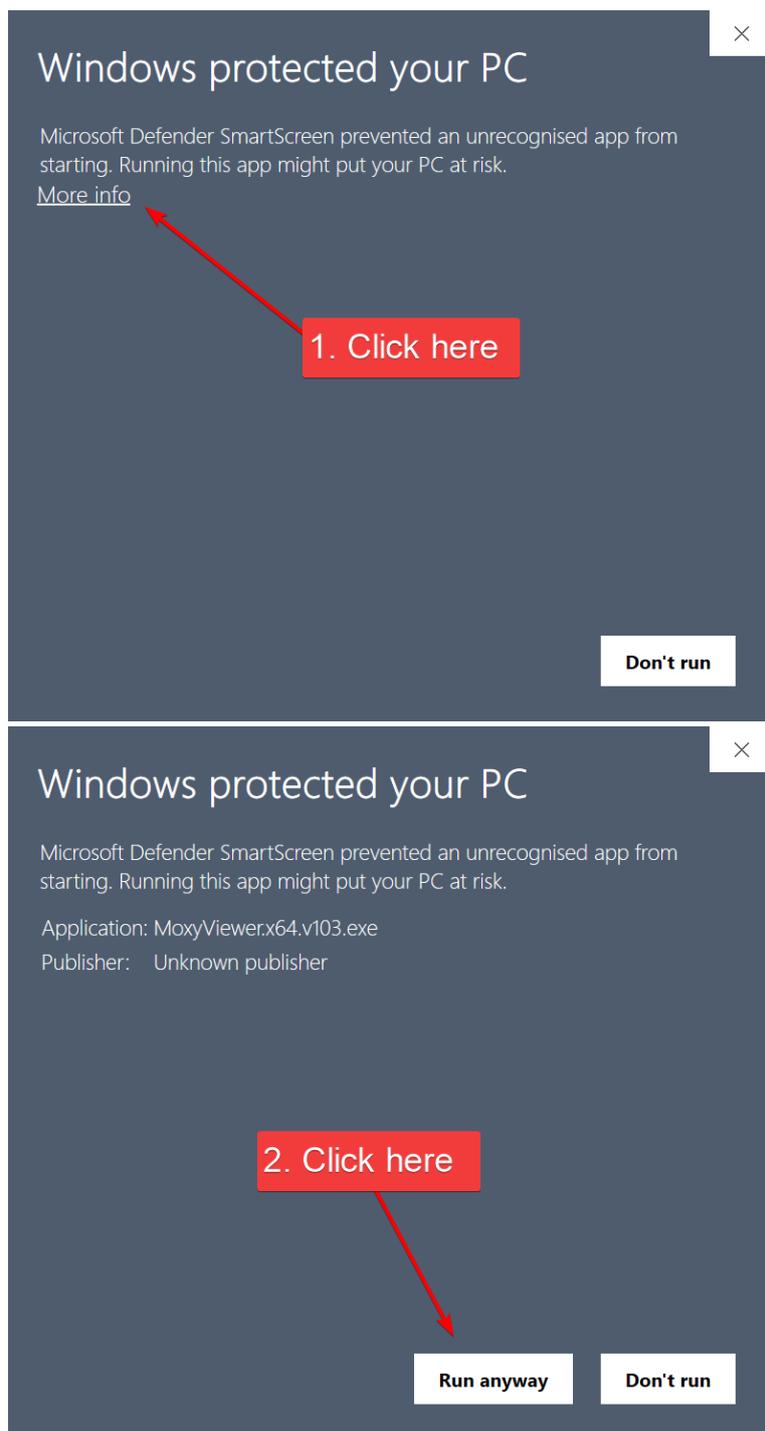
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Installation

To install MoxyViewer, you will need to download the MoxyViewer software from the MoxyViewer website. The MoxyViewer website can be found by visiting https://moxy.unilab.com.au/ using your web browser. The download link is on the top left of the home page.

Run the installer executable that was downloaded from the website. Upon running it, you may be prompted with a warning from Windows. This warning is automatically displayed when running an executable downloaded from the internet, and can be safely dismissed by pressing 'More info' and selecting 'Run anyway'.

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognised app from starting. Running this app might put your PC at risk.
More info

1. Click here

Don't run

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognised app from starting. Running this app might put your PC at risk.

Application: MoxyViewer.x64.v103.exe
Publisher: Unknown publisher

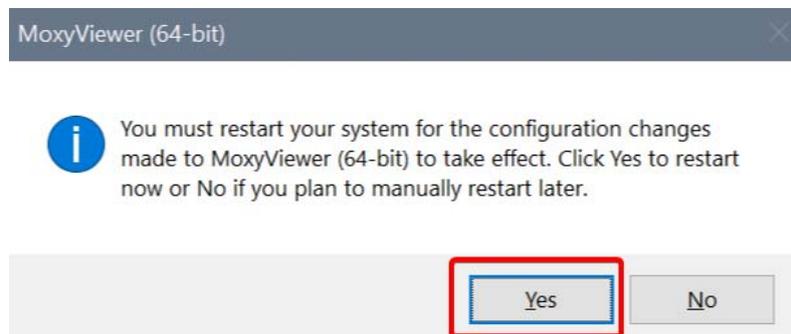2. Click here

Run anyway   Don't run

You may be asked if you want to allow the app to make changes to your device. Select 'Yes'.

An installation wizard will run. Follow the prompts to install MoxyViewer.
Read the information given by each screen and select 'Next' until the installation wizard has finished installing the software.
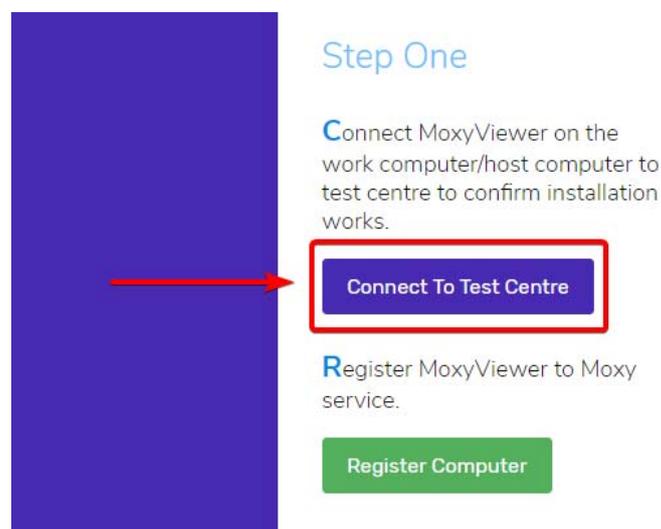
Restart the device when prompted:

MoxyViewer has now been successfully installed.

First-Time Usage

After rebooting, launch MoxyViewer through the start menu or through the desktop shortcut. This will launch MoxyViewer through your web browser. When launching, right click the icon to run MoxyViewer as an administrator.
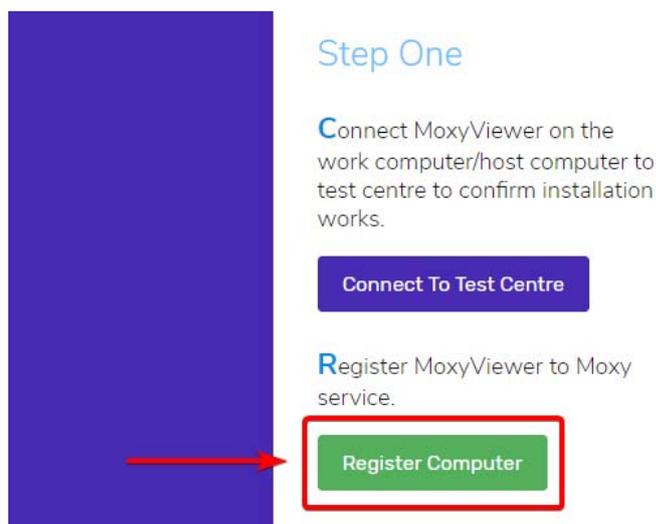

To ensure that MoxyViewer works, connect to the Test Centre.

This will establish a test connection with your own device. If you see the host desktop displayed within the browser, then MoxyViewer has been installed correctly and will function correctly.
If you see an error message or you do not see your desktop mirrored, then refer to the troubleshooting section of this guide. If further support is needed, then contact UniLab support.

After you have confirmed the installation was successful, you must register the computer to a MoxyViewer account. This allows that account to access this computer remotely.
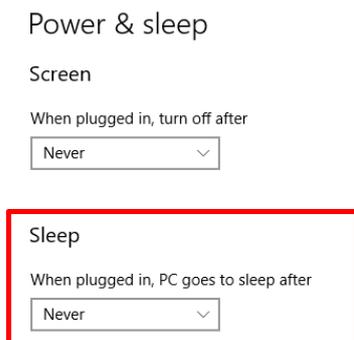

Follow the registration prompt by providing a name and the MoxyViewer account you want to register it to.

For optimal usage, ensure that the computer does not automatically go to sleep or turn off. If the computer powers itself off, it will not be available to connect to.
Right click on the windows icon and select 'Power Options'. From here, ensure that the computer is set to never go to sleep when unattended.
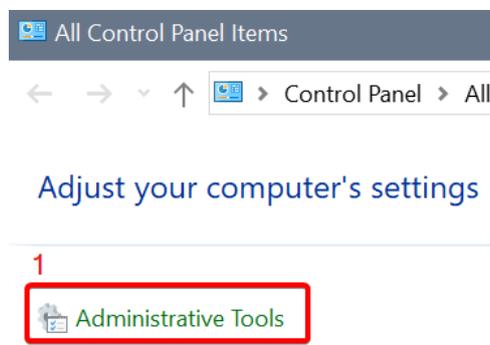
- Desktop PC:

- Laptop:

Now you will be able to remotely access this computer using MoxyViewer. Please refer to the Moxy user guide for more information on using MoxyViewer:
https://moxy.unilab.com.au/doc/Moxy_User_Guide.pdf

Troubleshooting
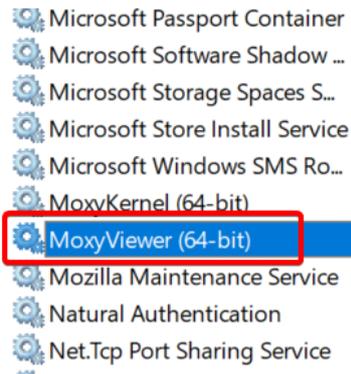
Problem: The Test Center is not working

1. Please ensure that MoxyViewer is being run as an administrator. When launching MoxyViewer, right click the launch icon and select "Run as administrator".

2. If it is still not working, you will need to restart the MoxyViewer Windows service. Go to the Windows control panel, select 'Administrative Tools', and select 'Service'.
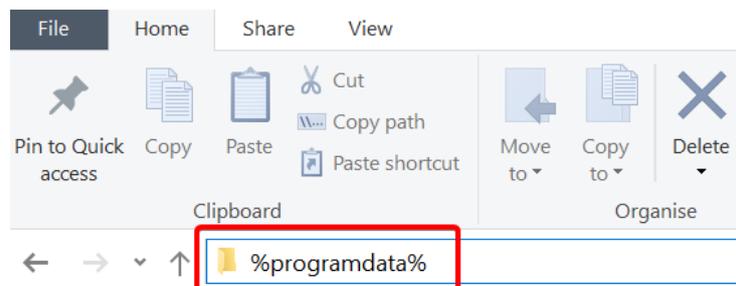
From this page, find the service named 'MoxyViewer (64-bit)', right click it, and select 'Restart'.
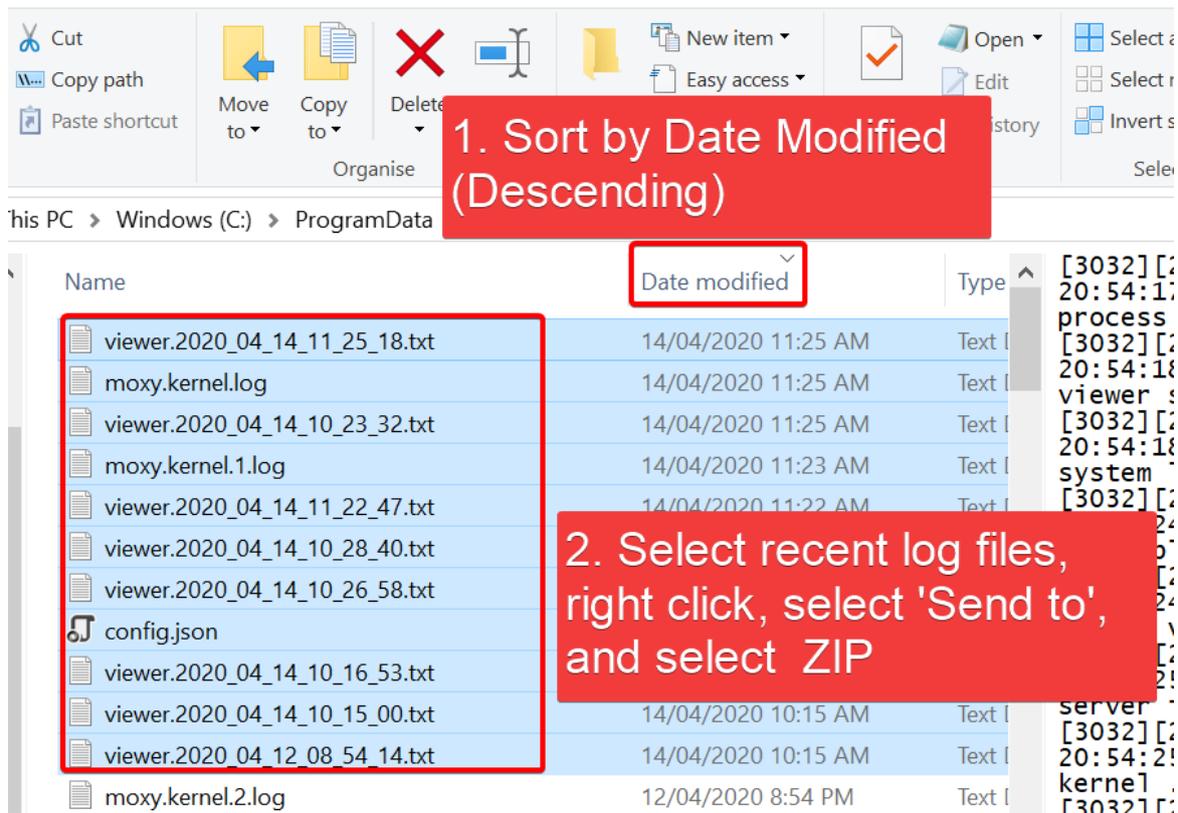

3. If it is still not working, please contact UniLab support at support@unilab.com.au. You will need to provide your computer's MoxyViewer logs.

   To locate the logs, navigate to the %programdata% folder. To access this folder, type '%programdata%' into your file explorer and press the enter key.

Navigate to the Moxy folder. Inside this folder will be log files named "viewer.[date].txt" and "moxy.kernel.[num].log". Zip the most recent log files (e.g the log files matching the current date) and send them to support@unilab.com.au.

Problem: When installing or updating MoxyViewer, you receive the error *'Another version of this product is already installed. Installation of this version cannot continue.'*

This issue is typically due to a corruption or inconsistency in the local database Windows uses to keep track of installed software.

Important: Use care when modifying the Windows Registry. Follow these instructions exactly and do not modify any other files.

1.   Press Windows key + R. This will bring up the Run box.
2.   Type regedit and click Ok.
3.   Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\
4.   Individually select each key until you find one that has Product Name set as 'UniLab, MoxyViewer' in the right pane.
5.   Delete the selected key.
6.   Reboot the PC.
7.   Download and install the latest version of MoxyViewer from the MoxyViewer website (https://moxy.unilab.com.au/).

Problem: The computer is normally available but becomes unavailable later in the day, and can no longer be connected to.

Ensure that the computer is not automatically going to sleep or powering off when unattended. Instructions for this are in the installation section of this guide.

Problem: The computer desktop on Moxy shows dark screen, why so?

This is caused by the computer connecting to a monitor using display port connection, we call this phenomenon as display port blanking. It is designed feature for display port using the hot-plug pin on the connector.

There are two options to solve the issue.

- Use HDMI port connection to the monitor, you can turn off the monitor as HDMI has no hot plug pin feature.
- Or, set monitor to sleep instead of turning it off while using the display port connection