

htc®



Installation and administration guide

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## Administration

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## Trademarks and copyrights

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## About this guide

In this user guide, we use the following symbols to indicate useful and important information:



This is a note. A note often gives additional information, such as what happens when you choose to do or not to do a certain action. A note also provides information that may only be applicable to some situations.



This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option that you may find helpful.



This indicates important information that you need in order to accomplish a certain task or to get a feature to work properly.



This provides safety precaution information, that is, information that you need to be careful about to prevent potential problems.

# Installation

## Overview

### What is the VIVEPORT Arcade Manager system?

Use the VIVEPORT Arcade Manager system to set up and manage VIVE™ VR experiences on your location-based entertainment centers. It provides a consistent and enjoyable arcade experience for your paying arcade customers.

You'll need a host computer (where you download VR content and administer the system) and one or more client computers (which are treated as game rooms).

### System requirements

To install the VIVEPORT Arcade Manager system, you need VIVE Business Edition. Your computer must meet the following minimum system requirements.



If you're planning to setup VAM host and VAM client in the same computer, make sure that you have at least 500 GB free space in your C drive and D drive.

#### Host

CPU	Intel® i5 equivalent or greater
RAM	4GB+
Hard disk	500 GB free space or greater
Operating system	Windows® 7, Windows 8 or Windows 10

#### Client

This is used for the VR room with HTC Vive.

GPU	NVIDIA GeForce® GTX 1060 / AMD Radeon™ RX 480 equivalent or greater
CPU	Intel® i5-4590 / AMD FX 8350 equivalent or greater
RAM	4GB+
Video output	HDMI 1.4 or DisplayPort 1.2 or newer
USB port	1x USB 2.0 or greater port
Hard disk	500 GB free space or greater on D drive
Operating system	Windows 7, Windows 8 or Windows 10



If you're setting up multiple VAM clients, the computers must be in the same subnet. You'll need a router and Ethernet cables for this type of setup.

## Pre-installation

### Installing Windows patches

Make sure that the following Windows updates have been installed on host and client computers using the VIVEPORT Arcade Manager system:

- **Windows 7:** [KB3033929](#), [KB2999226](#)
- **Windows 8:** [KB2999226](#)
- **Windows 8.1:** [KB2919442](#), [KB2919355](#), [KB2999226](#)

### Activating your VIVEPORT Arcade Manager account

Activate your account and add a location to receive the VIVEPORT Arcade Manager installation package.

1. Log in to [arcade.viveport.com](http://arcade.viveport.com). If you don't have an account yet, sign up and create an account.
2. In Location Management, click **Add Location** to set up an arcade location. Enter your details, and then click **Submit**.

3. Check the email address you've registered with for installation details. The email contains the following important information:
  - Download link for VAM host installer
  - Download link for VAM client installer
  - Serial number (attached as `VAM_License.conf` file)

## Downloading the installation package

Before you can install the VIVEPORT Arcade Manager system, you need account-specific installation and configuration files. Check the email account you provided in your registration for the link to the installation package.

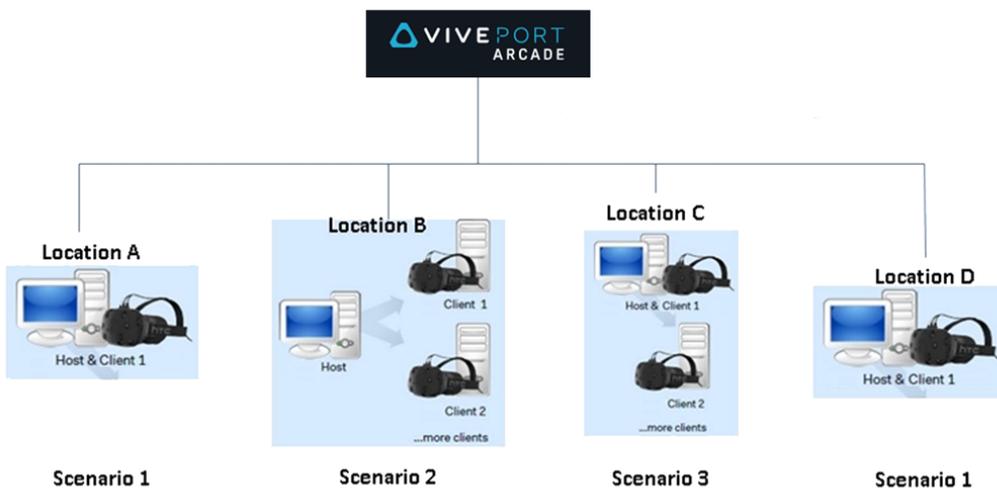
If you need to install in more than one location (for example, on your company's location in another city), you can retrieve and send more installation packages by logging on to the web portal and filling in the required details on **Admin Console > Location Management**.

## Installation

### Planning your VIVEPORT Arcade Manager setup

You can either install the VAM host and VAM client on the same computer (scenario 1), have one computer with VAM host and install VAM client on several computers (scenario 2), or install VAM host and VAM client on the same computer while maintaining VAM client on several computers (scenario 3).

If you have multiple locations, you can download an installation package for each of your locations. For details, see [Downloading the installation package](#) on page 6.



### Installing VIVEPORT Arcade Manager host software

The VAM host app is where you'll download VR games, download VR content, and manage game rooms.

1. Log in using an account with administrator rights on your computer.
2. Run `VAM.msi`, and then click **Next**.
3. Follow the onscreen prompts to complete the process.
4. The first time that the VAM host app is opened, click **Import**.
5. Browse the folder to where you downloaded the configuration file, and then select the configuration file. Once the serial number is verified, the VAM host app is activated.

### Can I install VAM host software to another computer?

You can only install VAM host software to a single computer using the same configuration file. If you need to change the computer where you installed VAM host, you first need to deactivate the existing host device for the location. Otherwise, you will encounter an error.

1. Log in to [arcade.viveport.com](https://arcade.viveport.com).
2. In Location Management, click the location you've set up and associated with your host computer.
3. Click  beside the host device information, and then confirm your action.
4. In the new computer where you've installed VAM host software, import the configuration file.

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### Installing VAM client software

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Computers where the VAM client is installed function as game rooms in the arcade setup.



Before installing VAM client software, save or close pending tasks on your computer. Your computer will restart after installation is complete.

1. Log in using an account with administrator rights on your computer.
2. Run `VAM_Station.exe`, and review the end-user agreement.
3. Click **Next** and follow the onscreen prompts to complete the process.

## Uninstallation

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### Uninstalling the VIVEPORT Arcade Manager system

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To uninstall both host and client apps, do one of the following:

- Run the installation file, and then choose to uninstall VIVEPORT Arcade Manager software.
- Go to **Control panel > Uninstall or change a program**, and then select the VIVEPORT Arcade Manager software.



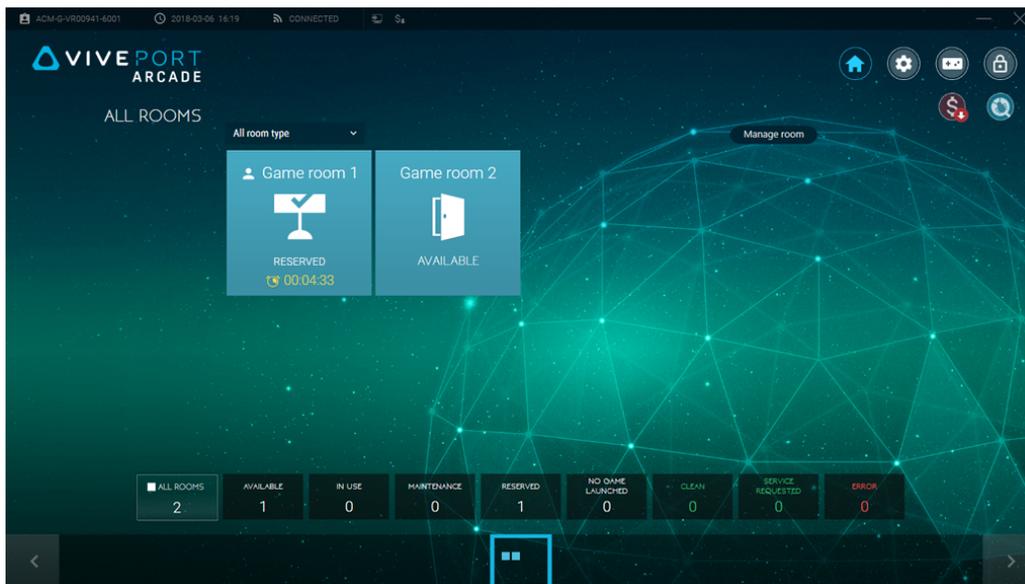
To avoid errors while uninstalling VAM client, check the task manager and make sure that `VMSClientService` is running before uninstalling.

# Administration

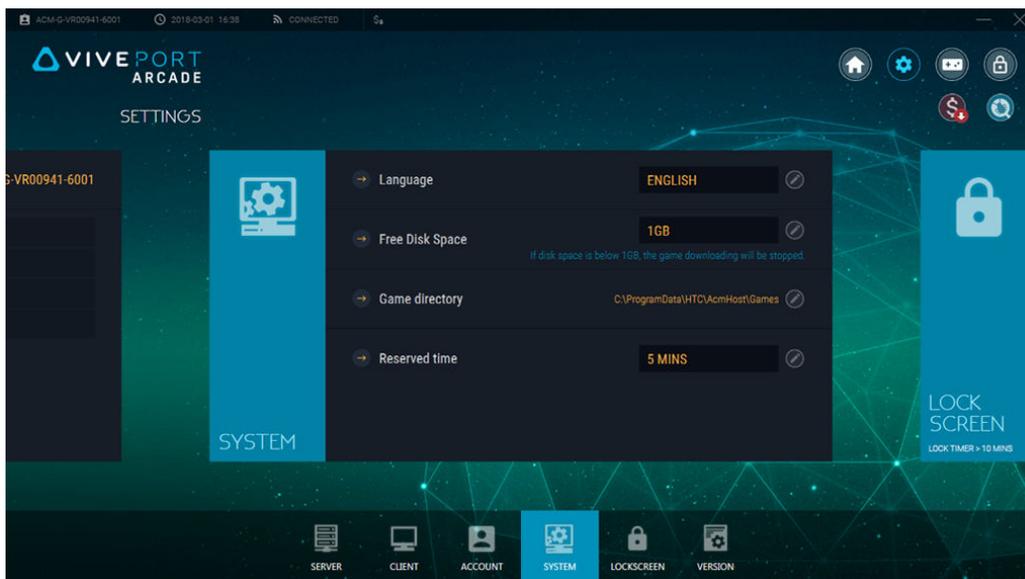
## About the VAM host app

Use the VAM host app to manage your arcade setup and customer experience.

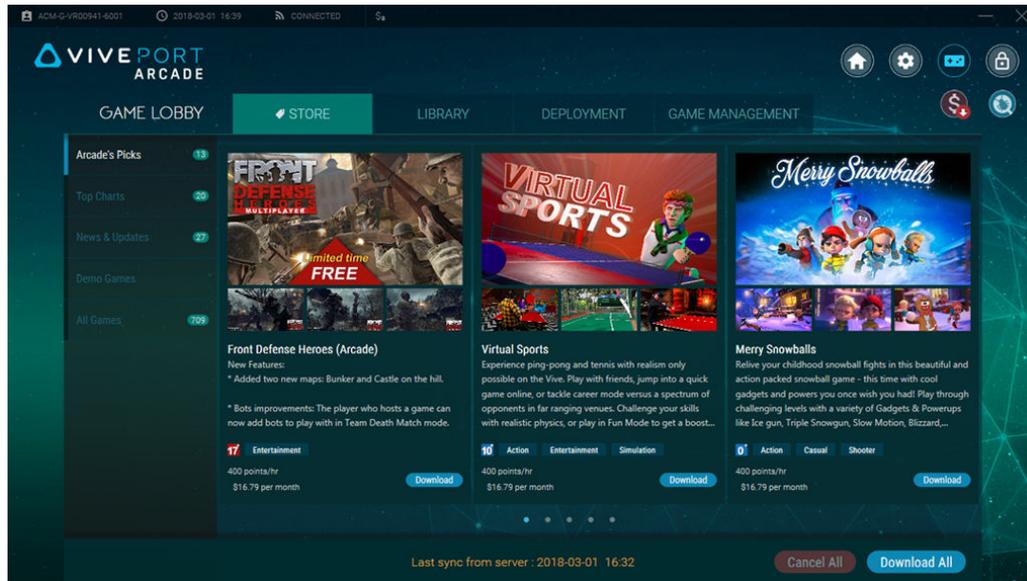
The Home area is where you can check the status and play VR content in a game room. You can also track if any customer needs your service.



The Settings area lets you modify settings for both the host and client computers. You can activate or deactivate game rooms, change the download paths, update the software, and more.



The Game lobby area is where you can browse and download VR content, as well as deploy VR content to game rooms. Your library of VR content can also be found here.



## Adding your credit card details and guard code

To pay for games using the "per station, per month" license model, you need to add a credit card as well as set a guard code.

1. Log in to [arcade.viveport.com](http://arcade.viveport.com).
2. On the top-right corner of the screen, click the drop-down arrow, and then select **Account settings**.
3. Under Credit card, click **Add**, and then enter your payment details.
4. Under Viveport Arcade Guard Code, click **Edit**, and then set your payment PIN. When downloading games on your different VAM client machines, you'll be prompted for the guard code.

### How do I get billed for the "per station, per month" license fee?

The billing cycle starts every first day of the month. The monthly bill will continue until you opt to not renew your subscription.

The initial charge on your credit card is computed depending on the day that you subscribed to a game. For example, if you subscribed on the 15th, then you might see that the charge is half of the monthly fee. Note that there's also a 3-day window toward the end of the month for new subscriptions made, in which case these days are carried over to the next billing cycle.

To learn how you can renew or discontinue with the monthly license for the VR content, see [Managing your monthly licenses](#) on page 14.

## Downloading VR content

1. From your host computer, open the VAM host app.
2. Click , and then switch to the Store tab.
3. Browse for the VR content you want to download, and then click **Download**.



To download all the VR content shown in the current page, you can click **Download all**.

4. To check the download progress, go to the **Library > Downloading** tab. Click  to prioritize a download, or click  to cancel.

## Changing the download path

You can change the directory where VR content is downloaded.

To change the download path:

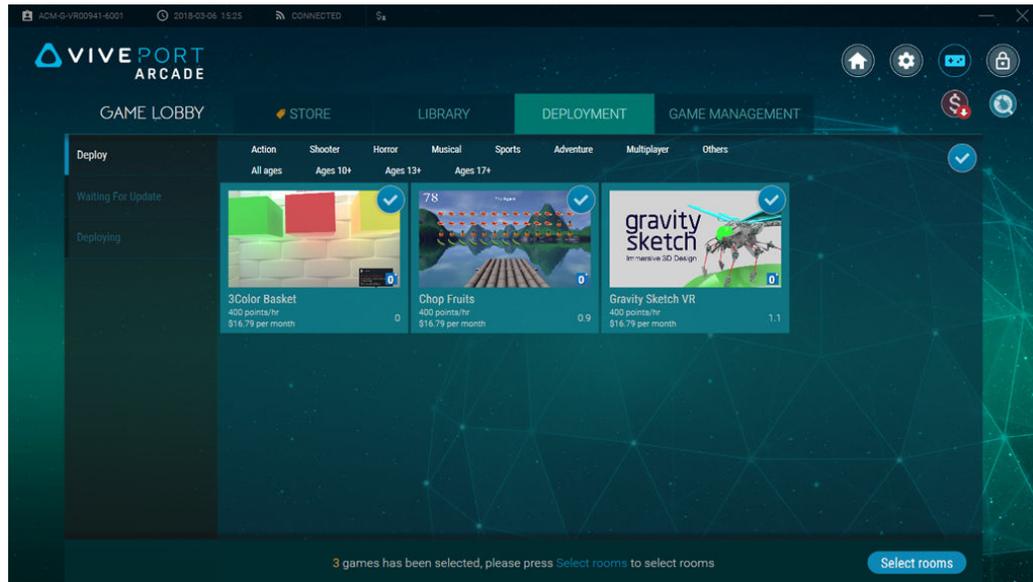
- **On VAM host:** Click , and then click **System**. Next to Game directory, click  and then navigate to the new path.
- **On VAM client:** Click , and then click **Client**. Next to the game room, click  and then input the new path under the **Game Directory** field.

The new path will be used the next time you download VR content. Previously downloaded VR content won't be moved to the new path.

## Deploying VR content to game rooms

After you've downloaded content, you can select the game rooms where to make it available.

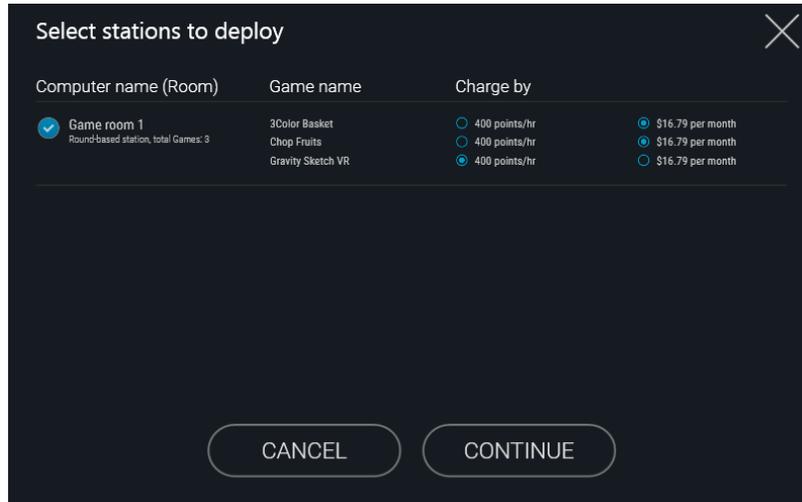
1. From your host computer, open the VAM host app.
2. Click , and then switch to the Deployment tab.
3. Select the VR content, and then click **Select rooms**.



4. Click the game rooms where you want to add the VR content.
5. For each of the VR content you are deploying, choose whether to pay using points per hour or per month licensing, and then click **Continue**.



If you opt for monthly licensing, make sure that you've already associated a credit card to your account. For details, see [Adding your credit card details and guard code](#) on page 9.



You'll see a prompt once the selected VR content is deployed. If there's a compatibility issue, you'll see the VR content listed on the Error tab.



For VR content you're subscribed on a "per station, per month" basis, you can also do this in the **Game Management > My Monthly Licenses** tab. For details, see [Managing your monthly licenses](#) on page 14.

## Playing VR content in a game room

Control when VR content is played in a game room once a customer is ready to use the VIVE VR system in your arcade.

1. From your host computer, open the VAM host app.
2. Click , and then select an available game room.
3. Depending on the play mode set for the game room, click **Time** or **Round**, and then set the number of rounds.

The status of the game room will change to *Reserved*. For the time-based mode, once the customer activates the headset, the countdown automatically starts.

4. To extend the customer's experience, select the game room, and then click **Add rounds**.



You'll see a notification under Service requested when your in-VR customer asks for attention.

## Deleting VR content

When you delete VR content from VAM host, it will also be removed from VAM client game rooms.

1. From your host computer, open the VAM host app.
2. Click , and then switch to the Library tab.
3. Select the VR content you want to delete, and then click **Remove**.



For VR content you're subscribed on a "per station, per month" basis, you can also do this in the **Game Management > My Monthly Licenses** tab. For details, see [Managing your monthly licenses](#) on page 14.

## Removing VR content from game rooms

You can remove VR content from specific game rooms.

1. From your host computer, open the VAM host app.
2. Click , and then switch to the Game Management tab.
3. On the right panel, select the game room you want to manage.
4. Select the VR content, and then click **Remove**.

The VR content is removed from the VAM client's hard disk.

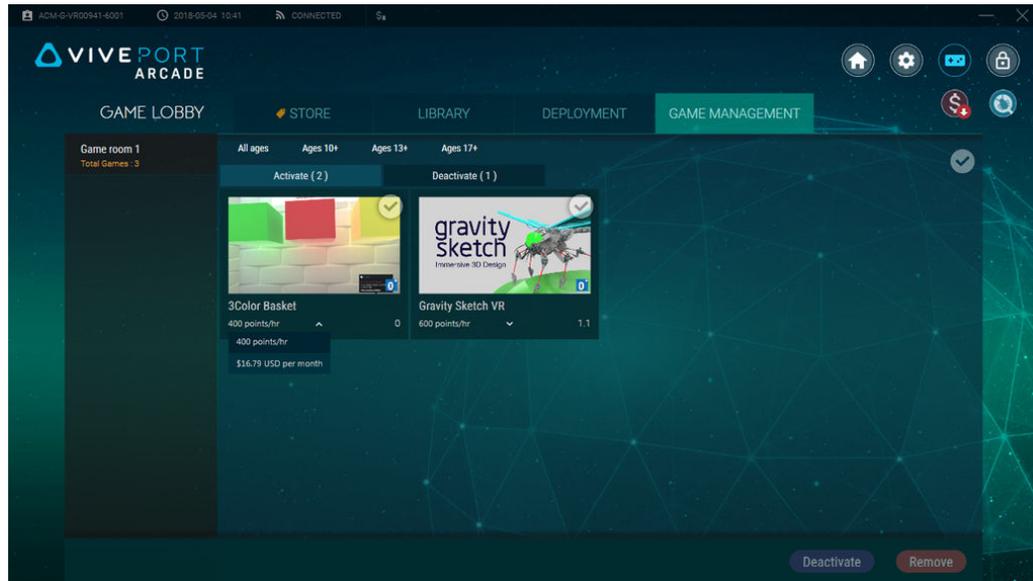


For VR content you're subscribed on a "per station, per month" basis, you can also do this in the **Game Management > My Monthly Licenses** tab. For details, see [Managing your monthly licenses](#) on page 14.

## Changing the payment model for deployed VR content

You can change from a points-based to a monthly license fee model, and vice versa, for each VR content you've already downloaded and deployed to game rooms.

1. From your host computer, open the VAM host app.
2. Click , and then switch to the Game Management tab.
3. Select the VR content, and then click  to select the payment model you prefer.



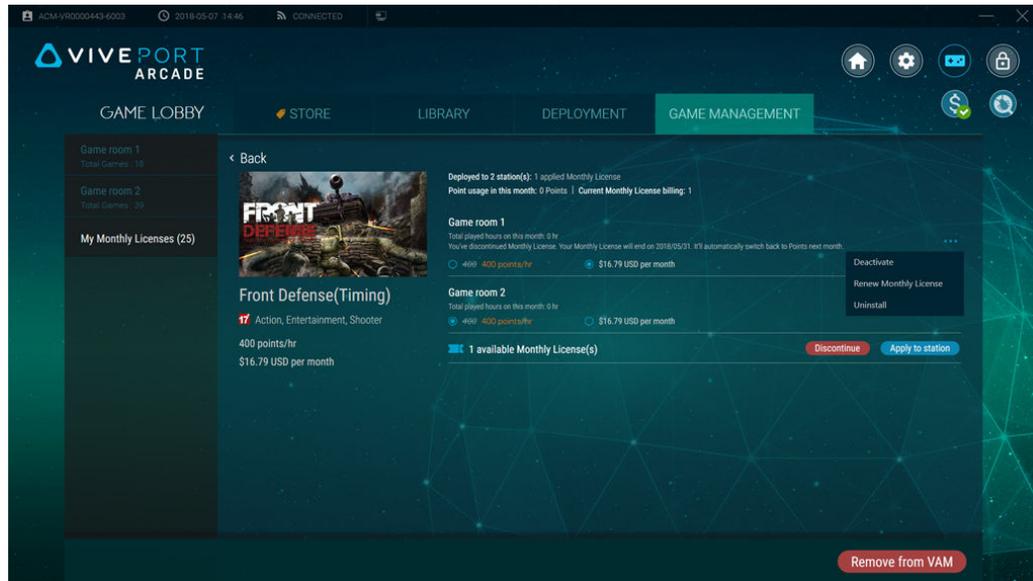
For VR content you're subscribed on a "per station, per month" basis, you can also do this in the **Game Management > My Monthly Licenses** tab. For details, see [Managing your monthly licenses](#) on page 14.

## Managing your monthly licenses

Find VR content you've subscribed on a "per station, per month" license model, and conveniently manage them in one place.

1. From your host computer, open the VAM host app.
2. Click , and then switch to the Game Management tab.
3. On the right panel, select **My Monthly Licenses**.

4. Select the VR content you want to manage. You'll see details about the monthly license, including the game rooms where the title is deployed.



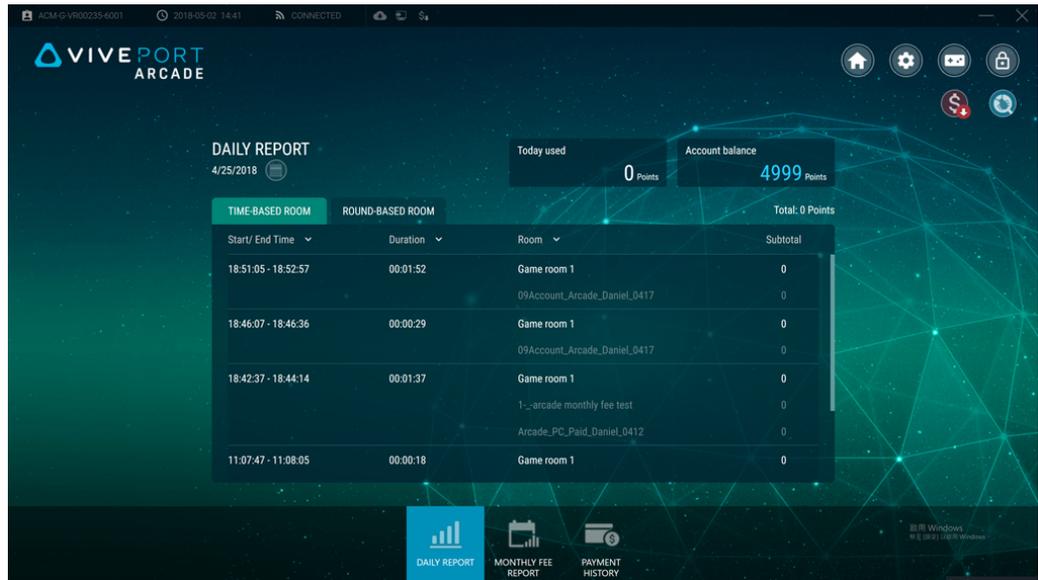
5. To manage the monthly license in the game room, click **•••** next to the game room. You can:
  - Click **Deactivate** to deactivate the VR content from the game room. You can then assign the monthly license to another game room.
  - Click **Renew Monthly License** to continue the game room's access to the VR content on the next billing cycle.
  - Click **Uninstall** to uninstall the VR content from the VAM client's hard disk.
6. To switch to a point-based payment model, select the radio button for the option under each game room.
7. If there are available licenses to deploy the VR content to a game room, click **Apply to station**.
8. To discontinue paying for the monthly license in the next billing cycle, click **Discontinue**. If you want to delete the title from VIVEPORT Arcade Manager, click **Remove from VAM**.

## Reviewing system reports

1. From your host computer, open the VAM host app.
2. Click .

3. Switch between the following tabs:

- **Daily Report:** check your how many points were used in the day, as well as see which games were played on time-based and round-based game rooms.



- **Monthly Fee Report:** check the VR content you've subscribed, the corresponding costs of their monthly license fee, as well as its start date.



- **Payment History:** review your transactions along with payment method and total amount paid.

**VIVE PORT ARCADE**

**PAYMENT HISTORY**

This month

Date / Transaction ID	Payment method	Title	Unit price	Quantity	Amount
5/2/2018 11:59:12 AM 18-122-61079-2	mc	12 arcade monthly fee test	\$1.62 USD	1	\$1.62 USD
4/30/2018 6:41:44 PM 18-125-19411-5	mc	10 arcade monthly fee test	\$1.07 USD	1	\$1.07 USD
4/28/2018 5:43:37 PM 18-118-73433-2	mccorporatecredit	3 arcade monthly fee test	\$1.04 USD	4	\$15.88 USD
		2 arcade monthly fee test	\$4.19 USD	2	
		4 arcade monthly fee test	\$1.67 USD	1	
		1--arcade monthly fee test	\$1.67 USD	1	
4/27/2018 11:41:28 AM 18-117-18368-14	mccorporatecredit	3 arcade monthly fee test	\$0.14 USD	1	\$0.14 USD
4/27/2018 11:36:13 AM	mccorporatecredit	3 arcade monthly fee test	\$0.14 USD	1	\$0.14 USD

DAILY REPORT   MONTHLY FEE REPORT   **PAYMENT HISTORY**

4. Click the date fields to filter the report depending on the period you want to review.

## Renaming a game room

1. From your host computer, open the VAM host app.
2. Click , and then click **Client**.
3. Next to game room you want to edit, click .
4. Under **Room Name**, enter the new name.
5. When you're done editing the game room, click **OK**.

## Activating or deactivating a game room

1. From your host computer, open the VAM host app.
2. Click , and then click **Client**.
3. Next to game room you want to edit, click .
4. Under **Status**, toggle between **Activate** or **Deactivate**.
5. When you're done editing the game room, click **OK**.

## Changing the system language

The system language is based on your region, but you can change it to your own preference.

1. From your host computer, open the VAM host app.
2. Click , and then click **System**.

3. Next to **Language**, click .
4. Select your preferred option, and then click **OK**.

## Changing lock screen settings

1. From your host computer, open the VAM host app.
2. Click , and then click **Lockscreen**.
3. Next to **Lockscreen**, click .
4. Choose the method you want. If you selected password, you'll be prompted to enter your new password.

To lock the VAM host app, click .

## Updating VIVEPORT Arcade Manager software

1. From your host computer, open the VAM host app.
2. Click , and then click **Version**.
3. When there's a software update, click **Install** (for VAM host) or **Download all** (for VAM client).

While update is in progress on VAM client, the game room's status will show as `Maintenance`.

# Troubleshooting

## Configuration file

### I encountered an "initialization" / "incorrect client and ID" error on VAM host. What should I do?

If you see the `Initialization Failed` or the `Unable to log in. Incorrect Client and ID code` error messages on the VAM host app, it may be because there is a conflict with the location setting on a previous VAM host installation.

Only one computer can use a specific location setting. If you install the VAM host app to another computer, you will encounter this problem. To resolve the issue, you need to delete the previous record for the location setting.

1. Log in to [arcade.viveport.com](https://arcade.viveport.com).
2. In Location Management, click the location you've set up and associated with your host computer.
3. Click  beside the host device information, and then confirm your action.
4. In the new computer where you've installed VAM host software, import the configuration file.

### I can't log in to the VAM host app. What should I do?

When you encounter the `Login Failed` error message, these are the possible reasons along with how to resolve it:

Issue	Workaround
<b>Your network connection is unstable or unavailable</b>	Test and make sure that you can connect to the Internet.
<b>The location in VAM host portal has been deleted</b>	In <a href="https://arcade.viveport.com">arcade.viveport.com</a> , under Location Management, check whether the current location data exists.
<b>You've imported an incorrect VAM_license.conf file</b>	In <a href="https://arcade.viveport.com">arcade.viveport.com</a> , under Location Management, select a location and then click  to resend the configuration file.

### What should I do if I encounter the "Wrong Configuration File" error message?

The `VAM_License.conf` you're using may be corrupted or blank. You need to resend the configuration file from VAM host portal.

1. Log in to [arcade.viveport.com](https://arcade.viveport.com).
2. In Location Management, click the location you've set up and associated with your host computer.
3. Scroll down to the installation details, and then click . Follow the description to resend the configuration file.
4. Once you receive the configuration file, import it again on the computer where you've installed the VAM host app.

### What can I do if I don't receive the email with installation details?

- Check your spam folder. If the email was flagged as spam, please inform us about the specific mail server.
- Resend the email to another email address. Log in to [arcade.viveport.com](https://arcade.viveport.com). In Location Management, scroll down to the installation details for the location, and then click .

## Host and client setup

### What can I do if VAM client cannot connect to VAM host?

These are the possible reasons why connection between VAM client and VAM host fails, along with how to resolve the issue:

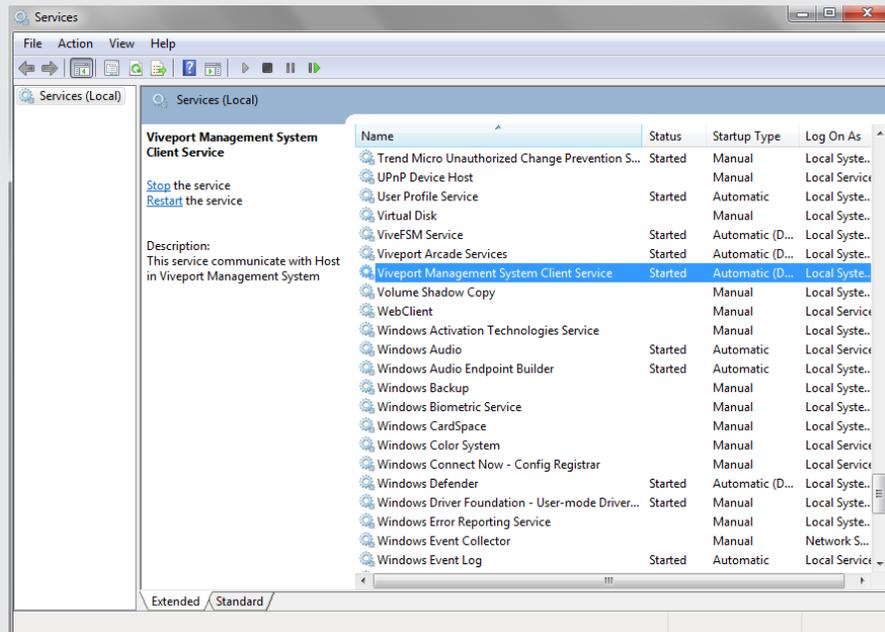
Issue	Workaround
<b>Client and host are not in the same local network</b>	Confirm through the command line if the VAM host and VAM client are under the same local network.
<b>More than one hosts are launched in the same local network</b>	Make sure that only one VAM host app is currently opened in the local network.

Issue	Workaround
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**Client service has not started yet**

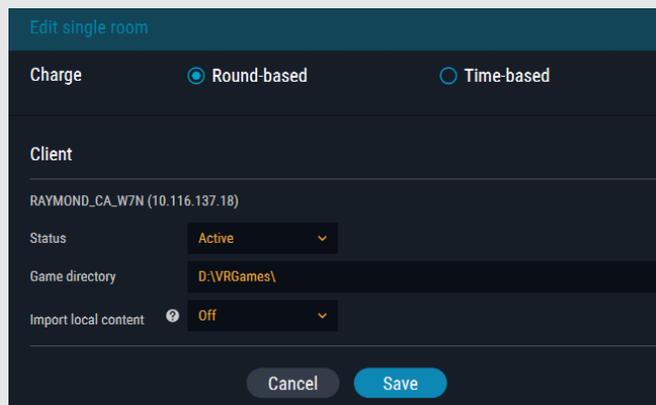
Check if the `Viveport Management System Client Service` is running.

1. From your computer, press the **Win** and **R** keys to open the command line.
2. Type `services.msc` to start the Service Management Console.
3. On Service Management Console, check if the status of `Viveport Management System Client Service` shows as **Running**.



**Client is currently deactivated**

1. From your computer, launch the VAM host app.
2. Go to **Settings** panel, and then click **Client**.
3. For each of the listed client machines, click **Edit** to check its properties.
4. On the Edit Room dialog box, check if status of the game room shows as **Active**.



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## After setting up a session on the VAM host app, nothing launches on the client. What can I do?

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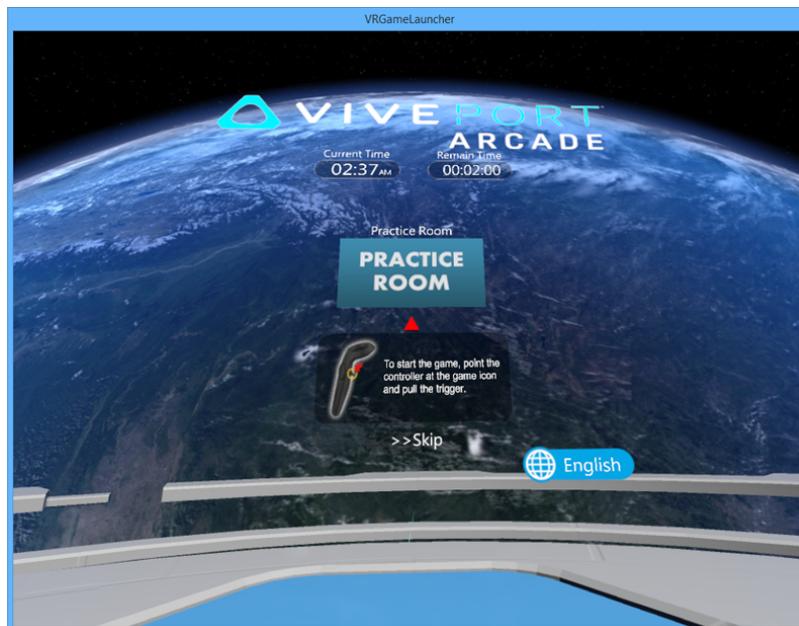
There might be a conflict with the VAM client process, which can cause miscommunication with other processes.

1. On your computer, start the Task Manager.
2. Locate and right-click `valOverlay.exe`.
3. On the context menu, select **End task**. The process should be terminated and another new `valOverlay.exe` process will be started.



Alternatively, you can restart the computer to resolve the issue.

When the issue is resolved, you should be able to see the VAM client launcher screen.



## The launcher auto-restarts when the round isn't set, while the countdown didn't begin after the VR content already launched. What's happening?

There might be a game room status error after a session. When `valoverlay.exe` is starting, it will read the status of game room to determine whether to launch `VRGameLauncher` or not. It will also determine the status of the launcher.

If a user didn't set a round but the game room status is `In use`, the launcher will start with no remaining time. This causes the launcher to close by itself and restart again.

To resolve the issue, set a round and close it immediately to correct the game room status. Setting a round to a game room without launching any VR content can fix the game room status error. Make sure that when `VRGameLauncher` is launched, you'll see a **Skip** button on it. Otherwise, cancel the session and set a new round again.

## VR content

### I'm unable to launch games or they keep crashing. What can I do?

These are the possible reasons along with how to resolve it:

Issue	Workaround
<b>Your VAM host app has an outdated version</b>	Upgrade VAM host to latest revision. For details, see <a href="#">Updating VIVEPORT Arcade Manager software</a> on page 18. Use WLAN cable connection to ensure uninterrupted download.
<b>You haven't installed the required Windows patches</b>	Install required Windows updates: <ul style="list-style-type: none"> <li>▪ <b>Windows 7:</b> <a href="#">KB3033929</a>, <a href="#">KB2999226</a></li> <li>▪ <b>Windows 8:</b> <a href="#">KB2999226</a></li> <li>▪ <b>Windows 8.1:</b> <a href="#">KB2919442</a>, <a href="#">KB2919355</a>, <a href="#">KB2999226</a></li> </ul>
<b>The VR content is misclassified as a security threat by your anti-virus software</b>	Configure your anti-virus or security software to allow (whitelist) the VIVEPORT® download. You may also temporarily disable your anti-virus software to resolve the problem.
<b>The issue is specific to a VR content</b>	If the issue only happens on a particular VR content, contact the developer for a suggested workaround.

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### I can't download VR content. What should I do?

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This may be caused by your anti-virus software misclassifying the VR content. Configure your anti-virus or security software to allow (whitelist) the VIVEPORT download. You may also temporarily disable your anti-virus software to resolve the problem.

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### Over Wi-Fi Direct connection, VR content fails to deploy and the game room becomes disconnected. Why is that?

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When you can't deploy VR content via wireless network, the game room status shows as `Disconnected` and it cannot recover automatically. This usually happens when the wireless network is unstable, causing some packages to be dropped while download is in progress. When this happens, the communication between VAM host and VAM client are disconnected.

To resolve the issue, use WLAN cables instead of a wireless network to make sure that the Internet connection is stable.

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### How can I remove VR content from game rooms?

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If you want to remove VR content from the specific game rooms, you can do so from the VAM host app.

1. From your host computer, open the VAM host app.
2. Click , and then switch to the Manage room tab.
3. On the right panel, select the game room you want to manage.
4. Select the VR content, and then click **Remove**.

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### How can I report an issue?

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If you encounter a bug or an issue, don't hesitate to report it to us.

1. From your host computer, open the VAM host app, and then click .
2. When prompted, type your problem in the **Issue description text** field. To specify the room where the problem occurred, click **Choose**.
3. On the Choose items to collect log dialog, select the room where the problem occurred. VAM host is a required option and is selected by default.
4. Click **OK**, and then click **Send** to report the issue.

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