

# Splashtop Business Access SNI Support

Splashtop Business Access is a remote desktop application.

## Problem (Windows devices)

As of this writing, SSL/TLS Server Name Indication (SNI) is not enabled by default by the Business Access software for Windows, therefore, Splashtop traffic appears to the DrawBridge as just the destination IP address instead of the domain name, resulting in interception, and, as the encrypted traffic is either not HTTP, or is using certificate pinning, the remote desktop connection fails to complete, and the session initiation fails.

## Solution

1. Ensure the Splashtop software is fully up-to-date.
2. Using the Registry Editor, add the following Registry key to any computer running the Splashtop Business Access / Streamer app:

Path: `HKEY_CURRENT_USER\Software\Splashtop Inc.\Splashtop Remote Client for STB`

Right-click in the list view for that directory and add a new DWORD value:

Name: `EnableSSLSNI`

Type: `REG_DWORD`

Value: `1`

(`1` = Enable, `0` = Disable)

3. Restart the computer for good measure, then verify the remote connection now works as expected.

## Example

Screenshot of the new value added above shown in context of other data in the same directory. Note that surrounding key/value data may vary per installation.

Registry Editor

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Computer\HKEY\_CURRENT\_USER\SOFTWARE\Splashtop Inc.\Splashtop Remote Client for STB

Name	Type	Data
(Default)	REG_SZ	
Cloud	REG_SZ	
CUL	REG_SZ	
EnableSSLSNI	REG_DWORD	0x00000001 (1)
Glob	REG_SZ	
Infra	REG_SZ	
Log:	REG_SZ	
Logi	REG_SZ	
SPTI	REG_SZ	
SPTF	REG_SZ	
Stay	REG_SZ	
UILo	REG_SZ	
UILo	REG_SZ	

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