

GateManager™ 5

Customer and License Administration



This guide is intended for an appointed GateManager administrator that administers licenses and accounts for customers on either a Secomea hosted GateManager, or a GateManager hosted by a Secomea distributor.

The guide will explain the process around creating a new customer account.

Appendix A will explain some details specific to Secomea partners having their own GateManager.

Version: 2.0, May 2013



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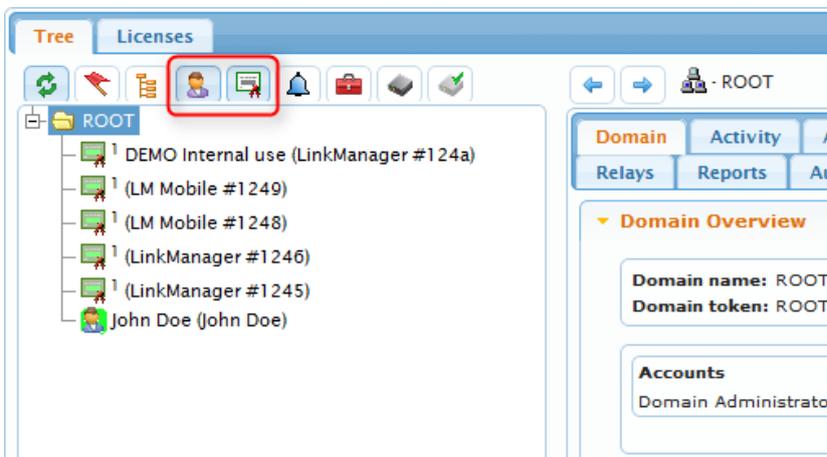
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1. Procedure for creating a new Start Package customer (GateManager BASIC)

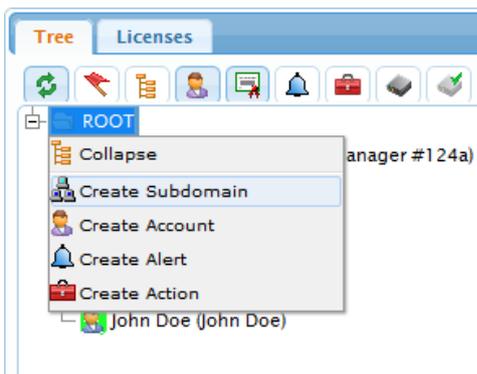
The GateManager BASIC account allows the user to create and administer LinkManager user accounts only.

Note: On a Secomea hosted GateManager, BASIC has part number **26891**, but is typically ordered together with a start package. The price of the start package will be the price of a SiteManager model 3xxx of the customer's own choice. Refer to the price list for details.

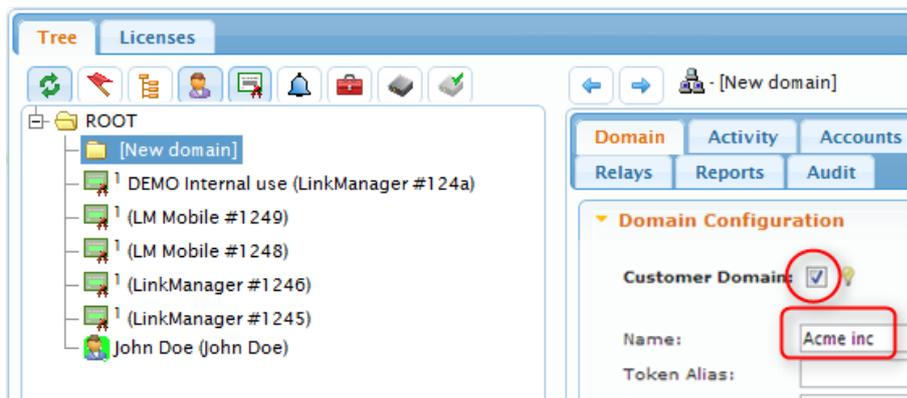
1. You can **already** now send a SiteManager to the customer. The SiteManager should be unused, or reset to factory defaults before shipping.
2. **Login** with your GateManager Administrator account, using your .gmc file and password. Make sure that minimum the Accounts and Licenses buttons are activated (activated when they are displayed with a blue background):



3. Right-click your root domain (this may be your company name), and select **Create Subdomain**

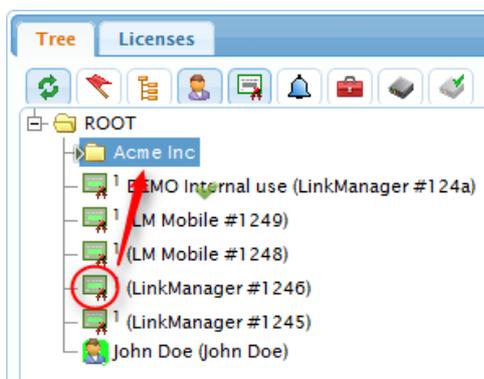


4. Enter the company name of the customer and checkmark that this is a Customer Domain



Note: The "Customer Domain" check, ensures that you can perform EasyService accounting for this customer. If this field is not visible to you, it may be that your account is only enabled as role **Domain Administrator** and not **Distributor Administrator**. Contact Secomea to get this changed. You can safely continue the process of creating the customer domain without this check, and just check this field later.

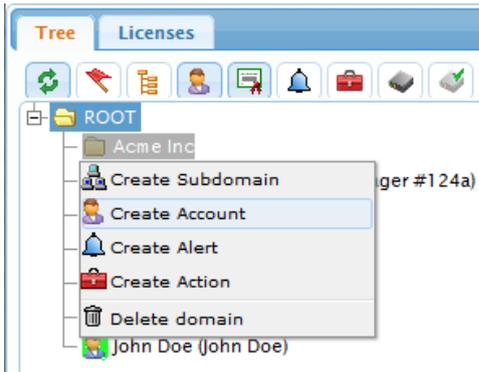
5. Left-click a free LinkManager license and drag it into the newly created domain.



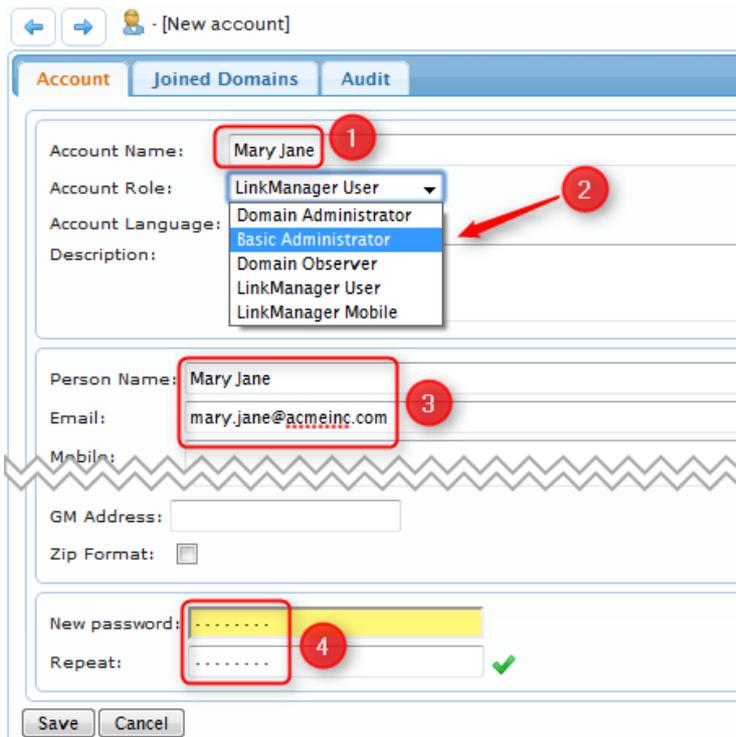
IMPORTANT: The licenses that are placed in your root domain are intended for demo or for start packages. If a customer orders a second (or more) LinkManager license, you can use these licenses provided that you submit an order for the LinkManager license to Secomea (p/n 26861) or your point of purchase.

If you do not have any more licenses available in your domain, you should contact Secomea and order more. If you are hosting your own GateManager to customer, you should refer to **Appendix A**, on how to order licenses and load them onto the GateManager.

6. Right click the new domain, and select "Create Account" (If the new domain is still called [New Domain] in the tree, just double click the  icon)

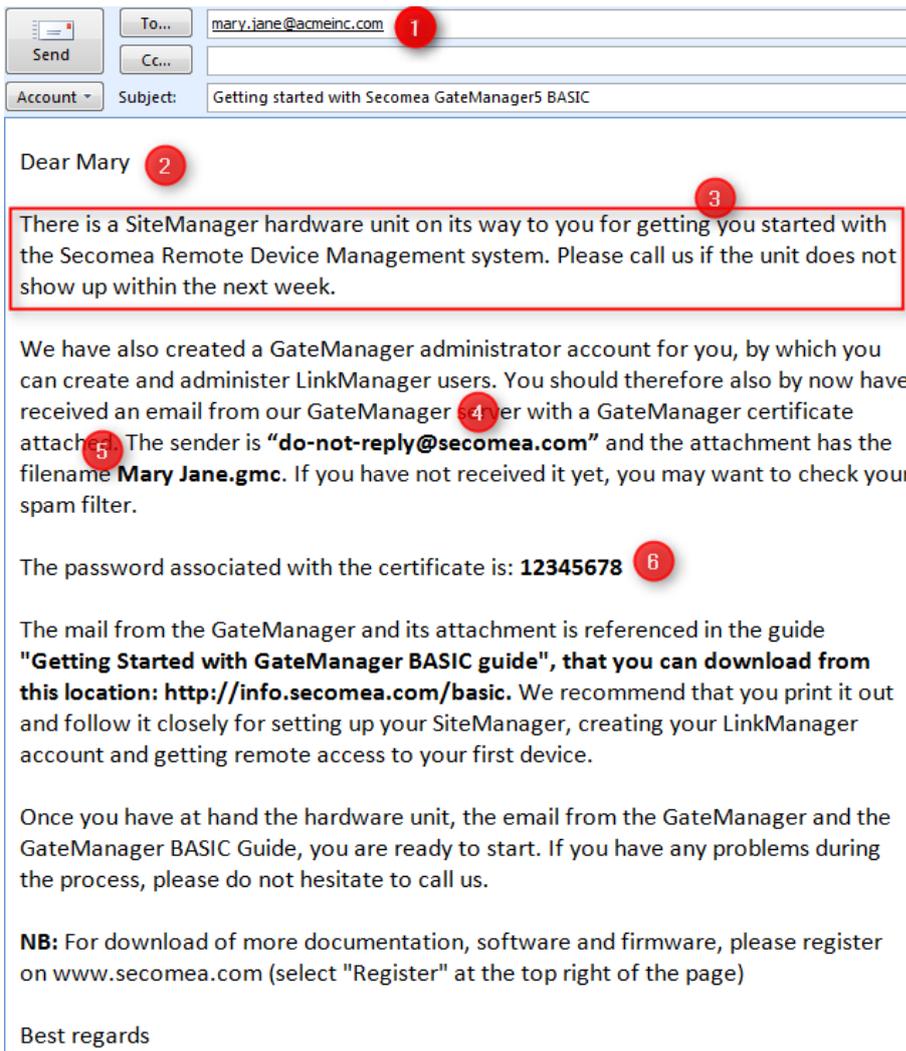


7. Fill in the following minimum information:

A screenshot of a web-based form for creating a new account. The form has tabs for 'Account', 'Joined Domains', and 'Audit'. The 'Account' tab is active. The form contains several fields: 'Account Name' (filled with 'Mary Jane'), 'Account Role' (a dropdown menu with 'LinkManager User' selected), 'Account Language' (a dropdown menu with 'Basic Administrator' selected), 'Description' (empty), 'Person Name' (filled with 'Mary Jane'), 'Email' (filled with 'mary.jane@acmeinc.com'), 'Mobile' (empty), 'GM Address' (empty), 'Zip Format' (checkbox), 'New password' (filled with dots), and 'Repeat' (filled with dots). Red circles with numbers 1 through 4 are placed over the 'Account Name', 'Account Role', 'Email', and 'New password' fields respectively. A red arrow points from circle 2 to the 'Account Language' dropdown. At the bottom, there are 'Save' and 'Cancel' buttons.

- ❶ This will become the file name of the login certificate. e.g. **Mary Jane.gmc**
- ❷ Select "Basic Administrator" (This account will allow creation and administration of LinkManager accounts only. **NOTE:** If the customer from the beginning has ordered a *GateManager PREMIUM* account for the start package, you should select "Domain administrator" here).
- ❸ Fill in Person name, and the email of the customers' technical representative that should receive the certificate
- ❹ Fill in a password. Try use the same password for all accounts, such as **12345678**. The user can always change it later, and you will always remember what the original password was.

8. When you press **Save**, an email with the certificate and a link to the GateManager server is sent by the GateManager server directly to the user.
9. Immediately after hitting Save on the new account above, you should prepare a introduction email to the new customer.



- 1 Fill in the email address of the customer
- 2 Insert the name.
- 3 Include this section, if you have sent a SiteManager to the customer in relation to the order.
- 4 If you are using Secomea's hosted server, "do-not-reply@secomea.com" will become the sender email. If you have your own GateManager server, this may automatically be filled with the email of your GateManager administrator account, or a "do-not-reply@<yourdomain>" mail depending on the setup of the GateManager
- 5 Fill in the file name you specified as Account Name + .gmc
- 6 Fill in the default password you have chosen for new customers.

Note: If you are servicing customers on Secomea's hosted GateManager server, it's is advisable to include the Secomea terms of use statement

<http://www.secomea.com/industry/support/gatemanager-hosting-terms-use/>

If you are distributor having your own hosted server for servicing customers, you may want to include a similar statement applicable to your hosting terms

Below you will find this email as a template that you can copy/paste into your email client and modify. You can of course choose to translate it into your preferred language

Subject: Getting started with Secomea GateManager5 BASIC

Dear <name>

There is a SiteManager hardware unit on its way to you for getting you started with the Secomea Remote Device Management system. Please call us if the unit does not show up within the next week.

We have also created a GateManager administrator account for you, by which you can create and administer LinkManager users. You should therefore also by now have received an email from our GateManager server with a GateManager certificate attached. The sender is "do-not-reply@secomea.com" and the attachment has the filename <account name>.gmc. If you have not received it yet, you may want to check your spam filter.

The password associated with the certificate is: **12345678**

The mail from the GateManager and its attachment is referenced in the guide "Getting Started with GateManager BASIC guide", that you can download from this location: <http://info.secomea.com/basic> . We recommend that you print it out and follow it closely for setting up your SiteManager, creating your LinkManager account and getting remote access to your first device.

Once you have at hand the hardware unit, the email from the GateManager and the GateManager BASIC Guide, you are ready to start. If you have any problems during the process, please do not hesitate to call us.

<-- Include only if the customer has ordered a PREMIUM upgrade initially

We have also upgraded your GateManager 5 BASIC account to PREMIUM, which will give you a wealth of advanced administration features.

A complete list of these features as well as a download link for the guide "Getting started, GateManager5 PREMIUM Domain Administration" can be found at this location: <http://info.secomea.com/premium>

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NB: For download of more documentation, software and firmware, please register on www.secomea.com (select "Register" at the top right of the page)

Best regards

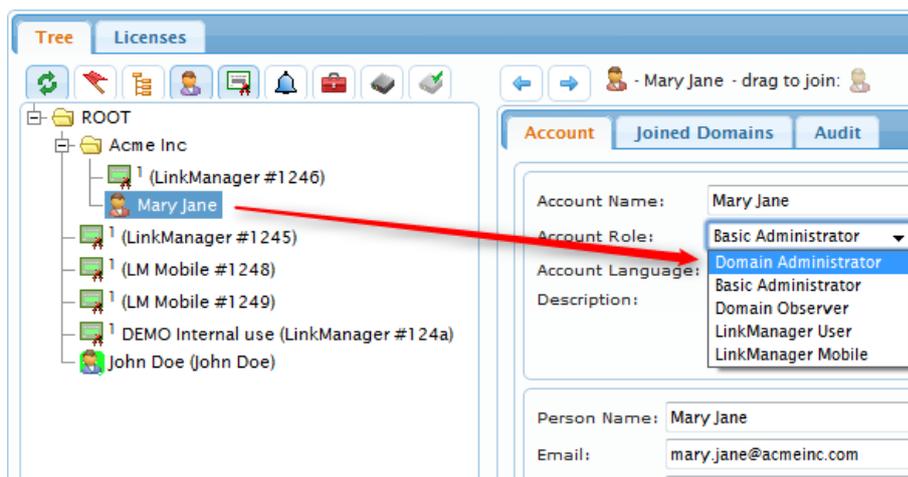
2. Procedure for Upgrading a GateManager BASIC account to PREMIUM

GateManager **PREMIUM** means that the customer gets an administrator account for the domain so it is possible to organize equipment in sub-domains, create LinkManager accounts etc.

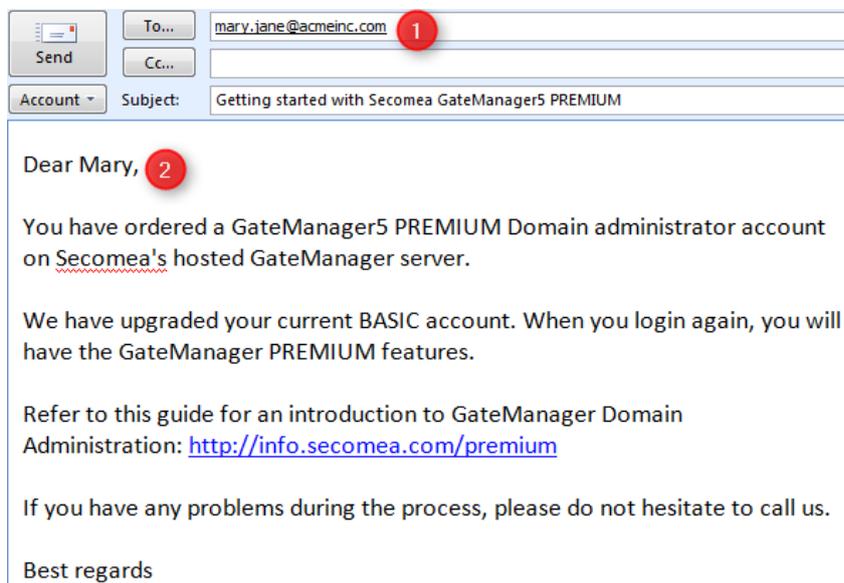
Note: On a Secomea hosted GateManager, PREMIUM is ordered on part number **26473**

It is assumed the customer already have the BASIC account

1. Right click the Administrator account and change the Account Role to Domain Administrator



2. Immediately after hitting Save, you should prepare an information email to the user:



- 1 Fill in the email address of the customer
- 2 Insert the name.

Below you will find this email as a template that you can copy/paste into your email client and modify:

Subject: Getting started with Secomea GateManager5 PREMIUM

Dear <name>,

You have ordered a GateManager5 PREMIUM Domain administrator account on Secomea's hosted GateManager server.

We have upgraded your current BASIC account. When you login again, you will have the GateManager PREMIUM features.

Refer to this guide for an introduction to GateManager Domain Administration:
<http://info.secomea.com/premium>

If you have any problems during the process, please do not hesitate to call us.

Best regards

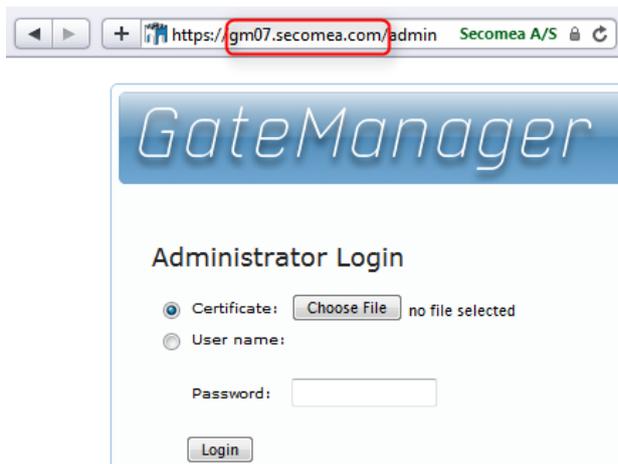
Appendix A, Ordering and Installing LinkManager Licenses

Note: This section only applies for Distributors hosting their own GateManager in their region. If you are servicing customers using the Secomea hosted servers, you just need to call Secomea, and we will place some licenses in your distributor domain.

Ordering LinkManager licenses

Licenses can be ordered based on the following information submitted to Secomea or your point of purchase:

1. Information about whether the LinkManager license(s) is for a start package (new customers), or the license is for a customer that already has a LinkManager license. Specify either:
 - A. Free LinkManager or LM Mobile licenses for start packages.
 - B. Commercial LinkManager license (LinkManager p/n 26861 or LM Mobile p/n 26946).
2. Specify the GateManager server, for which the license should be bound to e.g. **gm07.secomea.com**. This is indicated in the address bar, which you login with:



Installing License (Secomea hosted server)

For customers running on Secomea's hosted server, the licenses will be installed by Secomea in your root domain.

You only need to drag the license into the customer domain as explained in the previous sections

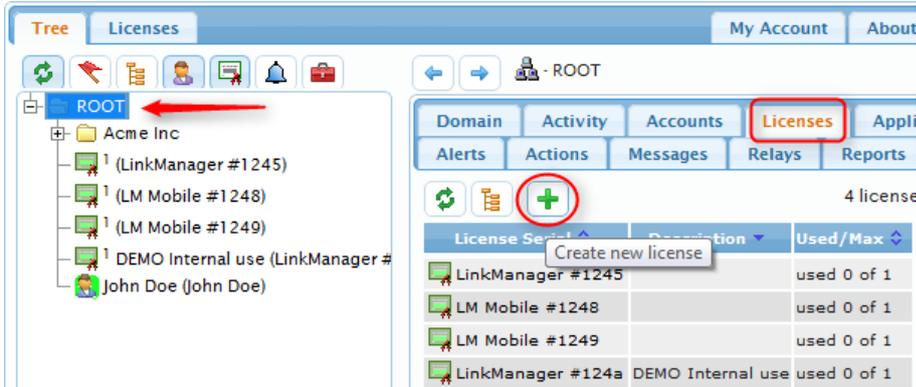
Installing License (Own server)

1. From Secomea You will receive an email with your license key either in lined in the email, or as a text file attachment. The key will look like this:

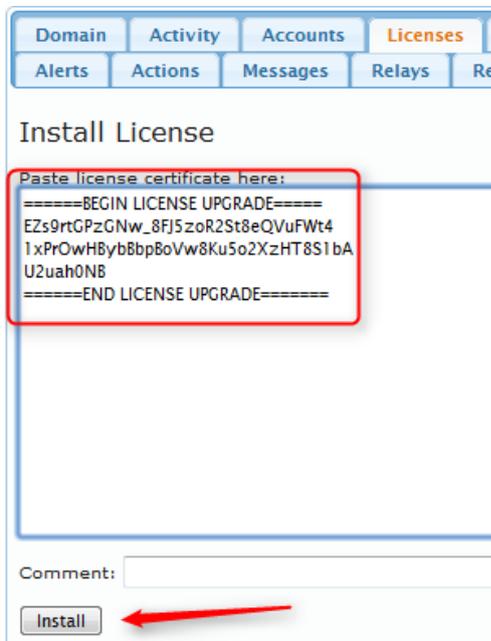
```
=====BEGIN LICENSE UPGRADE=====
EZs9rtGPzGNw_8FJ5zoR2St8eQVuFWt4
1xPrOwHBybBbpBoVw8Ku5o2XzHT8S1bA
U2uah0NB
=====END LICENSE UPGRADE=====
```

the email will indicate type of license (LinkManager or LM Mobile), and for which GateManager server it is generated.

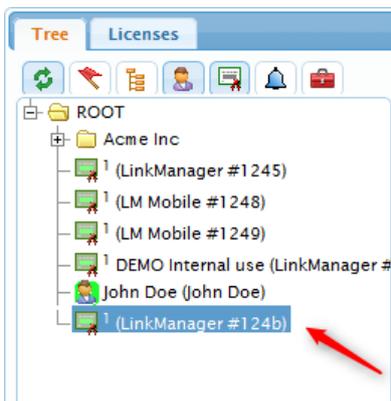
2. Login to the GateManager administrator portal, and place yourself on your root domain, and select Licenses and press the + sign:



3. Copy the key from the email to your clipboard, and paste into the field, and select **Install**:



4. The key will now be visible in the tree view.



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