# Secomea GateManager BASIC Guide *Learning Secomea Remote Access* (Using SiteManager Embedded for Windows)

This guide is intended for first time users of the Secomea remote access solution, who need a practical introduction to the **Secomea GateManager BASIC** solution in relation to the **SiteManager Embedded (SM-E)** for Windows software

This guide will lead you through different roles and processes related to installing and configuring the **SiteManager**, **GateManager** Administration of users and using **LinkManager**.

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#### 1. Introduction

#### 1.1. Prerequisites for This Guide

Prerequisites for this guide are:

- You have administrator privileges to install a program on your Windows PC or laptop.
- Your PC has outgoing access to the Internet via https. This applies for both your corporate firewall and any personal firewall installed on your PC.
- You have a SiteManager Embedded (SM-E) license.
- You have a Windows machine to install SM-E on (supported platforms: Windows XP/7/8, Standard or Embedded)
- You have received, by email, a GateManager administrator certificate with a link to the GateManager web portal.
- Preferably you have a login account for the Secomea partner web site, for download of supplementary information on <u>http://info.secomea.com/RDM-</u> <u>documentation</u>. (if not choose **Register** at the top right of the Secomea web site)

#### 1.2. Component Analogies

With the Secomea Remote Access solution you are introduced to three components. To place them into a context that you may be familiar with, we have made analogies to traditional modem solutions:

- **SiteManager.** This component compares to the traditional dial-up modem attached to the machine at the customer site. The big difference is that SiteManager utilize the existing network infrastructure to obtain Internet connection.
- LinkManager Client Software. This compares to the modem dial-up software on the service engineers' PC. The big difference is that the service engineer does not need to administer a list of phone numbers. The list of devices that the service engineer can connect to, is automatically updated when a new SiteManager and its configured "Device agents" are connected. Point and click and the LinkManager user get instant access to the device over the Internet.
- GateManager Server. This component acts as a switch-board for connections between LinkManagers and SiteManagers, and ensures that neither LinkManagers nor SiteManagers need to have public addresses on the Internet. For the BASIC package the GateManager is used only for administering users, but you can upgrade to a domain administrator account that allows you to check logs, fine grain LinkManager access to certain devices etc. (read more in section 5. Additional Features
- Upgrading your GateManager Administrator account from BASIC to PREMIUM (P/N 26473))



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#### **1.3.** About Roles referred to in this Guide:

Through the document the header will indicate the role you are undertaking.

Roles will be marked as follows:

	SiteManager Installer.
	This role covers the following tasks:
	<ul> <li>Physically Install SiteManagers (often done by the service engineer or the customer)</li> </ul>
	<ul> <li>Configure network settings (primarily initial GateManager access)</li> </ul>
	GateManager BASIC administrator.
	This role covers the following tasks:
	<ul> <li>Assign licenses to connected SM-Es</li> </ul>
	<ul> <li>Create and administering LinkManager user accounts.</li> </ul>
_	LinkManager User.
	This role is held by the PLC programmer or service engineer:
	<ul> <li>Connect remotely to equipment for servicing/programming the equipment.</li> </ul>
	<ul> <li>Optionally configure the SiteManager and devices agents on the SiteManager, if not done by the SiteManager In- staller role.</li> </ul>

#### 1.4. Illustration of Role locations

The typical setup of the relative to the Internet would be like this:



GateManager Server



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However, following this guide for the first time, you will probably play all roles and be physically located more like this:



#### 1.5. If something should not work out as expected

We experience that this guide works for 95% of all users, whereas the last 5% may be subject for a little more advanced configurations depending on special infrastructure setup.

The solution does allow for adaptation to highly complex and security restricted infrastructures involving e.g. a Web proxy or NTLM authorization server, but it is out of scope of this guide to elaborate on.

If you run into problems, then do not hesitate to contact us a call and we will guide you in the right direction, or help you troubleshoot.

You can also consult our document library here:

http://www.secomea.com/industry/support/documentation/

or the FAQ section here:

http://www.secomea.com/industry/support/faq/



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ROLE: SiteManager Installer

#### 2. Basic Setup and connection

This section explains the basic installation and configuration of SM-E and accounts, for making full access to the PC on which the SM-E is installed.

# 2.1. ROLE: SiteManager Embedded (SM-E) Installer

Download the SM-E from this location:

http://info.secomea.com/sme

#### 2.1.1. SM-E Installation

- 1. Copy the SiteManager Embedded exe files onto the Windows machine on which it should be installed.
- 2. Run the exe file and click Next > until finished.

My Computer			
2	SiteManager Embedded Setup		3
Recycle Bin Files	E I I I I I I I I I I I I I I I I I I I	Velcome to the SiteManager Embedded Setup Wizard his wizard will guide you through the installation of teManager Embedded. is recommended that you close all other applications efore starting Setup. This will make it possible to update elevant system files without having to reboot your imputer. lick Next to continue.	
SiteManager		Next > Cancel	
			Realtek HD Audio Manager
🤳 start 🚽 🏉 💻 🕼	🖇 🌐 🗊 SiteManager Embedd	DA	

3. A Web browser should open automatically with the SM-E SETUP Assistant.

**NOTE:** If a browser does not automatically open, it may be that the SM-E service has not started (this may happen on Windows XP Embedded).

a. In that case you should restart the Windows machine, which will automatically start the service, or you can start the service manually. Select Start -> Run and and type the command services.msc.





b. Scroll to the SiteManager Embedded and click start



c. Now click the SM-E shortcut on the desktop to open the SM-E Web GUI:



#### 2.1.2. Configure the GateManager settings.

4. In the SM-E Web click the Fix button for the GateManager settings:





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5. Enter the GateManager Server name and Token.

SiteManager Embedded				
	SETUP • G	ateManager Status	Log • HELP	
	Gate	eManager <b>not</b> connected.	¢	
1	Remote Management:	Enabled 💌		
	Go To Appliances:	Automatic Login	<b>~</b>	
	Appliance Name:	SiteManager		
6	Domain Token: *	SecomeaVar 2		
	GateManager Address: *	193.242.155.117		
	Web-proxy Address:			
	Web-proxy Account:			
	Web-proxy Password:			

**IMPORTANT:** The information to enter in this screen is found in the lower section of the email you received from the GateManager with the GateManager X.509 Certificate.





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6. Click **Save** and **Connect**, and click the **refresh** icon periodically

GateManager not connected. 📀 3				
Remote Management: Enabled				
Go To Appliances: Automatic Login				
Appliance Name: SiteManager				
Domain Token: * SecomeaVar				
GateManager Address: * 193.242.155.117				
Web-proxy Address:				
Web-proxy Account:				
1 * = Mandatory field 2 Save More >> Connect				

7. After a short while the status should change to this:

GateManager connected: 1	193.242.155.117:443 (LAN)	🔺 Not Attached! 🗭
Remote Management: Go To Appliances:	Enabled 💌 Automatic Login	<b>v</b>
Appliance Name: Domain Token: * GateManager Address: *	SiteManager SecomeaVar 193,242,155,117	
Web-proxy Address: Web-proxy Account:		

You do not need to do more local to the SM-E.

In reality you could now ship the Windows machine to a new site.

Once the Windows machine is connected to a network that has Internet access, the SM-E will automatically connect to the GateManager



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### 2.2. ROLE: GateManager BASIC Admin

#### 2.2.1. Install the GateManager Administrator certificate

8. Locate the email you received from the GateManager with the **GateManager Certificate**, and save the attached file to your hard disk:



9. Open the link in the same email. (There may be two links with a DNS name and IP address respectively and you can use either of them)



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This will open the login screen of the GateManager:

🗌 GateManager07 🛛 🗙 M GateManager X.509 Certifica	te for Joh × +
< 🔶 🔒 Secomea A/S (DK) https://gm07.secomea.com/adi 🏫 🛡 C	🛿 🔻 Google 🔎 🇥
GateManager secumea	
Administrator Login <ul> <li>Certificate: Browse</li> <li>No file selected.</li> <li>Cancel</li> </ul> <ul> <li>Remember Certificate</li> </ul>	
🔘 User name:	
Password:	
Login	
	secomea

**Note:** The GateManager administrator portal requires minimum MS Internet Explorer 9, Apple Safari, FireFox or Google Chrome.

10. Browse for the certificate you just saved, and enter the password you were informed by the administrator.

If you have not yet received the password via email, SMS or verbally, you should take contact the person that is listed in the **signature sec-tion** of the email with the certificate (do not hit reply on the email, as it is auto-generated from the GateManager)

#### 2.2.2. Create LinkManager user account

11. When logged in select the **Accounts** tab, and select the "+" icon to create a new account







#### 12. Fill in the following information

Account Audit	
/ count	
Account Name: Rose	
Assessed Dalas LinkMana	ner liter
Account Role: Linkmana	
Account Language: English	<b>T</b>
Description:	
Group Member:	· · · · · · · · · · · · · · · · · · ·
,	•
Person Name: Rose Andersen	
Email: rose@acmeinc.	
Mobile:	
Person Into:	
Last Login: Created: 2014-02-10 Renewed: Expires:	
Authentications X 509 Certifics	ate (with nascword) _
Duration: Permanent	
Mail Tamalata Ilea default	
Mail remplate: Use deiduit	· Ø
Message:	V
GM Address:	P
Zip Format:	
New password:	•
Repeat:	. 3
SMS new password:	o password:
	L V
Save Cancel	

**1** The **Account name**. This will become the file name of the LinkManager certificate file (in this case Rose.Imc)

**Person Name**, **Email** and optionally **Mobile** number. In this exercise you will likely issue the account to yourself. You can later create accounts for other users. (All users will share the same LinkManager floating license)

• Type a **Password**. If you create the account for another use, you should inform this password to the user verbally or in a separate email. Alternatively select "Auto password", which will automatically create a password and include in a separate mail to the user.

**4** When pressing **Save**, the email is automatically sent from the GateManager.







#### 2.2.3. Create LinkManager Mobile user account.

The account is created identically to the LinkManager account

13. Login to the GateManager portal and select **Accounts** and **Create new** account

Tree		My Account	About	Logoff
	🗢 🄿 🛔 - SecomeaVar			
🗗 🔄 SecomeaVar 💷	Domain Activity Acc	counts Lice	enses	
<ul> <li> <sup>1</sup> (SiteManager Embedded Basic, 2 Agents     </li> <li> <sup>1</sup> (LM Mobile #1307)     </li> </ul>		uun	Selec	ted 0 of
- <mark>                                    </mark>	Create new account	Name	E-mail	
	🔲 💄 Rose (Rose Anderser	n) <sup>Rose</sup> Andersen pł	n@secomea	.com Link Use

14. Now fill in the following details

Account Audit
Account Name: Rose LMM Account Role: LinkManager Mobile  Assign license:  C C C C C C C C C C C C C C C C C C C
Group Member:
Person Name Rose Andersen Email: rose@acmeinc.com Mobile: Person Info:
Disabled: Auto-Disable: Never Last Login: Created: 2014-02-10 Renewed: Expires:
Authentication: Username and Password Duration: Permanent Mail Template: Use default Message:
h.
New password:
SMS new password: Auto password: Vertical Save Cancel



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**1** The **Account name**. This will become the login login ID for the account

**2** Role **LinkManager Mobile**. Note that the check box "Assign License" appears when selecting this role. When checking this box, this account will allocate the free LinkManager Mobile license and subsequently allow remote access by this account (if not checking the box, the account will still be working, but remote access is blocked)

**8 Person Name**, **Email** and optionally **Mobile**. The Mobile number is relevant if using Two-factor security with SMS code.

**1** If the GateManager has a SMS modem associated, you would have the option to select SMS code in combination with the login ID and password and thereby ensure two-factor login. Otherwise the only option will be **Username and Password** 

**•** Type a **Password**. If you create the account for another use, you should inform this password to the user verbally or in a separate email. Alternatively select "Auto password", which will automatically create a password and include in a separate mail to the user.

**6** When pressing **Save**, an email with a link to the LinkManager Mobile login page is automatically sent from the GateManager

#### 2.2.4. Assign License to the the SM-E

15. If the SM-E has been configured correctly according to section **2.1.2 Configure the GateManager settings**. the SM-E should appear in the tree view. Place your cursor on it and press **Bind license and attach here**.





ROLE: LinkManager User



### 2.3. ROLE: LinkManager User

#### 2.3.1. Install and login to the LinkManager

16. The previous step has generated an email from the GateManager that includes a LinkManager certificate (.Imc). Save the attached certificate to your computer.



17. Download and install the LinkManager software by clicking the appropriate link in the email.

**IMPORTANT:** You <u>must</u> have administrator privileges on the PC in order to install LinkManager.

HINT: You can also install LinkManager inside a VMWare virtual machine if the host OS is Windows 7 and the CPU supports virtualization. You can alsol run your programming software inside a virtual machine and connect to devices via LinkManager installed on the host OS if the virtual machine is configured for "NAT".

18. Eventually, when you click Finish in the installation wizard, the LinkManager icon will after a while turn green in your Windows system tray, and your default web browser will open, showing the LinkManager Web GUI.







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**Hint:** If The LinkManager icon remains yellow 0 for a long while, it could indicate that something on the PC is preventing the LinkManager from starting correctly. Consult the FAQ here for trouble shooting info: <u>http://www.secomea.com/industry/support/faq/</u>

19. **Browse** for the certificate you just saved and enter the password you specified for the account in step **12**:

🛕 Please install LinkManager User Certificate.	
The GateManager administrator has sent you an email which contains a LinkManager User Certificate file (file type is <i>.lmc</i> ).	
Press the "Browse" button to select the certificate file from your local computer, fill in the certificate's password, and press "Install".	
Certificate file: Choose File Rose.Imc Password: Remember password Install	

20. When clicking **Install**, you will be prompted to login. Repeat the password from above, and click **Login**:

LinkManager sectmea	
Login	
Certificate: Rose Password: Remember password Open last domain: (none) Connect last device: (none) Login Certificates Shutdown Advanced	
You are now logged in	



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LinkManager sectmea	
Logout Services GM Login	Sniffer Chat Refresh
Rose: gm07.	Secomea Var
Show all Refresh	Rose [PH-DTP-PC]

#### 2.3.2. Connect to the PC via the SM-E

21. Click on the SiteManager <Connect All>

LinkManager secimea	
Logout Services G	M Login Sniffer Chat Refresh
Re	ose: gm07.Secomea¥ar
Show all Refresh	Rose [PH-DTP-PC]
javascript:doACT(a1);	

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22. You are now connected to the IP address of the PC.

LinkManc sectmea	ager									
	Disconnect	Logout	Se	rvices	Sn	iffer	Ch	at		
			gm07.S	ecomea	Var					
_		Fi	ull Access	(SiteMa	anager)					
	Agent	Address	Status	Conn	ects fail	Pac	kets rx	By	tes	
<b>@</b>	Full Access	172.24.2.158	IDLE	0	0	0	0	0	0	
-	, e	(udp)	IDLE	o	0	o	0	0	o	
	Rour	ıd-trip time: M	lin: 5.9 m:	s, Avg:	6.2 ms, ≬	4ax: 7.0	i ms 🤣			

23. You can now connect to any application on that IP address. (Note that MS Remote Desktop can be auto-started with the screen icon)

퉣 Remote 🛛	)esktop Connection	- • • <b>×</b>
	Remote Desktop Connection	
Computer: User name: You will be a	172.24.2.158 None specified isked for credentials when you con	▼
💿 Show <u>(</u>	2ptions	Connect Help



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🙀 GP-Viewer EX	
File Screen Mode Update Tool Help	
GP-Viewer EX	
© Connect new	
C Connect with a file	
	Ref.
Reporting used files	
File Name IP Address Node[Mode	GP-Viewer EX
	File Screen Mode Update Tool Help
	JPN ENG
Convert (Directory Line) and a strength of the	
Server(Display Unit) connecting to	
IP Address 172.24.2.158	Basic Sample Screen
Node[Model] [ <unknown>]</unknown>	The second states of the second secon
Transmission Port 21 - PASV	For Developers Production
START CONNECTION	Remote
	Operation Operation
	•

**HINT:** You will notice that the LinkManager shows that the data counters reflects the transferred data.

LinkMc sectmea	nager									
	Disconne	ect Logou	t 🗌	Services		Sniffer		Chat		
			gm07	.Secome	aVar					
		Site	1anager	ОЕМ-ТА	8KL¥OU	GFF]				
	Agent	Address	Status	Conne	ects fail	Pack	kets	By	/tes	
	😳 🖌 💷 🛛 Full Access	172.24.2.158	IDLE	10	9	56	60	770	3,564	
		(udp)	UP:1	0	0	254	393	53,904	328,295	
	Ro	ound-trip time:	Min: 5.8	ms, Avg:	5.9 ms	, Max: 6.	1 ms 🤹	)		

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### 2.4. ROLE: LinkManager Mobile User

LinkManger Mobile can be seen as a "light-weight" version of LinkManager that can be used from most devices with a web browser, such as PCs, Smartphones and tablets.

With LinkManager mobile you can connect to the following services on a device:

- 1. Web GUI (http/https)
- 2. RDP (MS Remote Desktop) on port 3389
- 3. VNC Servers on port 5900
- 4. Selected APP access mapped via port 5900

#### 2.4.1. Login and connect to a web GUI with LinkManager Mobile

25. As result of creating the account in section 2.2.3, you will have received an email with a link to the LinkManager Mobile login screen.

You can activate the link from most platforms with a suitable web browser supporting https and java script.

#### LinkManager Mobile password-only account for Rose LMM on Secomea VPNLAB GM5\_ESXi

do-not-reply@secomea.com Sent: ma 10-02-2014 13:53 To:

Hello Rose Andersen

This mail is a notification that the LinkManager Mobile account "Rose LMM" has been created for login to the Secomea GateManager server. The password associated with the account will be informed to you verbally or in a separate mail.

Follow this link to the LinkManager Mobile login screen: https://gm07.secomea.com (or alternatively: https://193.242.155.117).

(It is recommended to bookmark this page in your browser)

In the Login screen type your username "Rose LMM" and the password.

LinkManager Mobile has been verified to work with iPhone, iPad, and Android smart phones, as well as Internet Explorer 8, Google Chrome, Apple Safari, and Mozilla Firefox.

Please ensure that your browser is up-to-date and has JavaScript and TLS 1.0 enabled if you have problems connecting.





26. Login with the user name from the email. The password is either provided in a separate email, or verbally, depending on how the administrator created the account.

♦ ♦ Secomea A/S (DK) https://gm07.secomea.com/app	🚖 ⊽ C 🚺 ▼ Google	۹
LinkManag	obile <b>Jer</b>	
GateManager07		
Username: Rose LMM		
Password:	Login	

27. Click on the blue bar to unfold devices in the root domain, and connect to the Full Access agent.

C Refresh	GateManager07	Logoff
✓Online ✓Offline ▼Fla	agged	
Filter items		
Secomea∀ar <mark>1</mark>		111 🔊
♂ SiteManager [OEM-TA8KLVO	UGFF]	₩ >
@✓ Full Access 2		0

28. Now click on the RDP button.

S Back	Full Access (SiteManager)
RDP	

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29. You are now connected to the computer with the RDP protocol:



30. You can now start your RDP Client to the address shown.

Nemote Desktop Connection	
Remote Desktop Connection	
Computer: gm07.secomea.com	•
You will be asked for credentials when you conn	ect.
Show Options	Connect Help

**HINT:** If you are operating LinkManager Mobile from a tablet or smart phone, you can use your favorite remote desktop app.



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### 3. SM-E Basic - Adjusting Agents

This section describes how to extend SM-E Basic to allow access to selected services on the windows computer.

In extension to the default Full Access agent on SM-E you can create agents that allow access to specific services on the computer. This can be used to limit remote access to the computer, or to enable connection buttons on LinkManager or LinkManager Mobile for accessing the selected services.

#### 3.1. Connect to Device Agents section in the SiteManager GUI

- Connect to the Web GUI of the SM-E. this can be done either from the LinkManager Mobile, LinkManager or from the GateManager Portal:
  - a. From LinkManager Mobile Select the SiteManager and click WWW:



b. or from LinkManager. Select the globe next to the SM-E

LinkManager secimea	
Logout Services GM Login	Sniffer Chat Refresh
Rose: gm07	SecomeaVar
Show all Refresh	J <sup>v</sup> — Rose [PH-DTP-PC]         J <sup>v</sup> ⊕ SiteManager [OEM-TA8KLVOUGFF]
	Show all Expand all Refresh



c. or from the **GateManager Portal**, click the SiteManager GUI button.



2. When connected, the first screen is the Setup Assistant, where you click the **Edit** button for Device Agents:

🔶 🔶 🔒 Secomea A/S (DK)	https://gm07. <b>secomea</b> .	com <mark>:56700</mark>	☆ ⊽ C	<mark>8</mark> ▼ Google	۶ ۱
SiteManager secumea	Embedd	ed			
2	SETUP • GateMan	ager Status	Log • HELP		
Sit	eManager for Pro	o-face IPC - S	etup Assistant		
1. GateManager:	193.242.155.117	Connected to 1	93.242.155.117:443	(LAN) Edit	
2. Device Agents:	1 up			Edit	
3. Chat / Scratchpad:	Updated 5 days ago			Edit	
You can open th Note: If you cli Pleas	ne Setup Assistant at a ck on HELP it shows a e consult the online help	any time by clicki specific help for t as your first step	ng on SETUP in the he current configura in solving setup probl	top menu. htion page. ems.	

**Note:** The connection is made as a proxy connection via the Gate-Manager, and is using a randomized port number. (in this case 55700 as indicated in the address line). You outgoing firewall must support http and https access via the port range 55000-59999 for remote web access to work.



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#### 3.2. Enable standard connect buttons for Agents

For a SiteManager Agent you can enable buttons for WWW, VNC and RDP access that will appear in LinkManager and LinkManager Mobile for connecting to the device.

Typically these buttons are not enabled default , as the corresponding service (listen socket), may not be available for the device that the Agent represents.

#### 3.2.1. Example: Enable VNC button for the default Full Access agent

1. Click the Parameter details for the Full Access agent.

				GateManager Age	nts	
				Using 1 of 2 basic age	nts	
Status	Disable S/N	Device Name		Device Type	Device IP & Parameters	Comment
IDLE	#A1	Full Access	GENERIC	Windows PC	PC 172.24.2.158	
				Save		Parameter Details

2. Check "VNC", and select Save and Back

"Full Access	" - GENERIC Windows PC Agent -	Setup Assistant
When you configure an ag or Uplink network of the Si	ent to monitor a TCP/IP enabled devices loc teManager, you must specify the device IP a	ated on either the DEV network address below.
Click [Save] and then [Bac	k] to make the SiteManager instantly try to	connect to the device.
If not successful, the Agen	t will report an error, and the agent will not l	be registered on
the Gatemanager and subs	equency for on clinkmanagers entrer.	Help Continue Setup »
Device Address:	* PC	
Address on LinkManager:	172.24.2.158	
Address on GateManager:		
Extra TCP ports:		
Extra UDP ports:		
Extra GTA Service:		
RDP Login:		
RDP Password:		
Enable UDP Broadcast:		
Enable RDP service:	🖉 📄 LinkManager Only	
Enable WWW service:	LinkManager Only	
Enable VNC service:	🕢 🗌 LinkManager Only	
Custom Settings:		
	Save Back	
	* = Mandatory field	



#### 3.2.2. Connect to VNC Server with LinkManager Mobile

3. In the LinkManager Mobile connect to the Full Access agent.

C Refresh	GateManager07	Logoff
Online	Flagged	
Filter items	1	
Secomea∀ar		1/1 0
SiteManager [OEM-7	8KLVOUGFF]	# <b>)</b>
@✓ Full Access		0

4. You will now see the VNC button.

< Back	Full Access (SiteManager)
RDP SVNC	

**NOTE:** The VNC button is only displayed if the agent can detect that the VNC server is started.

5. When pressed, LinkManager Mobile will create a connecting to the device:

< Back	GateManager07
	Start VNC Viewer APP
	Connect to this address (VNC):
	gm07.secomea.com
	CLOSE

6. Within 60 seconds you should connect with ae VNC Client, otherwise the connection is closed again, and you would need to repeat the above procedure.



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# 3.3. Using Agents with custom LinkManager Mobile connect buttons

Some agents, such as Pro-face and Schneider, includes own custom connect buttons. These do not need to be defined specifically for the agent

#### 3.3.1. Example: Create a new Pro-face Agent

1. Select New.

	-	SiteMana secomea	ger Emb	edded			
		SETUP • GateManager Status Log • HELP					
	GateManager Agents - Setup Assistant						
		You car and TC	You can configure an agent to monitor a device connected to the SiteManager Serial port and TCP/IP enabled devices located on either the DEV network or Uplink network of the SiteManager.				
		Click [New], and give the Agent a name (this name will be what the LinkManager user will see), and select a suitable device type (first vendor, then model). Then click on PGP to soecify					
		the dev	rice address and other	relevant parameters.			
		The Sit go IDLi domair	The SiteManager will instantly try to connect to the device, and if successful the Agent will go IDLE and appear on the GateManager and any LinkManager that have been granted access to the domain of the SiteManager.				
		If not s the Gat	If not successful, the Agent will report an error, and the agent will not be registered on the GateManager and subsequently not on LinkManagers either.				
			Using 1 of 2 basic agents				
Status Disable	S/N	Device Name		Device Type	Device IP & Paramete	ers	
IDLE	#A1	Full Access	GENERIC	✓ All ports, 1-way NAT	PC 172.24.2.158		
				Save			

2. Fill in the information:

					Using 2 of 2 basic agents		
Status	Disable	S/N	Device Name	Devi	се Туре	Device IP & Parameters	
IDLE		#A1	Full Access	GENERIC -	All ports, 1-way NAT 🛛 👻	PC 172.24.2.158	ÊÛ
new:		#01	Panel	GENERIC -	Ethernet 👻	PC o	<b>d</b>
			2	ifm electronic // IMO // InduSoft // InduSoft // InduSoft // Invensys Wonderware Kawasaki Robotics Koyo // Lenze // Mitsubishi Eaton Moeller // Omron // Panasonic // Penarsonic // Penarsonic // Penarsonic // Penarsonic // Seconea // Seconea SEW // Siemens // Penarsonic // Seconea // Se	Save		

• Type a meaningful name that will describe the agent when logged into LinkManager or LinkManager Mobile

**2** Select the **Pro-face** agent from the scroll bar. In case of SM-E the only connection type will be **Ethernet**.

**Hint:** Other options could have been **Generic / Web access**, which would have limited access to a web server on the computer

**6** By just stating PC, the SM-E will just leave it up to Windows which IP address should be used when remote accessing from LinkManager. If the computer had multiple network adapters, you may wish to associate a specific address.



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3. Select Save and observe that the Status of the agent goes "idle"

				Using 2 of 2 basic agents				
Status	Disable	S/N	Device Name	Devi	се Туре		Device IP & Parameters	
IDLE		#A1	Full Access	GENERIC -	All ports, 1-way NAT	•	PC 172.24.2.158	r
IDLE		#01	Panel	Pro-face 👻	Ethernet 👻		PC	P
$\smile$					Save			

4. You can now close the SiteManager web GUI window

#### 3.3.2. Configure the Pro-face Remote HMI APP to connect via the Agent

You probably already have downloaded and installed the Pro-face app from Apple APP Store or Google Play, in which case you would just need to create a new connection profile.

5. Log into the Pro-face Remote HMI, and select "+" to create a new connection profile.

না।. Telenor DK হ	14.17	34 % KOD
(⊕) ?	Pro-face Remote HMI Free	=
paneldirect		

6. Enter the following settings:

at. Telenor DK 🗢	11.19	Not Chargi	ing 🗀
Back Q			Done
Connection		1	
Server Name		gatemanager07	
IP Address		193.242.155.117	2
Port		5900	
Others			
Comment		Comment	
Save Password Seve the pasoward for connecting Pro-face Remote HMI		OFF	

• Server Name. Define a name of choice. In this case we have just entered the name of the GateManager through which the LinkManager Mobile connects.

**P Address:** Enter the IP address of the GateManager server. You can find this in any mail received from the GateManager (see example in section 2.1.2)

#### **8 Port.** Enter Port **5900**.

**NOTE:** You should <u>always use port 5900</u>, even if the panel is using such as port 10000, as the case is for Proface. GateManager will automatically map port 5900 from the LinkManager Mobile to the port used by the agent towards to the device.



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7. Click **Done** in the Pro-face app to save the settings.

#### 3.3.3. Connect to the Pro-face agent with LinkManager Mobile

8. In the LinkManager Mobile view, you will discover the new Vendor agent.

C Refresh	GateManager07	Logo	off
Online Offline	*Flagged		
O Filter items			
SecomeaVar	/	1/1	۲
SiteManager [OEM-TA8KLVOUCFF]			2
			0
⊕r Panel			0
@ <sup>7</sup> Panel		000	

9. If you select the agent, you will see the HMI button specific for the Proface agent.

& Back	$\sim$	Pro-Face HMI (SM-HERLEV-DEMO) - 172
( www)	R HWI	

**NOTE:** The HMI button is only displayed if the agent can detect that the HMI server application is started.

10. Clicking the HMI button will establish a connection to port 5900 on the GateManager, which is mapped to the WinGP port (10000) on the Proface panel:

C Back	GateManager07	
	Proface	
	Start Pro-face Remote HMI App	
	Connect to this server:	
	Host: gm07.secomea.com	
	Port: 5900	
	CLOSE	

**NOTE:** Within 60 seconds you should connect with the Pro-face Remote HMI app, otherwise the connection is closed again, and you would need to repeat the above procedure.



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#### 3.3.4. Connect with the Pro-face Remote HMI APP

11. Click the home button on your tablet or smart phone to return to the home screen and select the Pro-face Remote HMI app. Login and click the connection profile you just created in section 3.3.2.



12. You will now be prompted for the password for the panel itself

14.35			38 % 1630
Eroo Edition			
Server connection password			
Enter password (GP-Pro EX)			
Cancel OK			
	Gatemanager07 (193.242.155.117)	Server connection password Enter password (GP-Pro EX) Cancel OK	gatemanager07 (193.242.155.117)

Note: Reaching the above screen means that everything is setup correctly.

13. Entering the correct password will bring you to the Panel view:



You can now operate the panel as you would do if connected to the panel from the local network.



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### 4. SM-E Extended – Accessing external devices

By upgrading to SiteManager extended, you can use SM-E to access other devices in the same network as the computer running SM-E

#### 4.1. Ordering SM-E Extended license (and other licenses)

**NOTE:** If you already received and assigned a **SiteManager Extended** license as part of your start package, you can skip this section, and continue with section **4.4 Define device agent for external device** 

1. Standing on the root domain, select the Licenses tab, and click the Order Licenses icon.

Tree		My Account	About	Logoff
	🔶 🄿 🚊 - SecomeaVar			
SecomeaVar FEE  SecomeaVar FEE  Solution  Sol	Domain Activity Accounts Licenses	Appliances Description ¥ U	Relays 3 licenses sed/Max \$	Audit
— <sup>1</sup> (LinkManager #1304) — <sup>J</sup> ✓ Rose [PH-DTP-PC]	LinkManager #1304	u u	sed 1 of 1 sed 0 of 1	
⊕- 🎻 ✓ SiteManager [OEM-TA8KLVOUGFF]	SiteManager Embedded Basic, 2 Agents #12e1		sed 1 of 1	

2. Fill in the following information (descriptions next page)

Domain	Activity	Accounts	Licenses	Appliances	Relays	Audi	t	
Billing in	oformatio	on:					Send o	rder to:
Dining ii		л. 					Send 0	2
Company:	Acme Inc						Company	Secomea A/S
Address:	Automations	street					Contact:	GM07-Demo Server
ZIP/City:	2140	Copehagen					Country:	Denmark
Country:	Denmark						E-mail:	support@secomea.com
Contact:	John John				R	leset	Cc:	licenseservice@secomea.com
Email:	Johnjohn@Se	ecomeavar.com			S	ave		
Cc:	Send co	py to billing er	mail.					
Order D	etails:							
o	2014.00	10.00.45.50						
Order date Order ID:	4453-33	2-10 08:45:53	-	- 3				
			_	-				
My Order r	ef.: Acme-01	1-2014						
My name:	John Joh	hn	4					
My E-mail:	Johnjoh	n@Secomeavar.	com					
Comment:								
Number	of licens	ses ordere	d:					
LinkManag	er Mobile Lic	enses:		pools	of	lice	inses	
LinkManag	er Floating L	icenses:		pools	of	lice	nses	
SiteManag	er Embedde	d Basic (2 age	nts):	pools	of	lice	inses	
SiteManag	er Embedde	d Extended (5	agents): 2	pools	of 1	lice	nses 5	
SiteManag	er Embedde	d Extended (1	D agents):	pools	of	lice	inses	
	C	T						
JI con	firm that	i have re	ad the <u>te</u>	erms and co	nditions	2		
Send Orde	r Cancel							



**2** This information reflects your point of purchase and cannot be altered if you are running on a hosted GateManager.

• This ID should be included if an order is placed without using this form. The information is used only for securing that Secomea license generators can cross reference the details in order ensure creation of the licenses with the exact information.

**4** This is your order details, and should include your company's order number (if you use such)

**5** This is where you fill in the desired licenses. In this example you will get a license consisting of two logical license files with one SM-E Extended license in each.

#### 4.2. Installing licenses on (own) GateManager

**NOTE:** If you running on a hosted server, your hosting provider will place the ordered license in your domain, and you can continue with section **4.3 Upgrading SM-E Basic to SM-E Extended** 

3. If you have your own GateManager server, you will receive the license as a text file attached to an email. Open the text file and copy the contents to the clipboard.



4. Select Licenses and the "+" sign.





5. Past the license into the text field, and click Install.



#### 4.3. Upgrading SM-E Basic to SM-E Extended

**NOTE:** This section assumes you have a SM-E with a BASIC license attached to it, and have received a SM-E Extended license. If your SM-E already has a SM-E Extended license, you can jump to section **4.4 Define device agent for external device** 

 Locate the SiteManager in the GateManager Portal, and click the "+" sign to upgrade the license.



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#### 4.4. Define device agent for external device

8. Connect to the SiteManager GUI, and select Edit for 2. Device Agents

< 🔶 🔒 Secomea A/S (DK)	https://gm07. <b>secomea</b>	.com <mark>:56700</mark>	☆ マ C	<mark>8</mark> ▼ Google	۹ م
SiteManager sectmea	Embedd	led			
9	ETUP • GateMan	ager Status	Log • HELP		
Sit	eManager for Pro	o-face IPC - Se	etup Assistant		
1. GateManager:	193.242.155.117	Connected to 19	3.242.155.117:443 (	LAN) Edit	
2. Device Agents:	1 up			Edit	
3. Chat / Scratchpad:	Updated 5 days ago			Edit	
You can open th Note: If you cliv Pleas	e Setup Assistant at a ck on <b>HELP</b> it shows e consult the online help	any time by clickin specific help for tl o as your first step	ng on SETUP in the to ne current configurati in solving setup problem	op menu. on page. ns.	

#### Select New and fill in the details

Status	Disable	S/N	Device Name	Device Type				Device IP & Parameters
WAIT		#A1	Full Access	GENERIC	•	Windows PC 👻	•	PC 172.24.2.158
new:		#01	Small panel	Pro-face	-	Ethernet 👻		172.24.2.126
			2	Lenze Mitsubishi Eaton Moeller Omron Panasonic Pepperl+Fuchs Phoenix Contact <b>Pro-face</b> Rockwell Automation Saia-Burgess Schneider Electric Secomea SEW Siemens Unitronics Vacon VIPA Wago Weintek Yaskawa	4 III	Save N	lev	×3

Fill in the name that will appear in LinkManager

**2** Select the type of device. In this example we will connect to an Ethernet attached Pro-face panel

• Enter the IP address of the device. The IP address must be accessible from the computer on which SM-E is installed.

9. Click Save and Refresh a couple of time until the Agent becomes idle, which indicates that SM-E can reach the device.

Status	Disable	S/N	Device Name	Devi	Device IP & Parameters	
IDLE		#A1	Full Access	GENERIC -	Windows PC 👻	PC 172.24.2.158
IDLE		#01	Small panel	Pro-face 👻	Ethernet 👻	172.24.2.126



10. Login to LinkManager, click **Refresh** to update changes, Click "+" to unfold the agents on the SiteManager, and connect to the new agent, by clicking the agent description.



11. You are now connected directly to the IP address of the device.

Lir	rkManac 'mea	jer						C	5	
		Disconnect Logout	Services	Sniffer		Chat				
		g	m07.SecomeaVar							
		Smal	l panel (SiteManage	r)						
	Agent	Address	Status	Conne ok	ects fail	Pack tx	rx	By1	Bytes ty ry	
	😳 🖌 💂 Small p	anel 172.24.2.126:80,10000,8	000-8030 IDLE	0	0	0	0	0	0	
	<b>6</b>	:21	IDLE	0	0	0	0	0	0	
		:8000-8030 (udp	) IDLE	0	0	0	0	0	0	
		Round-trip time: Min:	5.7 ms, Avg: 6.0 n	ıs, Max:	6.3 ms	¢				

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12. Now start the native application for the device and define the target IP address:





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#### 5. Additional Features

# 5.1. Upgrading your GateManager Administrator account from BASIC to PREMIUM (P/N 26473)

With your current GateManager BASIC account, you are only using the GateManager administrator account to manage your LinkManager accounts.

You can, however, upgrade to **GateManager PREMIUM** and receive a Full GateManager administrator account.

This upgrade will add the following features to your current account:

- Organize equipment in domains per customer, factory, access levels or other logical structure (create domains and drag and drop devices and SiteManagers into relevant domains)
- Give LinkManager accounts individual access to domains (all LinkManager accounts will, when logging in, pull a license from the same LinkManager floating license pool on the server)
- Access the LinkManager GUI of your users, so you can provide remote assistance by looking at the same LinkManager screen that the user sees locally.
- Distribute messages for LinkManager users, that are automatically displayed to the users when logging into LinkManager (it could notification of server maintenance)
- Have the possibility to apply alert rules that will result in email reports when triggered (such as failed, connected etc.)
- Create and administer co-administrators for GateManager Console access.

You can order a GateManager PREMIUM account on Secomea part number 26473.



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