Secomea LinkManager Mobile User Guide

This guide explains the possibilities with the LinkManager Mobile, and how to operate it from different platforms

LinkManager Mobile allows you to remotely connect to equipment controlled by agents on SiteManagers. LinkManager Mobile can run on PC, MAC, iPad/iPhone and Android devices

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Introduction

Prerequisites for This Guide

Prerequisites for this guide are:

- You have received an account for LinkManager Mobile, and the account has access to devices connected via a SiteManager.
- The SiteManager has agents configured that allow one or more of the following services: http, https, vnc or rdp. (You can of course access the Web GUI of the SiteManager itself via https, even if the SiteManager does not have any agents configured)
- You have a PC, MAC, iPad, iPhone or Android device with Internet access.

Overview: LinkManager versus LinkManager Mobile

The LinkManager Mobile differ from the traditional LinkManager in the following points:

	LinkManager	LinkManager Mobile
License type	Floating	Single
VPN like access to	Yes	No
SiteManager DEV network		
Accessible device ports	All UDP/TCP ports	TCP 80,443,3389,5900
Device access via Serial port	Yes	No
Device access via USB port	Yes	No
Supported platforms	Windows 32/64 bit	Windows, OS X, iOS,
(operating systems)		Android
Required admin rights on plat-	Administrator	Any user
form		
Login security level	2 factor by x509 cert.	1 factor by password
		or
		2 factor by SMS code



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1. Login

You should have received an email with your account information from the GateManager. The email will indicate if you should use password only, or if your password is combined with an SMS code. Note that SMS code requires that your GateManager or the domain on the GateManager has been enabled for SMS.

The email will look like this:



You will receive the password in a SMS, or if the GateManager is not SMS enabled, you will receive the password for your account verbally or in a separate mail from the GateManager administrator.

Click the link in the email and you default web browser will open. It is a good idea to bookmark this link for future use. The login screen will look like this:

	Lin	kMai		bile Jer
GateManag	er07			
PHMobile2				
Password:				
				Login
_		Admin	s	ecomea

If your account has been enabled for two factor secured login, you will get the following additional screen. The SMS code will arrive to the cell phone as a flash SMS:

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	🌵 🎰 🖼 🏊 🌌 🎦	🗊 📶 🚺 16:56
LinkManager	16:56	
An SMS has been sent to you.		
The sms contains a 4-digit code that you must enter in the box below. Time left: 72 SMS code:	Class 0 Messag	e e
J4J6	>> 3438 <<	
	From:GateManager	
	Save	Cancel
	Š. 0 · · ·	
Admin Sectmen	6	
Admin Seconce	Phone Contacts M	

When logged in, you will get a list of all domains and equipment that you have access to:

C Refresh	GateManager07	Logoff
Online 4	*Offline *Flagged)
O Filter items		
demo.Denmark	Lyngby A	1/1 🔊
demo.Denmark	Lyngby A.Desktops	3/4 🔊
demo.Denmark	.Lyngby A.mini-SCAD	A 2/3 👂
demo.Denmark	Lyngby A.Other	2/2 🔊
demo.Denmark	Lyngby B	1/1 🔊
demo.Denmark	.Office IT	1/1 0
Devices A	udit Admin S	ec <mark>u</mark> mea

As default the LinkManager Mobile will show Online devices, but you can choose to show Offline devices also.

Selecting Flagged will show only the devices that has been registered offline and have become online again. This can be used to determine instability that may need follow up.



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2. Status Monitoring (does not require a license)

Even without a LinkManager Mobile licenses associated with your account, you can monitor status of both SiteManagers and devices that are represented by a device Agent on the SiteManager.

A SiteManager is always listed with black background, and devices located in the same domain as the SiteManager is listed with grey background, while devices placed in a different domain than the SiteManager will be listed with yellow background:



You can click on any device to obtain additional information on its status as well as audit logging on the device.

S Back	WebCAM directlogin	Back WebCAM directio
🛞 WWW	RDP VNC	Filter items
Name:	WebCAM directlogin (SiteManager 3239 demorack) - 172.16.15.13	2012-09-19 17:32:12 Peter Hansen - Go To Appliance Url: http://172.16.15.188:57769/
Product:	Http agent	
Serial:	00C0A20008F4#69	2012-09-19 17:26:11 Peter Hansen - Go To
Created:	2012-09-07 17:22	Appliance Url: http://172.16.15.188:57769/
Source IP:	172.16.15.1	2012-09-17 12:15:08 Go To
Firmware:	agent:v09_http_12382	Appliance Url:
-		http://gm07.secomea.com:59626/
Last heartbeat:	2012-09-19 17:26:29	2012-09-10 08:33:03 Michael Ferdinandsen - Go To Appliance Url:
Next:	17:35:54	http://172.16.15.188:58010/
Device Address:	172.16.15.13:80	2012-09-07 20:49:00 Michael Ferdinandsen - Go To Appliance Url: http://gm07.secomea.com:57980/
Address on LinkManager:	172.16.15.13	2012-09-07 20:00:00 Peter Hansen - Go To
Uptime:	1 day 6 hours 9 minutes	http://gm07.secomea.com:58941/
Rxb:	13400	
Txb:	61332	2012-09-07 19:27:16 Michael Ferdinandsen -
Rxp:	15	http://gm07.secomea.com:57586/
Txp:	42	
Conn:	15	2012-09-07 17:22:51 Attach appliance
Devices	Audit Admin Secumea	Devices Audit Admin Secumea



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When operating LinkManager Mobile without a License associated, you will not be able to connect to a Web, VNC or RDP enabled device, Attempting to do so will inform you that a License is required for this feature.

S Back	SiteManager 3239 d	S Back	Gatel	lanager07	
e www	RDP WNC] Lin	kMar	^{Mobile} 1 09er
		Connec enabled	ting To !!	Device	is not
Name:	SiteManager 3239 demorack	must be assi the GateMan	gned a Linkl ager server.	Manager Mo	bile License on
Product: Serial:	SiteManager 3239 [3G] 3239:00:C0:A2:00:08:F4	Please conta Administrato	ict you Gatel r for assista	Manager Do nce.	omain
Created: Source IP: Firmware:	2012-09-03 08:22 172.16.15.1 oper:V3239_12382				
Last heartbeat: Next:	2012-09-19 17:15:08 17:24:24				
DEV1 port:	172.24.2.10/255.255.255.0				
UPLINK port:	172.16.15.66/255.255.255.0 (UP)				
Devices	Audit (DO'Admin Secumea	Devices	Audit	Admin	secumea

NOTE: Associating a license to your LinkManager Mobile account is done by the GateManager administrator by applying a license to your GateManager domain, and subsequently check marking the license for your account:

🗢 🔿 🖹 - PHMobile	- drag to join: 👮
Account Joined D	Domains Audit
Account Name: Account Role: Account Language:	PHMobile LinkManager Mobile Assign license PHMobile
Description:	



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3. Connect to Web enabled devices

Devices that are marked with means that you can connect to it from LinkManager mobile.

1. If for instance selecting the SiteManager, you will get this screen, where you will notice that the WWW button becomes available. Click it to connect to the device.



2. If your LinkManager account has a license associated, your browser will open and show the Web GUI of the device via http or https:

SiteMc secomea	anager		SIEMENS	mall	simatic-	service&support
SETUP • Sys	tem GateManager	VPN Routing Main			Controller	
Si	iteManager 3239 [3G] - Setup Assistan	<u>enter</u> ►			
1. GateManager:	gm07.secomea.com	Connected to 130.226.210.167:443 (UPLINK)	SIMA	TIC	: S7-	1200
2. Uplink port:	(DHCP)	Up				
3. Uplink2 (2G/3G/4G):		No SIM				·
4. DEV port:	172.24.2.10/24					
5. Device Agents:	3 up					m
6. Admin Password:		Using default password				
You can open th Note: If you clie Please co	he Setup Assistant at a m ck on HELP it shows s pr onsult the online help as Interface load for	ny time by clicking on senu. Decific help for the current ge. rour first step in solving set the last 30 minutes				
UPLINK						

The connection is maintained until you close the web browser, or you connect with LinkManager Mobile to another device.





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4. Connect to RDP enabled devices.

You can connect to MS Remote Desktop enabled devices from PCs, iPad/iPhone and Android devices.

1. Navigate to the RDP enabled device and click the RDP button.



2. This will open a screen informing that LinkManager mobile has made a connection to the device:





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3. Within 60 seconds, you should launch your Remote Desktop application, and enter the destination address as indicated in the above message:



The connection is maintained until you close the RDP connection, or you connect with LinkManager Mobile to another device.

This procedure can be used on any platform. For iPad/iPhone and Android devices, you can download free RDP client APPs, such as PocketCloud.

The free APPs usually differ from the payable APPs by only being allowed to store one server destination. But since you always connect to the same DNS name (in this case gm07.secome.com) for all your RDP enabled devices, you only need one server definition.



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5. Connect to VNC enabled devices.

You can connect to VNC enabled devices from PCs, iPad/iPhone and Android devices.

1. Navigate to the VNC enabled device and click the VNC button.

Filter items demo.Denmark.Lyngby A demo.Denmark.Lyngby A.Desktops B&R PLC VNC2 - 172.24.2.121 V MessePC VNC 5600 - 172 16 15 140	1/1 3/4	0 0 0	Name: Product: Serial: Created: Source ID:	B&R PLC VNC2 (SiteManager 3034) - 172.24.2.121 Vnc agent 0005B600DBA6#129 2012-09-07 18:06
demo.Denmark.Lyngby A (demo.Denmark.Lyngby A.Desktops (y B&R PLC VNC2 - 172.24.2.121 y MessePC VNC 5600 - 172 16 15 140	1/1 3/4	• •	Name: Product: Serial: Created: Source ID:	B&R PLC VNC2 (SiteManager 3034) - 172.24.2.121 Vnc agent 0005B600DBA6#129 2012-09-07 18:06
demo.Denmark.Lyngby A.Desktops (* B&R PLC VNC2 - 172.24.2.121 * MessePC VNC 5600 - 172 16 15 140	374 888	0	Product: Serial: Created:	Vnc agent 0005B600DBA6#129 2012-09-07 18:06
♥ B&R PLC VNC2 - 172.24.2.121	808 800 800	0	Created:	2012-09-07 18:06
MessePC VNC 5600 - 172 16 15 140			Source IF.	1/2.10.10.1 agontu00.vnc.12346
	000	0	Last heartheat	2012-09-19 17:46:40
	000	0	Next:	17:56:39
demo.Denmark.Lyngby A.mini-SCADA (2/3	0	Device Address	s: 172.24.2.121:5900
demo.Denmark.Lyngby A.Other	2/2	0	Address on LinkManager:	172.24.2.121
demo.Denmark.Lyngby B	1/1	0	Uptime: Rxb:	20 days 7 hours 42 minutes 107696
demo.Denmark.Office IT	1/1	0	Txb: Rxp:	89076154 13041
			Txp: Conn: Fail:	25264 63 4

2. This will open a screen informing that LinkManager mobile has made a connection to the device





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3. Within 60 seconds, you should launch your VNC Client application, and enter the destination address as indicated in the above message.

UltraVNC Viewer - X64 1.0.9.6	.2	×		
WNC Server: gm07.se	comea.com	▼		
(host:	display or host::port)			
Quick Options		Connect		
O ULTRA (>2Mbit/s) - E)	est settings) xperimental	Connect		
○ LAN (> 1Mbit/s) - N	Max Colors	Cancel		
MEDIUM (128 - 256Kbit)	/s) - 256 Colors			
MODEM (19 - 128Kbit/s)	s) - 64 Colors			
MANUAL (Use options b	outton)			
View Only 🔲 Auto Scalir	ng 📃 Confirm Exit	Options		
Use DSMPlugin Secure	/NCPlugin64.dsm			
Proxy/Repeater				
1, 2560 x 1440 @ 0,0 - 32-bit	t - 59 Hz			
Save connection settings a	s default Delete sa	aved settings		
)		
VC Project 'Visu'				
	0 🖷 🖸		⊜ gm07.	.secomea.con 📕
B&R Coffee Machine	18:28:37	10 Main Page		?
B&R Coffee Machine	18:28:37	10 Main Page		?
B&R Coffee Machine	18:28:37 On	10 Main Page N/Off Stat	t Coin	2 Slot
B&R Coffee Machine Coffee Type Regular	18:28:37 On	10 Main Page NOff Star	t Coin	Slot
B&R Coffee Machine Coffee Type Regular Cappuccino	18:28:37 On	10 Main Page	t Coin	Slot
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso	18:28:37 On	10 Main Page	t Coin	Slot
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso	18:28:37 On	10 Main Page	t Coin	Slot
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe	18:28:37 On	10 Main Page	t Coin	€ Slot 0.00 €
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe Cream	18:28:37 On	10 Main Page	t Coin	Slot 0.00 €
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe Cream Sugar Coffee Powder	18:28:37 On I I I I I I I I I I I I I I I I I I I	10 Main Page	t Coin	? Slot () 0.00 €
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe Cream Sugar Coffee Powder Water	18:28:37 On I I I I I I I I I I I I I I I I I I I	10 Main Page	t Coin	? Slot 0.00 €
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe Cream Sugar Coffee Powder Water Price	18:28:37 On IOO mi 30 g 60 g 150 mi 1.69 €	10 Main Page	t Coin	€ Slot 0.00 €
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe Cream Sugar Coffee Powder Water Price	18:28:37 On IOO mi 30 g 60 g 150 mi 1.69 €	10 Main Page	t Coin	€ Slot 0.00 €
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe Cream Sugar Coffee Powder Water Price Cream	18:28:37 On Image: Constant Image: Constant I	10 Main Page	t Coin	? Slot 0.00 €
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe Cream Sugar Coffee Powder Water Price Cream Sugar	18:28:37 On ▲ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10 Main Page	t Coin	Slot 0.00 € 18.0 °C
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe Cream Sugar Coffee Powder Water Price Cream Sugar	18:28:37 On ▲ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10 Main Page	t Coin	€ Slot 0.00 € 18.0 °C
B&R Coffee Machine Coffee Type Pegular Cappuccino Espresso Coffee Recipe Cream Sugar Coffee Powder Water Price Cream Sugar Cream	18:28:37 On Image: Constant Image: Constant I	10 Main Page	t Coin	€ Slot 0.00 € 18.0 °C
B&R Coffee Machine Coffee Type Regular Cappuccino Espresso Coffee Recipe Cream Sugar Coffee Powder Water Price Cream Sugar Cream Sugar	18:28:37 On ▲ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10 Main Page	t Coin	? Slot 0.00 € 18.0 °C Setup

The connection is maintained until you close the VNC connection, or you connect with LinkManager Mobile to another device.

This procedure can be used on any platform. For iPad/iPhone and Android devices, you can download free VNC client APPs, such as PocketCloud.

The free APPs usually differ from the payable APPs by only being allowed to store one server destination. But since you always connect to the same DNS name (in this case gm07.secome.com) for all your VNC enabled devices, you only need one server definition.

NOTE: You should <u>always use the default VNC port 5900</u>, even if the device agent in the SiteManager is specified to use another VNC port. GateManager will automatically map port 5900 from the LinkManager to the port configured for the agent.



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6. Connect to JAVA VNC enabled devices

If you are connecting from a platform that supports JAVA (like Microsoft Windows or Linux), you will get an additional button on VNC enabled devices, allowing you to connect to the device via Java VNC.

1. Navigate to the VNC enabled device that supports JavaViewer http connect.

C Refresh	(GateManager07	Lo	goff
Online Confline	◆Flagged			
Filter items				
demo.Denmark.Lyngby	A		11	0
demo.Denmark.Lyngby	A.Desktops		3/4	Ð
₩ B&R PLC VNC2 - 172	2.24.2.121		998 998	Ø
States PC VNC 5600 -	172.16.15.140		998 000 000	0
	16.15.140		999 000 000	Ø
demo.Denmark.Lyngby	A.mini-SCADA		2/3	Ð
demo.Denmark.Lyngby	A.Other		2/2	•
demo.Denmark.Lyngby	в		1/1	0
demo.Denmark.Office IT	(1/1	۲
Devices	Audia	Admin	sochmon	

2. Click the Java VNC button.

< Back	MessePC VNC 5600 (SiteManager 3034) - 172.16.15.140			
	📮 Java VNC			
Name:	MessePC VNC 5600 (SiteManager 3034) - 172.16.15.140			
Product:	Vnc agent			
Serial:	0005B600DBA6#120			
Created:	2012-08-21 15:42			
Source IP:	172.16.15.1			
Firmware:	agent:v09_vnc_12346			
Last heartbeat:	2012-09-19 18:16:30			
Next:	18:25:52			
Device Address:	172.16.15.140:5600			
Address on LinkManager:	172.16.15.140			
Uptime:	20 days 8 hours 12 minutes			
Rxb:	1775			
Txb:	19891			
Rxp:	247			
Txp:	37			
Conn:	5			
Fail:	1			
Devices	Audit Admin Secomea			



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3. A browser windows is opening, and you are requested to run the jvnc java app. Accept it and your remote desktop should open in the browser window.

x Do you want to run this application?					
6	4	Name:	VncViewer		
(ult <mark>></mark>	£	Publisher:	uvnc bvba		
		From:	http://172.16.15.188:59619		
This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the publisher.					
Always trust content from this publisher					
1	More Inform	ation	Run Cancel		



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7. Connect to CoDeSys WebVisu enabled devices

If you are connecting from a platform that supports JAVA (Pretty much limited to Microsoft Windows), you can connect to WebVisu enabled devices by just clicking the WWW button in LinkManager Mobile (refer to section **3 Connect to Web enabled devices**)

It is, however, also possible to connect to WebVisu devices via LinkManager Mobile from an Apple iOS device such as an iPad, by using the application SpiderControl MicroBrowser-Lite from the company iniNet Solutions GmbH. This app is available in the Apple appstore.

The procedure is a bit tricky, and observe that the MicroBrowser product may not work with all WebVisu implementations. It is always a good idea to verify the MicroBrowser from the local network against the device, before trying via LinkManager Mobile.

The following screenshots are taken from an iPad.

1. First connect to the agent and tab the WWW button:

S Back	ABB JAVA-visu (SiteManager 3034) - 172.16.15.113
Name:	ABB JAVA-visu (SiteManager 3034) - 172.16.15.113
Product:	Http agent
Serial:	0005B600DBA6#127
Created:	2012-09-07 17:01
Source IP:	172.16.15.1
Firmware:	agent:v09_http_12346
Last heartbeat:	2012-09-20 13:50:02
Next:	13:59:07
Device Address:	172.16.15.113:80
Address on LinkManager:	172.16.15.113
Uptime:	21 days 3 hours 45 minutes
Rxb:	540858
Txb:	6038430
Rxp:	5821
Txp:	6459
Conn:	1271
Devices	Audit Admin Sectiment
Dences	

Note: Step 2 to 6 must be made within 60 seconds. Otherwise you connection will time out, and you must repeat the above step

2. Your Safari Web browser will now open with a white screen.





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3. Copy the URL in the address bar into the clip board.



IMPORTANT: If the URL shows https, and not http, it means the GateManager server is configured as https proxy for increased connection encryption.



The MicroBrowser unfortunately does not support https.

4. Click the home button, and start the MicroBrowser APP:



5. Select the address field under station name, and paste the URL in here:



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6. Tab Connect



7. You now have contact with the WebVisu pf the device



The connection is maintained until you close or navigate away from the MicroBrowser APP, or when you connect with LinkManager Mobile to another device.

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Notices

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