

# Secomea LinkManager Mobile and Pro-face Remote HMI Setup Guide



This guide explains the configuration of the environment for securely connecting the Pro-face Remote HMI to a Pro-face panel across the Internet using the Secomea remote access solution.

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

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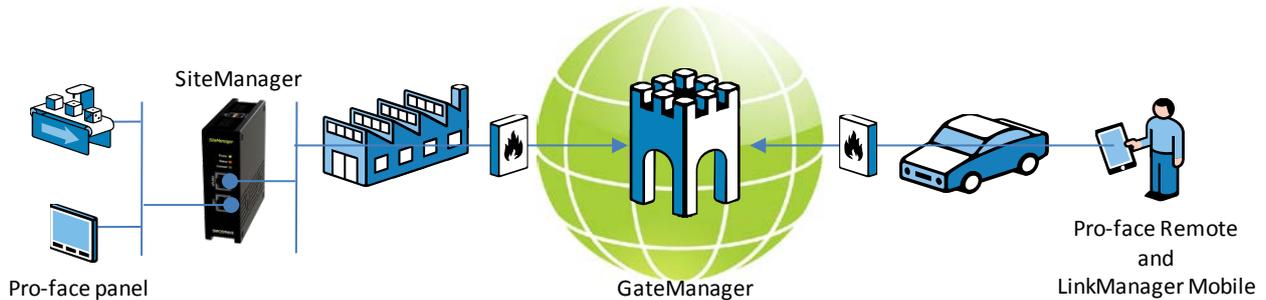


## Introduction

The Pro-face Remote HMI is, despite its naming post fix "Remote", intended for connecting from a portable device to a Pro-face panel when both are located in the same local network.

The Secomea solution allows you to securely connect the Pro-face Remote HMI across the Internet using the LinkManager Mobile on the portable device.

LinkManager Mobile connects to the Secomea GateManager M2M server, to which also a SiteManager having the panel installed locally is connected. These two end-points are linked to each other based on the user authentication on the GateManager server.



## Prerequisites for This Guide

Prerequisites for this guide are:

- You have access to a Pro-face panel such as the model GP-4201T that is supported by the Pro-face Remote HMI app.
- You have either received a GateManager administrator account, by which you can configure a LinkManager Mobile account.  
or you have received a LinkManager Mobile account that has access to a Pro-face agent already configured on the SiteManager.
- The SiteManager has already been configured with an appropriate agent for a Pro-face panel that supports the Pro-face Remote HMI,  
or you have access to the Web GUI of the SiteManager for performing the configuration of the Pro-face agent.
- The SiteManager has firmware 5.6 build 14265 or newer.
- You have a free LinkManager Mobile license in your GateManager domain.
- You have an iPad, iPhone or similar portable device that is supported by the Pro-face Remote HMI.
- You have Internet access from your portable device.



## 1. Configurator the Pro-face Agent

If you know that the agent is already configured on the SiteManager you can proceed with chapter **Error! Reference source not found.**

### 1.1. Connect to the SiteManager GUI

The agent is configured via the SiteManager Web GUI, which can be reached with a web browser by any of the following methods:

- If you are connected to the same network as the Uplink or DEV port of the SiteManager, you can type the IP address of the SiteManager in your browser address field (e.g. <https://192.168.40.2>). The SiteManager will prompt for a password. User is "admin" and default password is "admin".
- If the SiteManager is connected to a GateManager, and you have a GateManager Domain administrator account (GateManager PREMIUM), you can locate the SiteManager and click on the "SiteManager GUI" button, which will automatically connect you to the SiteManager without having to login.
- If the SiteManager is connected to a GateManager, and you have a LinkManager connected and your account has access to the SiteManager, you can click on the "Go To Device" globe icon for the device, which will automatically connect you to the SiteManager without having to login.

The following assumes you have connected to the SiteManager by one of the above methods:

### 1.2. Configure the agent

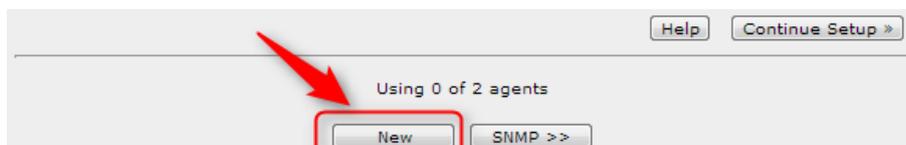
1. In the initial "Setup Assistant" view, select "Fix/Edit" for option 5 "Device Agents":



The screenshot shows the SiteManager Setup Assistant interface. The title bar reads "SiteManager 1039 - Setup Assistant". Below the title bar is a navigation menu with items: SETUP, System, GateManager, VPN, Routing, Maintenance, Status, Log, and HELP. The main content area displays a list of configuration items:

Item	Value	Status	Action
1. GateManager:	gm07.secomea.com	Connected to 193.242.155.117:443 (UPLINK)	Edit
2. Uplink port:	172.16.16.80/24 (DHCP)	Up	Edit
3. Uplink2 (2G/3G):		Not Installed	Edit
4. DEV port:	10.0.0.1/24 [default]	No cable	Edit
5. Device Agents:		No agents defined	Fix
6. Admin Password:		Using default password	Fix

2. Select New



The screenshot shows the "Using 0 of 2 agents" screen. At the top right, there are "Help" and "Continue Setup >>" buttons. Below the text "Using 0 of 2 agents", there are two buttons: "New" and "SNMP >>". The "New" button is highlighted with a red box and a red arrow.



3. Enter a descriptive name for the panel, select Device Type "**Pro-face / Ethernet**", enter the IP address of the Pro-face panel and select **Save**.

Using 1 of 2 agents

Status	Disable	S/N	Device Name	Device Type	Device IP & Parameters
new:	<input type="checkbox"/>	#00	My Panel	Pro-face / Ethernet	172.16.16.138

Save New SNMP >>

4. If the panel is found on either the Uplink or the DEV network of the SiteManager, the agent should go "IDLE":

Using 1 of 2 agents

Status	Disable	S/N	Device Name	Device Type	Device IP & Parameters
IDLE	<input type="checkbox"/>	#00	My Panel	Pro-face / Ethernet	172.16.16.138

Save New SNMP >>

5. You can now close the browser window for the SiteManager GUI.

**Troubleshooting:** If the Agents remains "Starting" and after a while changes status to DOWN (do regular Refresh regularly), it could mean that either the Panel is not powered on, or the panel is NOT configured with an IP address in the same network (subnet) as either the Uplink or the DEV port of the SiteManager, or the panel is NOT physically connected to a network that corresponds to the Uplink- or the DEV address of the SiteManager.

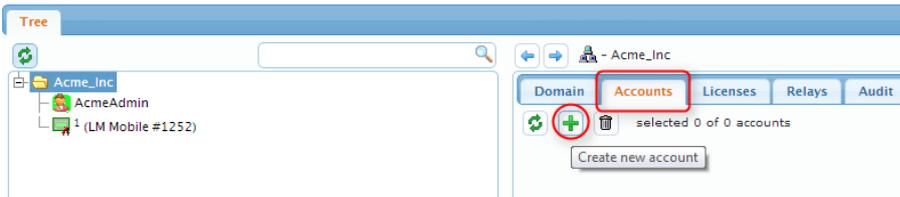


## 2. Create the LinkManager Mobile user account

If the LinkManager user account is already created you can proceed with chapter 3.

### 2.1. Login to GateManger and create LinkManager user

1. Login to the GateManager portal with your GateManager BASIC or PREMIUM administrator account.
2. When logged in select the **Accounts** tab, and select the “+” icon to create a new account



3. Fill in the following information:

Account Name: AcmeMobileUser

Account Role: LinkManager Mobile Assign license:

Account Language: English

Description:

Person Name: Mr. Acme

Email:

Mobile:

Person Info:

Disabled:

Last Login:

Created: 2013-04-10

Renewed:

Expires:

Authentication:  SMS  Password

Duration: Permanent

Mail Template: Use default

Message:

Change Password

New password:

Repeat:

Auto password:  SMS new password:

Save Cancel



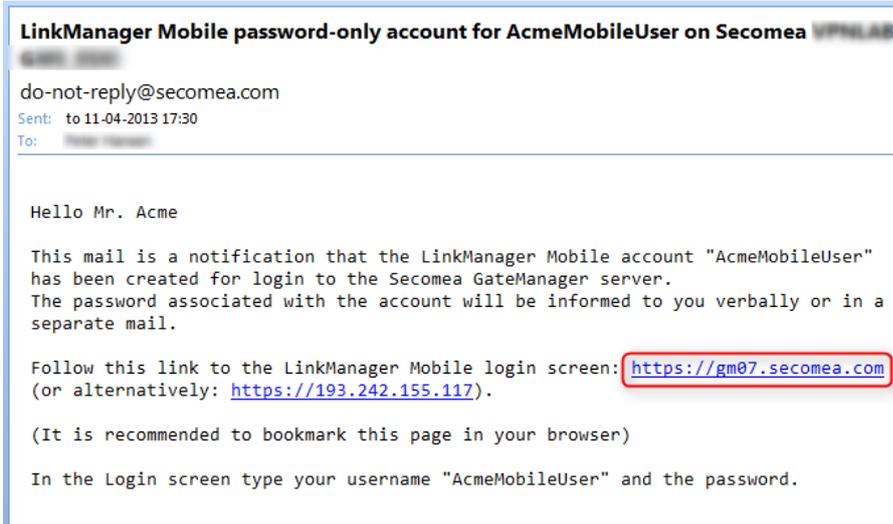
- 1 The **Account name**. This is the login name
  - 2 Check the License field, which will allocate a free "LM mobile" license found in the domain.
  - 3 **Person Name, Email** and optionally **Mobile**. In this exercise you will likely create the account for yourself. You can later create accounts for other users.
  - 4 Select **Auto password**, which will automatically generate a password that will be emailed to the user, or manually type a **Password**.
4. When pressing **Save**, the email with the user name and link to the LinkManager Mobile login is automatically send from the GateManager.



### 3. Connecting to the Panel via LinkManager Mobile

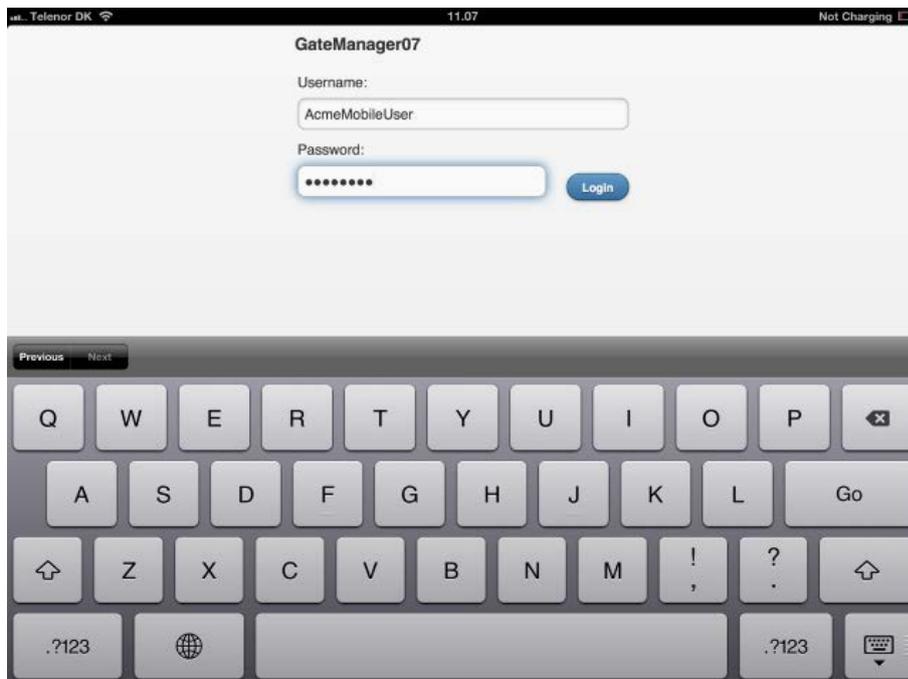
#### 3.1. Logging in with LinkManager Mobile

1. Locate the email that was sent to you 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.



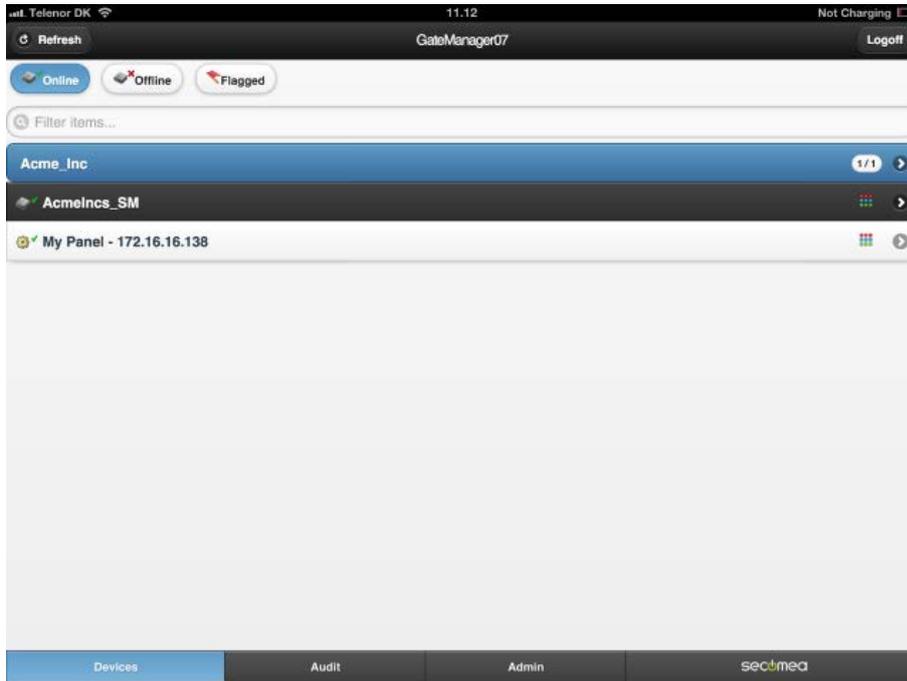
The Password will be received in an email, by SMS or verbally by the administrator, depending on what option was selected at account creation.

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





- When logged in, you will get a list of all domains and equipment that you have access to. In our example it will show the root domain of the account "Acme\_Inc", and tapping this domain, would show the SiteManager and the Agent "My Panel":



The LinkManager Mobile and the Agent are now ready.

### 3.2. Configure the Pro-face Remote HMI app.

You probably already have downloaded and installed the Pro-face app from App Store, in which case you would only need to create a new connection profile.

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

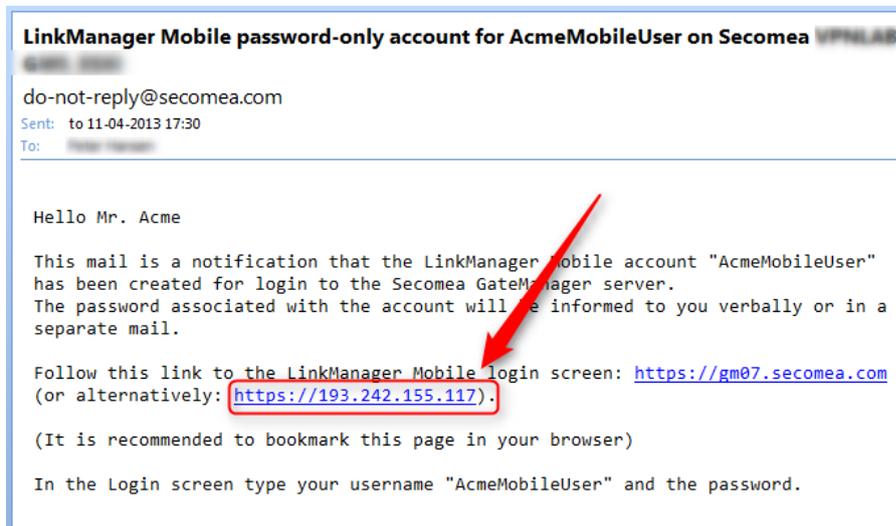




2. Enter the following settings:

**1 Server Name.** Define a name of choice. In this case we have just called it the name of the GateManager through which the LinkManager Mobile connects.

**2 IP Address:** Enter the IP address of the GateManager server. You can find this in the same mail you received with the LinkManager Mobile account mail.



**3 Port.** Enter Port **5900**.

**NOTE:** You should always use port 5900, even if the panel and the device agent in the SiteManager is specified for port 10000. GateManager will automatically map port 5900 from the LinkManager Mobile to the port configured for the agent.

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



### 3.3. Connect to the Panel with the LinkManager Mobile

1. Return to the LinkManager Mobile and locate the agent.

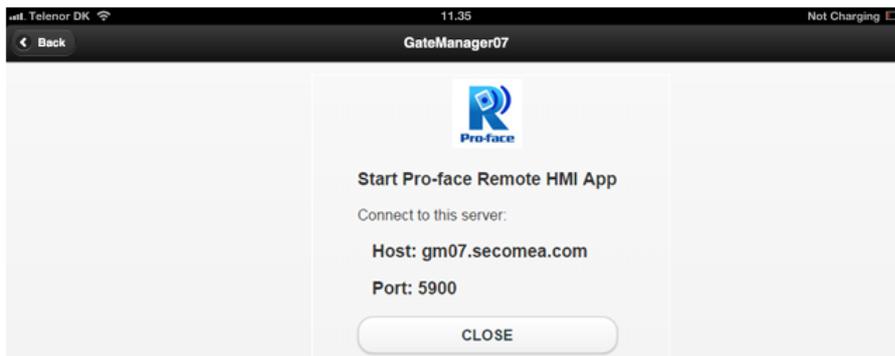


2. Tap it to open the detailed agent settings, and tap the **HMI** button.



**NOTE:** If the HMI button does not appear, it means the remote HMI application has not been installed or activated on the panel, or the SiteManager has a firmware version older than 5.6 build 14265.

3. When the following screen is shown, it means that you have established a connection from your LinkManager Mobile to the panel.



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



### 3.4. Connecting the Pro-face app remotely to the panel

1. Click the home button to return to the desktop and select the Pro-face Remote HMI. Login and click the connection profile you just created.



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



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

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



You can now operate the panel as you would do if connected locally to the panel



### 3.5. Troubleshooting Pro-face Remote HMI connection errors:

1. If you get the following message, it could indicate that the connection is good, but the agent configuration is incorrect.



Check the screen in section 1.2.

2. If you get the following message it would indicate that the LinkManager Mobile session has timed after tapping "HMI" and before you attempted to make the connection with the Pro-face Remote HMI.



Try repeating connecting to the agent and establishing connection with Pro-face Remote HMI.

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