

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

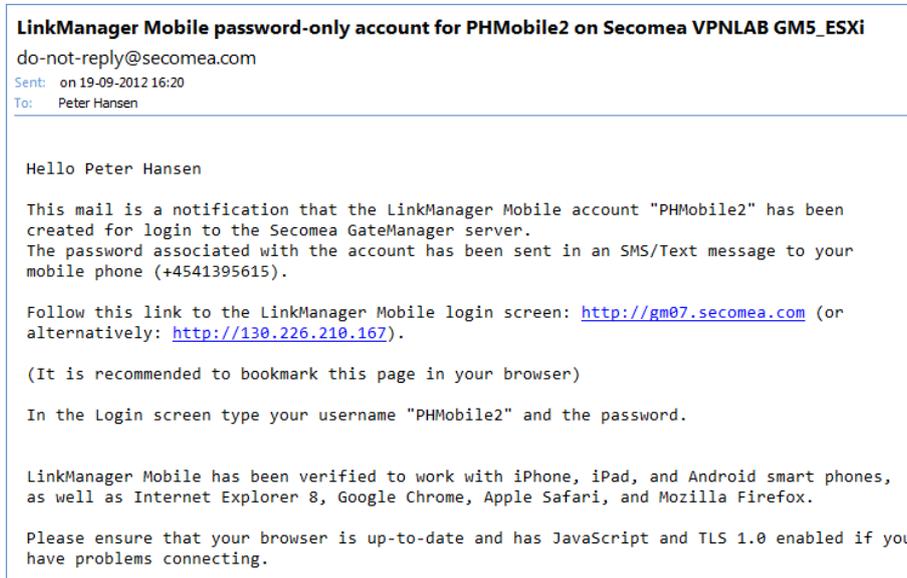
The LinkManager Mobile differ from the traditional LinkManager in the following points:

	LinkManager	LinkManager Mobile
License type	Floating	Single
VPN like access to SiteManager DEV network	Yes	No
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 (operating systems)	Windows 32/64 bit	Windows, OS X, iOS, Android
Required admin rights on platform	Administrator	Any user
Login security level	2 factor by x509 cert.	1 factor by password or 2 factor by SMS code

1. Login

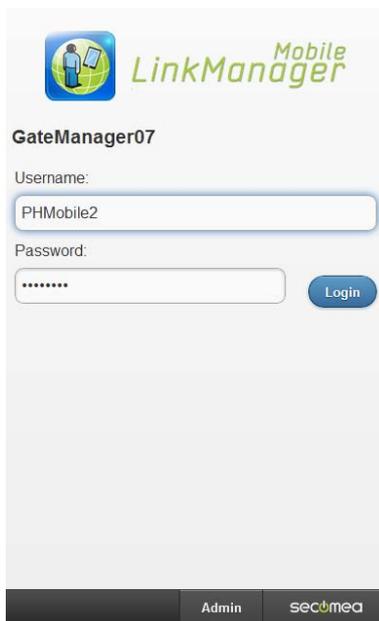
You should have received an email with your account information from the GateManager. The email will indicate if you should use password only, or if your password is combined with an SMS code. Note that SMS code requires that your GateManager or the domain on the GateManager has been enabled for SMS.

The email will look like this:

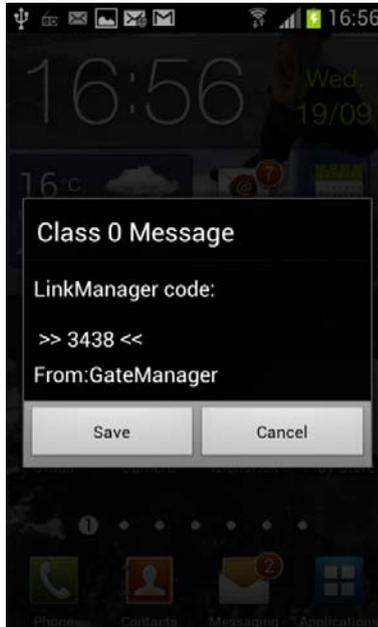
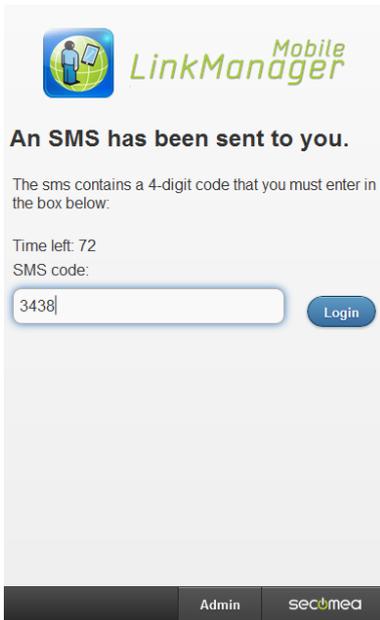


You will receive the password in a SMS, or if the GateManager is not SMS enabled, you will receive the password for your account verbally or in a separate mail from the GateManager administrator.

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



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:



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



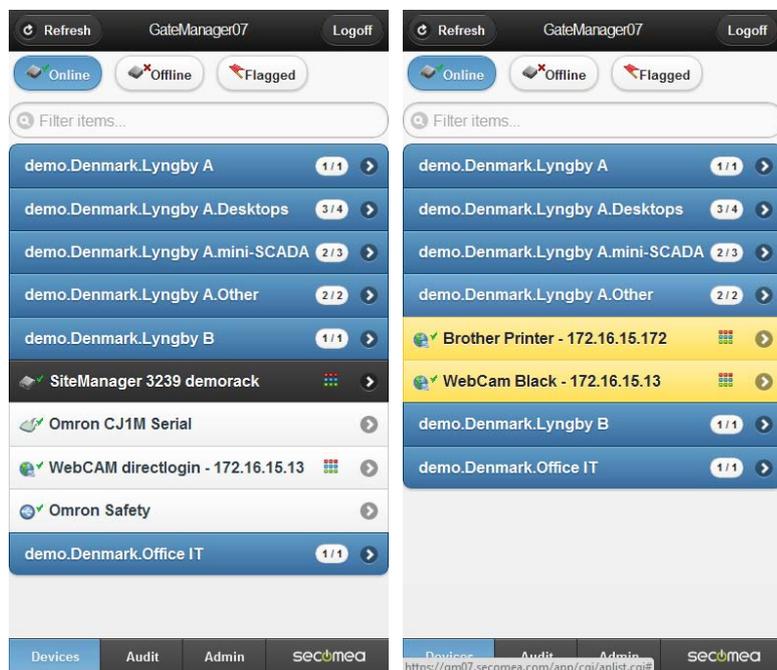
As default the LinkManager Mobile will show Online devices, but you can choose to show Offline devices also.

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.

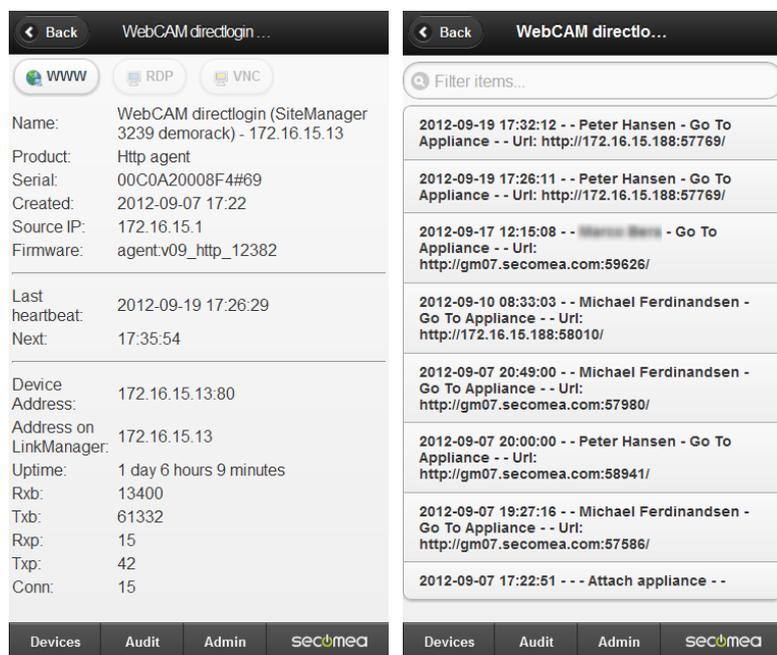
2. Status Monitoring (does not require a license)

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.

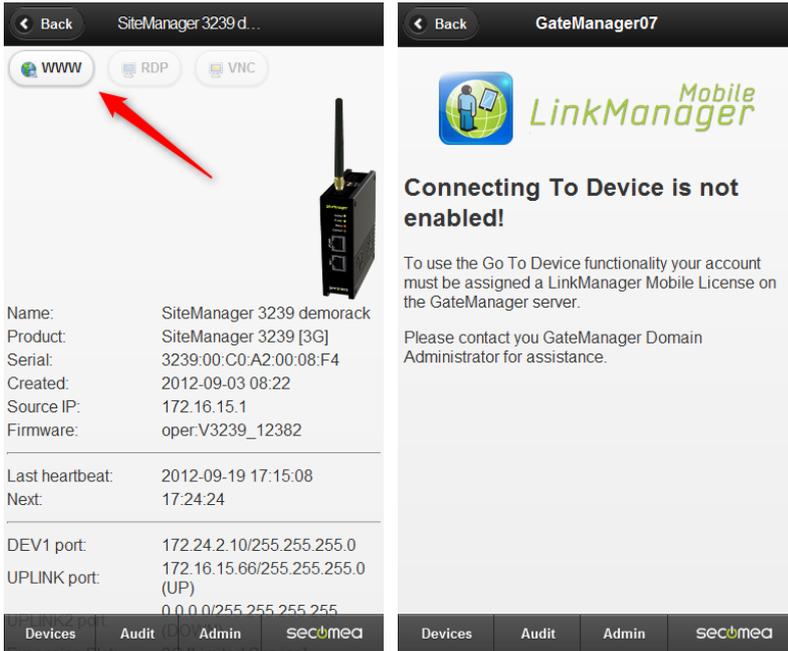
A SiteManager is always listed with black background, and devices located in the same domain as the SiteManager is listed with grey background, while devices placed in a different domain than the SiteManager will be listed with yellow background:



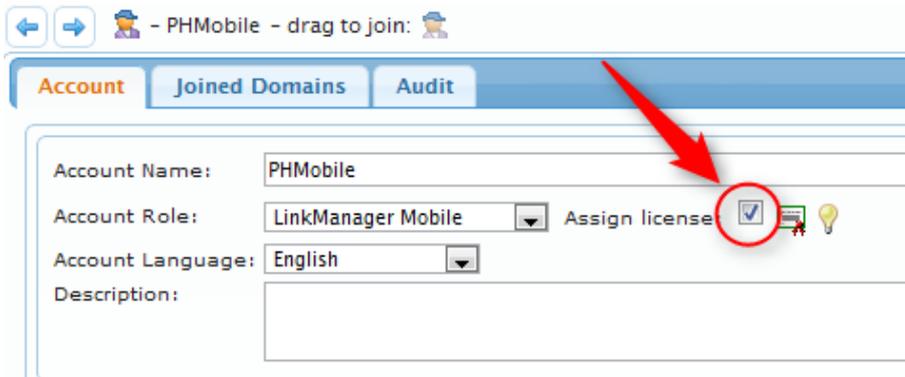
You can click on any device to obtain additional information on its status as well as audit logging on the device.



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.



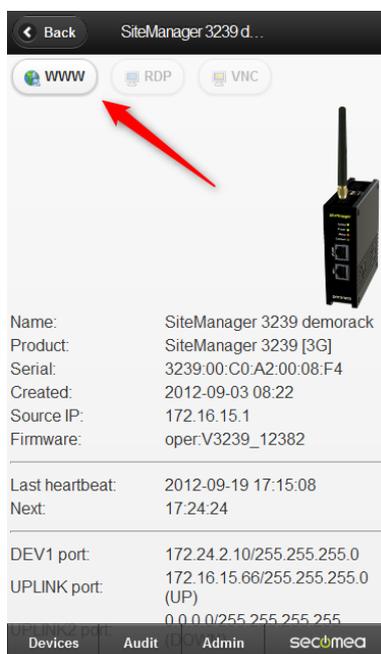
NOTE: Associating a license to your LinkManager Mobile account is done by the GateManager administrator by applying a license to your GateManager domain, and subsequently check marking the license for your account:



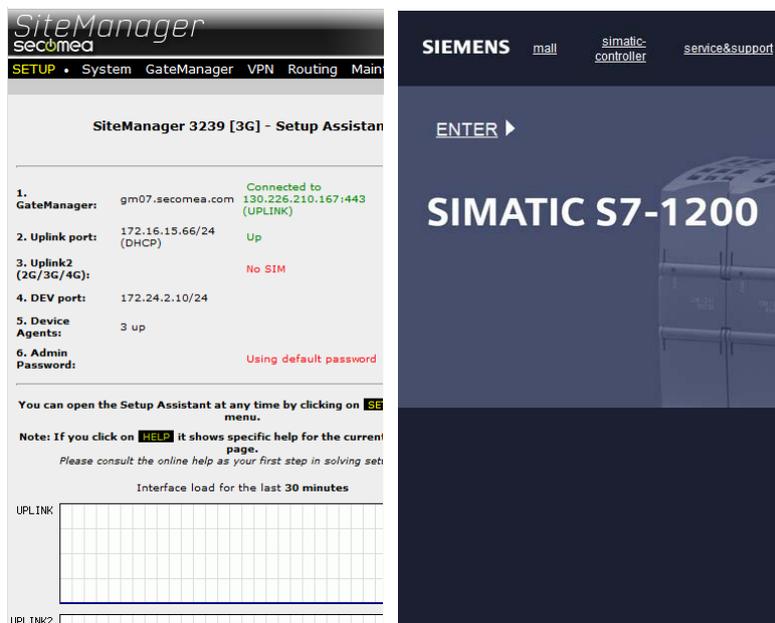
3. Connect to Web enabled devices

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:

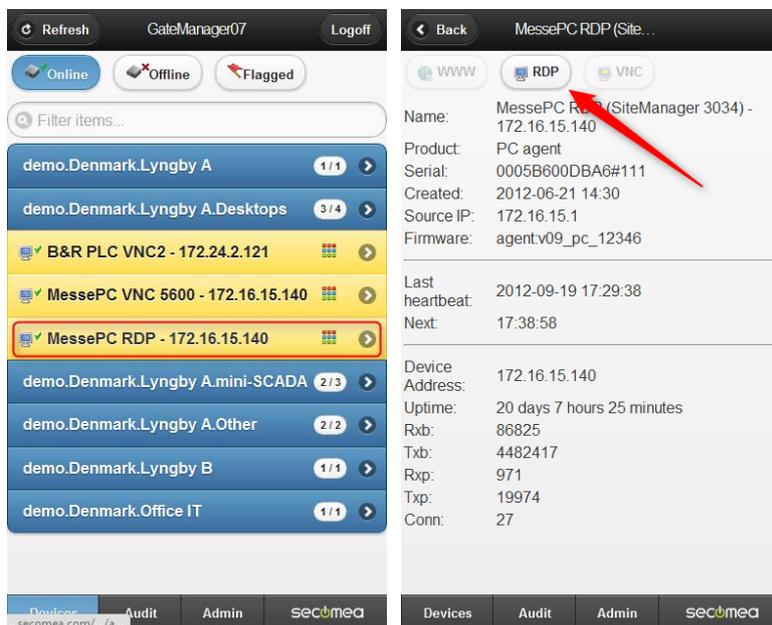


The connection is maintained until you close the web browser, or you connect with LinkManager Mobile to another device.

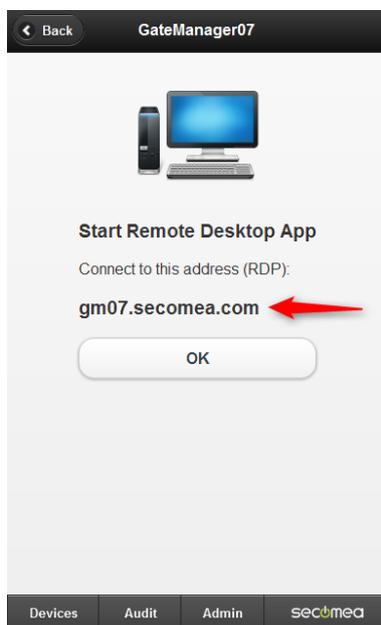
4. Connect to RDP enabled devices.

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:



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.

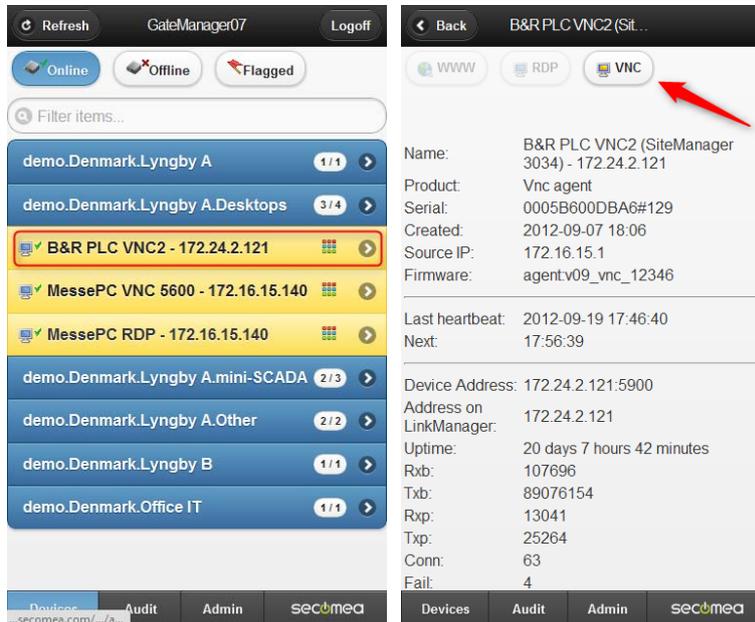
This procedure can be used on any platform. For iPad/iPhone and Android devices, you can download free RDP client APPs, such as PocketCloud.

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.

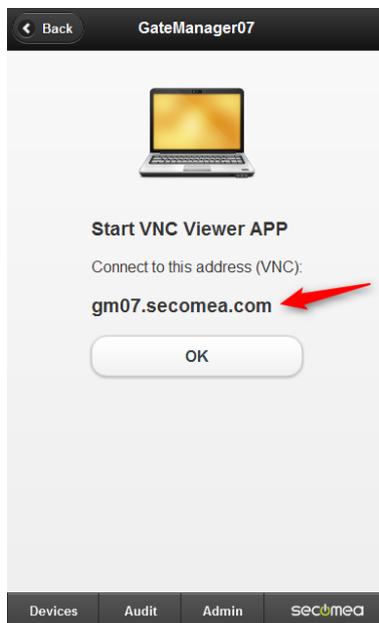
5. Connect to VNC enabled devices.

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

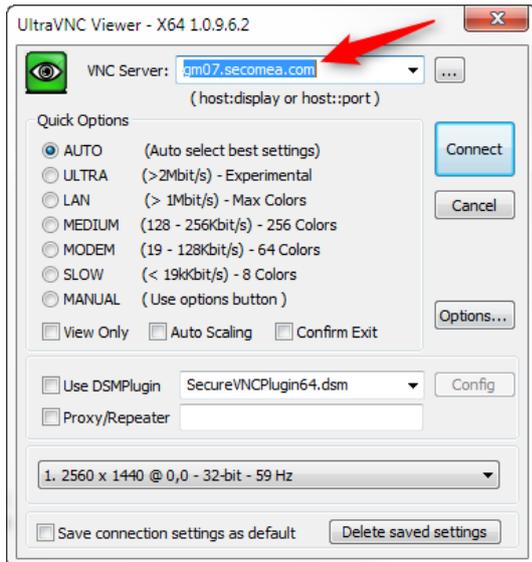
1. Navigate to the VNC enabled device and click the VNC button.



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



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



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.

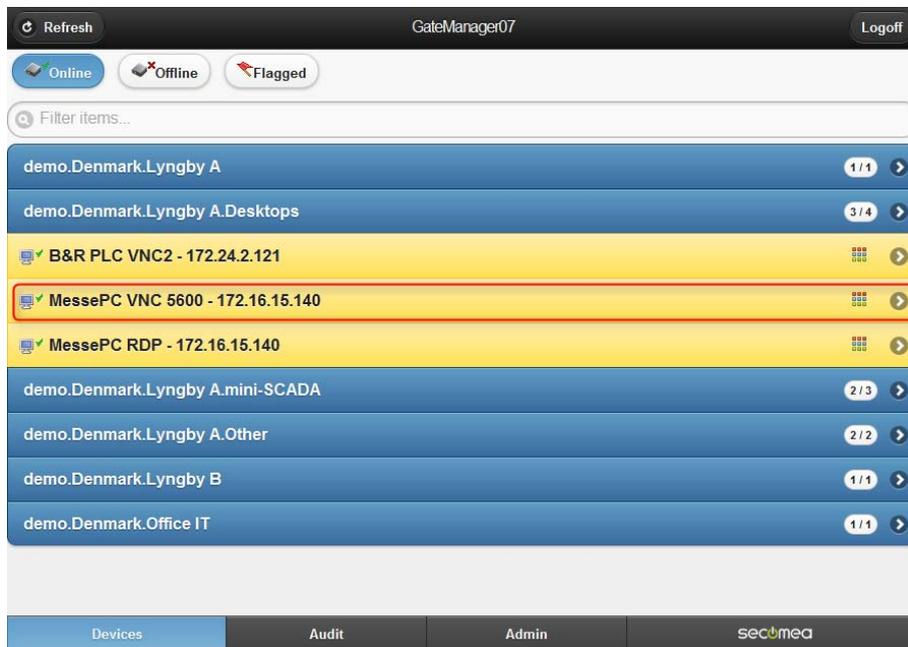
The free APPs usually differ from the payable APPs by only being allowed to store one server destination. But since you always connect to the same DNS name (in this case gm07.secomea.com) for all your VNC enabled devices, you only need one server definition.

NOTE: You should always use the default VNC port 5900, 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.

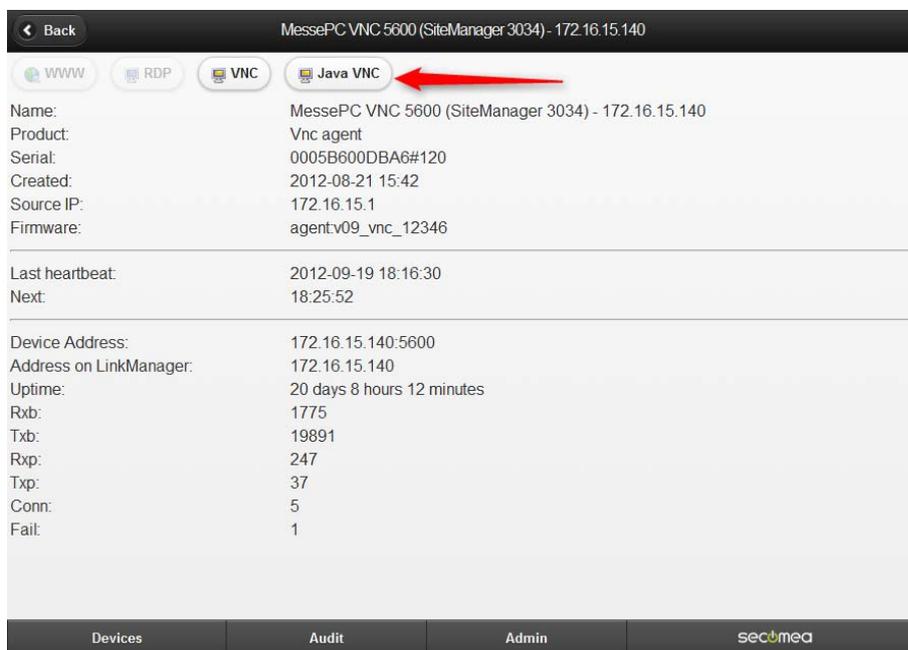
6. Connect to JAVA VNC enabled devices

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.

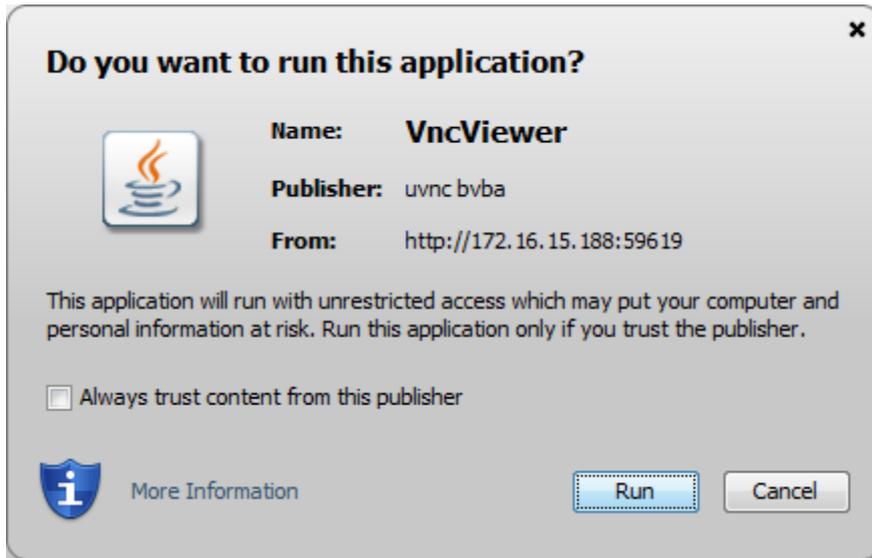
1. Navigate to the VNC enabled device that supports JavaViewer http connect.



2. Click the Java VNC button.



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



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:

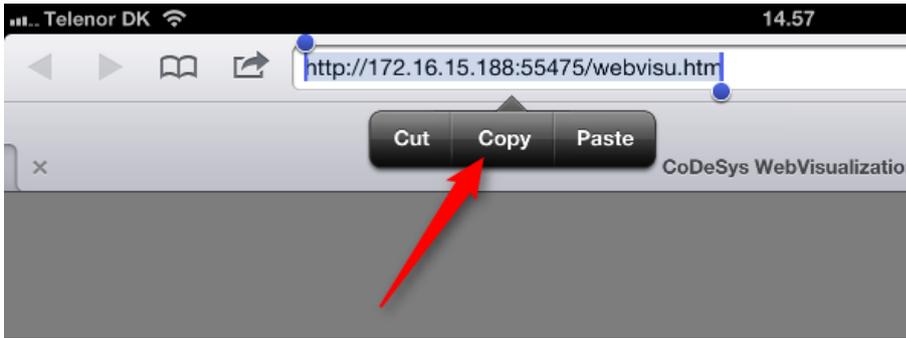


Note: Step 2 to 6 must be made within 60 seconds. Otherwise your connection will time out, and you must repeat the above step

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

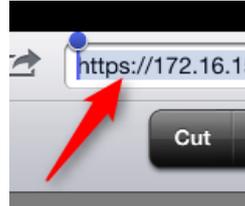


- Copy the URL in the address bar into the clip board.

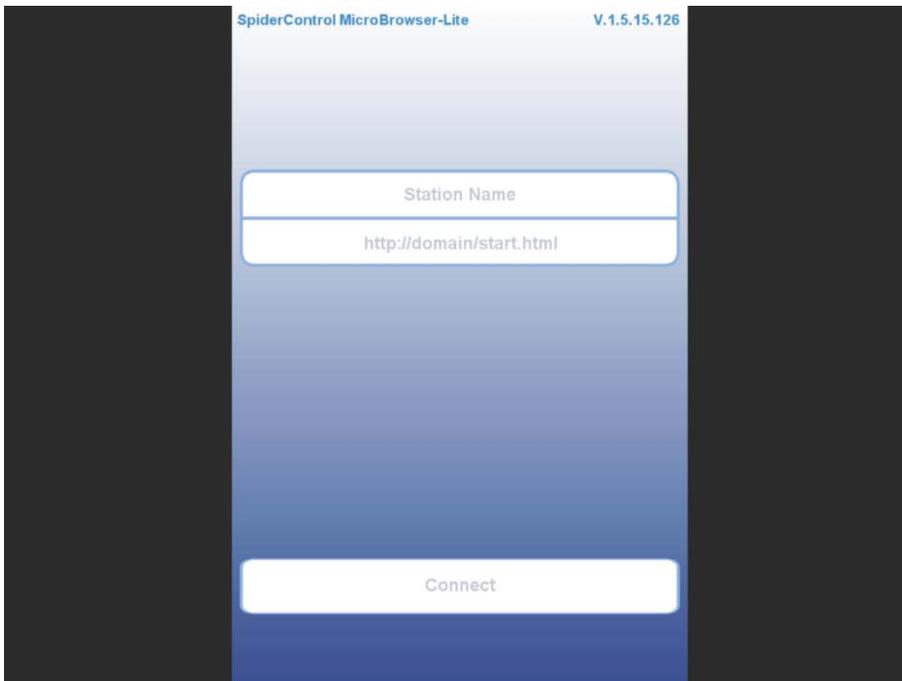


IMPORTANT: If the URL shows https, and not http, it means the GateManager server is configured as https proxy for increased connection encryption.

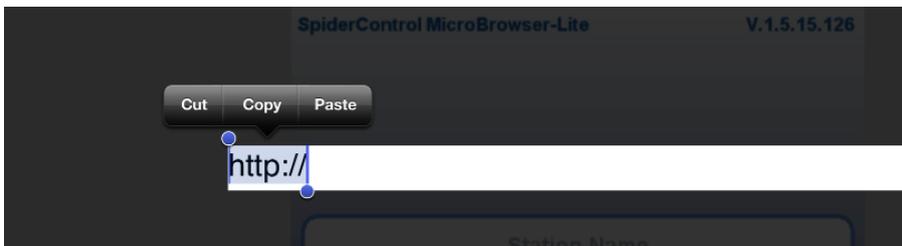
The MicroBrowser unfortunately does not support https.

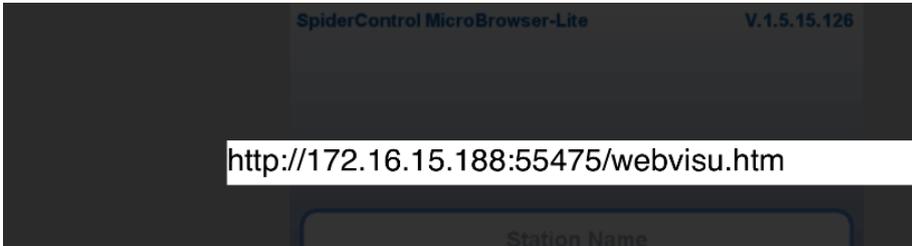


- Click the home button, and start the MicroBrowser APP:



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

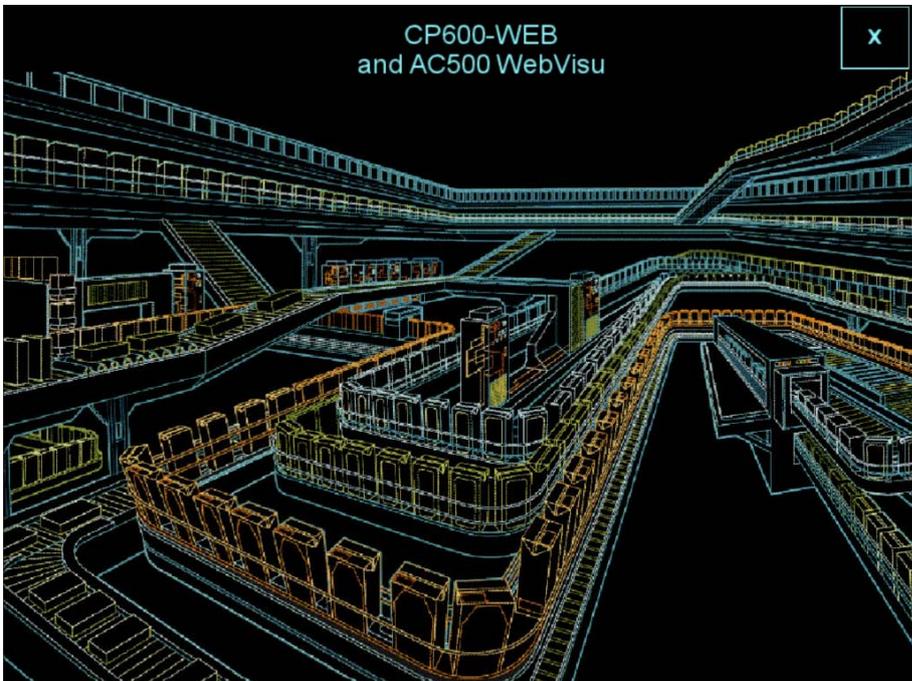




6. Tab Connect



7. You now have contact with the WebVisu of 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.

Notices

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