

GateManager™ 5 Server model 9250 Installation STEP 2 for the GateManager Server Administrator



This document describes how to configure the Secomea GateManager server with the minimum of configuration.

The intended audience for this document is the GateManager Server Administrator.

Version: 2.0, 2013

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Prerequisites for configuring According to this Guide

This guide will assist you to configure the GateManager with the minimum of settings, and which typically will be sufficient for running in production.

Prerequisites:

- The GateManager has been installed according to the document: **GateManager 5 Server model 9250 STEP 1** by the IT department or a person with IT authorities.
- Make sure that the following information is at hand before configuration can be started. This information should be provided by the person that installed the server according to the STEP 1 guide:

GateManager Info

Required information about the GateManager installation	
<p><GM Address>:</p> <p>The public identification that the GateManager can be reached on from the Internet and which Secomea uses to create the Software License Dongle (SoftDongle).</p> <p>It is either a static IP address or a Fully Qualified Domain Name (FQDN).</p>	<p>_____</p>
FTP Backup share Credentials	<p>IP: _____</p> <p>FTP dir.: _____</p> <p>Name: _____</p> <p>Password: _____</p>

(*) It is optional, but highly recommended, to set up backup against a FTP server. Refer to Appendix A for more information.

Related Documents

The following guides are available from the Secomea partner website – www.secomea.com

- **GateManager 5 Server Installation STEP 1**

Describes the installation of the server performed by the IT department.

- **GateManager 5 Server Installation STEP 2 (THIS GUIDE)**

Describes the necessary steps to configure the GateManager to become operational and to setup backup. The guide is intended for the appointed GateManager Server administrator.

- **Customer and License Administration (for Secomea Distributors)**

The daily process of creating a new BASIC Free or PREMIUM users and how to manage LinkManager licenses.

See also Appendix D of this document on how the Distributor license can assist with EasyService maintenance logistics.

- **GateManager5 PREMIUM Domain Administration**

This gives an overview of the daily administration tasks, such as organizing accounts and devices in domains, provide specific access to specific equipment, creates Alerts etc.

1. Login and perform basic configuration

This section will focus on configuring the minimum settings required to make the GateManager server fully operational.

In the following, we will refer to settings like <GM Address> or FTP server credentials from the previous **GateManager Info** table.

1.1. Login to GateManager for the first time

To complete the next section we assume that you can connect to the GateManager Public IP address (private/local IP address can also be used).

We recommend the web browser Chrome for best user experience, or alternatively Firefox or Safari. Microsoft Internet Explorer (minimum version 9) can be used, but Microsoft web browsers are generally inefficient for interpreting java script.

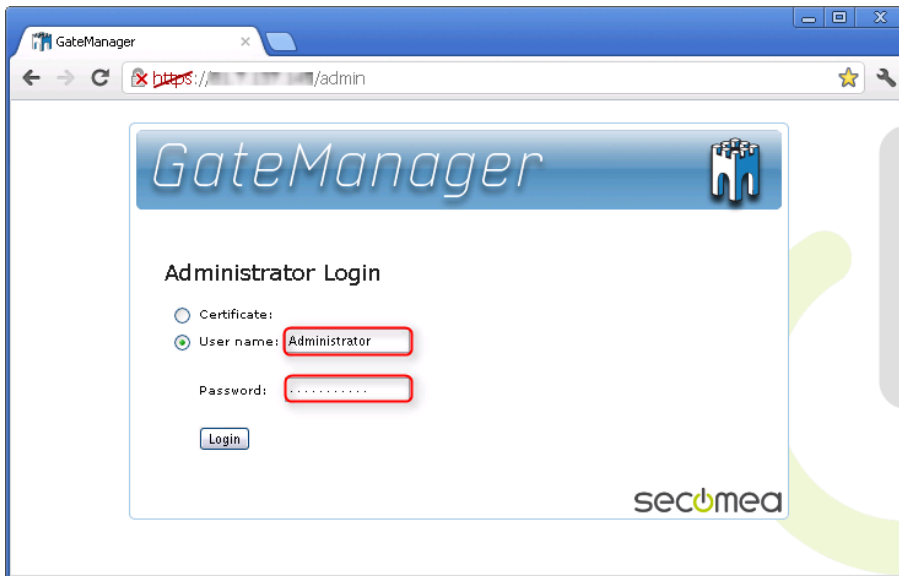
1. Launch the GateManager with the following url:

`https://<GM Address>/admin`

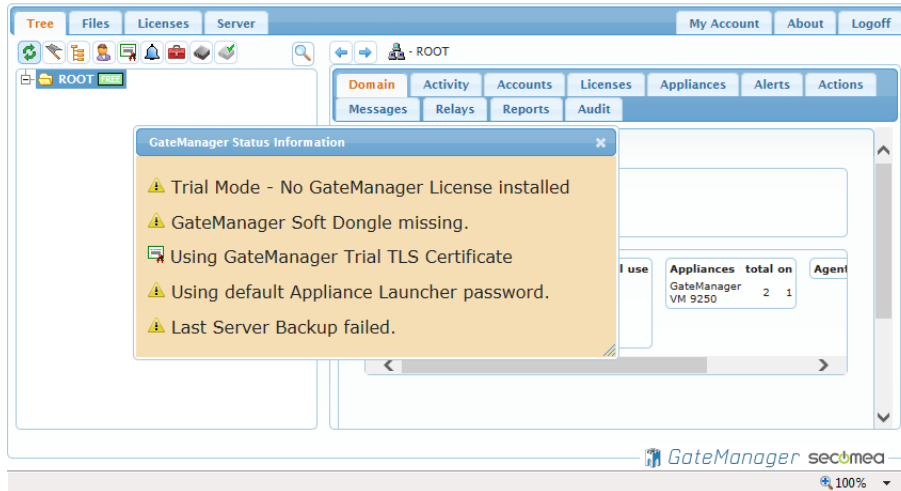
Default credentials are:

User name: **Administrator** (capital A)

Password: **gatemanager**



2. When logging in, a splash screen will inform about the general server's current status:



- **Trial Mode.** This indicates that the GateManager does not have a unique TLS certificate installed. The GateManager will be fully functional. Installing a TLS certificate will give your GateManager a unique identity which increases the security, as your SiteManager will then be bound to this server and fully prevent man-in-the-middle attacks through identity spoofing.
- **GateManager Soft Dongle missing.** This means that the GateManager is running in DEMO mode. In DEMO mode the GateManager supports one LinkManager one LinkManager Mobile and two connected Appliances (SiteManagers or TrustGates). It is not allowed to use GateManager for production purposes in DEMO mode.

Installing a Soft Dongle will remove the LinkManager limit, and increase the max number of appliances limit (see **Section 3** on page 16 for more info on ordering licenses).

- **Using default Appliance Launcher password.** The backend system also called GateManager OS is still using default password. This password only used by the Appliance Launcher and which can only access the GateManager OS by broadcast from the local network. Still it should be changed to prevent unintended access. (Menu: Server > AL Password).
- **Last Server Backup failed.** The backup has not been configured yet. See **APPENDIX A, Setting up Backup.**

1.2. Optionally upgrade GateManager to the latest version

It is a good idea at this time to check if there is a newer GateManager firmware version available (check the current version in the About section, and check the Secomea website for a newer version).

A new GateManager version may include the latest bug fixes, support for new appliance types etc.

Refer to APPENDIX C, Upgrading GateManager firmware for details.

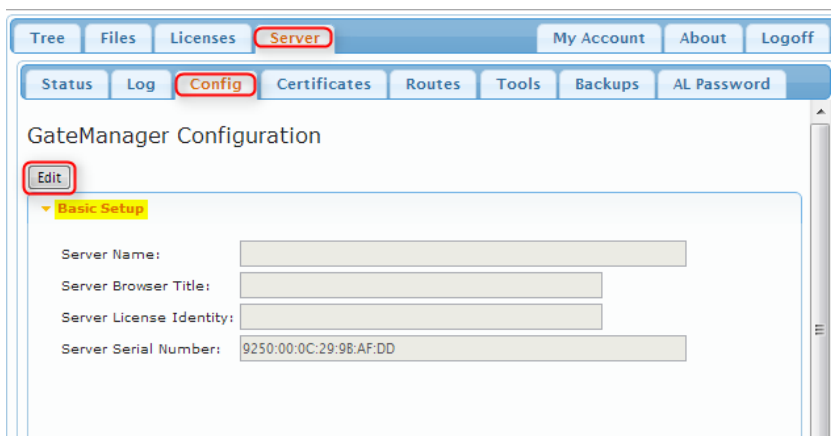
2. Configuring GateManager environment settings.

To make the GateManager fully operational, you must configure the following minimum settings into the GateManager:

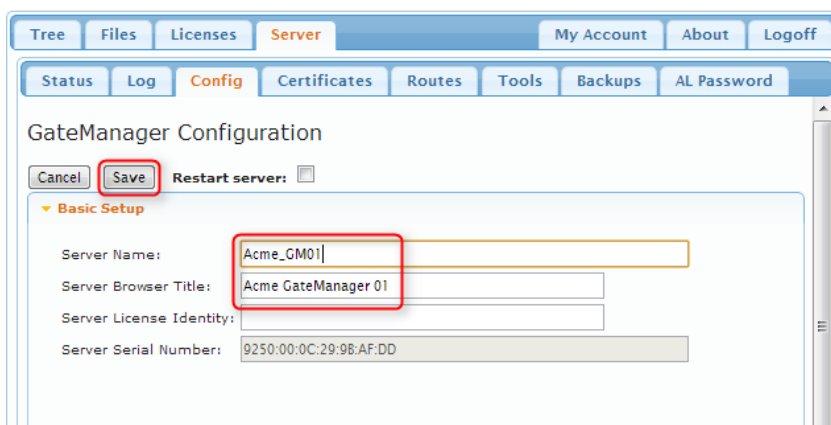
- Define a Server Name and web browser title
- Enter/verify the primary DNS
- Public IP address and/or DNS name that is port-forwarded to the GateManager.
- Setup and verify email relay settings.
- Create a new Server Administrator account and/or change the administrator account (new password and enable certificate). Also consider making a new server administrator account for access by your Service Provider.

2.1. Define a Server Name and Browser Title

1. Login with the default administrator account
2. Select **Server > Config**, and select **Edit** for the **Basic Setup** section.



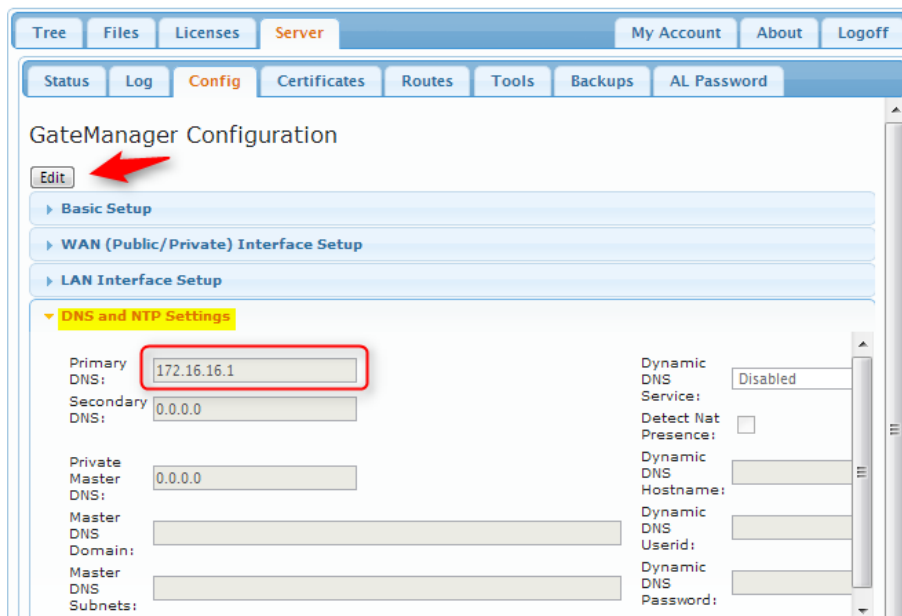
1. Enter a unique name for the server, and the information that should be displayed as browser name when accessing the server using the GateManager Administrator web portal and LinkManager Mobile. Select **Save**.



2.2. Enter/verify the Primary DNS server

The GateManager will need access to a DNS server, in order to resolve the external hostname of itself (if used), and for resolving the mail relay server and NTP server.

1. Under **DNS and NTP Settings**, ensure that there is a valid DNS server entered. If the GateManager is receiving its WAN address by DHCP, this will be automatically populated with the DNS received from the DHCP server.



The screenshot shows the GateManager Configuration interface. The 'Server' tab is selected. Under 'DNS and NTP Settings', the 'Primary DNS' field is highlighted with a red box and contains the value '172.16.16.1'. A red arrow points to the 'Edit' button. Other fields include 'Secondary DNS', 'Private Master DNS', 'Master DNS', 'Domain', 'Master DNS', 'Subnets', 'Dynamic DNS Service', 'Detect Nat Presence', 'Dynamic DNS Hostname', 'Dynamic DNS Userid', and 'Dynamic DNS Password'.

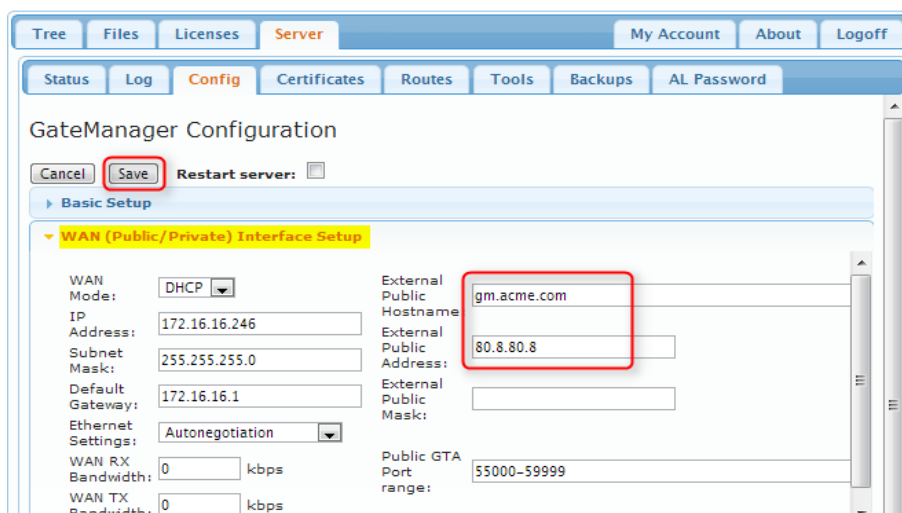
2.3. Enter the Public Hostname or External Public Address

! Be aware that the Public Hostname or IP address is encoded into the Soft Dongle License and changes to these settings may invalidate the Soft Dongle.

NOTE if no Public Hostname (FQDN) has been assigned to the server then you must enter the Public IP address in both fields.

1. Under **WAN (Public/Private) Interface Setup** Enter the Public IP address and/or the FQDN (Full Qualified Domain Name) for this server and press **Save**.

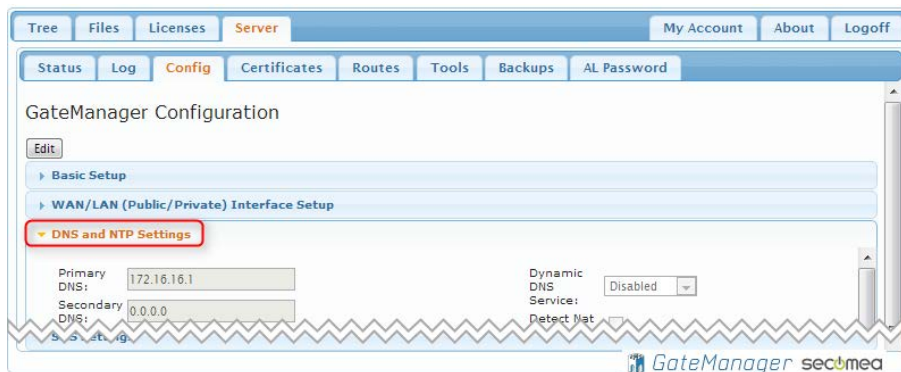
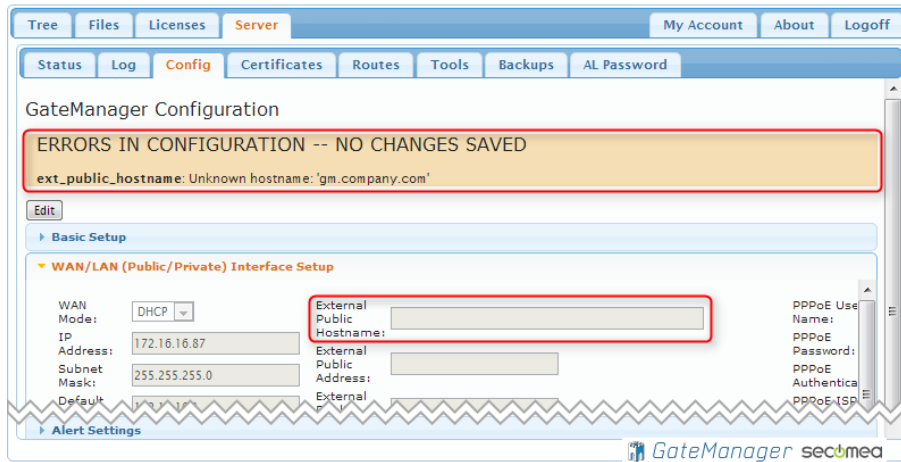
! Do NOT select Restart Server yet!



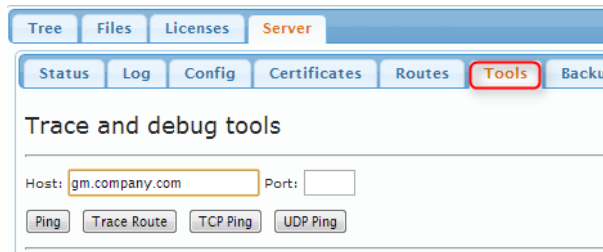
The screenshot shows the GateManager Configuration interface. The 'WAN (Public/Private) Interface Setup' section is highlighted. The 'External Public Hostname' field is highlighted with a red box and contains the value 'gm.acme.com'. The 'External Public Address' field contains the value '80.8.80.8'. Other fields include 'WAN Mode', 'IP Address', 'Subnet Mask', 'Default Gateway', 'Ethernet Settings', 'WAN RX Bandwidth', 'WAN TX Bandwidth', 'External Public Mask', and 'Public GTA Port range'.

Possible error messages when saving:

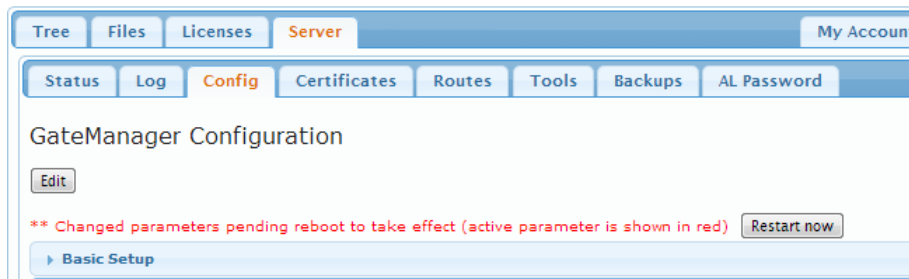
- If the system reports **Unknown hostname** it can be related to the fact that no DNS server has been configured, or the DNS server is not working. In this case you will have to contact the IT administrator responsible for the GateManager installation and or see the menu **DNS and NTP Settings**.



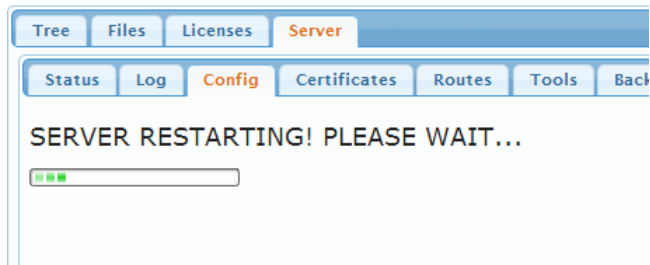
You can use the Tools menu to speed up the troubleshooting process



2. When the settings are correctly configured, select the “Restart now” button.



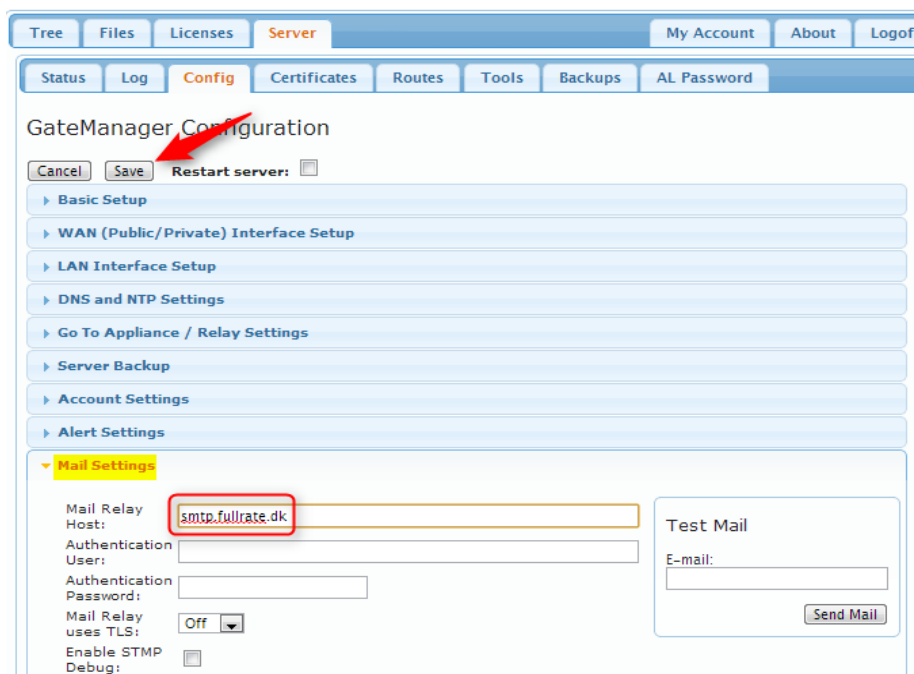
3. The GateManager server will restart, it will take less than a minute.



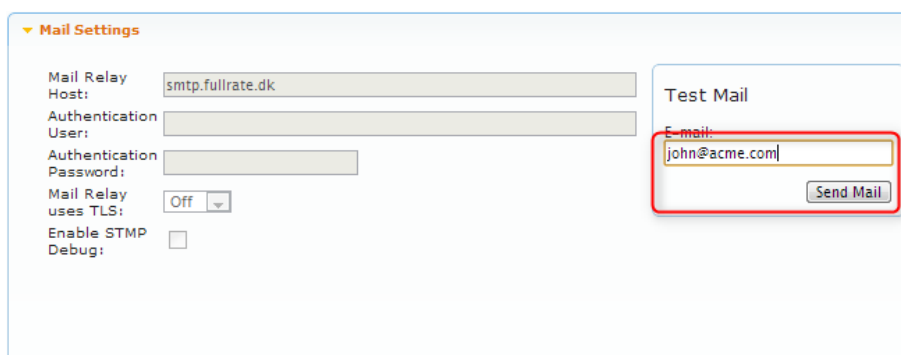
2.4. Enter Mail Relay settings.

The ability to send email is absolutely essential to the GateManager!

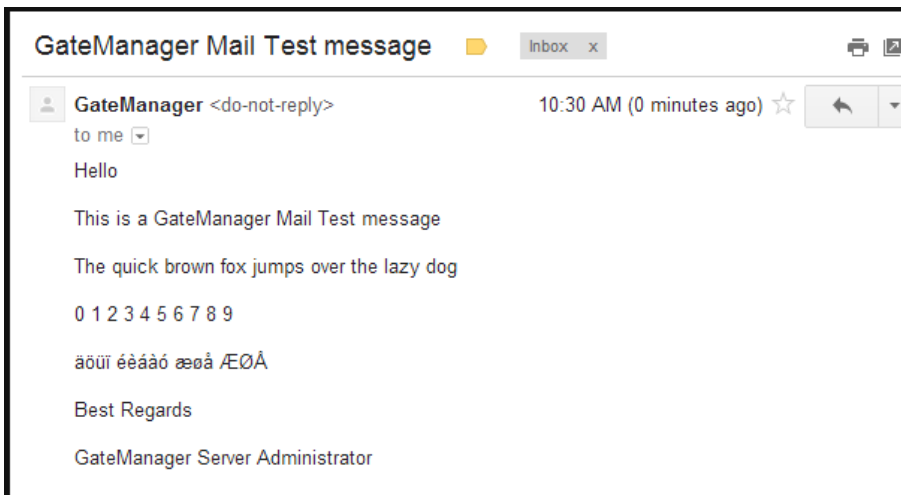
1. Enter the **Mail Settings** section and fill in an Mail Relay Host, contact your IT administrator or your ISP for necessary information.



2. Verify that you can actually receive mails from the GateManager, by using the **Test Mail** feature found in the Mail Settings section.

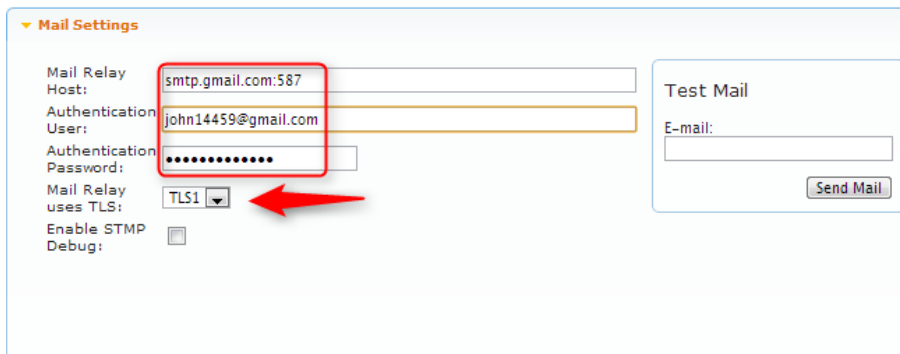


3. The resulting email would look like this:



HINTS:

- If you are establishing a dedicated relay server for the GateManager instead of using your existing corporate relay server, your emails could be rejected. Try sending to a Gmail or hotmail account, and also check your Spam filter.
- If you cannot get access to your corporate SMTP server, you can use web mail services such as Gmail or Hotmail/Live-mail as relay. The following example uses Gmail (you will need to have a mail account on the mail server, and the relay port 587 must be open outgoing in the corporate firewall)



NOTE: The email to the recipient will show the email account of the Authentication User as sender (in this case john14459@gmail.com) for all emails sent from the GateManager. Also it has not been verified if using e.g. Gmail for large volumes of emails would cause problems. So using such public mail services should only be used as an interim solution.

4. Configure the Account Mail From option

Find the "Account Settings" section and configure the "Account Mail From" option. All account and alert mails will use this option.

If you don't specify a mail domain the system will append the server host name as mail domain.

Examples:

- GateManager <no reply> → GateManager <no-reply@<hostname>>
- GateManager → GateManager@<hostname>
- gm@companyABC.com → gm@companyABC.com

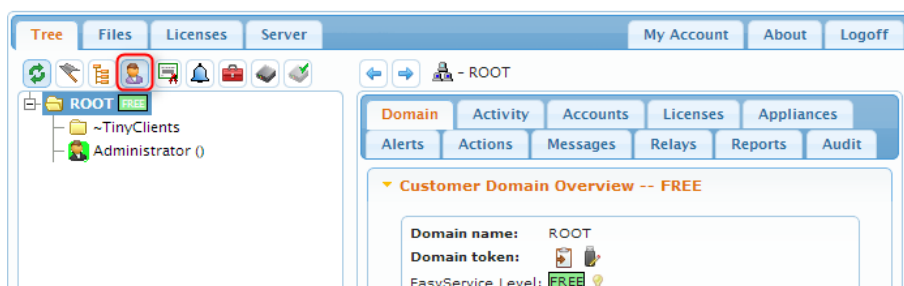
2.5. Setup Server Administrator account(s)

It is highly recommended to change the default Server Administrator account password (gatemanager), to something stronger. It is also advisable to enable two factor login for the account by changing Authentication from Password to X.509.

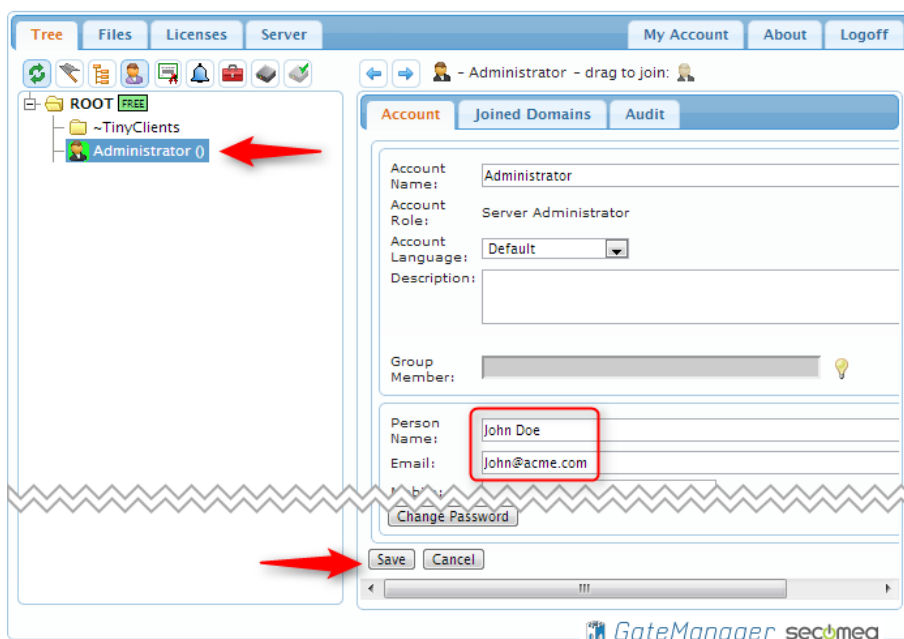
However, if the account is changed to use X.509 certificate, and the certificate is lost (e.g. it could be discarded by the email server that receives the email with the certificate attachment), you would lock yourself out of the server completely. Therefore it is highly recommend to create a new Server Administrator account, before changing the default account.

The following explains the necessary steps:

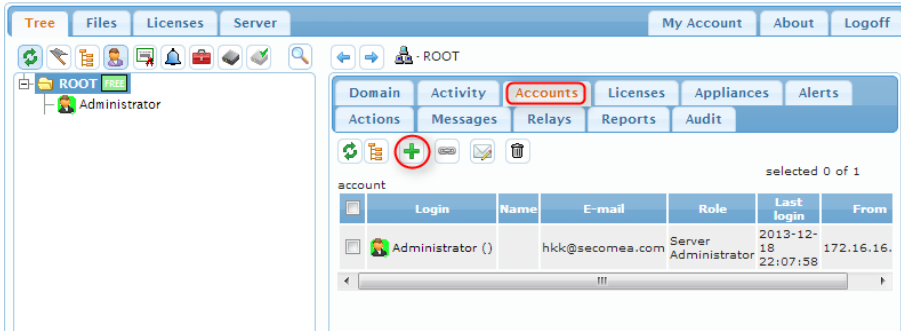
1. Select the Tree tab, and enable viewing of user accounts, by clicking the account icon so its background turns light blue. You will now see the account that you are currently logged in with displayed with a green background.



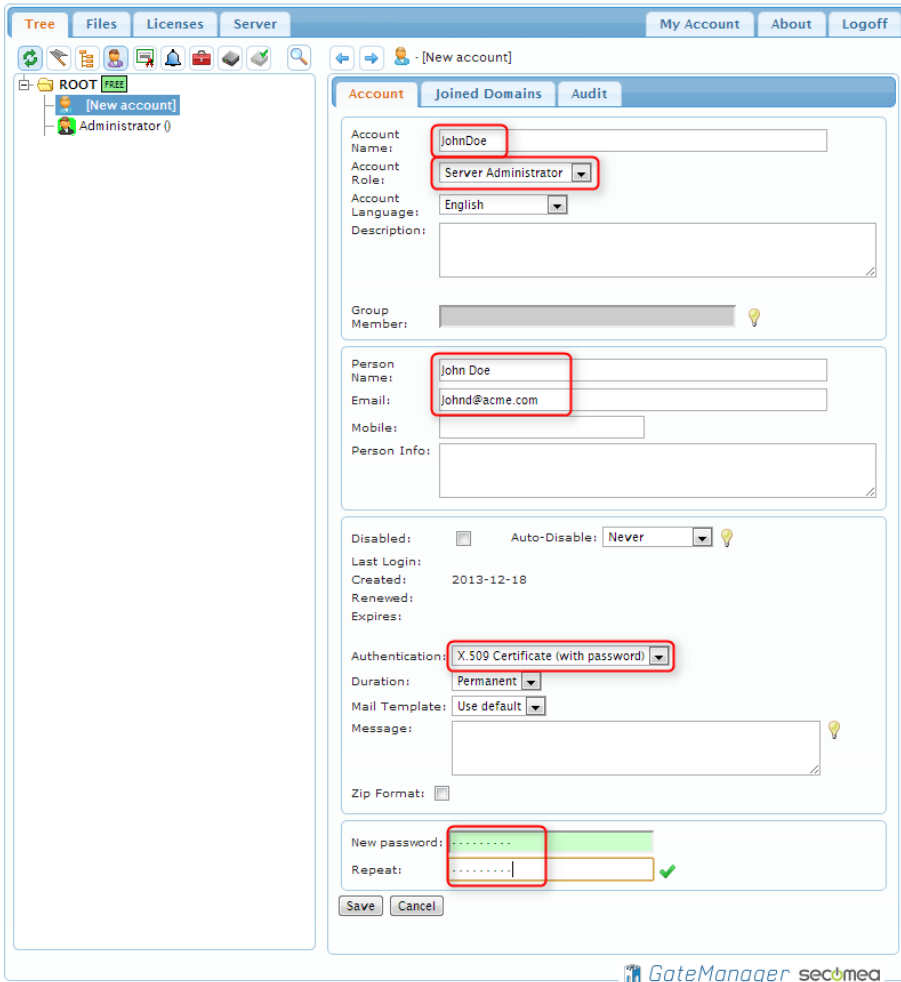
Click on the Administrator account, and insert your own name and email for the account. Select **Save**.



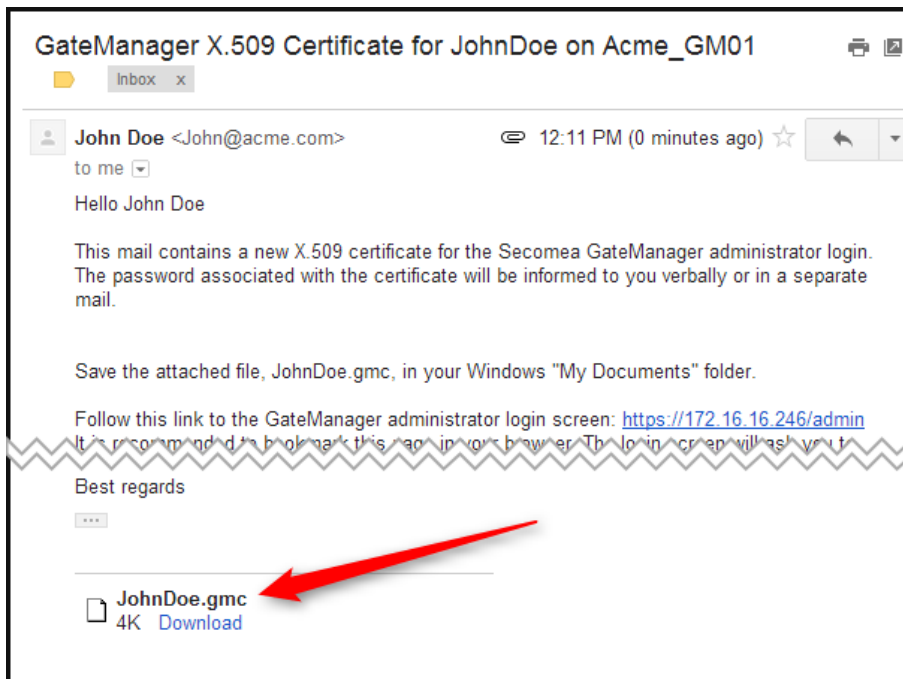
2. Standing in the Root domain, select **Accounts** and click the plus sign to create a new account:



3. Fill in the following minimum settings:



- In the mailbox of the email you entered, you should now receive an email with the certificate attached



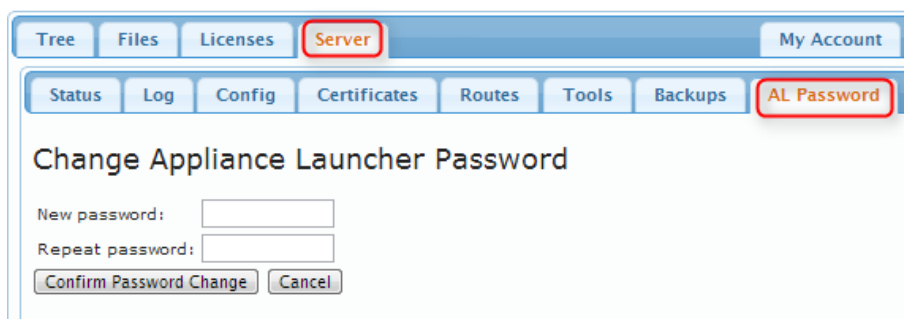
- You now have a backup Server Administrator account, and you can safely change the password of the default Server Administrator account, and also enable X.509 authentication for it, or you could even disable or delete it.

⚠ DO NOT LEAVE THE DEFAULT ADMINISTRATOR ACCOUNT WITH THE DEFAULT PASSWORD, AS YOU WOULD RISK UNWANTED ACCESS FROM THE INTERNET.

Also consider creating a new Server Administrator for your GateManager Service Provider, in case you want remote support for additional setup of the server.

2.6. Change password for Appliance Launcher (AL) access.

Select Server and AL Password, and define a new password.



Note that this is only for preventing un-authorized access to the GateManager network settings from the local network of the GateManager.

The password is not used for accessing the GateManager Administrator web portal, but used only for accessing a limited web GUI for the embedded OS on which the GateManager runs. All settings configurable by the Appliance Launcher can also be configured from within the GateManager Administrator web portal.

CONGRATULATIONS

If you have setup the GateManager according to the previous sections the GateManager will be fully operational - but for demo or trial purposes only.

For operating the GateManager in production mode, you should install license certificates as explained in the following section.

For an introduction to the basic operation of the GateManager Administrator interface, refer to this guide:

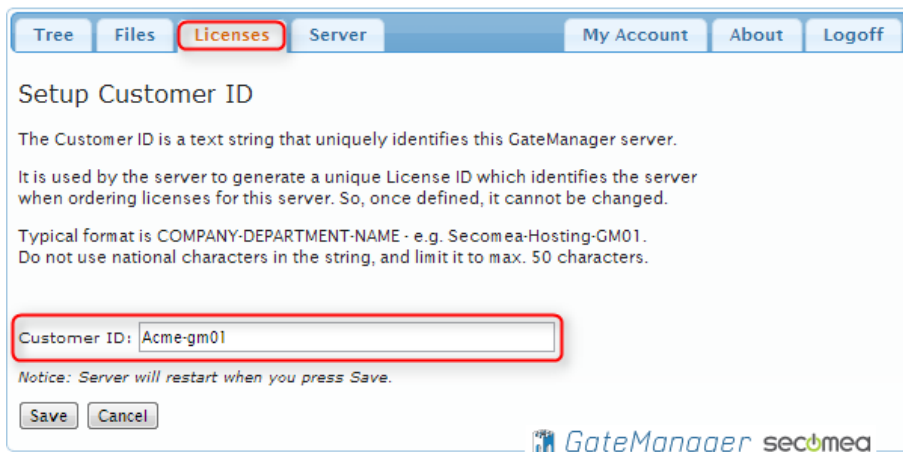
<http://info.secomea.com/premium>

3. Ordering licenses and setup order information

By default the GateManager is running in Trial mode, which means it supports only one LinkManager, one LinkManager Mobile and two connected Appliances (Appliances being SiteManagers and/or TrustGates).

You will need to install a "Soft Dongle" to unlock the LinkManager and Appliance limits, and allow the GateManager to be used for production purposes, and you will need a TLS certificate to prevent potential man-in-the-middle attacks.

1. Enter the menu **Licenses**



The screenshot shows the GateManager web interface. At the top, there is a navigation bar with tabs: Tree, Files, Licenses (highlighted in red), Server, My Account, About, and Logoff. Below the navigation bar, the main content area is titled "Setup Customer ID". It contains the following text: "The Customer ID is a text string that uniquely identifies this GateManager server. It is used by the server to generate a unique License ID which identifies the server when ordering licenses for this server. So, once defined, it cannot be changed. Typical format is COMPANY-DEPARTMENT-NAME - e.g. Secomea-Hosting-GM01. Do not use national characters in the string, and limit it to max. 50 characters." Below this text is a text input field labeled "Customer ID:" containing the value "Acme-gm01". Below the input field is a notice: "Notice: Server will restart when you press Save." At the bottom left of the form are two buttons: "Save" and "Cancel". At the bottom right of the form is the GateManager logo and the text "GateManager secomea".

The First time you enter the menu you will be prompted to enter a Customer ID that will give your GateManager a unique identification

Press **Save** and the GateManager automatically reboot.

2. Enter the menu **Licenses** → **Order**

The screenshot shows the 'Order Licenses' form in the GateManager interface. The form is divided into several sections:

- Order Licenses:** Header section with instructions to fill in and submit the form.
- Billing information:** Form fields for Company (Acme Inc), Address (Gateway 1), ZIP/City (9999 Cityville), Country (Denmark), Contact (Mr. X), and Email (x@acme.com). A red box labeled '1' highlights the Address, ZIP/City, and Country fields.
- Send order to (GateManager Vendor):** Form fields for Company (Secomea A/S), Contact, Country, E-mail (licenseservice@secomea.com), and Cc (licenseservice@secomea.com). A red box labeled '2' highlights the Contact and Country fields. A red arrow labeled '3' points from this section to the Order ID field in the Order Details section.
- Order Details:** Fields for Order date (2013-12-18 23:36:17), Order ID (4407-21377-275), My Order ref. (20134321), My name (Mr.X), and My E-mail (accounting@acme.com). A red box labeled '5' highlights the My name and My E-mail fields. A red arrow labeled '4' points to the Order ID field.
- Order Server License (Soft Dongle):** A checked checkbox and fields for Customer ID (Acme-gm01) and License ID (hROXgWZOW916Zxc6v21NzBxVvPEh). A red arrow labeled '6' points to the License ID field.
- Order TLS Certificate:** A checked checkbox and fields for Hostname (gm.acme.com), Company (Acme Inc), Department (GateManager), City (Copenhagen), Country (Denmark), Country code (DK), E-mail (support@acme.com), and Comment (Server). A red box labeled '7' highlights the Company, Department, City, and Country fields.
- Number of licenses ordered:** A table with columns for license type, quantity, and unit. A red box labeled '8' highlights the table content.

LinkManager Mobile Licenses:	1	pools of 5	licenses
LinkManager Floating Licenses:	3	pools of 1	license
SiteManager Embedded Basic (2 agents):		pools of	licenses
SiteManager Embedded Extended (5 agents):		pools of	licenses
SiteManager Embedded Extended (10 agents):		pools of	licenses
GateManager Supported Appliances:			
- Confirmation:** A checked checkbox and text 'I confirm that I have read the terms and conditions' with a 'Send Order' button.

See below for notes to this screenshot:

1 Insert your own billing information here.

This information will be inherited by the order forms that GateManager administrators on this server can use for ordering LinkManager licenses (they can overwrite the information at the time of ordering)

2 This information is default set to Secomea. If this GateManager was purchased from a Secomea distributor, the information should be changed to reflect the details of the distributor.

3 Note that a copy of the order form will always be sent Secomea's license registration server. The information is regarded confidential and will not be disclosed from Secomea, except if needed to the entity specified in the "Send order" to section. The information is used only for securing that Secomea can cross reference the details in order to ensure creation of the licenses with the exact information.

4 This ID should be included in the formal order, and is used by Secomea to match the order with the exact server information.

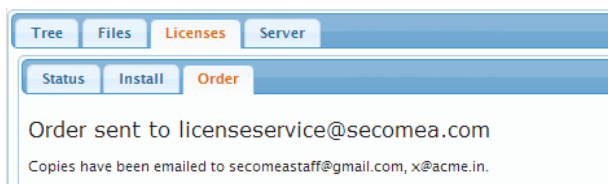
5 This is your order details, and should include your company's order number (if you use such)

6 This is the unique serial number of this GateManager installation. This information is used in combination with the Company information that was entered when installing the GateManager (see the Step1 guide) to generate the soft dongle.

7 This information will be encoded into your TLS certificate. The information is inherited from the information you entered when installing the GateManager (see the Step1 guide). Adjusting this information will not affect the soft dongle information.

8 The value of this field depends on the service agreement you will choose. If in doubt, you should enter 25 (which is the entry level of the "Maintenance Free" service agreement"). Otherwise leave the field empty, which will indicate that you accept the EasyService maintenance terms. Refer to the price list, or consult the representative of your point of purchase.

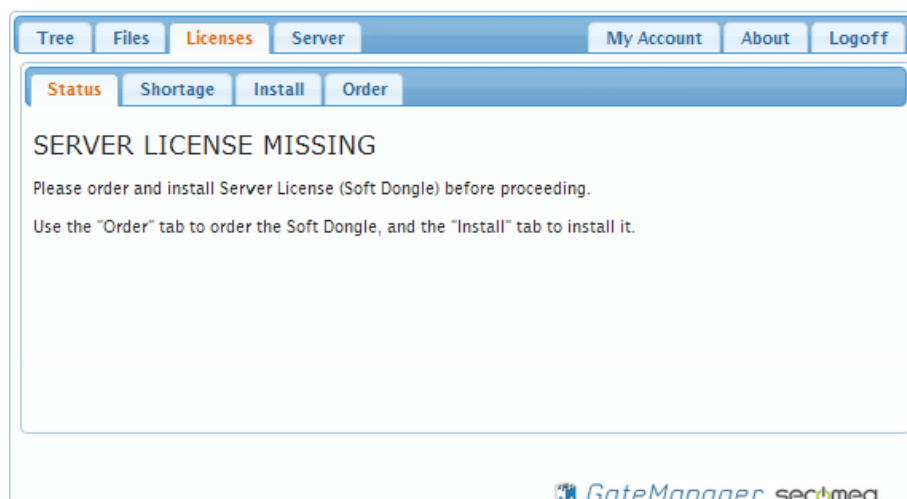
Selecting **Send Order** will generate a receipt. Note that you will receive a copy of the order



4. Installing licenses

4.1. Soft Dongle

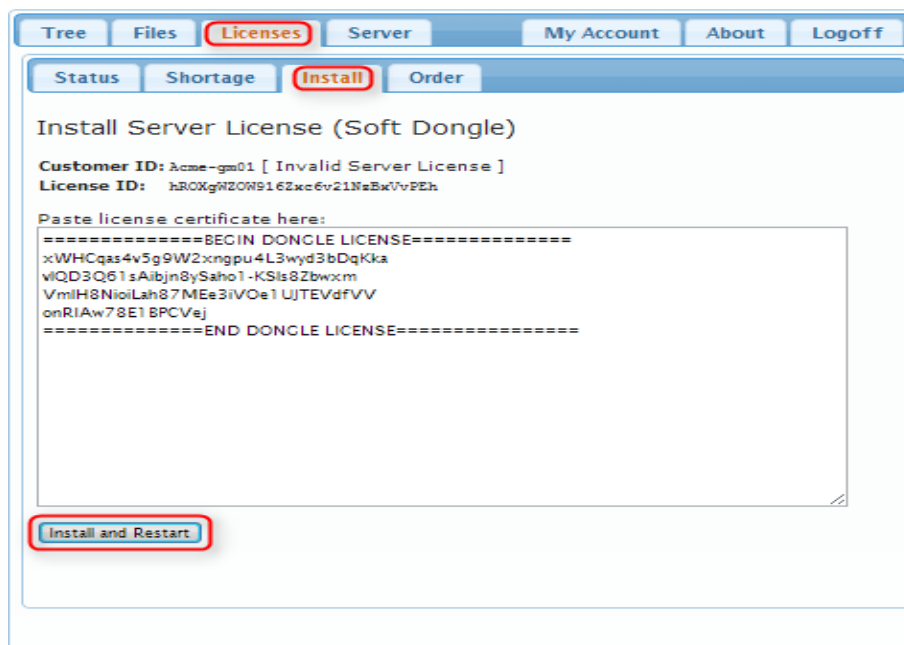
Before a Soft Dongle has been installed, your License status will be as follows:



You will receive the ordered licenses by email. The license files may be zipped, so you will need to unzip them first. The unzipped text file, contains the license. Open the text file with e.g. Notepad. The license will look like this:

```
=====BEGIN DONGLE LICENSE=====
ya1HcPNuNudvepaE5Tc6gTMZI3T8kAqh
h1bINUs-c1pdn5tfQmE6Q-nrHLR2ic4b
NCIta8BmGkBe4navWEph34wOezVx
=====END DONGLE LICENSE=====
```

3. Copy this license text, and logon to the GateManager server. Go to the Licenses Tab, and select Install. Paste the license into the textbox, and click Install. When installing a Soft Dongle, the server will restart to activate.



4. After the license upgrade your License status will look like this:

Product	Serial	Description	Floating	Fixed
9001:777	000001	GateManager: Max. Appliances 2 of 5000		
9001:342	fffff	SSL Client: Standard Pool	0 of 1	-
9001:241	fffff	LinkManager: Standard Pool	0 of 1	-
9001:341	fffff	LM Mobile: Standard Pool	0 of 1	-

The soft dongle will always include a max increase of max. appliances license upgrade according to the ordered GateManager maintenance agreement.

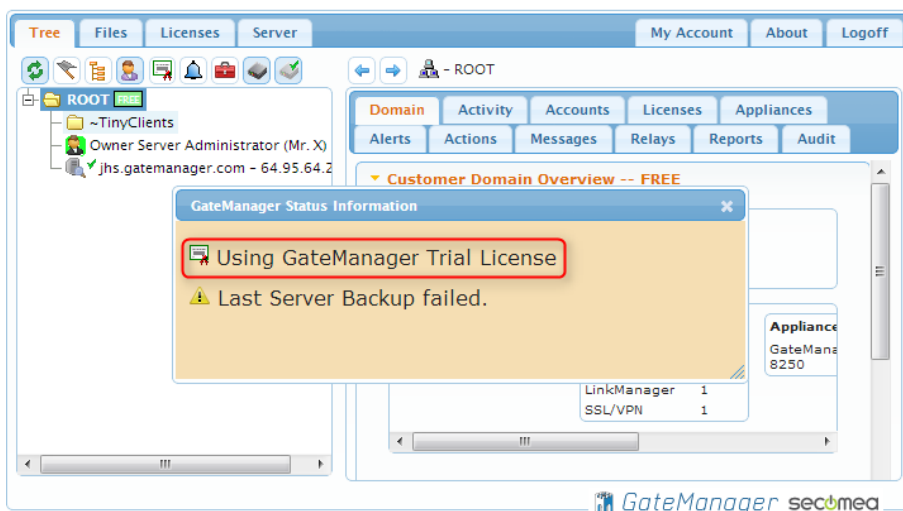
Notice that the max. appliances will reflect the appliance upgrade number included in the Soft Dongle. In this case the soft dongle is based on EasyService terms indicated by a maximum of 5000.

If you have entered the "Maintenance Free" service agreement, you would have started out with an Appliance license of 25. Upgrades can be purchased separately, and are installed the same way. A max appliance license upgrade, will have the following format:

```
=====BEGIN LICENSE UPGRADE=====
YSNQIsPB26IKThI4nqNa2sbuByi1ddUZ
Bm-eYuHYMgX391FwnD1O-gYkhrhj1Wa
51sk-ZFI
=====END LICENSE UPGRADE=====
```

4.2. TLS certificate.

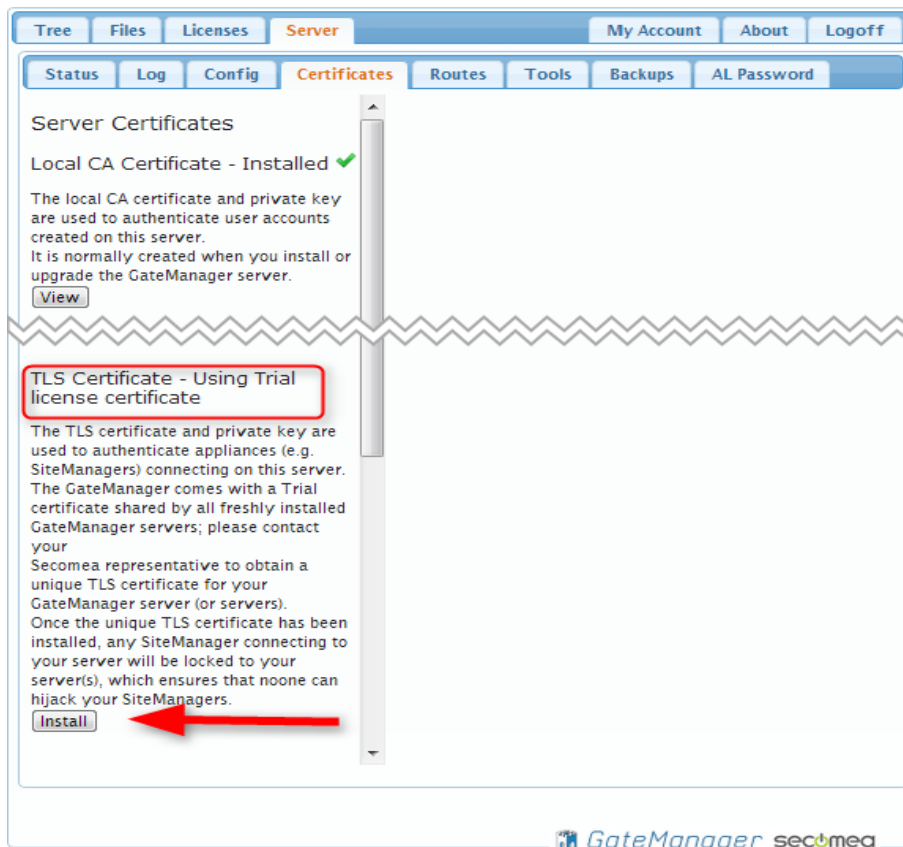
When logging into the GateManager, you will now receive the following information:



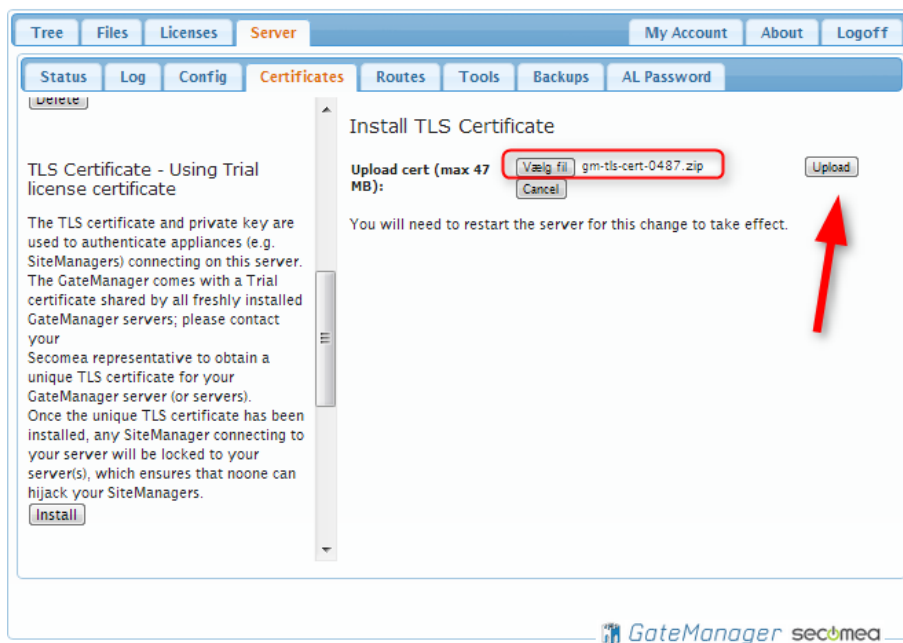
The GateManager is fully functional, but "Trial License" indicates that it is not advised to run the GateManager in production mode, as it may be prone to man-in-the-middle attacks.

Subsequent to the information you entered in the order form (item 7), you will receive the TLS certificate files generated by Secomea in a ZIP file called e.g. **gm-tls-cert-042F.zip**.

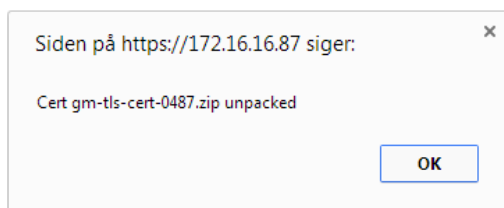
1. Enter the menu Server --> Certificates and scroll to section **TLS Certificate**.



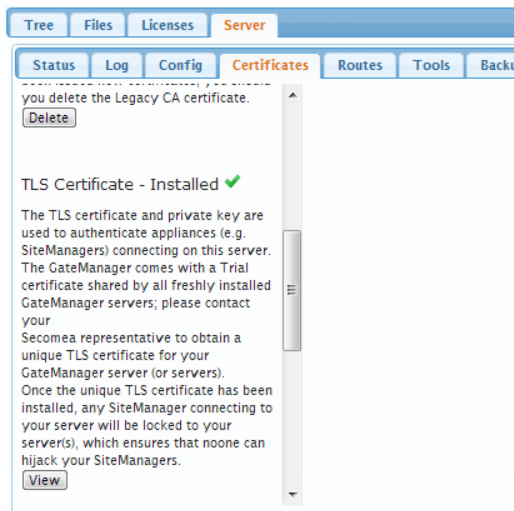
2. Select Install and upload the zip file (you should NOT unzip the file prior to the upload).



If successful you will receive the message:

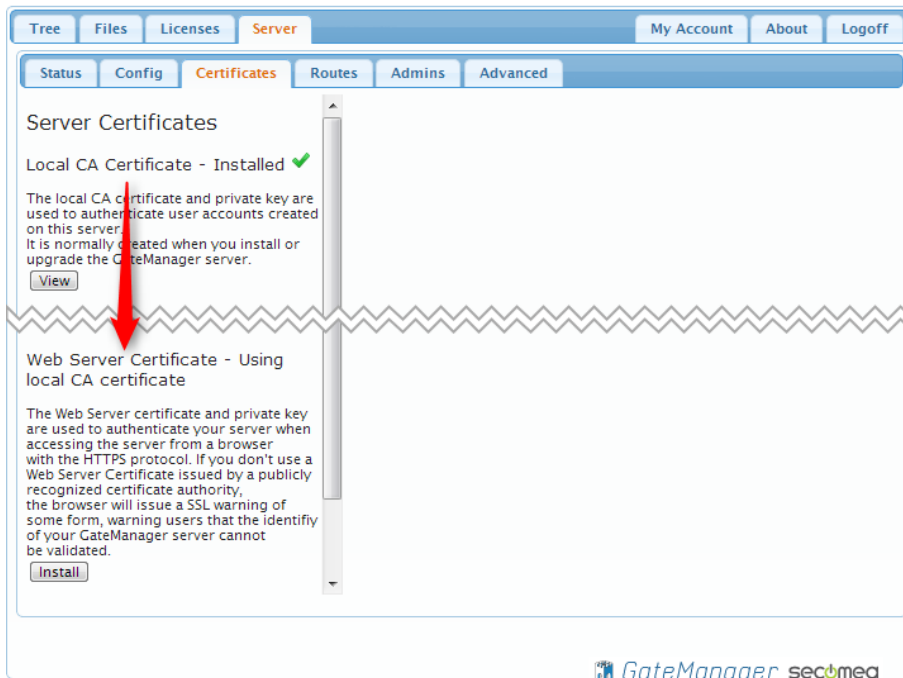



The TLS certificate is now installed:



4.3. Web Server Certificate (Optional)

The GateManager is now fully functional, but you will notice a https security warning in your browser address bar when logging in (~~https://~~). This is because the local CA certificate that is auto-generated for this GateManager installation is used as Web server certificate, and is not signed by a publicly recognized certificate authority.



By acquiring a certificate generated by a certified authorization service provider (such as Verisign or Geotrust), you will eliminate this security warning for the GateManager web login (The address bar will then indicate something like this:  Secomea A/S [DK] <https://>)

Note: When you apply for a certificate by the authorization service, the FQDN you provide as the GateManager's FQDN must match exactly the entire FQDN configured in the GateManager.

APPENDIX A, Setting up Backup

This section will guide you through the basics of setting up a FTP backup.

Backup will ensure that you can recover GateManager data including the database and the GateManager settings/licenses. This does not include a backup of the appliance firmware in the Files section.

Note: It is advised to take a backup of the server host once and for all. Stop the GateManager virtual machine and take a copy of the images (a so called “year-0” copy). In case the entire GateManager server need to be restored you just have to restore the “Year-0” copy and restore the data-backup (More details on restoring a “year-0” backup can be found in the STEP1 guide).

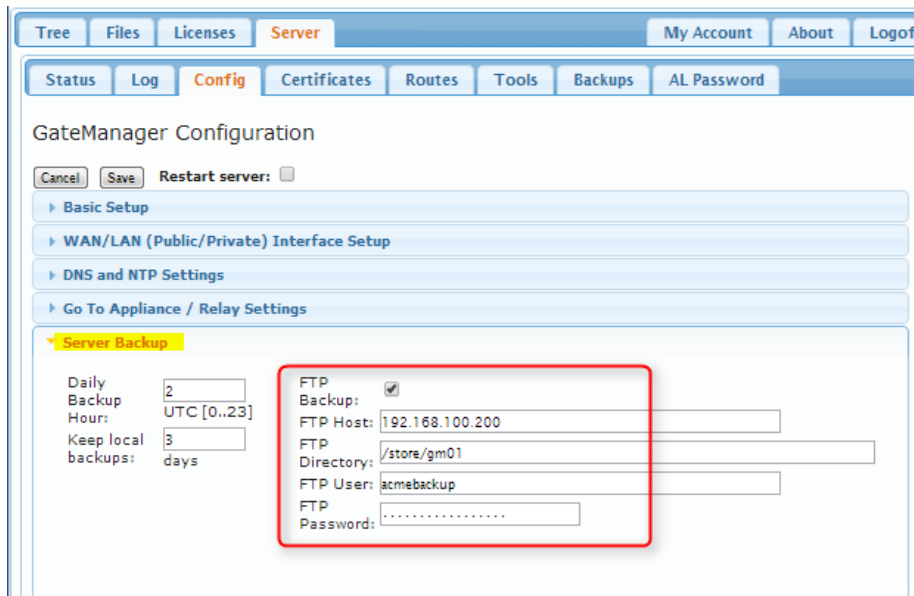
Prerequisites for backup of the GateManager server:

FTP credentials with reference to the *GateManager Info* table

FTP Backup

An advantage of a FTP backup is that the FTP server does not have to be in the same location as the GateManager server and thus subsequently represents an additional security measure in the event the server physically disappear.

1. Select **Server** → **Config** and expand the **Server Backup** section. Fill in the FTP settings according to the information. Press the **[Save]** button. It is not necessary to restart the server.



The screenshot shows the GateManager Configuration web interface. The 'Server' tab is selected, and the 'Server Backup' section is expanded. The 'FTP Backup' checkbox is checked. The following fields are filled in:

Daily Backup	2
Hour:	UTC [0..23]
Keep local backups:	3 days
FTP Backup:	<input checked="" type="checkbox"/>
FTP Host:	192.168.100.200
FTP Directory:	/store/gm01
FTP User:	acmebackup
FTP Password:

Trouble shooting backup

When a FTP backup is configured (see chapter 0) a backup to the FTP server will be scheduled to run at 04:00 every night. For testing you can perform a manual backup as shown below.

1. Select **Server** → **Status** and press the **[More]** button to see the latest backup log. Press the **[Backup]** button to manually start a backup process.

The screenshot displays the GateManager Status page. At the top, there are navigation tabs: Tree, Files, Licenses, Server (highlighted), My Account, About, and Logoff. Below these are sub-tabs: Status (highlighted), Config, Certificates, Routes, Admins, and Advanced. The main content area is titled 'GateManager Status' and lists various server metrics: Server time (2012-06-13 16:44:52), Last backup (2012-06-13 16:44:36), Database Usage (with a progress bar), Database Memory (250 MB), Database Storage (1161 KB), Firmware Storage (7 MB), Audit Log Storage (2 MB), Domains (1057), Accounts (454), Appliances (3612), Alerts (6), License Pools (7), and Messages (0). Below the status list are buttons for Refresh, Compact, Backup, and More >>. A red callout bubble with the text 'Manual start a backup' points to the Backup button. Below the status section is a 'Last Backup Log' section with a scrollable area containing the following text: 'Current audit log disk usage: 2 MB (8 months)', 'Removing backups older than 3 days', 'Start Backup backup/gm.2012-06-13-14:44:23.tgz: Wed Jun 13 16:44:23 CEST 2012', 'Backup done: -rw-r--r-- 1 root root 6762805 Jun 13 16:44 backup/gm.2012-06-13-14:44:23.tgz', 'Start backup export', 'Start Exporting Backup...', 'Copy/FTP to 172.16.15.11:/array1/ftpbackup/gml78/daily-1.tgz', 'FTP Backup succeeded', and 'Exporting Backup Done: Wed Jun 13 16:44:36 CEST 2012'. At the bottom of the page, there is a 'System processes' section and the GateManager sec0mea logo.

The **Last Backup Log** will show a potential error info in pseudo human text.

When the backup has finished it must show "FTP Backup succeeded" followed by "Exported Backup Done".

APPENDIX C, Upgrading GateManager firmware

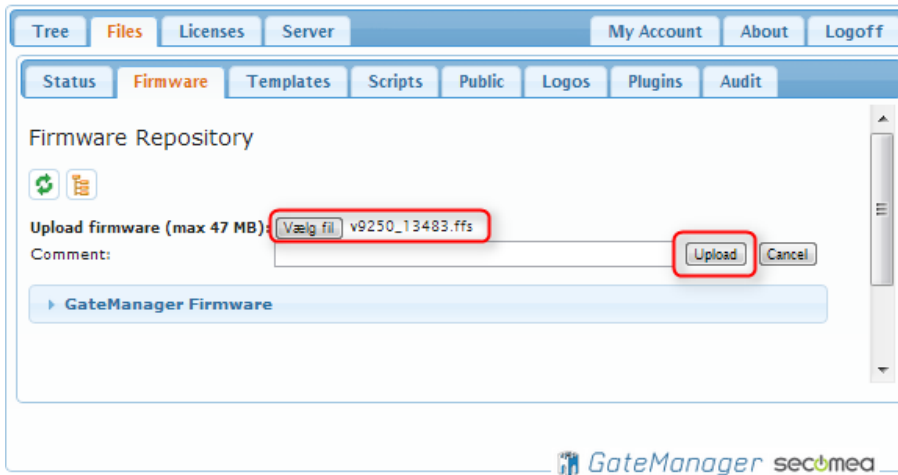
There may be a newer version of the GateManager server, than the one provided in the virtual image.

Check the about menu for the currently running version. If a newer version exist on the Secomea web site, you may want to continue with the following.

1. Select **Files** → **Firmware** and press the plus Icon



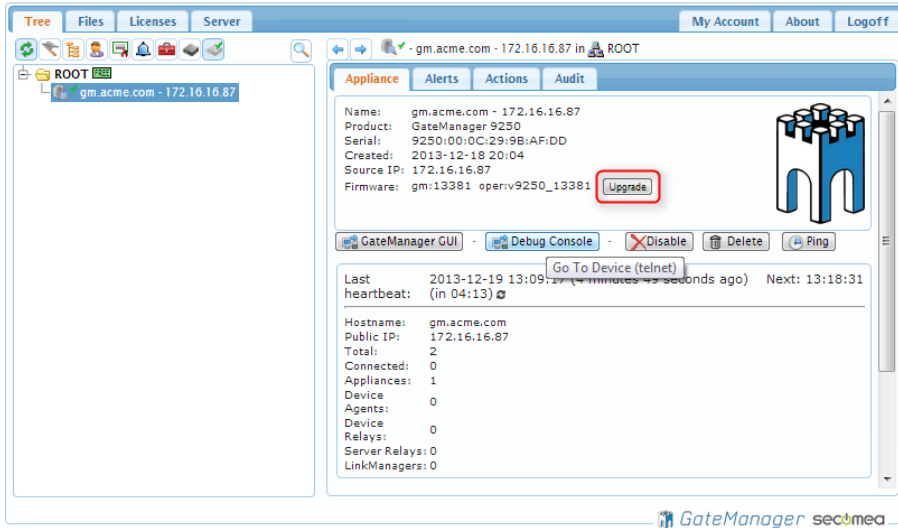
2. Press **Choose File** and browse for the file: (v9250_xxxxx.ffs) and press **Upload**



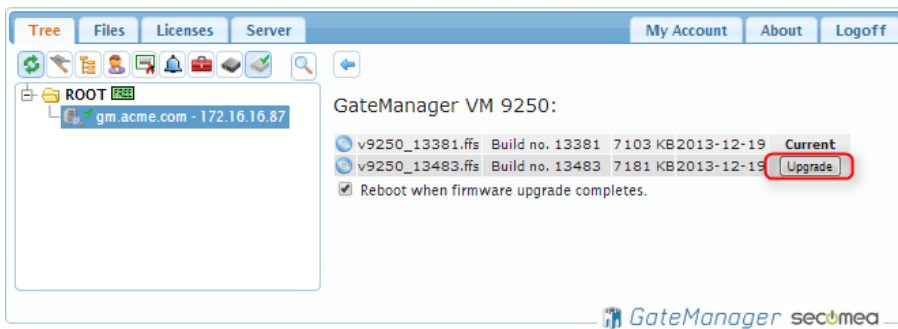
Wait for the firmware to be uploaded.

3. Select the **Tree** menu and click on the “**Show Appliances**” Icon in the top Icon-list, and the GateManager server should be listed. In this example it is called “gm.acme.com -”

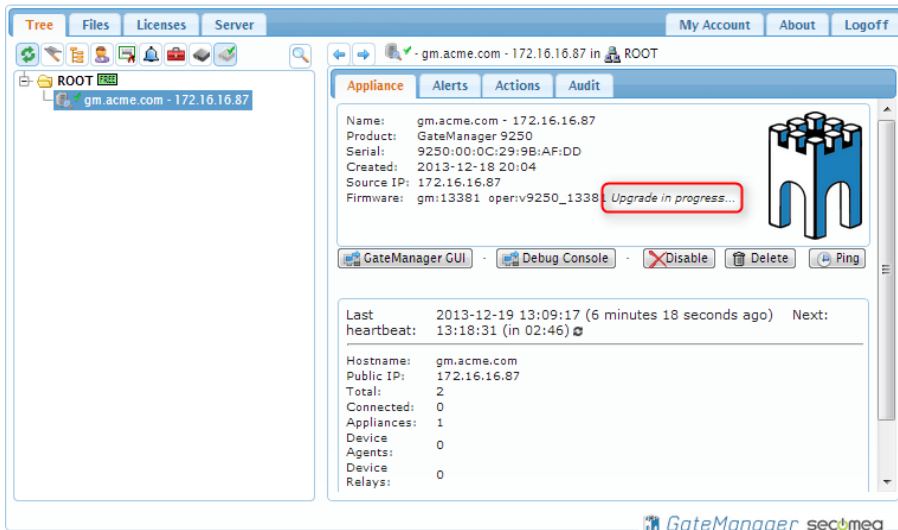
4. Press the **[Upgrade]** button



5. Press the **[Upgrade]** button next to the relevant firmware



6. Upgrading the server will only take a few seconds and **Upgrade in progress** is shown on the screen.



7. After that the server is upgraded, it is advisable to logoff and login again, and also click to refresh[F5] your browser cache.

APPENDIX D. Distributor License for GateManager Hosting Servers

About the Distributor license

The Distributor licenses is only used for a GateManager server of an appointed Secomea distributor, and where the GateManager is used as hosting server for the customers of the distributor.

The certificate allows the distributor to checkmark domains as **Customer Domains**. Subsequently the customer will be able to see the EasyService maintenance level on his domain (EasyService level is calculated based on the number of SiteManagers, LinkManagers and Domain Administrators in the customer domain)

On a monthly basis the administrator accounts in the customer domain, will receive an audit report of contents of the domain. Concurrently the upper level Distributor and Server administrators will receive a summary report of all customer domains.

This report is used to calculate the customer's EasyService level according to the Secomea pricelists.

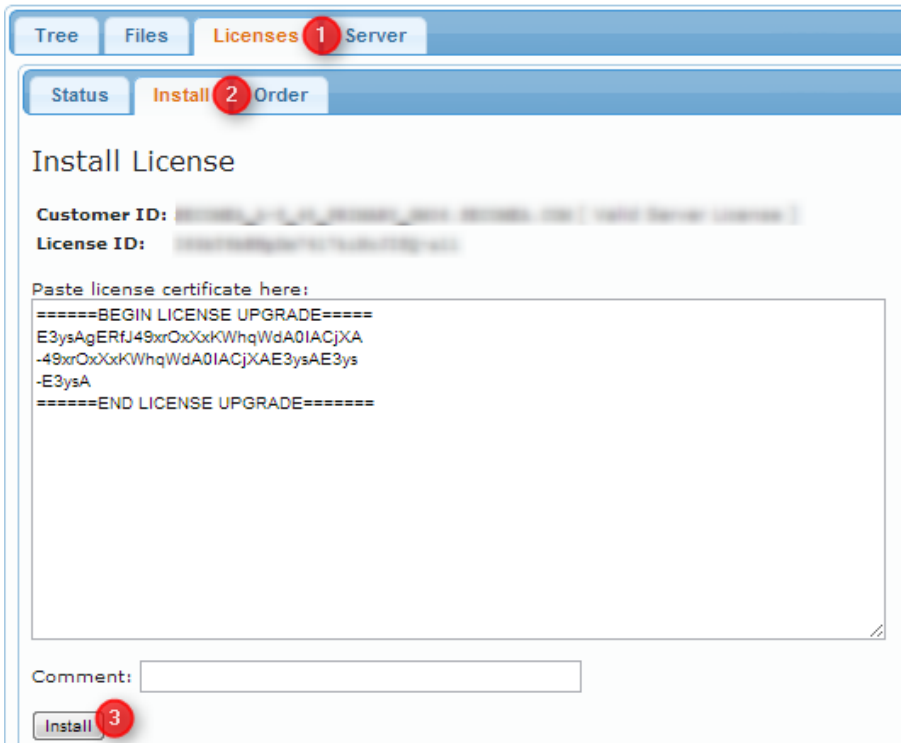
You order the Distributor license by contacting Secomea by email and request the license for the GateManager that you have dedicated as hosting server. There is no specific order form for the Distributor certificate.

Installing the license

You will receive the Distributor license by email. The license file may be zipped, so you will need to unzip it first. open the text file containing the license. The license will look something like this:

```
=====BEGIN LICENSE UPGRADE=====
E3ysAgERfJ49xrOxXxKWhqWdA0IACjXA
-49xrOxXxKWhqWdA0IACjXAE3ysAE3ys
-E3ysA
=====END LICENSE UPGRADE=====
```

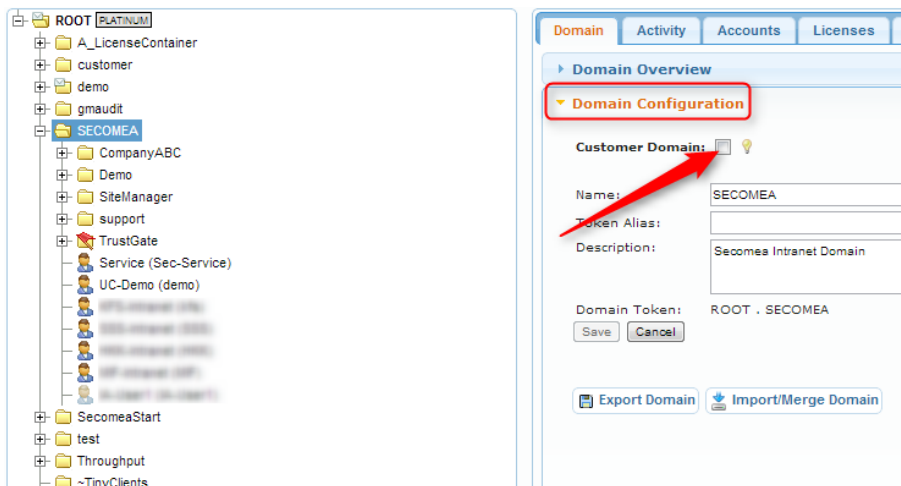
Copy this text, and logon to the GateManager server. Go to the Licenses Tab, and select Install. Paste the license into the textbox, and click Install. The license is now installed.



Using the distributor license features.

You can use the distributor license to select which domains are customer domains.

This is done by selecting the domain and ticking the **Customer Domain** checkbox in the right column below **Domain Configuration**.



This checkbox is only accessible if you GateManager Administrator account is created with either the role **Server Administrator** or **Distributor Administrator**.

There is now a new "easyservice" selector for reports.

EasyService levels are shown next to the customer domain name in the tree. and a report is sent on a scheduled basis to the upper level administrators. The report looks like this:

From: GateManager [do-not-reply@secomea.com] Sent: 18 01-09-2012 0
 To: [redacted]
 Cc:
 Subject: Secomea Monthly EasyService Report - Summary (KFS GM5 Server: ROOT)

Message | EasyService.html (3 KB) | Summary.html (7 KB) | Licenses.html (3 KB)

Dear GateManager Distributor,

You receive this report because you are administrator of a domain that is subject to the Secomea EasyService licensing terms.

This report will be sent on regular basis as a service to you, so you can keep track of the equipment that are covered by the EasyService licensing model. EasyService level BRONZE and above are chargeable, and invoicing will be made based on the below values and according to the price list of your point of purchase.

EasyService level: GOLD

Report: Monthly EasyService Report from KFS GM5 Server (ROOT)
Date: 2012-09-01 00:00:00 CEST
Server: KFS GM5 Server (gate.secomea.it)
Domain: ROOT

Description: KFS GM5 Server
 Manager de change rapporteur, avec generation page health.
 (KFS en mode stable pour account pdt KFS server -)

EasyService Counters and Levels

EasyService Item	Current	FREE	BRONZE	SILVER	GOLD	PLATINUM
Total SiteManager Appliances	2	≤ 100	≤ 300	≤ 500	> 500	> 500
Total LinkManager Licenses	3	≤ 2	≤ 4	≤ 6	≤ 8	> 8
Total LinkManager Mobile Licenses	0	≤ 4	≤ 8	≤ 16	≤ 32	> 32
Total Administrator Accounts	9	≤ 2	≤ 3	≤ 5	> 5	> 5

Best regards,

Secomea GateManager Team

APPENDIX E. Recover lost Server Administrator password

If you lose your .cer file, or forget the password to your Server Administrator account, you can use a **RecoveryAdmin** user, to obtain access to a GateManager Server Administrator. This requires access to the hypervisor console.

1. Access the Virtual host using the vmware player, vSphere client or it using HyperV then the HyperV Manager and connect to the console.
2. Initiate the recovery procedure by typing

➤ **recover**

```
EXT3-fs (sdb1): mounted filesystem with ordered data mode
e2fsck 1.41.12 (17-May-2010)
/dev/boot: clean, 14/9984 files, 334/9969 blocks

Please press Enter to activate this console. pnet32 0000:02:00.0 eth0: link up
>
The following commands are available:

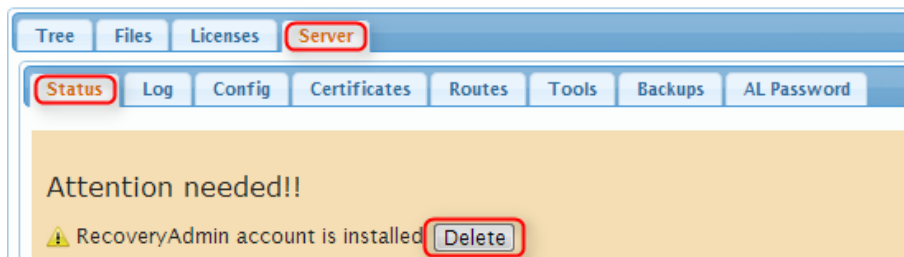
  recover      Install recover admin account
  reset        Reset the configuration to factory default
  reboot       Reboot the appliance
  status       Show system status
  ping         Ping a target

recover

-----
Created RecoveryAdmin account with well-known password.

Remember to delete the account on Server > Status page as soon
as you have recovered the server administrator account.
-----
>
```

3. The server has now created a recovery login. The account credentials are:
Username: RecoveryAdmin **Password:** gatemanager
4. Now, you are able to change any user's password, and resend their certificate. Once completed, delete the RecoveryAdmin from the Server > Status menu:



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