

Getting Started

GateManager5 PREMIUM Domain Administration



This document helps you get started with Secomea's hosted GateManager5 in relation to the GateManager 5 Domain Administration.

This guide assumes that you have worked with the **GateManager5 FREE BASIC** start package and have ordered the **GateManager PREMIUM** upgrade (Secomea part number 26777), and subsequently had your GateManager administrator account upgraded with Domain Administration features.

This document does not explain all the features and possibilities of the GateManager Domain Administrator, but only the more commonly used features for administering SiteManagers and LinkManagers.

Version: 2.1, January 2013



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1. GateManager5 Administrator GUI FAQ

Q: What is the difference between the GateManager5 administrator GUI and the GateManager 4 GUI?

A: The GateManager 4 GUI could only be accessed by the Java based GateManager Console application. GateManager5 is accessed by an ordinary web browser. Also GateManager 5 has been redesigned in every aspect. The GateManager 5 GUI is more intuitive, faster and has improved with more features.

Q: Can any browser be used for accessing the GateManager administrator GUI?

A: Almost. The GateManager administrator GUI is using advanced Java script, which should be supported by most web browsers. We recommend Google Chrome, Mozilla Firefox, Apple Safari. Microsoft Internet Explorer is not recommended due to slow and flawed processing of Java script. However, IE 9 and IE 10 should work, while IE8 will not. Note that on IE 9 it is also required that TLS 1.0 is checked in the advanced settings.

Q: Can I use my tablet or smart phone?

A: Yes. For Apple iPad and iPhone you may need to change your Administrator account to use user name and password only, since it may not be possible to store the x509 certificate onto the device. For newer Android based devices such as Samsung, you can store the certificate on the device. Note that drag'n'drop by default is disabled when GateManager detects a browser on an Android or iOS platform in order to prevent unintended reorganizing of contents. This can, however, be enabled under the My Account menu and is stored in a local cookie locally on the PC.

Q: Can I load the x509 certificate into my browser, so I do not have to browse for it each time I login?

A: Yes. GateManager 5 uses a cookie to remember which file was used for the last login.

Q: Can GateManager administrators at the same level change or delete each other's accounts?

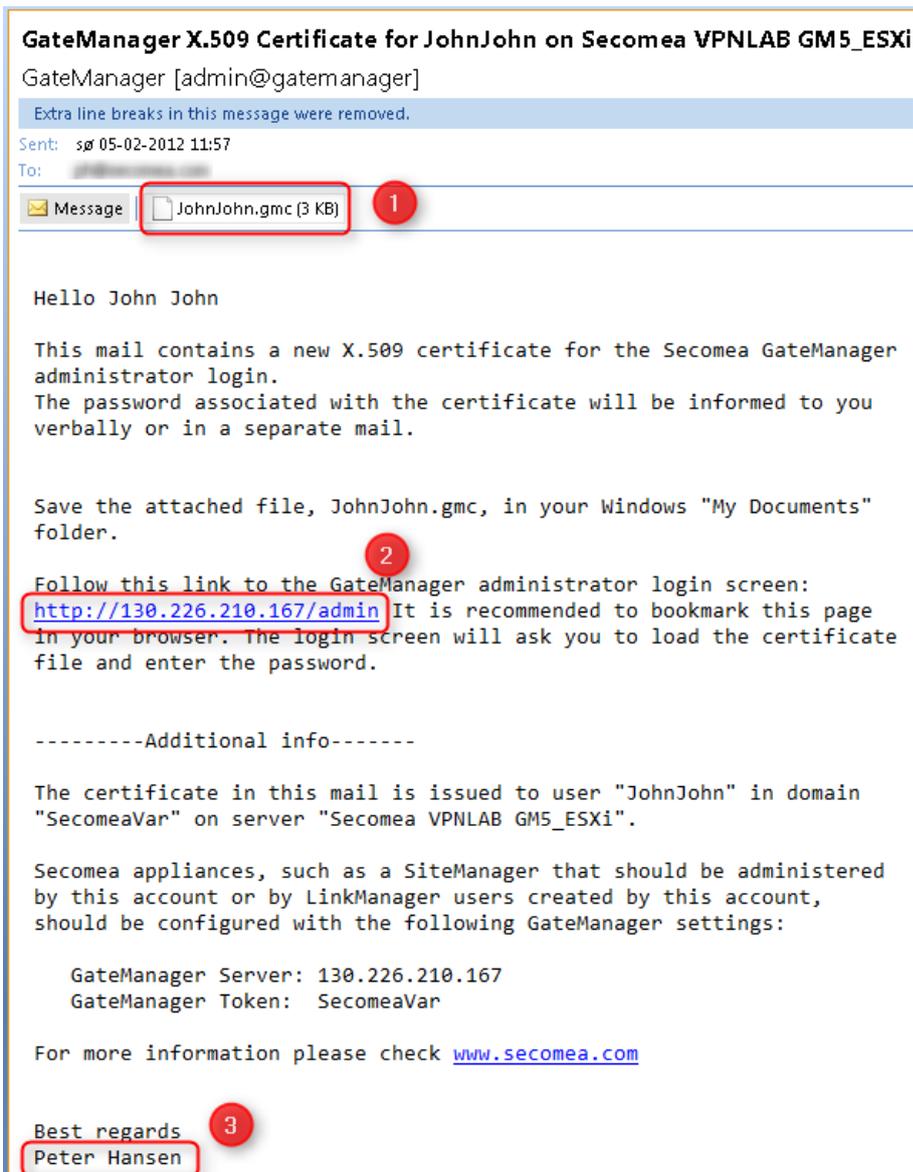
A: Yes. We have chosen to allow this by design, in order to let administrators help each other in case a password is forgotten. If you need to have an overall administrator, you can decide to create a sub-domain structure in which you create additional administrator accounts, and then have the initial administrator account in the "root-domain".

Q: I already have a GateManager FREE BASIC account. Do I need a new login, for my PREMIUM account?

A: No, we will typically just upgrade your account profile on the server. Next time you login you will notice that you have all the GateManager Domain administrator features applicable to the GateManager PREMIUM account.

2. First time login to the GateManager5 WEB GUI

1. When the administrator account was initially created for you, an email was automatically sent to you. It would look like this:



- 1 If the account was defined to use two factor security with x509 certificate, the email will include the certificate as attachment. Save the certificate on your PC in e.g. the "My Documents" folder.
- 2 The email will include a link to the GateManager's DNS name and/or IP address. Click the link to connect to the GateManager. Bookmark the link in your browser.
- 3 The email is sent with the GateManager server as sender, while the name in the greetings section indicates the GateManager administrator account that created your account. If you have not been notified about the password associated with your account, you will need to contact this person.

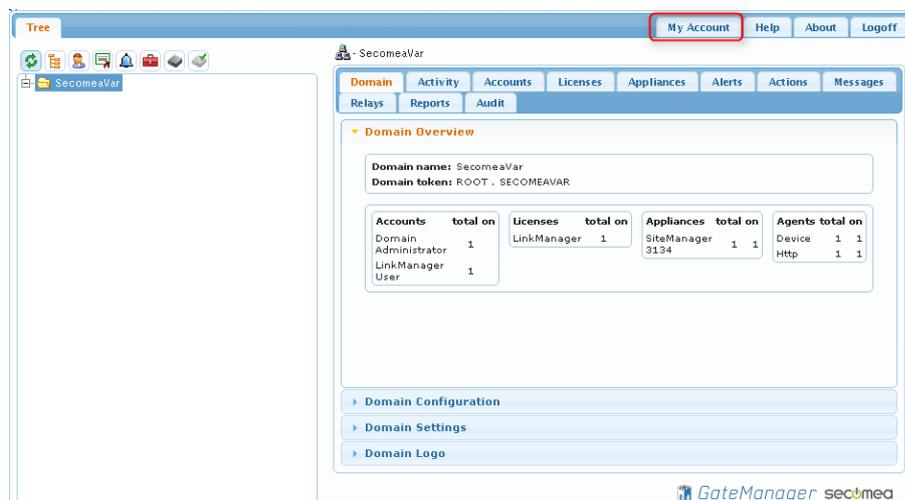
2. Follow the link in the email to open the GateManager login screen, and browse for the certificate you just saved.



The image shows the GateManager Administrator Login screen. At the top, the 'GateManager' logo is displayed in a blue gradient bar. Below the logo, the title 'Administrator Login' is centered. There are two radio button options: 'Certificate:' with a 'Choose File' button and the text 'JohnJohn.gmc', and 'User name:'. Below these is a 'Password:' field with a masked input box. A 'Login' button is positioned below the password field. In the bottom right corner, the 'sec0mea' logo is visible.

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

3. In your very first login, you will see an empty tree. You should consider changing your password under **My Account**. Note that this will make the GateManager server issue a new email with a new certificate. Your existing certificate will subsequently be invalidated.



The image shows the GateManager Domain Overview screen. The top navigation bar includes 'My Account' (highlighted with a red box), 'Help', 'About', and 'Logout'. Below this is a secondary navigation bar with 'Domain', 'Activity', 'Accounts', 'Licenses', 'Appliances', 'Alerts', 'Actions', and 'Messages'. The main content area is titled 'Domain Overview' and displays the following information:

Domain name: SecomeaVar
Domain token: ROOT - SECOMEAVAR

Accounts	total on	Licenses	total on	Appliances	total on	Agents	total on
Domain Administrator	1	LinkManager	1	SiteManager	1 1	Device	1 1
LinkManager User	1			3134		Http	1 1

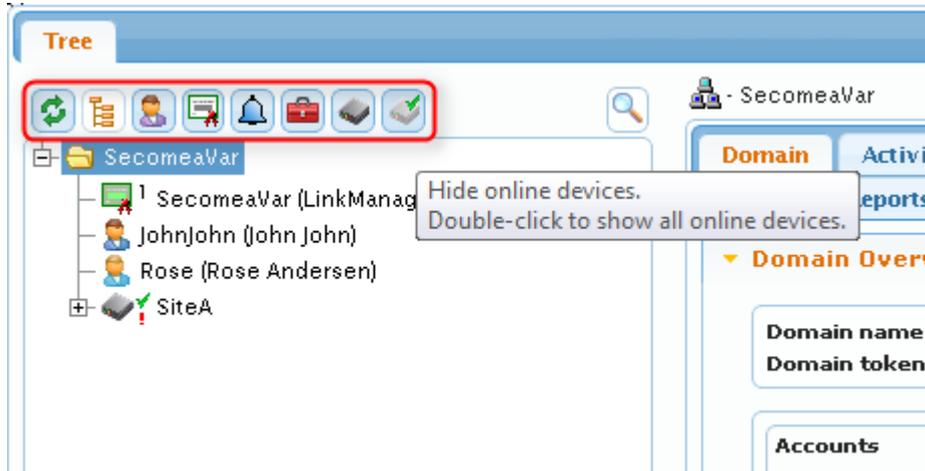
Below the table, there are three expandable sections: 'Domain Configuration', 'Domain Settings', and 'Domain Logo'. The 'GateManager sec0mea' logo is at the bottom right.

4. In order to display items in the tree, you should **click on the icons** above the tree. When an icon has a blue background it means the item is activated and the associated objects will be shown in the tree.

The icon mouse-over message will indicate the function of an item.

The settings of the icons will be saved in a cookie on your PC and your tree-view will be restored when you login again.

This will allow you to customize your favorite view according to the functions you use most often.

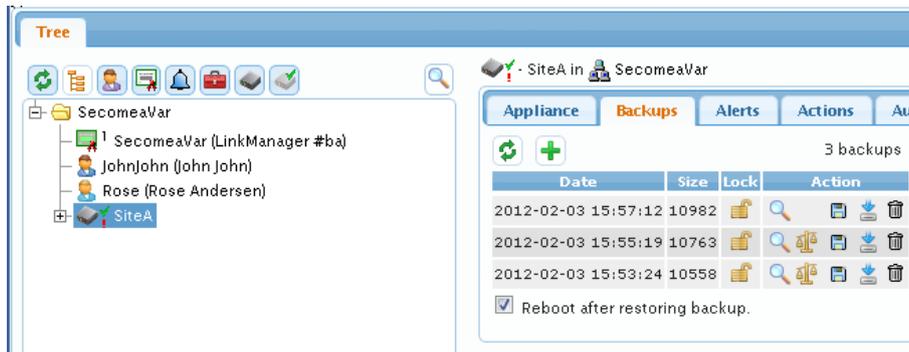


3. SiteManager configuration backup

With GateManager 5 you do not need to setup configuration backup.

When a change is made to the SiteManager configuration, the GateManager server will automatically make a new backup of the configuration.

You can view the configuration by placing the cursor on a SiteManager and select the Backup tab:



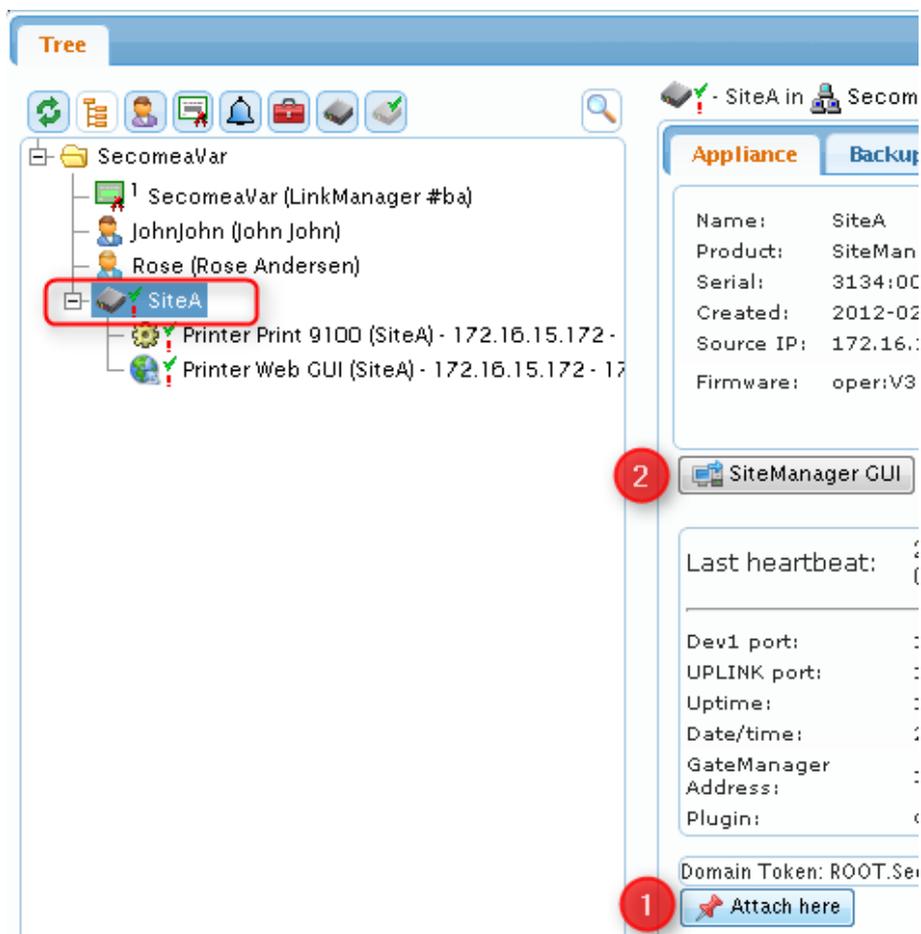
The GateManager will always store the 3 most recent configurations and overwrite the oldest. If you wish to maintain a particular configuration, you can select the Lock function, which will prevent the configuration from being overwritten.

A useful feature is that you can use the scale symbol to compare differences between two configuration backups.

4. Accessing the Web GUI of a SiteManager

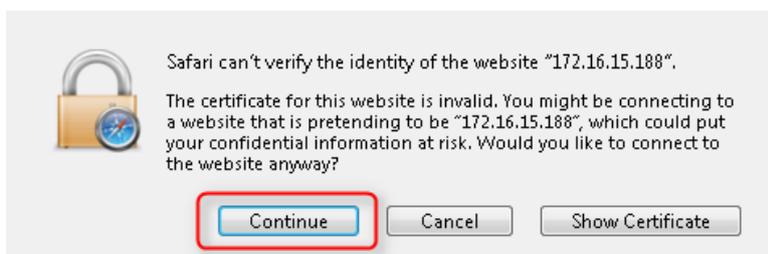
1. A SiteManager that has not been managed via the GateManager administrator GUI before will be marked with a red exclamation mark (!). Before you can connect to the SiteManager's web GUI you need to attach it to the GateManager.

You can either right-click the SiteManager and select **Attach**, or select **Attach here** in the Appliance tab.

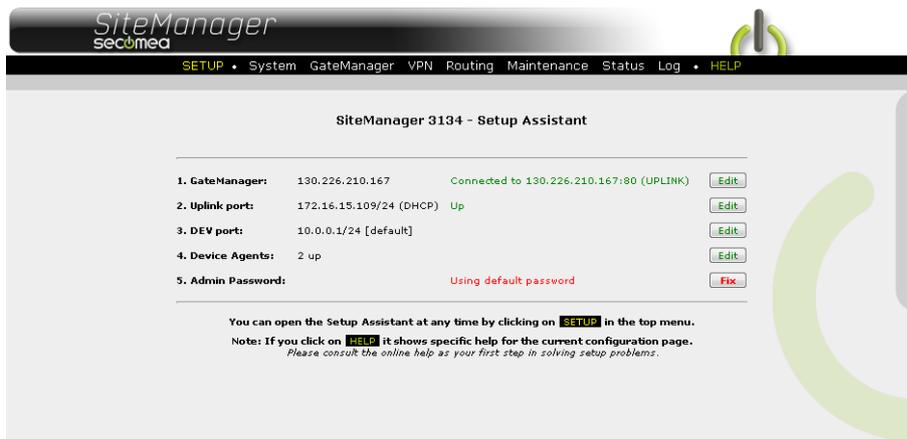


2. First time you select the **SiteManager GUI** button for a given device, you will be met with a browser message saying that the certificate of the website is insecure (wording will depend on the browser)

This is because the SiteManager certificate and the temporary IP address to reach it, is not known by a public certificate authentication service. You can, however, safely press continue to the message.



3. This will bring you to the configuration interface of the SiteManager.

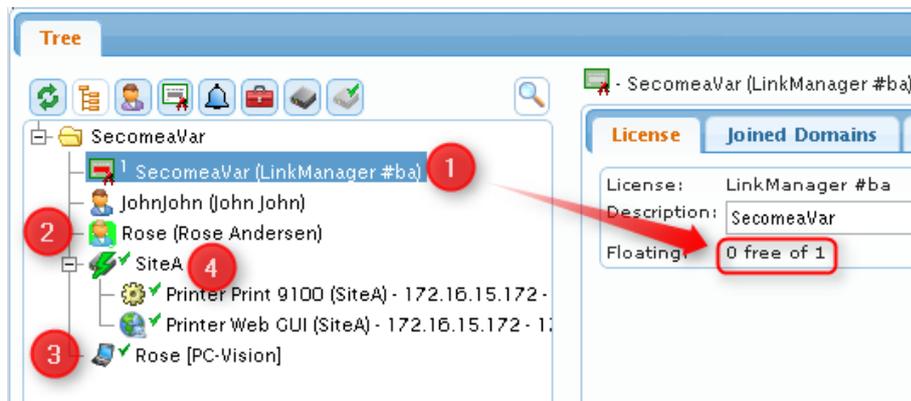


Hint. Refer to the Secomea GateManager5 BASIC Guide for an introduction to configuring SiteManager network settings and setting up Device Agents.

The guide can be downloaded from this location: <http://info.secomea.com/basic>

5. Accessing the Web GUI of a LinkManager

1. When a LinkManager is connected to the GateManager server, you will see a number of things:



1 Firstly a License will be pulled from the LinkManager license pool. The "progress bar" of the certificate icon will show with red, how many licenses are left. If all licenses of the pool is used no other LinkManager will be able to connect until the currently connected LinkManager disconnects.

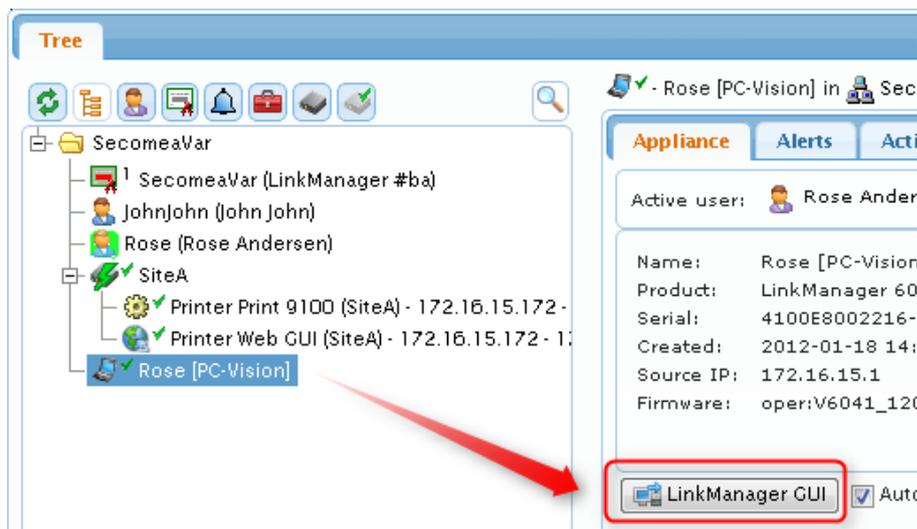
2 The account icon of the connected LinkManager will get a light-green background, which makes it easier to identify users that are logged in.

3 Simultaneously an "LinkManager appliance" icon will appear with a laptop symbol with a green checkmark. In square bracket the Windows computer name is shown.

Hint: Right-clicking and disabling and enabling the appliance will free the license in case the user has forgotten to logout and is unintentionally blocking the license.

4 If the LinkManager user has logged in and also has connected to a device via a SiteManager agent, a green lightning symbol will appear over the SiteManager icon.

2. If you select the laptop icon, you will see the "LinkManager GUI" button.



3. If you click it, it will warn you about the usual certificate issue, which you can safely ignore and continue to the administrator interface of the LinkManager.

If you want to get to the screen that the user sees, you will have to select **Console**.



4. Even though the LinkManager is connected, you will always get the login screen of the LinkManager.

So in order to really see what the user sees, you need to enter the password of the LinkManager certificate. You may have to ask the LinkManager user about this.



5. Once you enter the correct password, and select Login, you will be brought directly to the screen that the user sees. You are now able to perform remote support to the user, or perform trouble shooting by remotely operating the LinkManager.

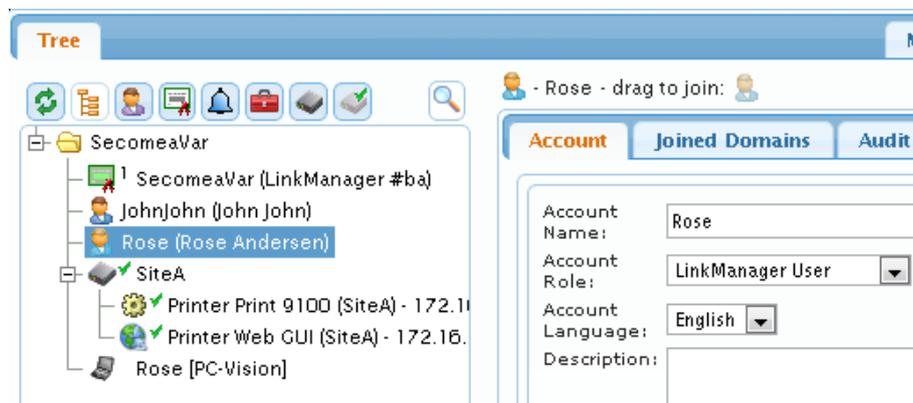


Hint: The screen will not auto-refresh, so if the user does something in the menu, you should hit F5 to refresh, and likewise the user must hit F5 to refresh his browser if you are doing something in the menu remotely.

6. Organize equipment in domains and provide LinkManager access to specific equipment

One of the key features of the GateManager, is the ability to create domains for organizing equipment based on purpose, access level, customer, location etc., and then create accounts for which differentiated access to the various domains are defined.

If we take a look at our example we have the LinkManager user Rose who, due to being created in the root domain (SecomeaVar), has access to any device that may appear in this domain and any sub-domain.

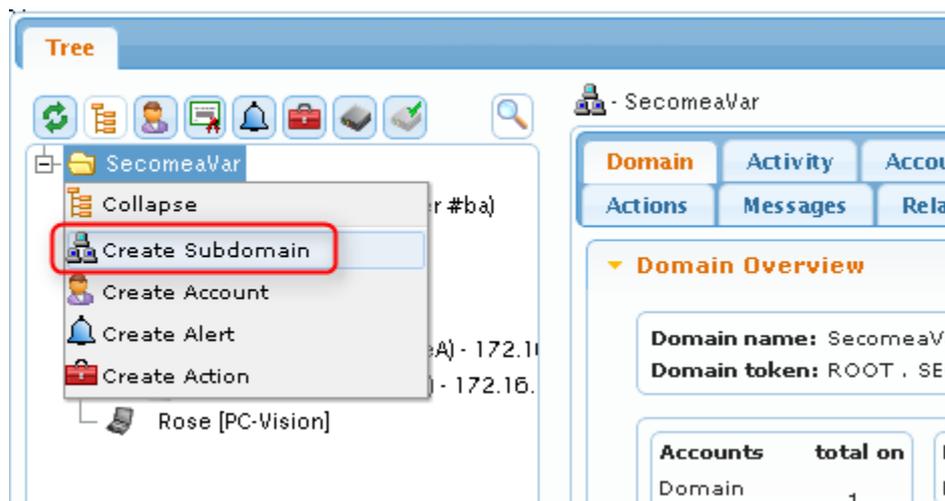


For this exercise we therefore want to do the following:

1. Create some domains, and move device agents configured on the SiteManager "SiteA" into these domains.
2. Move LinkManager user "Rose" to a sub-domain and grant her access to the agent "Printer Web GUI" only.
3. Create a new LinkManager user "Jeff", who will have access to both the agent "Printer Web GUI" and also the agent "Printer Print 9100", but he should not have access to the SiteManager itself.

6.1. Create new domains and move device agents to them

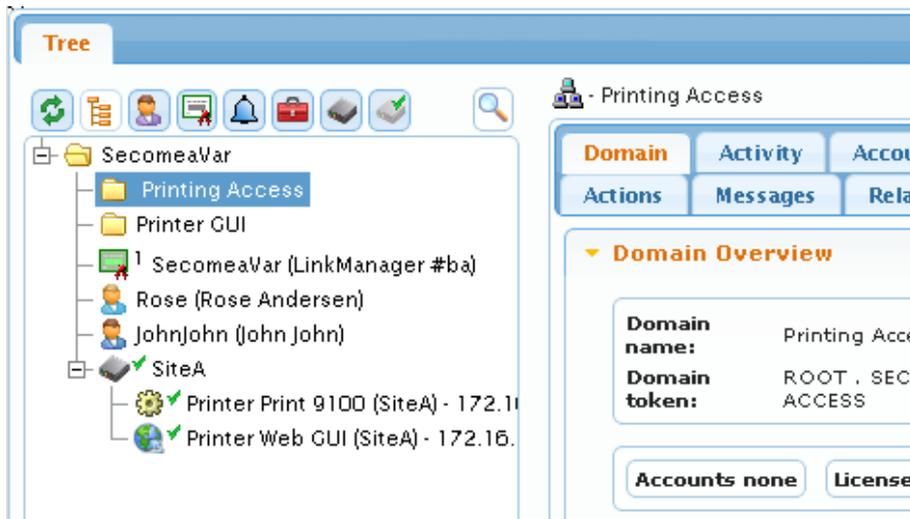
1. First we right click the root domain and select **Create Subdomain**.



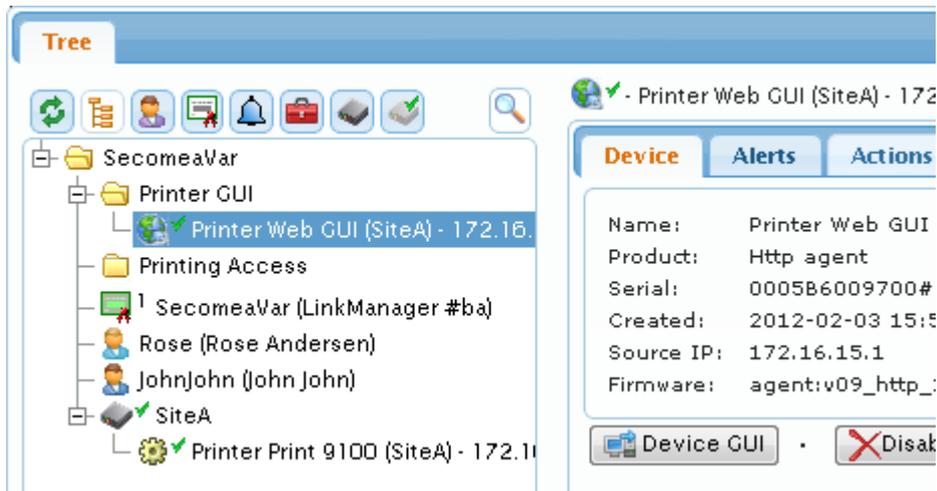
2. We name the new domain "Printer GUI"



3. We use the same procedure to create the domain "Printing Access"



4. We select the agent "Printer Web GUI" and while holding down the left mouse button, we drag the agent to the domain "Printer GUI".



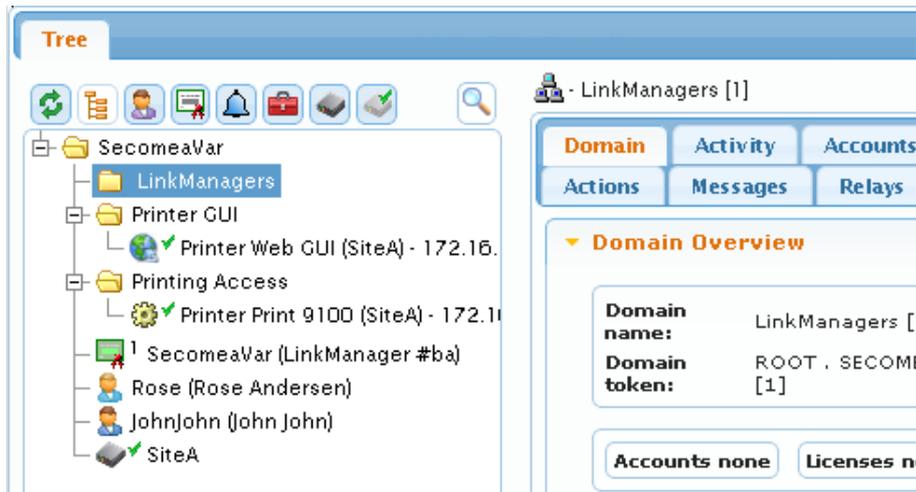
- We do the same for moving the agent "Printer Print 9100" to the domain "Printing Access"



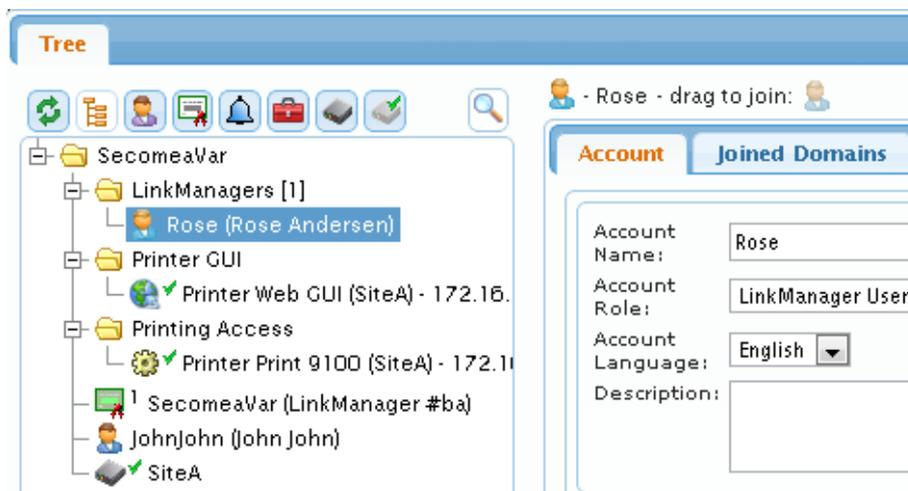
Notice that the SiteManager itself stays in the root domain.

6.2. Create a domain to hold LinkManager accounts

- We right click the root domain and select **Create Subdomain**, and we create a domain called "LinkManagers"



- Now we select the account Rose, and while holding down the left mouse button, we drag the account into the new domain.

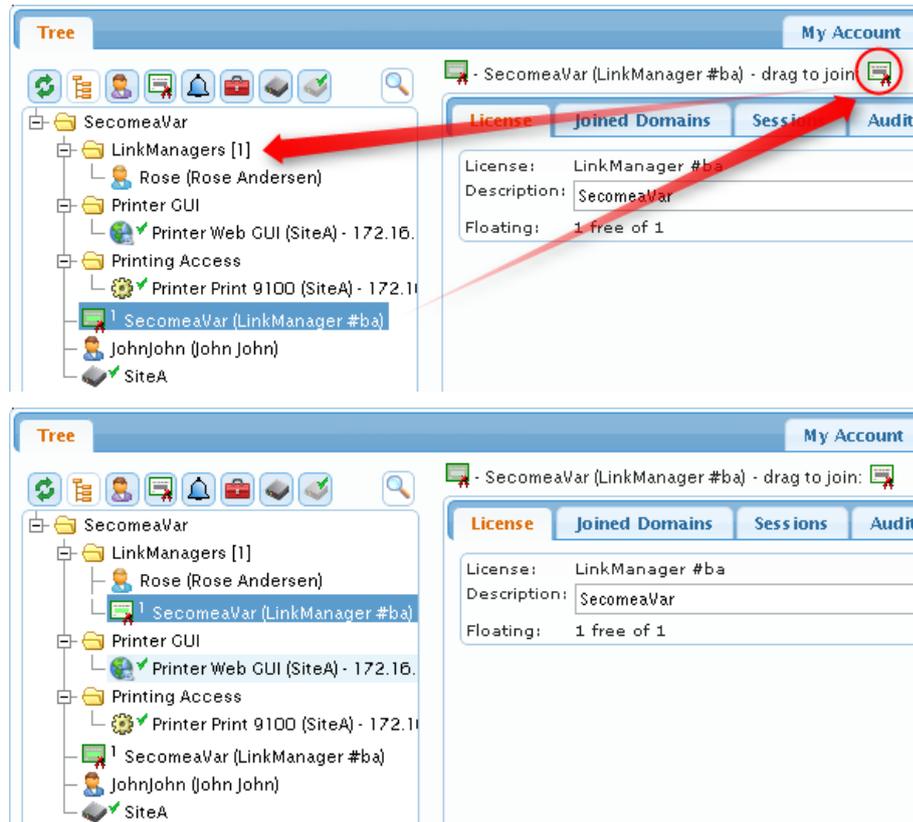


8. We now need to ensure that a LinkManager license is available in the domain "LinkManagers". In our case we only have one "license pool" called "SecomeaVar", and which contains only one license.

We can choose to simply drag the license into the LinkManagers domain. This, however, means that other LinkManager accounts that potentially could be created in the root domain SecomeaVar will not be able to use the license.

Therefore we leave the license in the root domain, and instead we "join" the license to the LinkManagers domain.

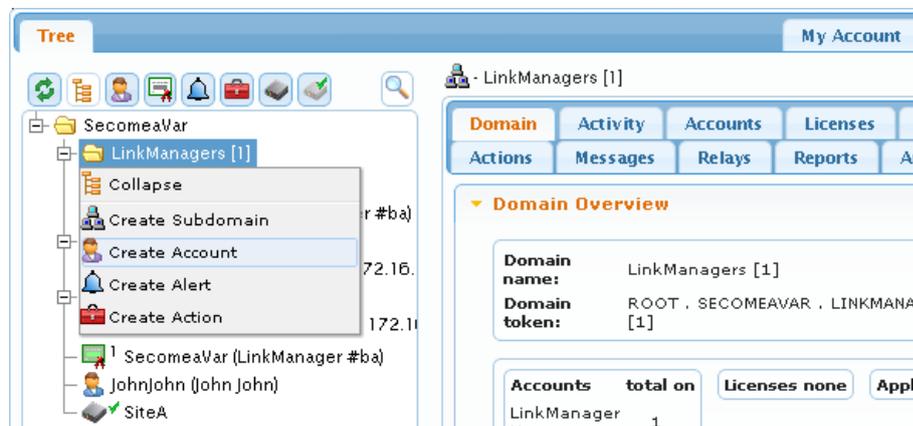
We select the license, and we drag the icon on the right, into the domain for which the license should be available:



Now the license can be used for LinkManager accounts in both the root domain, and the domain "LinkManagers".

9. We now want to create our LinkManager account "Jeff".

We select the domain LinkManagers, right-click and select **Create Account**.



10. We fill in the minimum details for the account:

[New account]

Account | Joined Domains | Audit

Account Name: Jeff

Account Role: LinkManager User

Account Language: English

Description:

Person Name: Jeff Jensen

Email: jeff@acmeinc.com

Mobile: +45414390234

Person Info:

Disabled:

Last Login:

Created: 2012-02-05

Renewed:

Expires: X.509 X.509&SMS SMS Password

Duration: Permanent

GM Address:

Zip Format:

Mail Template: Use default

Message:

New password:

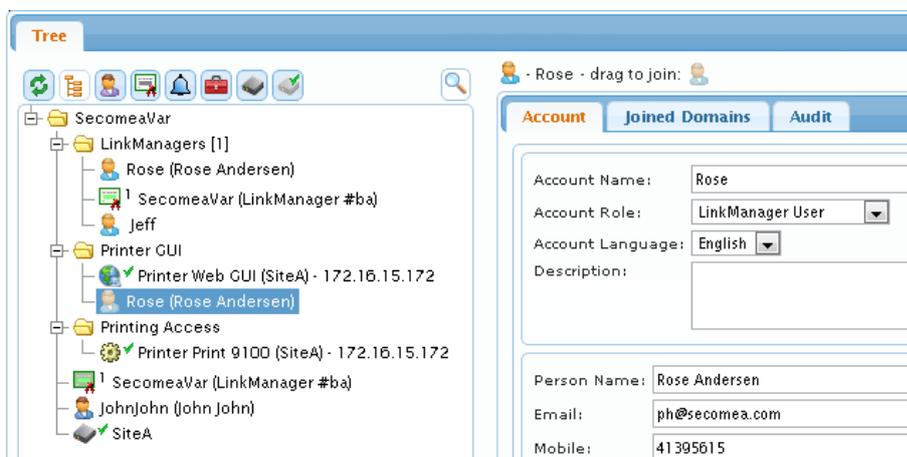
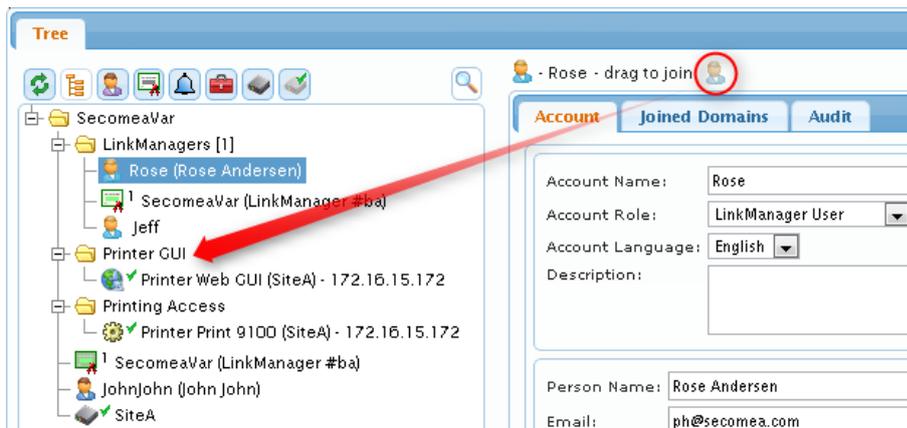
Repeat:

Save Cancel

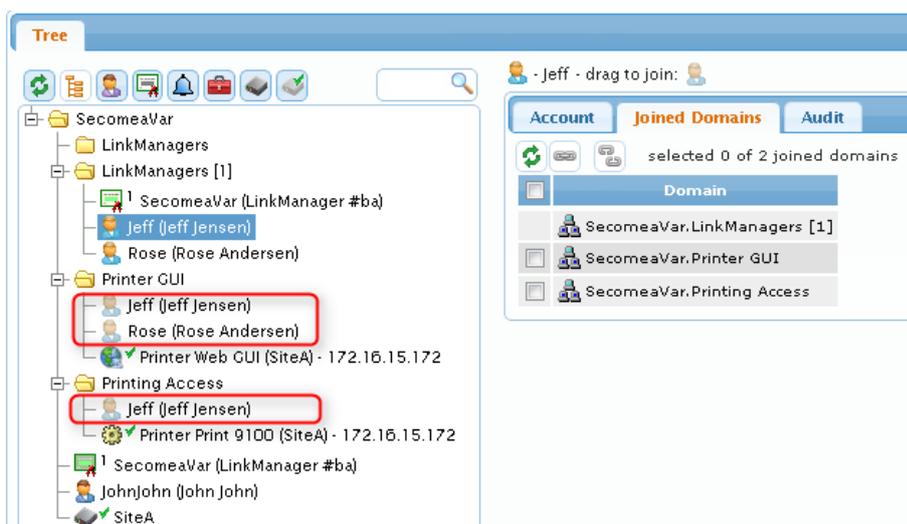
Note: The password must be informed to the user verbally or in a separate email

6.3. Grant domain access to LinkManagers using “Joined Domains”

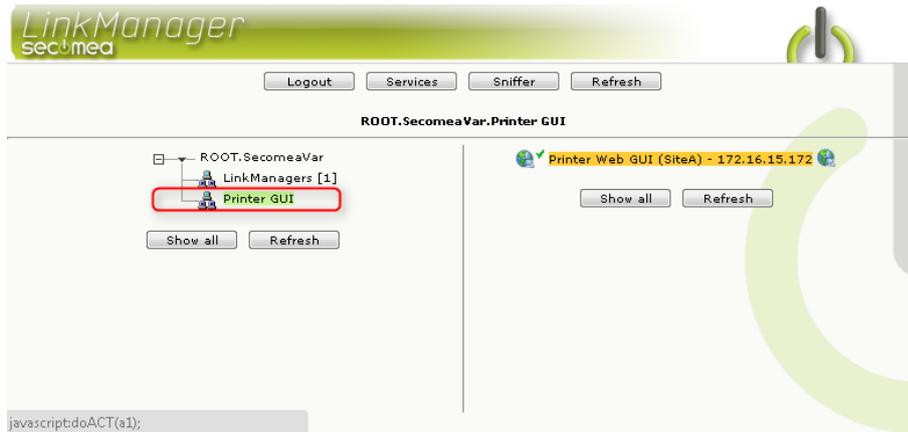
11. We select the account icon for Rose on the right and we drag it into the domain that the account should have access to.



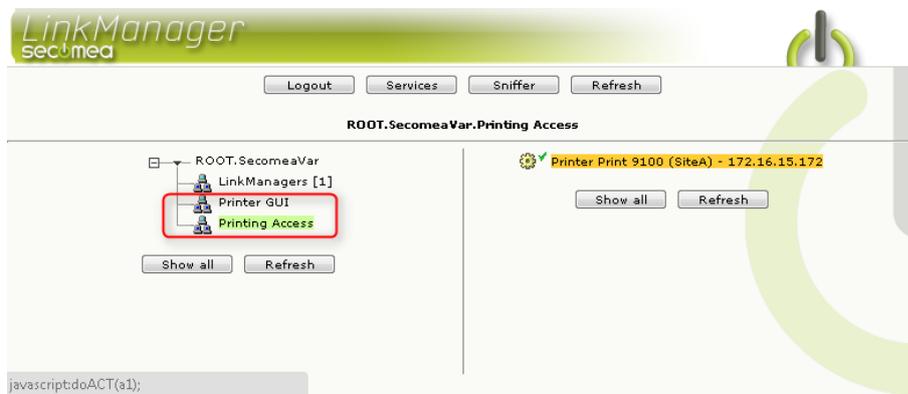
12. We now select account “Jeff”, and do the same for his account. But for Jeff we join him to both the “Printer GUI” and the “Printing Access” domain.



The end result is that when Rose logs in with her LinkManager, she will be able to access the Printer GUI domain only and connect to the “Web GUI” agent only:



And when Jeff logs in, he has access to both domains and subsequently both agents:



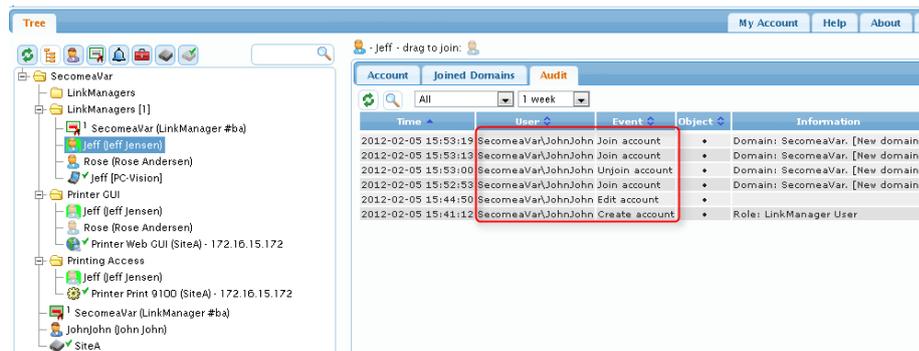
7. Understanding Audit logs

All the actions on the SiteManager we made in the previous sections are logged on the GateManager.

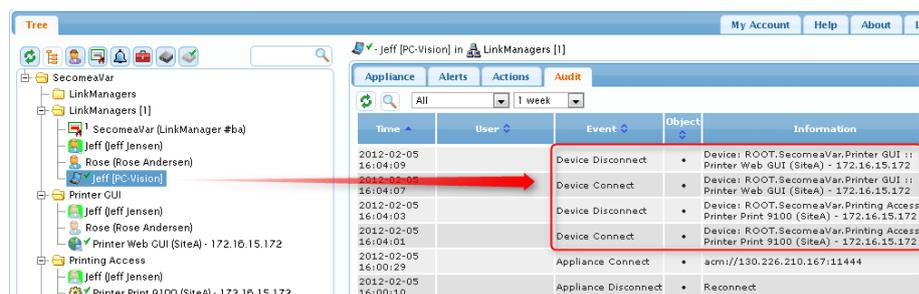
It does, however, require some explanation to understand what is logged where.

For instance if we want to check what devices Jeff has connected to recently.

If we look at Jeff's account we see what events have occurred on Jeff's account, and not what Jeff have done.



So what we should look at instead, is Jeff's LinkManager appliance object, which represents the specific PC on which Jeff's account has been activated:



The reason for this is that Jeff's account could be installed on different PCs that are operated by different people.

8. Working with Alerts

8.1. Generally about Alerts

Alerts can be used to submit an alert to a specific email address (and in near future to a phone number as an SMS)

Alert processing depends on the GateManager connection to the Secomea Appliances (SiteManager or TrustGate) being available or not.

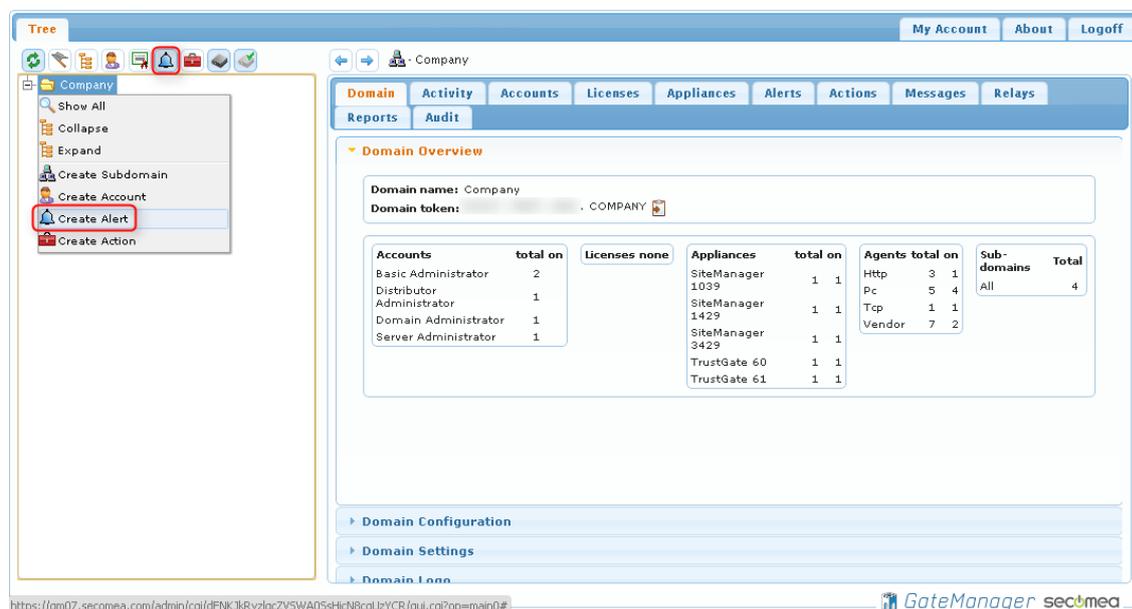
Alerts that are associated with equipment connected to the Appliance (via an Input port on a SiteManager, or equipment connected by Ethernet, USB or Serial), will be delivered instantly via the Appliance' GateManager connection, and result in the alert email being sent immediately (or based on the defined delay for the trigger)

Alerts that are associated with the Appliance itself, such as an "Appliance Disconnect" alert, will only be triggered based on the following criteria:

1. If the next expected heartbeat does not arrive (default up to 10 minutes), or..
2. If the Appliance has sent an off-line heartbeat, and has not reconnected within 2 minutes (offline heartbeats are generated based on a controlled reboot/reconnect activated from the local Appliance Web menu or an applied GateManager reboot action, or as a result of a automatic reboot in conjunction with a firmware upgrade).

If a SiteManager is disconnected, and have Disconnect alerts associated with devices controlled by the Appliance (such as a SiteManager agents), the alerts for these devices will be triggered based on the above two criteria also. Note that the devices may in fact be connected locally at the remote site, but since the GateManager cannot determine the cause for the general disconnect, it has no other choice than to trigger the device alerts also.

Alerts are created by Right clicking the domain where the alert should be created.

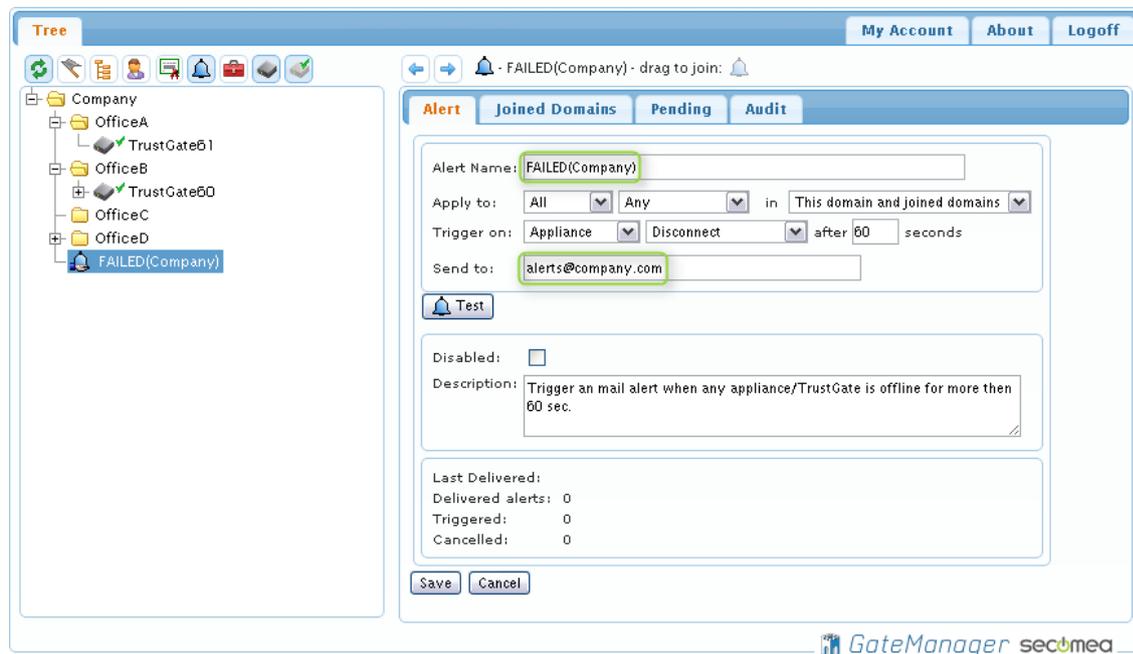


The screenshot shows the GateManager web interface for a domain named 'Company'. The left sidebar contains a tree view with a context menu open over the 'Company' node. The 'Create Alert' option is highlighted with a red box. The main content area displays the 'Domain Overview' for 'Company', including a table of accounts, licenses, appliances, and agents.

Accounts	total on	Licenses none	Appliances	total on	Agents total on	Sub-domains	Total
Basic Administrator	2		SiteManager 1039	1 1	Http	3 1	
Distributor	1		SiteManager 1429	1 1	Pc	5 4	
Administrator	1		SiteManager 3429	1 1	Tcp	1 1	
Domain Administrator	1		TrustGate 60	1 1	Vendor	7 2	
Server Administrator	1		TrustGate 61	1 1	All		4

8.2. Example of a FAILED Alert (aka. Disconnect Alert)

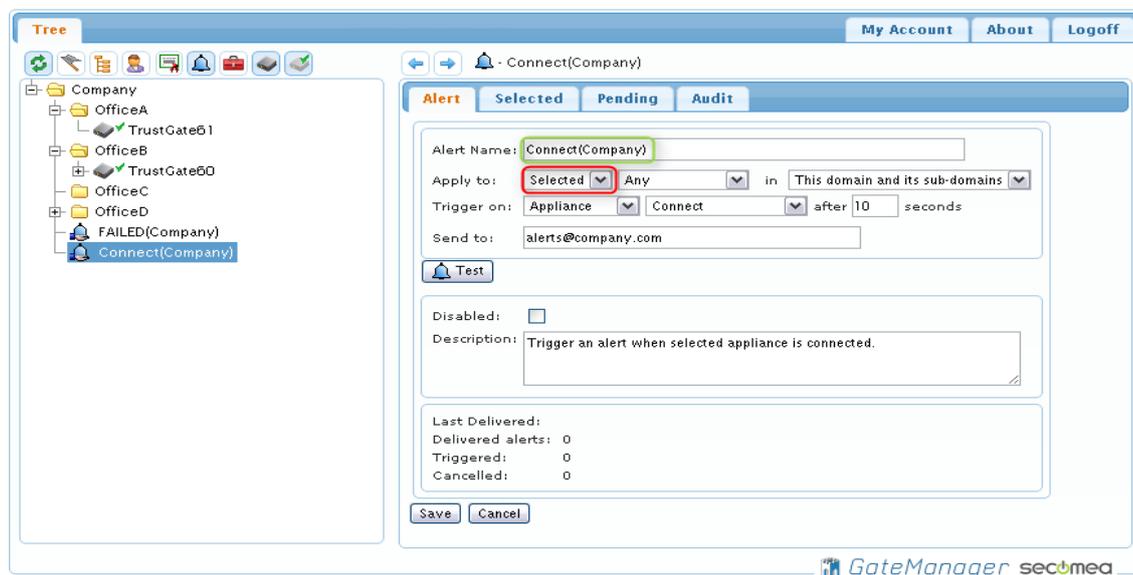
Common names like "FAILED" or "Connected" are reserved words on the hosted server, so you will have to extend the naming like in this case "FAILED(Company)" – this will also clearly identify the alert when it is mailed to you.



8.3. Example of a CONNECTED Alert for selected appliances

This example illustrates creation of an Alert that is triggered when certain appliances connect.

Create the Alert definition as follows:



Now click the **Selected** TAB and checkmark the appliances that should have this alert associated.

The screenshot shows the GateManager interface. On the left is a tree view with the following structure:

- Company
 - OfficeA
 - TrustGate51
 - OfficeB
 - TrustGate50
 - OfficeC
 - OfficeD
 - Connect(Company)
 - FAILED(Company)

On the right, the 'Alert' tab is active, and the 'Selected' sub-tab is highlighted. Below the tabs, it says 'selected 1 of 2 appliances'. A table lists the appliances:

<input type="checkbox"/>	Appliance	Serial no.	Last Heartbeat	Domain
<input type="checkbox"/>	TrustGate60	00:0D:B9:17:9D:A8	2012-09-26 18:14:53	Company.OfficeB
<input checked="" type="checkbox"/>	TrustGate61	00:0D:B9:17:9C:64	2012-09-26 18:15:03	Company.OfficeA

NOTE: Combining the “Apply to” and “Trigger on” option should cover most of the needs for an Alert.

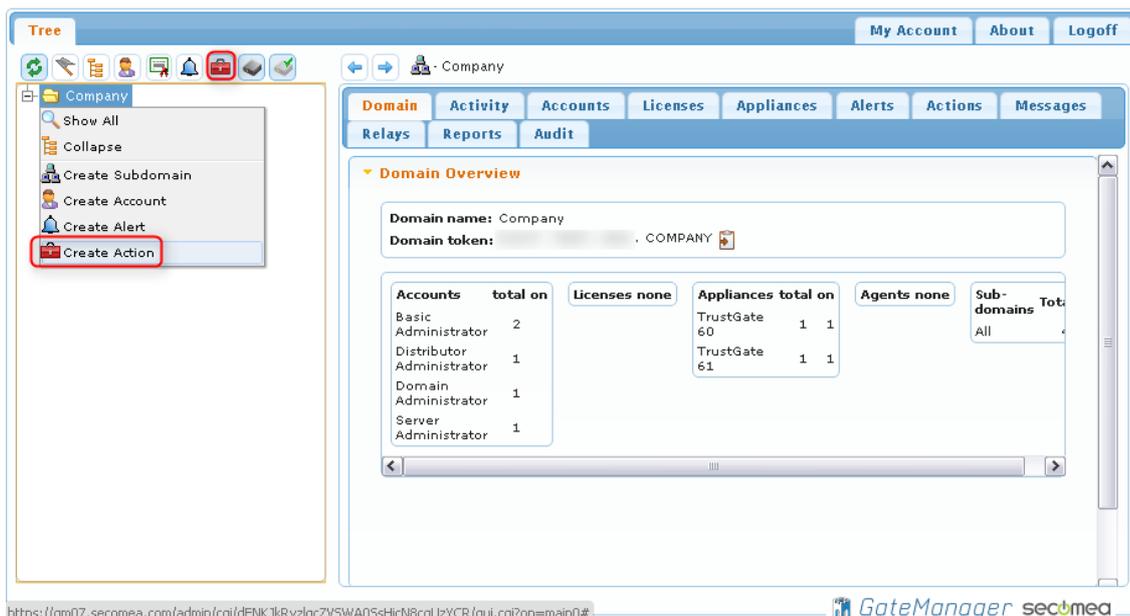
9. Working with Actions

With Actions you can perform firmware upgrades, restore configuration backup's or parts of configurations and/or rebooting appliances.

An Action is only performed on selected appliances so there is no danger of creating a firmware upgrade action. You cannot break anything by applying a wrong firmware to an Appliance.

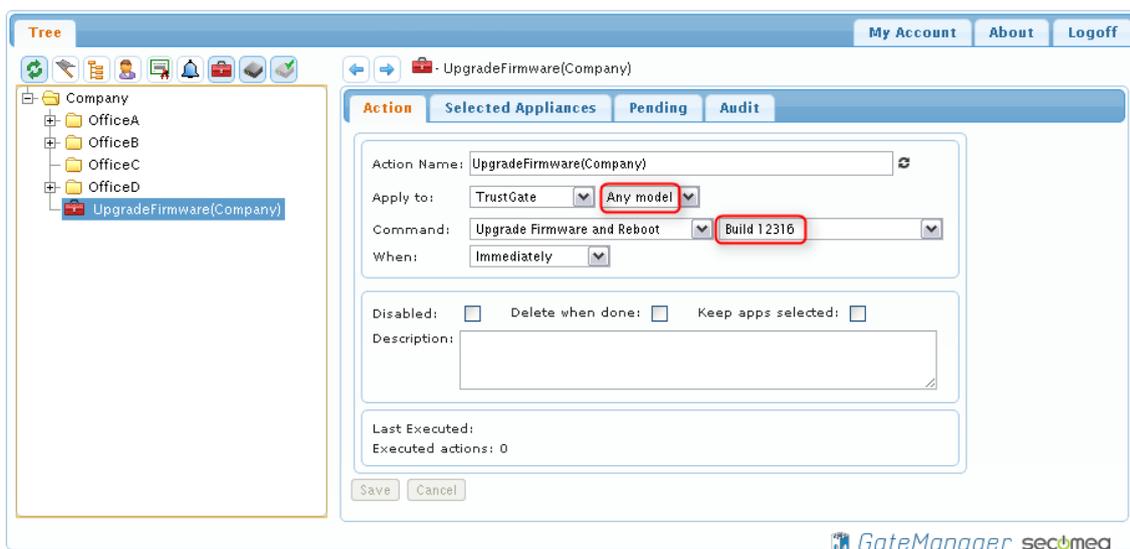
Appliances will not be upgraded before the appliance is selected. However you can combine Actions and Alerts (see next section)

To create an Action remember to select the Actions Icon at the top to make Actions visible in the tree view. Right-Click on the domain where the action should be created.



9.1. Upgrade firmware on multiple appliances:

1. Create an Action for all models (TrustGate or SiteManagers) and select the firmware to upgrade with:



Note: if there is no firmware listed then contact the GateManager Server Administrator – firmware maintenance requires Server Administrator rights.

- Now click the **Selected Appliances** tab and select the appliances you want to upgrade

The screenshot shows the GateManager interface with the 'Selected Appliances' tab active. A table lists 4 appliances with their respective details. A green checkmark icon is visible in the top left of the table area.

Appliance	State	Run at	Serial no.	Last Heartbeat	Build no.	Domain
TG61_C0			00:0D:B9:17:9D:C0	2012-03-20 00:26:03	10486	Company.OfficeD
TG6x_unit5			00:0D:B9:17:9D:9C	2012-09-26 19:36:04	12244	Company.OfficeD
TrustGate60			00:0D:B9:17:9D:A8	2012-09-26 19:44:16	12154	Company.OfficeB
TrustGate61			00:0D:B9:17:9C:64	2012-09-26 19:44:34	12266	Company.OfficeA

- Press the **Save Changes** icon to execute the action.

Appliances that are currently not connected will automatically be upgraded the next time they come online.

The screenshot shows the GateManager interface with the 'Pending' tab active. A table lists 2 appliances with their respective details. The state of both appliances is 'Ready'.

Run at	State	Appliance	Serial no.	Last Heartbeat	Domain
2012-09-26 19:49:00	Ready	TG61_C0	00:0D:B9:17:9D:C0	2012-03-20 00:26:03	test.HKK.Company.OfficeD
2012-09-26 19:49:00	Ready	TG6x_unit5	00:0D:B9:17:9D:9C	2012-09-26 19:36:04	test.HKK.Company.OfficeD

10. Combining Alerts and Actions

It is possible to create an Alert that triggers and Action.

Example: the next time an Appliance connects to the GateManager it should get a new GateManager address, automatically reboot and subsequently connect to another GateManager. This is useful when migrating from one GateManager to another.

Example: When a new appliance appear in a domain it should be configured with a special configuration profile (e.g. a set of Forwarding Firewall rules on a TrustGate, or special Agent definitions on a SiteManager).

Note: that you cannot append a single Firewall rule or a single Agent to the existing table. A configuration profile will always overwrite the entire section (E.g. the Forwarding Firewall table or the Agent list)

The following example will apply a new Forwarding Firewall table the next time a new appliance appears in a specific domain.

1. Create a connect alert in the domain OfficeC. Settings are:

Apply to: **All, TrustGate, Any models**

Trigger on: **Appliances New.**

The screenshot shows the GateManager web interface. On the left is a tree view with a hierarchy: Company > OfficeA, OfficeB, OfficeC, OfficeD. Under OfficeC, there is an alert icon and the text 'Connect(OfficeC)'. The main area shows the configuration for this alert. The 'Alert Name' field contains 'Connect(OfficeC)'. The 'Apply to' section has three dropdown menus: 'All', 'TrustGate', and 'Any model', followed by 'in' and a dropdown menu 'This domain and its sub-domains'. The 'Trigger on' section has two dropdown menus: 'Appliance' and 'Connect', followed by 'after' and a text input field '0', and the word 'seconds'. The 'Send to' field contains 'audit@company.com'. There is a 'Test' button with a bell icon. Below this is a 'Disabled' checkbox which is unchecked. There is a 'Description' text area. At the bottom, there is a 'Last Delivered' section with a table:

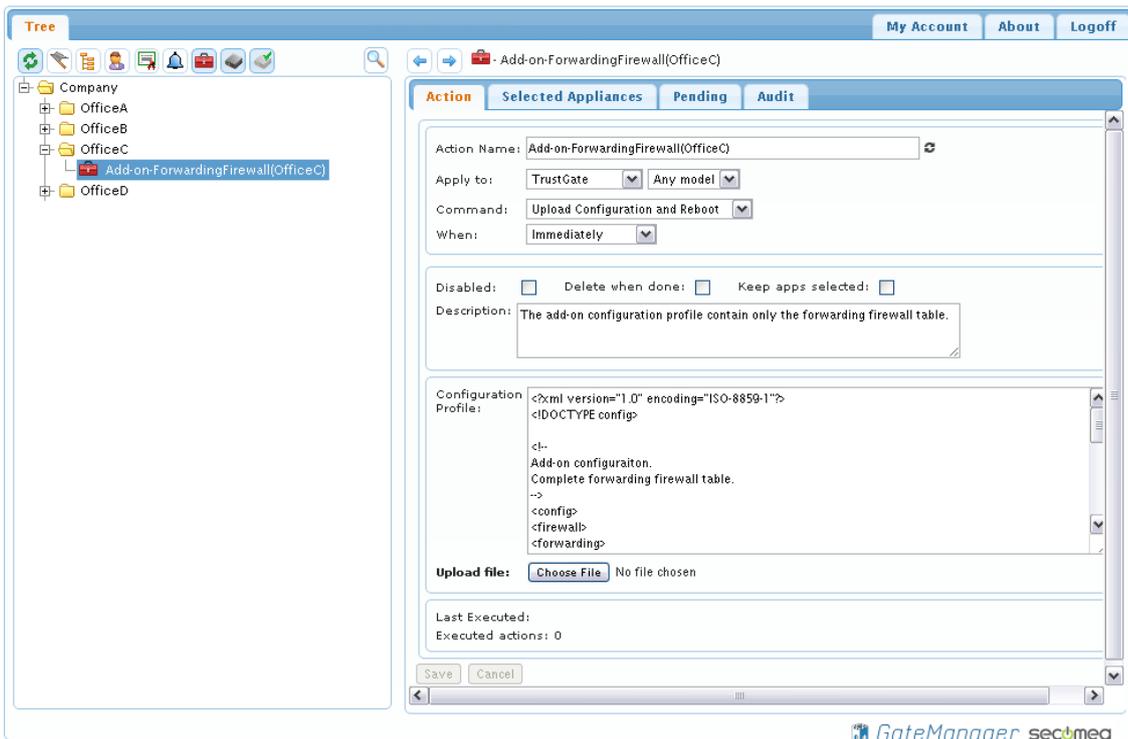
Last Delivered:	
Delivered alerts:	0
Triggered:	0
Cancelled:	0

At the bottom of the form are 'Save' and 'Cancel' buttons. The GateManager logo and 'sec0mea' are visible in the bottom right corner of the interface.

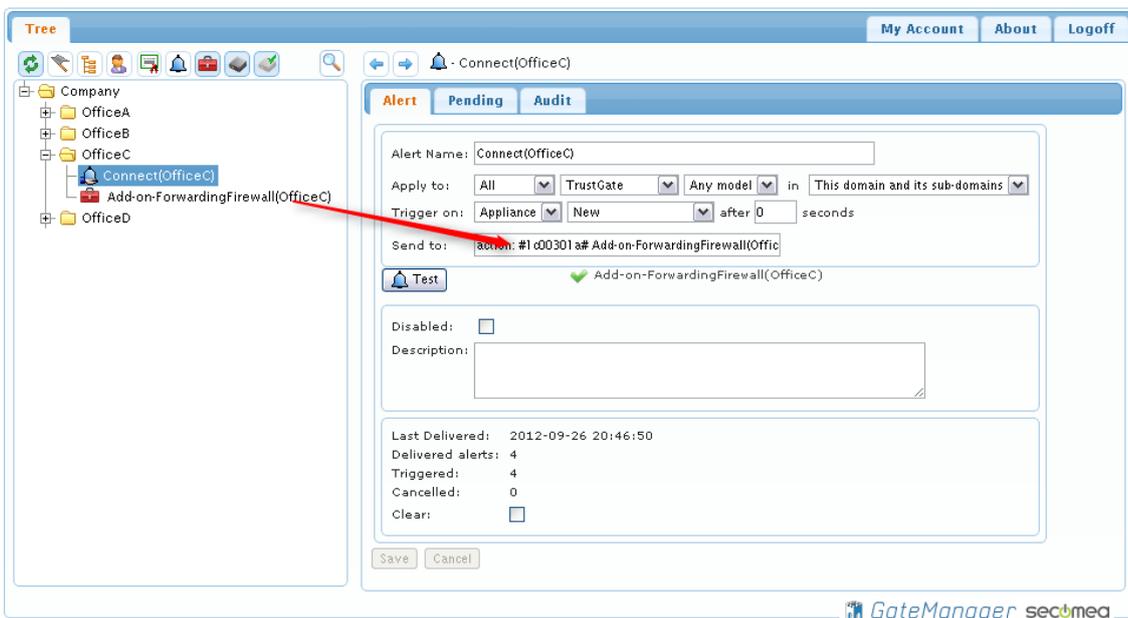
2. Create an Action that contains the add-on configuration part. Settings are:

Apply to: **TrustGate, All models**

Command: **Upload Configuration and Reboot**



3. Combine the Action to the Alert by dragging the Action from the Domain-Tree to the Send to: field of the Alert:



4. Select the Connect(OfficeC) alert in the Domain-Tree. With the mouse drag the Add-on-ForwardingFirewall(OfficeC) action to the Send To: field in the Right side window.

Next time a TrustGate of any model show up in the OfficeC domain for the first time it will be applied the Configuration profile from the Add-on-ForwardingFirewall(OfficeC) action.

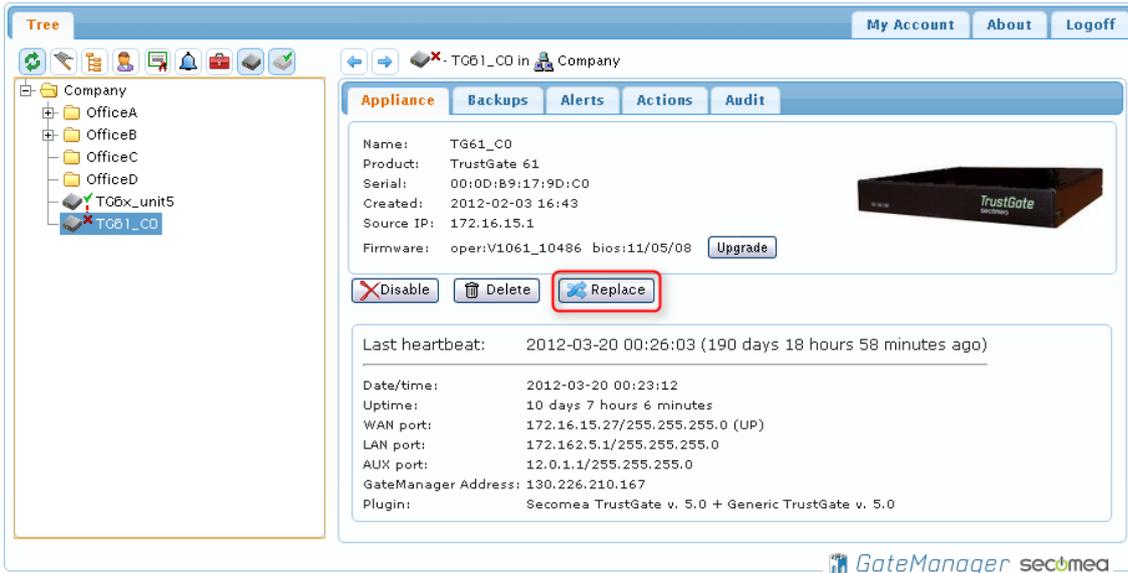
11. Working with the Replace Appliance function

If you have an appliance that needs to be replaced for any reason, you just use the Replace function in GateManager 5.

The Replace function will restore the configuration from the old appliance to the new one.

All settings will be restored including VPN tunnels, Agent, passwords and certificates. The old and the new appliance do not have to be the same model. E.g. a TrustGate 260 can replace a TrustGate 60, and a SiteManager 3239 can replace a SiteManager 2134.

The Replace button will only show on failed units (marked with a red cross):



The screenshot shows the GateManager 5 web interface. On the left is a 'Tree' view showing a hierarchy: Company > OfficeA, OfficeB, OfficeC, OfficeD, TC6x_unit5, and TC61_CO. The 'TC61_CO' unit is selected and marked with a red cross, indicating it is failed. The main panel displays details for this appliance:

- Name: TG61_CO
- Product: TrustGate 61
- Serial: 00:0D:B9:17:9D:CO
- Created: 2012-02-03 16:43
- Source IP: 172.16.15.1
- Firmware: oper:V1061_10486 bios:11/05/08

Below the details are buttons for 'Upgrade', 'Disable', 'Delete', and 'Replace'. The 'Replace' button is highlighted with a red box. A small image of a TrustGate appliance is shown to the right of the details. At the bottom of the main panel, there is a section for 'Last heartbeat' and other system information:

- Last heartbeat: 2012-03-20 00:26:03 (190 days 18 hours 58 minutes ago)
- Date/time: 2012-03-20 00:23:12
- Uptime: 10 days 7 hours 6 minutes
- WAN port: 172.16.15.27/255.255.255.0 (UP)
- LAN port: 172.162.5.1/255.255.255.0
- AUX port: 12.0.1.1/255.255.255.0
- GateManager Address: 130.226.210.167
- Plugin: Secomea TrustGate v. 5.0 + Generic TrustGate v. 5.0

The GateManager 5 logo and 'secomea' branding are visible at the bottom right of the interface.

Select the failed appliance in the Tree-view and press the **Replace** button. A Wizard will guide you through the replacement procedure.

Appendix A, Supplementary publications

This document is kept updated at this location:

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

This document assumes you had performed the steps of the **GateManager5 FREE BASIC guide** and is therefore a natural extension to the guide found here:

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

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