

# 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 BASIC** start package and have ordered the **GateManager PREMIUM** upgrade (Secomea part number 26777). Subsequently your BASIC account has been upgraded, or you have received a new GateManager Domain Administrator login.

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: 1.1, May 2012**



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## 1. GateManager5 Administrator GUI FAQ

**Q:** What is the difference between the GateManager 5 administrator GUI and the GateManager 4 GUI?

**A:** The GateManager 4 GUI could only be accessed by the Java based GateManager Console application. GateManager 5 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.

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**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, FireFox, Apple Safari and Microsoft Internet Explorer 9 or newer. IE 8 or older will most likely not work properly.

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**Q:** Can I use my tablet or smart phone?

**A:** Yes. For Apple iPad and iPhone you may need to create an Administrator account that uses user name and password only, since it may be difficult to load the x509 certificate onto the device. For newer Android based devices such as Samsung, you can load the certificate onto the device and use the built-in browser, or alternatively install FireFox. 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.

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

**A:** No. For security reasons a browser will not allow Java script to fetch files from the operating system. It should, however, be fairly fast to browse for the certificate if you place it in the My Documents folder. If you need faster access, you can decide to create an administrator account that uses User name and Password only. For security reasons we do not recommend this. If the GateManager server is configured to use SMS pass-code, this can be used as alternative 2 factor authentication

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**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".

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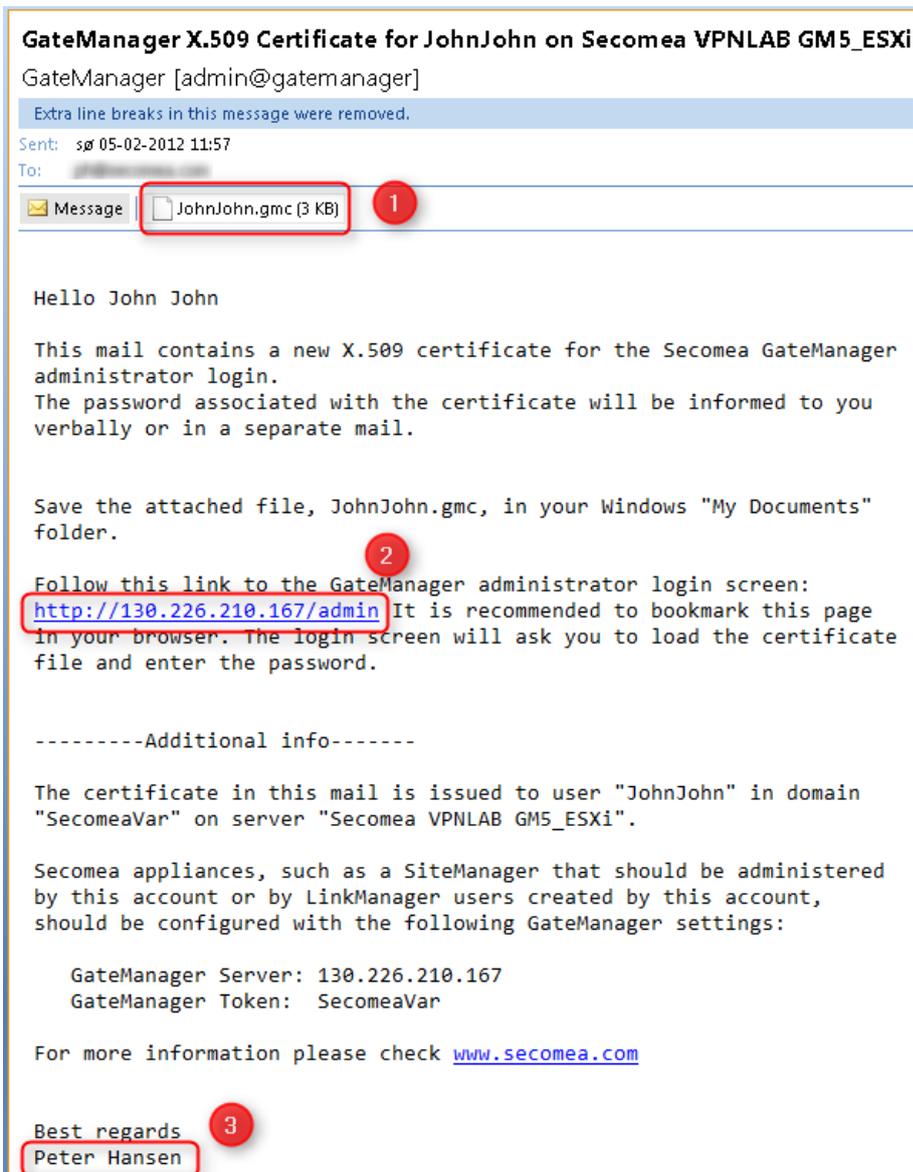
**Q:** I already have a GateManager BASIC account. Do I need a new login, for my PREMIUM account?

**A:** Typically we will just upgrade your account profile on the server, and you should just login with your BASIC certificate and password as usual. You will notice that you have all the GateManager Domain administrator features applicable to the GateManager PREMIUM account.

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## 2. First time login to the GateManager5 WEB GUI

1. When the administrator account was 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.

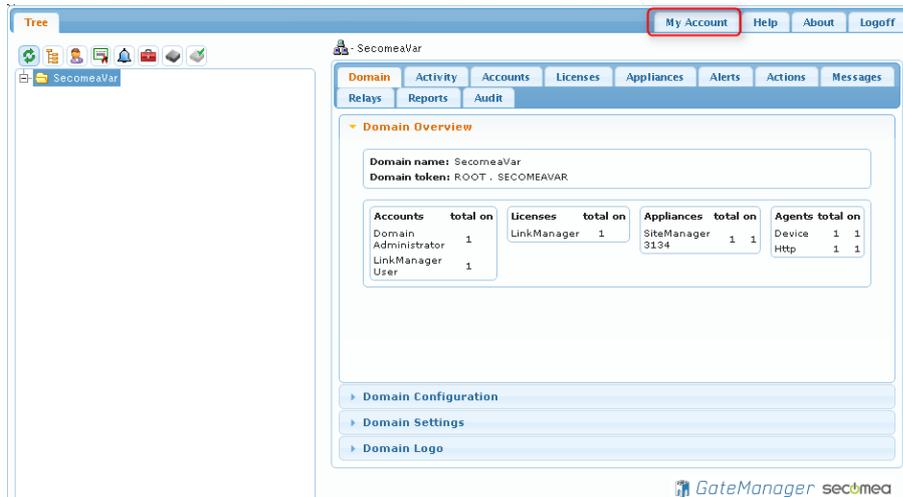
2. Follow the link in the email to open the GateManager login screen, and browse for the certificate you just saved.



The image shows the GateManager Administrator Login screen. At the top, the text "GateManager" is displayed in a stylized font next to a blue castle icon. Below this, the heading "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:" label followed by a password input field containing seven dots. 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 dashboard. At the top, there is a navigation bar with "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

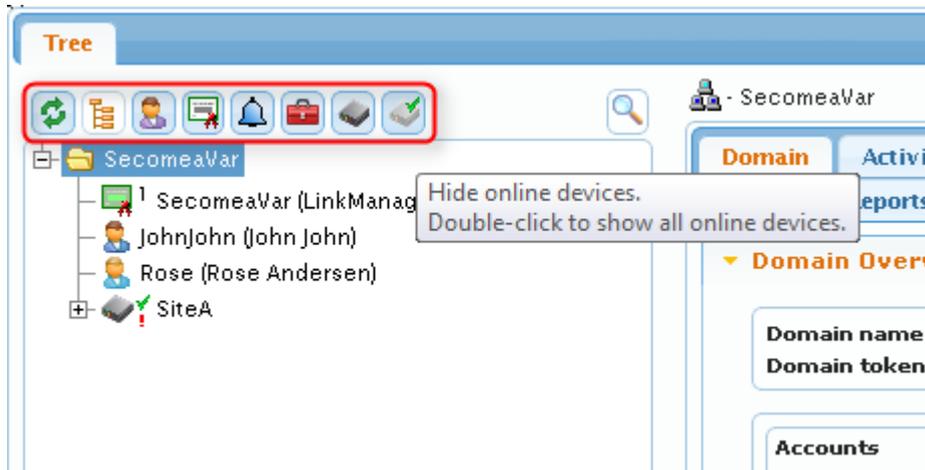
Below the table, there are three expandable sections: "Domain Configuration", "Domain Settings", and "Domain Logo". The "GateManager sec0mea" logo is at the bottom right.

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.

The 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.

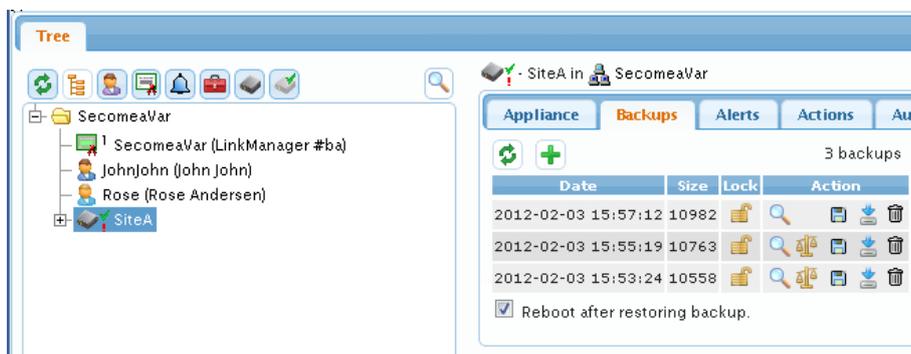
This will allow you to customize your favorite view according to the functions you use the most.



### 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:

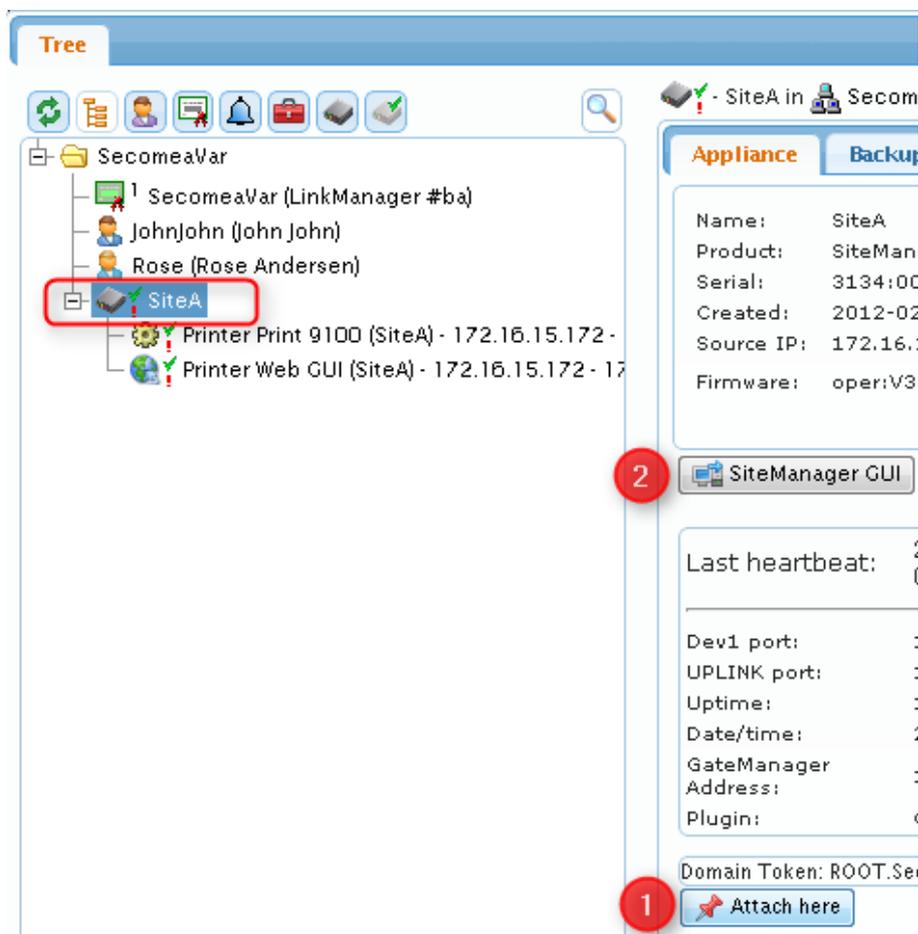


The GateManager will always store the last 3 configurations and overwrite the oldest. If you wish to maintain a particular configuration, you can select the Lock function, which will prevent the configuration from being overwritten.

## 4. Accessing the Web GUI of a SiteManager

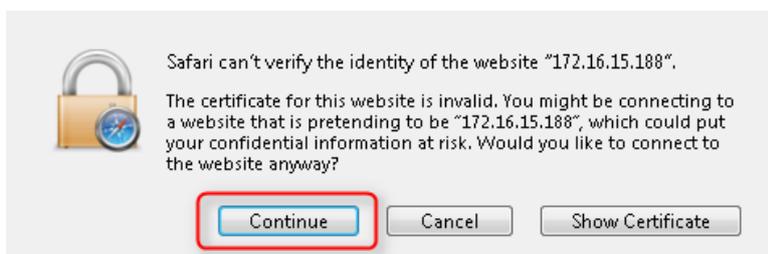
1. A SiteManager that has not been managed via the GateManager administrator GUI before will be marked with a red exclamation mark (!). Before you can connect to the SiteManager's web GUI you need to attach it to the GateManager.

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

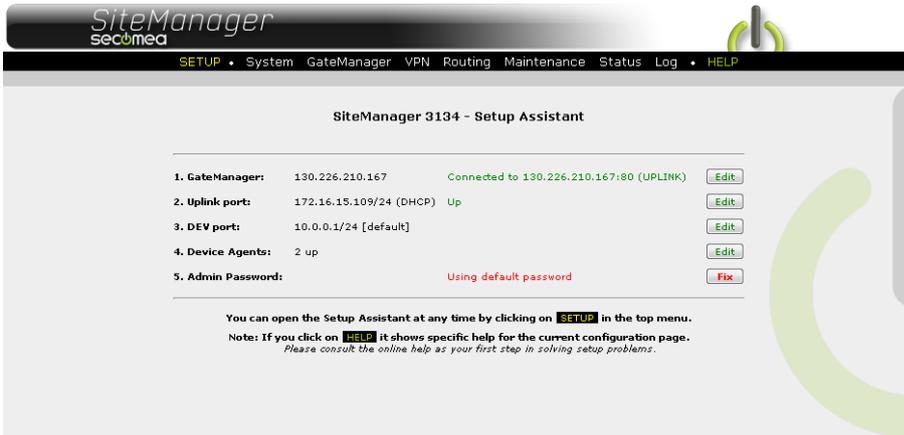


2. First time you select click the **SiteManager GUI** button for a given device, you will be met with a browser message saying that the certificate of the website is insecure (wording will depend on the browser)

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 safely press continue to the message.



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

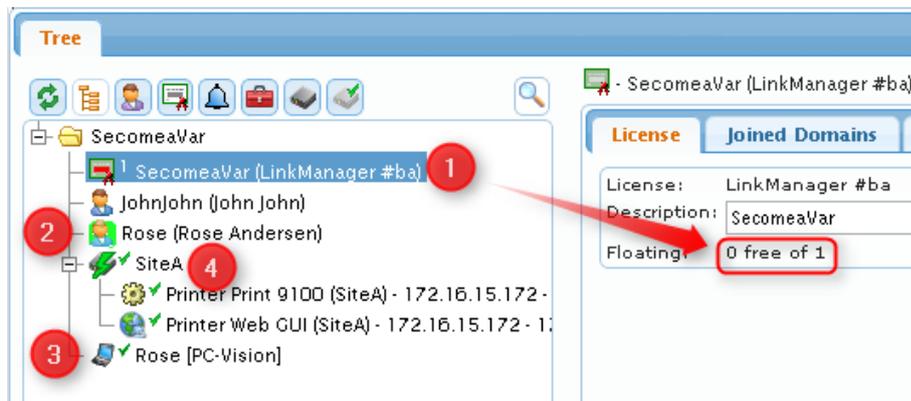


**Hint.** Refer to the Secomea GateManager5 BASIC Guide for an introduction to configuring SiteManager network settings and setting up Device Agents.

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

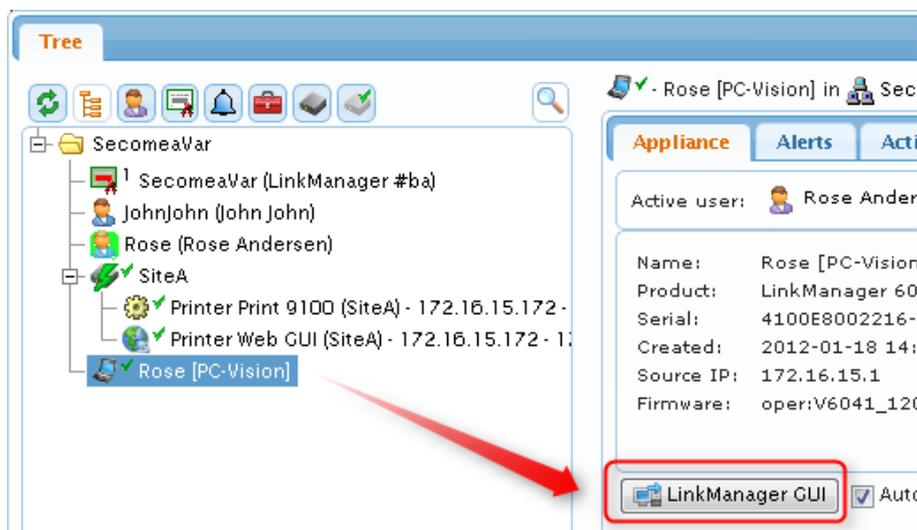
## 5. Accessing the Web GUI of a LinkManager

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. If it is the last free license of the pool, the certificate will turn red, indicating that 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 appliance icon will appear with a laptop symbol with a green checkmark.
- 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 press Login, you will be brought directly to the screen that the user sees. You are now able to perform remote support to the user by, or trouble shoot by remotely operating the LinkManager.

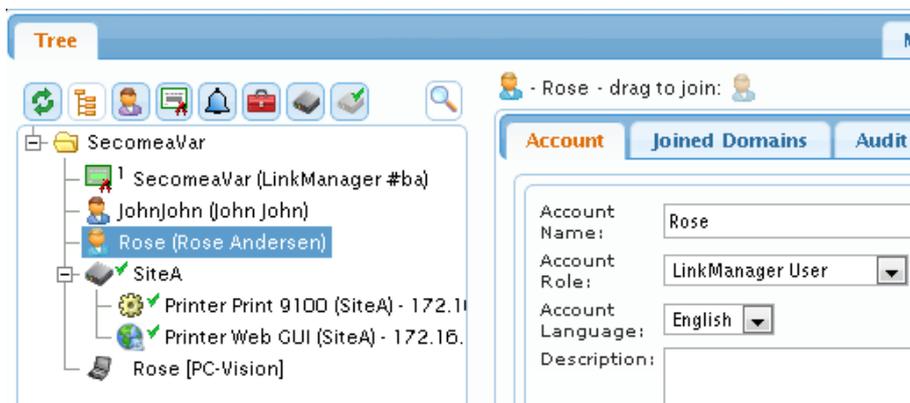


**Hint:** The screen will not auto-refresh so if the user does something in the menu, you should hit F5 to refresh, and likewise the user must hit F5 to refresh his browser if you are doing something in the menu remotely.

## 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.

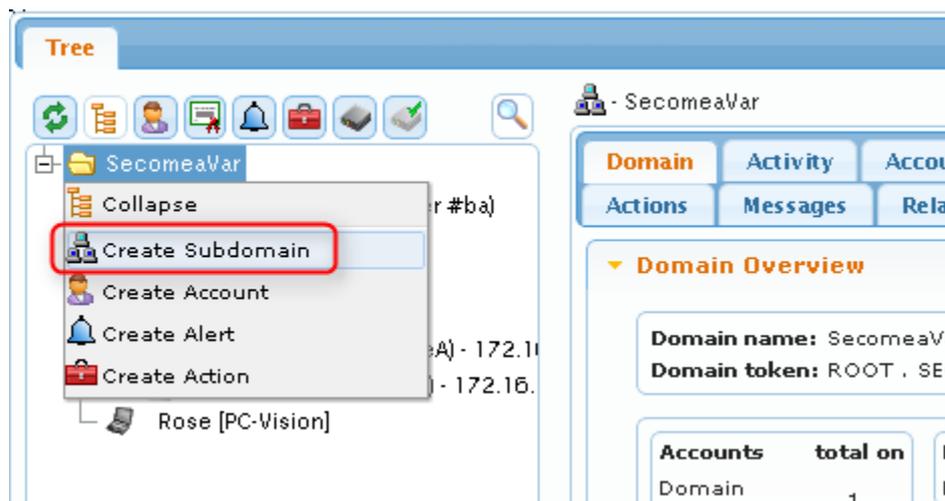


For this exercise we therefore want to do the following:

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

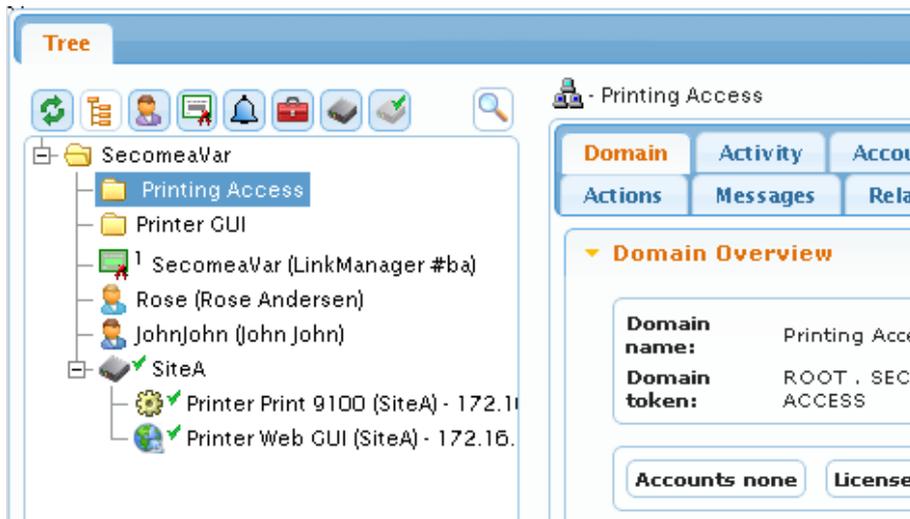
1. We right click the root domain and select **Create Subdomain**.



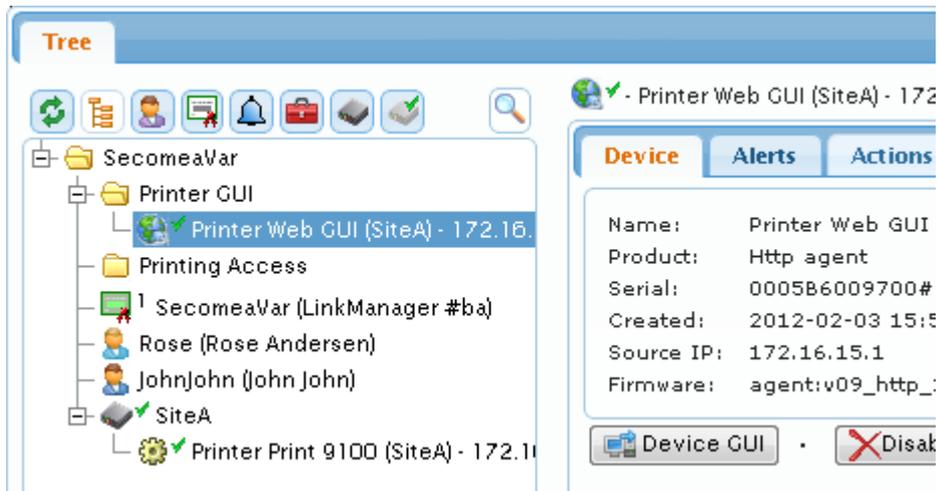
2. We name the new domain "Printer GUI"



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".



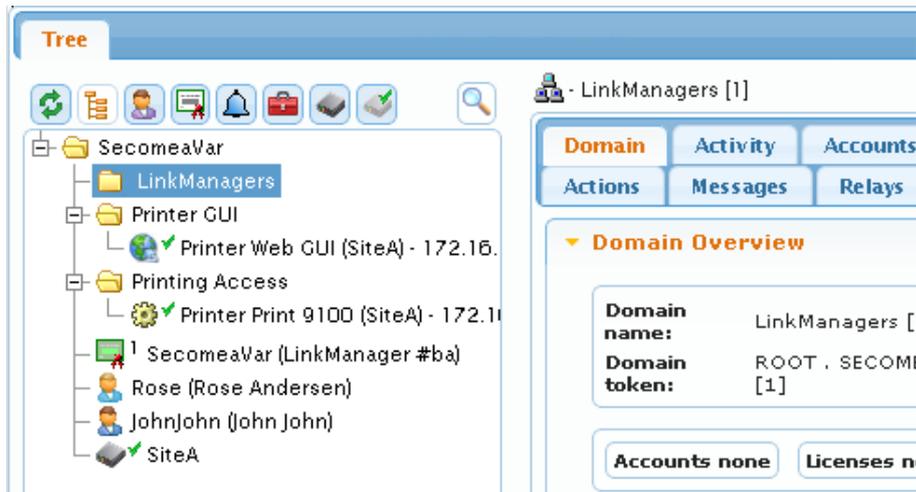
- We do the same for moving the agent "Printer Print 9100" to the domain "Printing Access"



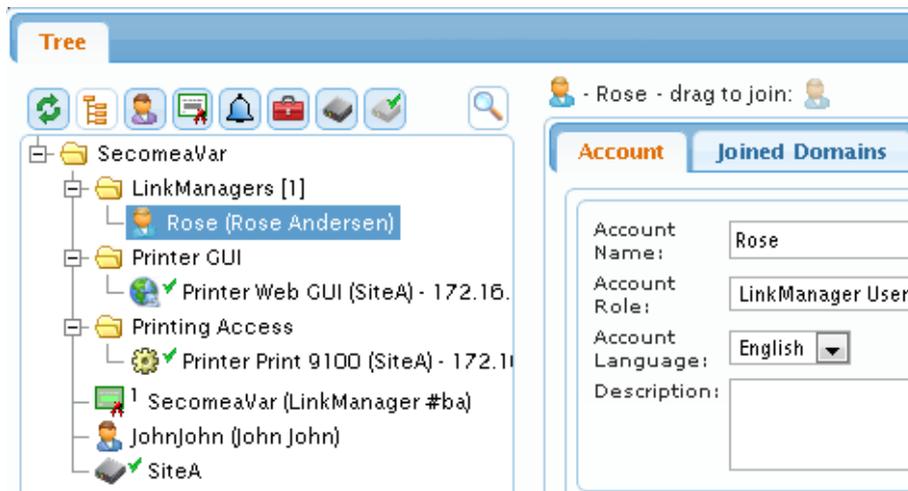
Notice that the SiteManager itself remains in the root domain.

## 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.

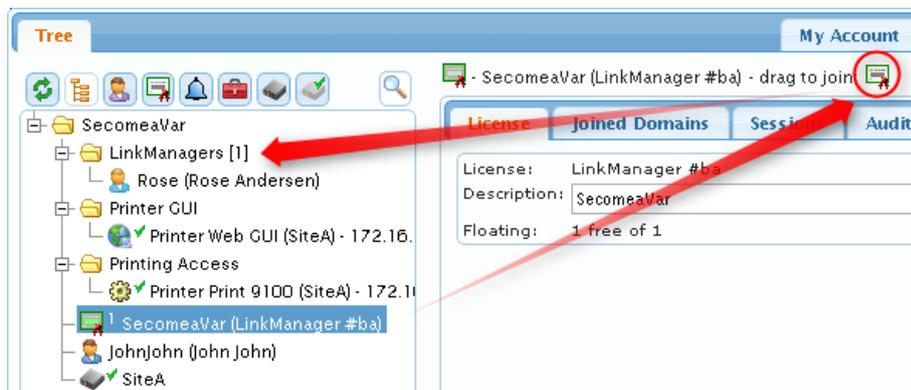


8. We now need to ensure that a LinkManager license is available in the domain "LinkManagers". In our case we only have one "license pool" called "SecomeaVar", and which contains only one license.

We can choose to simply drag the license into the LinkManagers domain. This, however, means that LinkManager accounts that potentially should 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.

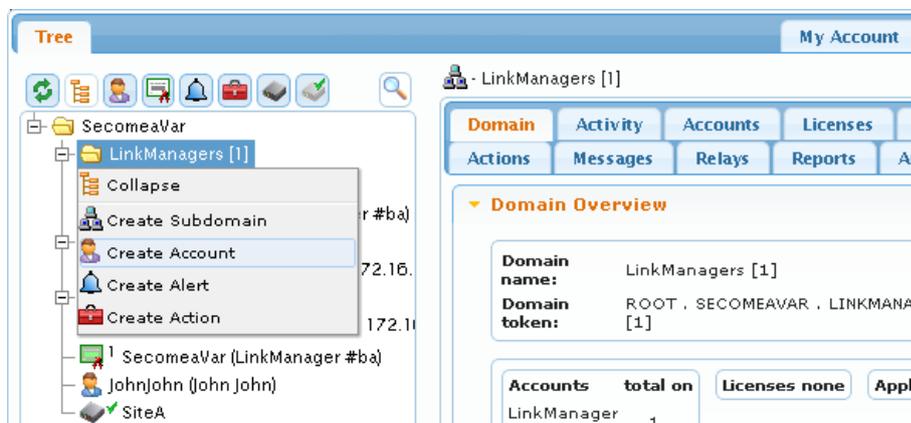
We select the license, and we drag the icon on the right into the domain for which the license should be available:



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:

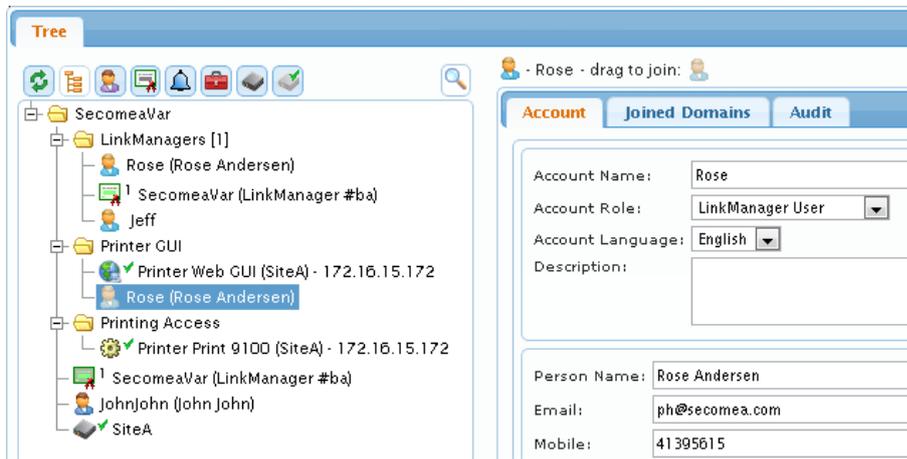
Account Name: Jeff  
Account Role: LinkManager User  
Account Language: English  
Description:  
Person Name: Jeff Jensen  
Email: jeff@acmeinc.com  
Mobile: +45414390234  
Person Info:  
Disabled:   
Last Login:  
Created: 2012-02-05  
Renewed:  
Expires:  
Authentication: X.509  
X.509&SMS  
SMS  
Password  
Duration: Permanent  
GM Address:  
Address:  
Zip Format:  
Mail Template: Use default  
Message:  
New password: .....  
Repeat: .....

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

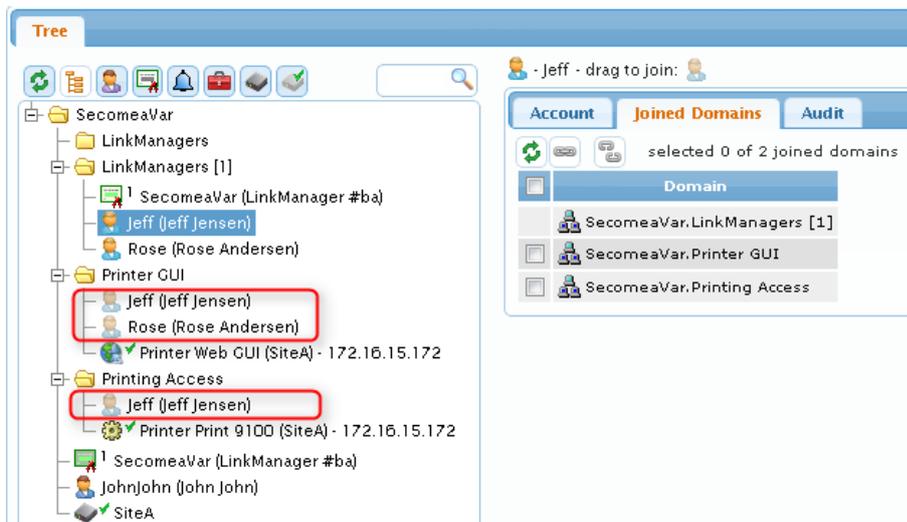
### 6.3. Grant domain access to LinkManagers using “Joined Domains”

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.

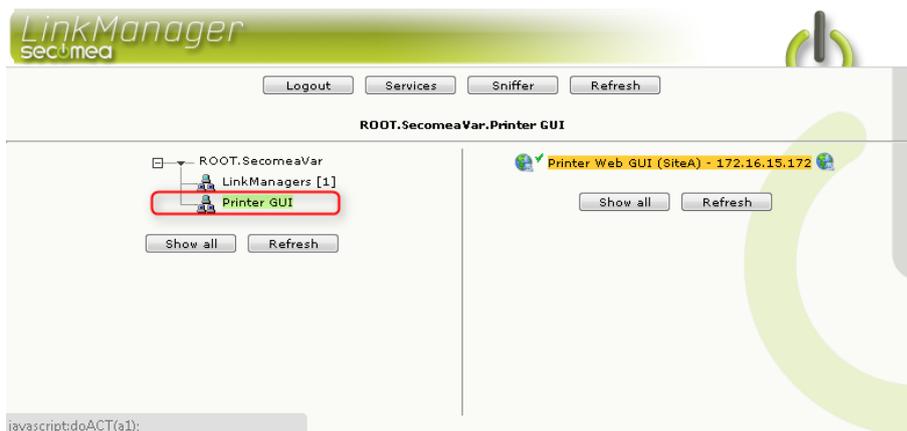
Tree  
Rose - drag to join  
Account Name: Rose  
Account Role: LinkManager User  
Account Language: English  
Description:  
Person Name: Rose Andersen  
Email: ph@secomea.com



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:



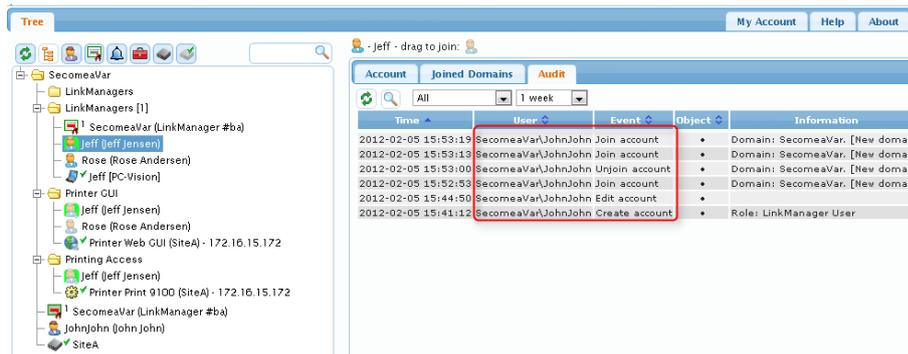
## 7. Understanding Audit logs

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

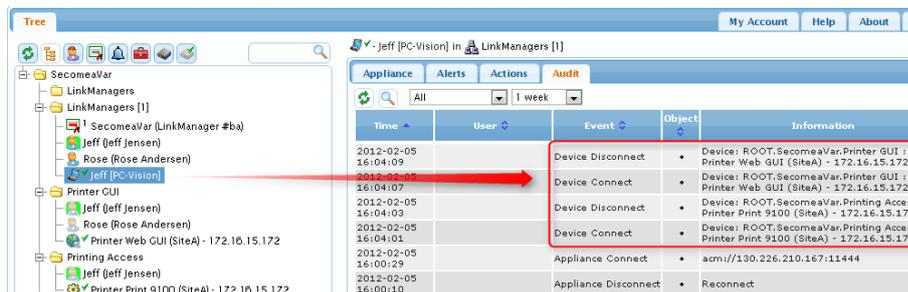
It does, however, require some explanation what is logged where,

For instance if we want to check what Jeff has accessed.

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



What we should look at, is Jeff's appliance, 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.

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## 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 BASIC guide** and is therefore a natural extension to the guide found here:

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

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