LinkManager Mobile™ User Guide

Applicable to LinkManager version 5.8
(build 14385 or later)
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You can get the latest version of this manual on the Internet at the Hirschmann product site (www.hirschmann.com).

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1 Introduction

1.1 Prerequisites for This Guide

Prerequisites for this guide are:

- You have received an account for LinkManager Mobile, and the account has access to devices connected via a SiteManager.

- The SiteManager has agents configured that allow one or more of the following services: http or https. (You can of course access the Web GUI of the SiteManager itself via https, even if the SiteManager does not have any agents configured)

- You have a PC, MAC, iPad, iPhone or Android device with Internet access.
1.2 Overview: LinkManager versus LinkManager Mobile

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

<table>
<thead>
<tr>
<th></th>
<th>LinkManager</th>
<th>LinkManager Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>License type</td>
<td>Floating</td>
<td>Single</td>
</tr>
<tr>
<td>VPN like access to SiteManager DEV network</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Accessible device ports</td>
<td>All UDP/TCP ports</td>
<td>TCP 80,443,3389,5900</td>
</tr>
<tr>
<td>Device access via Serial port</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Device access via USB port</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Supported platforms (operating systems)</td>
<td>Windows 32/64 bit</td>
<td>Windows, OS X, iOS, Android</td>
</tr>
<tr>
<td>Required admin rights on platform</td>
<td>Administrator</td>
<td>Any user</td>
</tr>
<tr>
<td>Login security level</td>
<td>2 factor by x509 cert.</td>
<td>1 factor by password or 2 factor by SMS code</td>
</tr>
</tbody>
</table>
2 Login

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

The email will look like this:

Hello Rose Andersen,

This mail is a notification that the LinkManager Mobile account "PHMobile2" has been created for login to the Hirschmann GateManager server.

The password associated with the account is: wifiklo234

Follow this link to the LinkManager Mobile login screen: https://gatemanager.hirschmann.com (or alternatively: https://193.240.155.140). (It is recommended to bookmark this page in your browser)

In the login screen type your username "PHMobile2" and the password.

LinkManager Mobile has been verified to work with iPhone, iPad, and Android smart phones, as well as Internet Explorer 8, Google Chrome, Apple Safari, and Mozilla Firefox.

Please ensure that your browser is up-to-date and has JavaScript and TLS 1.0 enabled if you have problems connecting.

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

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

![Login Screen](image)

If your account has been enabled for two factor secured login, you will get the following additional screen. The SMS code will arrive to the cell phone as a flash SMS:
When logged in, you will get a list of all domains and equipment that you have access to:

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

Selecting Flagged will show only the devices that have been registered offline and have become online again. This can be used to determine instability that may need to be followed up.
3 Status Monitoring (does not require a license)

Even without a LinkManager Mobile licenses associated with your account, you can monitor status of both SiteManagers and devices that are represented by a device Node on the SiteManager.

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

You can click on any device to obtain additional information on its status as well as audit logging on the device.
When operating LinkManager Mobile without a License associated, you will not be able to connect to a Web enabled device. Attempting to do so will inform you that a License is required for this feature.
NOTE: Associating a license to your LinkManager Mobile account is done by the GateManager administrator by applying a license to your GateManager domain, and subsequently check marking the license for your account:
4 Connect to Web enabled devices

Devices that are marked with 🌐 means that you can connect to them from LinkManager mobile.

If for instance selecting the SiteManager, you will get this screen, where you will notice that the WWW button becomes available. Click it to connect to the device.

If your LinkManager account has a license associated, your browser will open and show the Web GUI of the device via http or https:
Hirschmann SiteManager Embedd

1. GateManager: 193.242.155.140
2. Device Agents: 2 up
3. Chat / Scratchpad: Empty

You can open the Setup Assistant at any time.

Note: If you click on HELP, it shows specific. Please consult the online help as you proceed.
The connection is maintained until you close the web browser, or you connect with LinkManager Mobile to another device.
5 Appendix A: Further Support

■ Technical Questions

For technical questions, please contact any Hirschmann dealer in your area or Hirschmann directly. You will find the addresses of our partners on the Internet at http://www.hirschmann.com Contact our support at https://hirschmann-support.belden.eu.com

You can contact us in the EMEA region at
▶ Tel.: +49 (0)1805 14-1538
▶ E-mail: hac.support@belden.com

in the America region at
▶ Tel.: +1 (717) 217-2270
▶ E-mail: inet-support@belden.com

in the Asia-Pacific region at
▶ Tel.: +65 68549860
▶ E-mail: inet-ap@belden.com

■ Hirschmann Competence Center

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▶ Training offers you an introduction to the basics, product briefing and user training with certification.
▶ The current training courses for technology and products can be found at http://www.hicomcenter.com
▶ Support ranges from the first installation through the standby service to maintenance concepts.

With the Hirschmann Competence Center, you have decided against making any compromises. Our client-customized package leaves you free to choose the service components you want to use. Internet: http://www.hicomcenter.com
Appendix B: Third-Party Software

The software solution uses open source software originated from third parties that is subject to their respective licenses.

Firmware/Software for SiteManager, LinkManager and GateManager

(NOTE: The list below represents a common denominator for all product categories. Each of the products contains only a subset of these software components)

<table>
<thead>
<tr>
<th>Software</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linux</td>
<td><a href="http://www.kernel.org">http://www.kernel.org</a></td>
</tr>
<tr>
<td>Apache httpd</td>
<td><a href="http://httpd.apache.org">http://httpd.apache.org</a></td>
</tr>
<tr>
<td>OpenSSL</td>
<td><a href="http://www.openssl.org">http://www.openssl.org</a></td>
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<td>mod_ssl</td>
<td><a href="http://www.modssl.org">http://www.modssl.org</a></td>
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<tr>
<td>axTLS (BSD)</td>
<td><a href="http://axtls.sourceforge.net">http://axtls.sourceforge.net</a></td>
</tr>
<tr>
<td>busybox</td>
<td><a href="http://www.busybox.net">http://www.busybox.net</a></td>
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<td>tinylogin</td>
<td><a href="http://tinylogin.busybox.net">http://tinylogin.busybox.net</a></td>
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<td>ISC DHCP</td>
<td><a href="http://www.isc.org/software/dhcp">http://www.isc.org/software/dhcp</a></td>
</tr>
<tr>
<td>DNRD</td>
<td><a href="http://dnrd.sourceforge.net/">http://dnrd.sourceforge.net/</a></td>
</tr>
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<td>ethtool</td>
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<td>expat</td>
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<tr>
<td>FreeBSD/WAN</td>
<td><a href="http://www.freeswan.org">http://www.freeswan.org</a></td>
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<td>hping</td>
<td><a href="http://www.hping.org">http://www.hping.org</a></td>
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<td>hwclock</td>
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<td>iproute2</td>
<td><a href="http://www.linuxfoundation.org/collaborate/workgroups/networking/iproute2">http://www.linuxfoundation.org/collaborate/workgroups/networking/iproute2</a></td>
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<td>traceroute</td>
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<td>bridge-utils</td>
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<td>vconfig</td>
<td><a href="http://www.candletech.com/~greear/vlan.html">http://www.candletech.com/~greear/vlan.html</a></td>
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<td>iptables</td>
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<td>OSSP mm</td>
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<td>pppd</td>
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<td><a href="http://e2compr.sourceforge.net">http://e2compr.sourceforge.net</a></td>
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<td>lilo</td>
<td><a href="http://freshmeat.net/projects/lilo">http://freshmeat.net/projects/lilo</a></td>
</tr>
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<td>U-Boot</td>
<td><a href="http://www.denx.de/wiki/U-Boot">http://www.denx.de/wiki/U-Boot</a></td>
</tr>
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<td>lm_sensors</td>
<td><a href="http://www.lm-sensors.org">http://www.lm-sensors.org</a></td>
</tr>
<tr>
<td>pcmcia_cs</td>
<td><a href="http://pcmcia-cs.sourceforge.net">http://pcmcia-cs.sourceforge.net</a></td>
</tr>
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</table>
ez-ipupdate  http://ez-ipupdate.com
Open1X  http://open1x.sourceforge.net
FreeRADIUS  http://freeradius.org
ser2net  http://sourceforge.net/projects/ser2net
Squid  http://www.squid-cache.org
glibc  http://www.gnu.org/software/libc
libGD  http://www.libgd.org
uClibc  http://www.uclibc.org
SquashFS  http://squashfs.sourceforge.net
UnionFS  http://www.fsl.cs.sunysb.edu/project-unionfs.html
VirtualBox  http://www.virtualbox.org
SDL  http://www.libsdl.org
com0com  http://com0com.sourceforge.net
gSOAP  http://gsoap2.sourceforge.net
NSIS  http://nsis.sourceforge.net
AES crypto routines  http://www.gladman.me.uk/
Cntlm  http://cntlm.sourceforge.net/
wcecompat (SM-E for WinCE only)  http://wcecompat.sourceforge.net