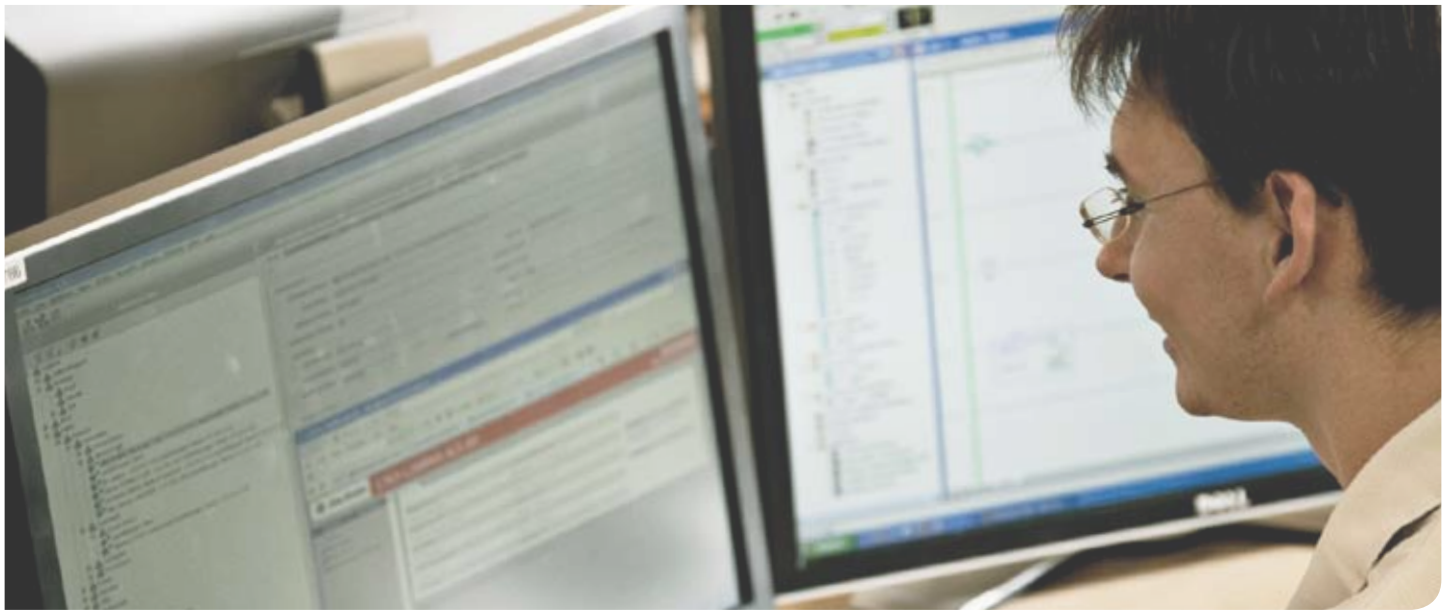
Remote Management - GateManager™

Service & Support Portal



GateManager™ is the central component of Secomea's solutions for Remote Device Management (RDM). It can be used securely over the Internet (NAT firewall supported), over a private WAN, or within the confines of a LAN. Connections between a GateManager and a GateManager- enabled device are always initiated by the device - and are always encrypted. Security policies are respected at all sites touched by the solution.

Devices become GateManager-enabled with our unique Agent Control Module (ACM). The ACM is embedded in a number of different devices from Secomea – and can be embedded in just about anything. In addition, a device with its own ACM can also host other agents, thus providing basic monitoring and access services to devices which are not in themselves GateManager-enabled. This is the principle behind our SiteManager and Printer Monitoring Gateways.

GateManager™ doesn't just create bridges between devices and management systems. It supports configuration of e-mail alerts. It provides web-services for interfacing with business applications. And it includes the GateManager Console, a user-friendly Java application used not only for device management and monitoring, but also for account management. With the Console, you create hierarchical domains to control user access and to group devices , e.g. according to customer or site groupings. The Console also supports hassle-free, yet highly secure access to various devices through their native interfaces ("Go to Appliance"). Console connections are controlled by x.509 certificates over SSL and user privileges are controlled with a role-based system.

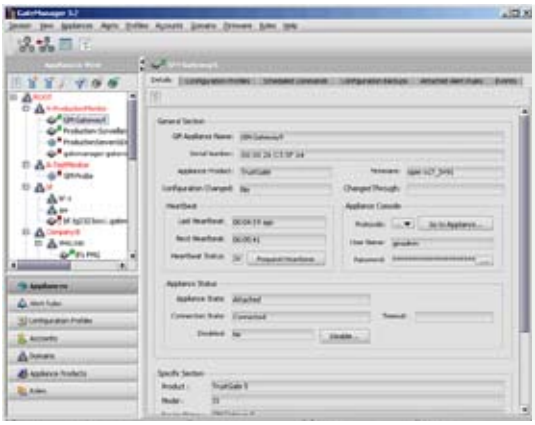
GateManager™ installs on standard Linux, and is based on a JBoss application server platform. Performance and scalability is determined by your choice of hardware platform, which can range from a standard PC to Dual CPU rack servers. Installation takes only a few steps and requires only basic Linux skills. Use of a backup server is supported by a fall-over strategy based on rsync.

- Server software runs on standard Linux
- User-friendly Console (Java GUI) for access from any PC anywhere in the world
- Proxy feature for direct access to native interface of managed device ("Go to Appliance")
- High level of security using AES, SSL and x.509 digital certificates
- Domain tree structure for flexible grouping of devices and users
- Role-based management of user accounts
- Filtering (grouping) of devices for different kinds of overviews
- Highly configurable alert rule system to generate alert notifications
- Central collection of device logs
- Automatic email submission of information for accurate and timely billing purposes
- Web services-ready server architecture for interfacing with business applications
- Read more about Secomea's Remote Device management at www.secomea.com

GateManager

secomea

Technical Specifications



Screenshot from the GateManager Console, showing the status and basic information about a device. From here you can drill down information layers or invoke the native GUI of the device

Supported Devices/Appliances

- Secomea SiteManager and any IP or Serial device monitored by it
- Secomea Print Monitoring Gateway (PMG) and any printer or MFP monitored by it
- Secomea LInkManager for easy remote access to devices
- Secomea TrustGate™ and ITXtra GreenGate series of Security appliances
- Secomea Advanced Print Server (IAPS) series, Secomea Barcoder
- Software (Windows) versions of Secomea gateways and print servers
- Any network-enabled device having the software Agent Control Module (ACM) embedded (contact Secomea sales for more info)

Server Software Characteristics

- J2EE application exploiting Jboss application server
- Installs on a standard Enterprise Redhat or Fedora Linux
- Installation script
- Flexible configuration for all network environments, including placement behind firewall/NAT-router
- Synchronisation with backup GateManager server using rsync

Secomea A/S

Denmark

E-mail: info@secomea.com

www.secomea.com

Rev. 2008-05-14

Server Hardware Requirements

- Standard PC (up to 50 devices)
  - CPU: 1,8 GHz
  - RAM: 1GB
  - 50 GB HDD
  - CDROM
  - USB 2.0 port
  - Floppy drive
- Mid-range Server (up to 5 000 devices):
  - CPU: Dual 3GHz
  - RAM: 2GB
  - 36GB SCSI (RAID recommended)
  - CDROM
  - USB 2.0 port
  - Floppy drive

Device Management Features

- Grouping of devices by domain hierarchy
- Configurable alert notification with flexible rule definition through logical expressions
- Retrieval of device logs
- Single and bulk upgrade of firmware and configurations
- Configuration backup with backup-historytracking
- Scheduling of backups, configuration profile distribution, firmware upgrades and status reporting
- "Replace appliance" wizard for easy field replacement
- Proxied device access from the Console (Java GUI) to the native device interface ("Go to Appliance" feature)
- Supports creation of Web services API for business applications
- Emails with list of enrolled devices for billing purposes
- GateManager™ does not need to be reprogrammed to support a new GateManager™ enabled device or agent. All it takes is a "plugin" installed via the Console
- Extended audit for logging user activity and device events

Product Deliverables

- GateManager™ is primarily distributed as part of a Remote Device Management Solution from Secomea or an Secomea Partner
- All software and documentation ships on a boxed CD. USB activation dongle included for Server installation
- Account on Secomea's hosted GateManager™ for trial or entry-level introduction use

User/Account Management

- x.509 and password user authenticatioand authorization
- Access control based on roles and domain hierarchy
- Multiple administrative accounts within domains
- Audit log

GateManager Console (Java GUI)

- Self-contained Java application for running on any Windows PC
- Upgrades automatically from the GateManager™ server
- Same GUI used for user administration and device management
- Secured with https and x.509 certificates.
- Minimum hardware requirements:
  - 100MB HDD space
  - Windows XP/2000
  - CPU: 1 GHz

Add-on Applications

- Printalyzer™ - provides enhanced graphical views and printing history and statistics

GateManager

secomea