西肯麦工业远程通信解决方案 数据采集 远程编程 工厂互联 移动监控

LinkManager 客户端安装与故障排除指南

■本指南将引导您如何安装 LinkManager 客户端软件,在使用过程中如何排除故障

英文官网: <u>www.secomea.com</u>

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中文版本: 1801

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1. LinkManager 客户端安装

1.1. 软件下载

LinkManager 客户端软件支持 XP/Win7/Win8/Win10 操作系统安装, 下载的地址链接:

http://info.secomea.com/download-linkmanager

请根据您电脑的操作系统选择下载对应的安装包

LinkManager secimea	🕒 Download
LinkManager (6041) 32 bit Windows installer (exe) LinkManager (6041) 64 bit Windows installer (exe)	

1.2. 软件安装

注意:如果您的电脑装有杀毒软件,请将杀毒软件退出后再执行安装

以管理员身份运行安装

名称		修改日期	类型	大小
🔥 LinkManager-x32位-Se	etup	2016/9/20 17:01	应用程序	6,070 KB
也 LinkManager-x64位-Se	etup	2016/9/12 10:51	应用程序	6,935 KB
	打开(0))		
	😵 以管理	员身份运行(A)	N	
	启用/慧	期数字签名图标	3	
	兼容性	疑难解答(Y)		
点击 Next				
b LinkManager Setup				x
	Welcom	e to LinkManage	er Setup	
	LinkManager.	ingulae you anoogn ale in		
	During the int of the followi - Sun Microsy - Vyacheslav - Vyacheslav It is IMPORT/ components 1 the About me information o associated th Click Next to	stallation you may be promy ng third party software com stems, Junc. Network adapt Frolov comCom - serial pon Frolov Ports (COM JUPT) NIT that you accept installa to inideknanger to function nu in the installed LinkMan irid party components. continue.	oted to install some iponents: ers t emulators tion of these properly. Refer to ger for more iger and the	
		Next :	Cancel	
点击 I Agree				
b LinkManager Setup				
License Agreement Please review the license t	erms before ins	talling LinkManager.		ወ
Press Page Down to see th	ne rest of the ag	greement.		
Copyright				A
Copyright 2016, Secomea	A/S, Denmark.	All rights reserved.		
This product is protected I	by U.S. and inte	ernational copyright law.		
You may not rent. lease	sell, modify, dea	compile or reverse engine	er	
this product.	,,/			
Terms of Use By installing or using this p by these general terms of	roduct, you are use for the sol	e agreeing to become bou ution and purposes for w	und hich	-
If you accept the terms of agreement to install LinkMa	the agreement anager.	, click I Agree to continue	. You must accep	it the
		< <u>B</u> ack	I Agree	Cancel



点击 Install 安装 推荐使用默认安装路径安装,也可以点击 Browse 选择指定安装路径

注意: 安装路径不能是中文的, 否则不能正常运行

🕁 LinkManager Setup	
Choose Install Location Choose the folder in which to install LinkManager.	
Setup will install LinkManager in the following folder. To install in a different Browse and select another folder. Click Install to start the installation.	folder, click
Destination Folder C:\Program Files\Secomes\LinkManager	Browse
Space required: 19.2MB Space available: 15.0GB	
< Back Install	Cancel

在安装的过程中会弹出如下类似画面,请都点击安装



点击 Finish





2. 启动 LinkManager 客户端软件和安装账户证书

重启电脑后,启动 LinkManager 客户端软件,电脑右下角的系统托 盘就会有一个小电源的图标,由红色>>>黄色>>>绿色



当小电源图标变为绿色的时候,在默认的浏览器会弹出一个新界面 并提示:

请安装 LinkManager 客户端账户证书

(http://10.127.128.1 P - C d LinkManage	er Console ×	☆ 🕸
LinkManager secimea		
🛕 Please install LinkManager User (Certificate.	
The GateManager administrator has sent you an email a LinkManager User Certificate file (file type is . <i>lmc</i>). Press the "Browse" button to select the certificate file fi local computer, fill in the certificate's password, and pre	which contains rom your ess "Install".	
Certificate file:	浏览]
Password:		
Remember password		
Install About		
		💐 100% 🔻 🔡

注意: 在启动 LinkManager 客户端的过程中出现缺失或者不能自动 弹出浏览器接界面,请查看本文档的第三章节

点击浏览

() thttp://10.127.1	128.1 クィ さ	也 LinkManage	r Console ×	□ <mark></mark> ×
LinkManage sec:mea	Pr			
🔺 Please	install LinkMa	anager User C	ertificate.	
The GateManager a LinkManager Us Press the "Brows local computer, fi	r administrator has ser Certificate file (f e" button to select t ill in the certificate's	sent you an email w ile type is <i>.lmc</i>). the certificate file fro password, and pre	which contains form your ss "Install".	
Certificate file:			浏览	
Password:				-
F	Remember passwor	d		
	Install	About		
				🔍 100% 🔻 🔡

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浏览到本地存储 LinkManager 客户端账户证书(证书后缀格式 是.lmc),选中并打开



输入与证书结合一起使用的密码, 点击 Install 进行安装



再次输入密码并点击 Login 按钮

🔶 🕘 http://10.127.128.1 🔎 🗸 🖒 LinkManager Console × 👘 🛣 🔅
LinkManager sectmea
Login
Certificate: DEMO100-LM 🗸
Password: •••••••• Change
Remember password
Open last domain: (none)
Connect last device: (none)
Internet Connection: Auto-detect 🗸 Add proxy
Login Certificates Shutdown About Advanced
• 100% •

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LinkManager 客户端账户界面如下显示



以上完成 LinkManager 客户端软件安装以及 LinkManager 账户登陆。



3. LinkManger 客户端常见故障排除

3.1. 启动 LinkManager 客户端软件的时候显示文件缺失

在启动 LinkManager 客户端是时,出现如下画面,文件缺失

正在复制文件	所需文件
c:\windows\inf\VBoxTAP.sys	需要 VirtualBox TAP Adapter 上的文件 → VBoxTAP: sys 。 輸入文件所在的路径,然后单击"确定"。
重 貞面 雪 最近访问的位置 手 四 世 カタ	文件复制来源 (C):

解决方法:点击对话框的浏览,浏览到 Link Manager 客户端软件安装路径下,找到并选中"VBoxTAP.sys"这个文件,点击确认即可

3.2. 启动 LinkManager 客户端一直显示黄色🔘

请下载最新 Link Manager 客户端软件版本,安装并尝试启动

第一种情况:

LinkManager 客户端软件安装使用都正常,在偶尔启动程中,长时间显示黄色图标,这是由于 LinkManager 客户端虚拟网卡不能识别电脑联网网卡导致,可尝试将 LinkManager 客户端软件退出,再次启动

第二种情况:

电脑安装有 VPN 客户端远程软件,开机时自动启动运行了,请将 VPN 客户端软件关闭,再启动 LinkManager 客户端软件

第三种情况:

LinkManager 客户端软件在安装完成并重启电脑后,启动 LinkManager 客户端软件图标一直显示黄色,这有可能是电脑操作系 统缺少必要的组件,也有可能是电脑安装的杀毒软件将 LinkManager 客户端软件某些文件隔离,导致无法启动,建议尝试 关闭杀毒软件重新以管理员身份安装或者更换操作系统

3.3. 启动 LinkManager 客户端显示绿色,但是不能弹出浏览器界面

启动 LinkManager 客户端软件后,小图标显示绿色,但是不能自动 弹出浏览器界面,存在以下原因

电脑安装的杀毒软件,并安装了该杀毒软件的浏览器,LinkManager 客户端在启动的过程中被杀毒软件禁止启动

电脑默认的浏览器被劫持,或者浏览器版本太低不兼容 LinkManager 客户端软件,自带浏览器建议更新到最新

解决方法一:

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安装火狐浏览器,并将火狐浏览器设置为默认浏览器,如果电脑安装有杀毒软件,在默认绑定的浏览器也要改成火狐浏览器,然后再尝试启动 LinkManager 客户端

解决方法二:

如果方法一不能解决,复制下面的地址链接到 IE 浏览器并回车,将 此链接收藏到浏览器的收藏夹中方便下次使用

http://10.127.128.129:3/console/

3.4. LinkManager 客户端账户不能登陆, 会提示 Concurrent user license limit exceeded

The LinkManager	connected successfully to the GateManager, but all
LinkManager float	ing licenses in your account's domain are in use (only 1 use
can connect at the	e same time.)
You can try again	later, or you could contact your administrator to request th
addition of anothe	er LinkManager license to your domain.
Alternatively, you	could contact one of your colleagues that may be online,
and ask that pers	on to logout.

这可能是您的 GateManager 服务器域中只有一个/多个 LinkManager账户登陆授权,并且这些授权已经被 LinkManager账 户全部占用了,如果您需要登陆,可以让其他账户退出 LinkManager账户登录或者购买更多 LinkManager 登陆授权

3.5. 导入新的 LinkManager 客户端账户证书

如果需要更新客户端的账户证书,或者添加新的账户证书,点击 Certificates 按钮

Login	
Certificate: TEST-HANGZHOU-LM 👻	
Password: Change	
Remember password	
Open last domain: ROOT.TEST2	
Connect last device: VNC (TEST-PC)	
Automatically reconnect to device upon failure	
Internet Connection: Auto-detect 👻 🛛 Add proxy	
Login Certificates Shutdown About Advanced	
点击 New	

Alias U	ser	Role	Domain	Server	Expires	
т	EST-HANGZHOU-LM	LinkManager User	r hangzh	ou.gatemanager.cr	r	87
	1	New	Connections	Back		

LinkManager User Certificates



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浏览新的证书以及输入结合证书密码,点击 Install 安装即可

Ins	tall LinkManager User Certificate
Select a certifi name (alia:	icate file on your local computer, give it a descriptive s) if you like, and enter the password for it below.
Certificate file:	浏览
Alias:	
Password:	
	Remember password
	Install Cancel About

3.6. LinkManager 客户端账户登录时,显示 Cannot connect to GateManager

This could have	e the following reasons:	
his could have address of the could have could have address address address address and corporation of the could be corporated at the wey out a could be cou	re the following reasons: ateManager is temporarily unavailable. : that you can ping the GateManager, or try entering the web ss of the GateManager in a web browser: //hangzhou.gatemanager.cn inkManager's access to the GateManager is blocked. : your firewall settings (both your PC's personal firewall and the rate firewall.) anager internet connectivity is controlled by a Web Proxy. Logout] to go back to the login page, select [Add Proxy], and el eb proxy information (address, account, and password) provide T department. SateManager might be too old; this LinkManager only supports lapager 50 and un	nter d by
1. LinkM hostr Try d Gatel receiv	anager cannot access a DNS server to resolve the GateManage ame. cking the [Override] button below and enter the IP address of t lanager. You can find the GateManager IP address in the email ed with the LinkManager account information.	r he you
1. LinkM hostr Try d Gatel receiv	anager cannot access a DNS server to resolve the GateManage ame. cking the [Override] button below and enter the IP address of t lanager. You can find the GateManager IP address in the email ed with the LinkManager account information.	r he you
1. Linkty hostr Try d Gater receiv	anager cannot access a DNS server to resolve the GateManage ame. cking the [Override] button below and enter the IP address of t tanager. You can find the GateManager IP address in the email ed with the LinkManager account information. Logout Configure Retry ooting information:	r he you
1. Link/ hostr Try d Gate/ receiv	anager cannot access a DNS server to resolve the GateManage ame. cking the [Override] button below and enter the IP address of t lanager. You can find the GateManager IP address in the email ed with the LinkManager account information. Logout Configure Retry ooting information: demo111	r he you
1. Linkt hostr Try d Gatel receiv	anager cannot access a DNS server to resolve the GateManage ame. cking the [Override] button below and enter the IP address of t lanager. You can find the GateManager IP address in the email ed with the LinkManager account information. Logout Configure Retry ooting information: demo111 : hangzhou.gatemanager.cn (UNKNOWN HOST) Override	r he you
Trouble-sh Account: GateManage	anager cannot access a DNS server to resolve the GateManage ame. cking the [Override] button below and enter the IP address of t lanager. You can find the GateManager IP address in the email ed with the LinkManager account information. Logout Configure Retry ooting information: demo111 : hangzhou.gatemanager.cn (UNKNOWN HOST) Override n: Using account's domain me: demo111	r he you
1. Linkh hostr Try d Gatel receir Frouble-sh Account: GateManage Domain Toke Appliance Na Serial numbe	anager cannot access a DNS server to resolve the GateManage ame. cking the [Override] button below and enter the IP address of t lanager. You can find the GateManager IP address in the email ed with the LinkManager account information. Logout Configure Retry ooting information: demo111 : hangzhou.gatemanager.cn (UNKNOWN HOST) [Override] n: Using account's domain me: demo111 r: 4100E8002D81-9DE6C0020E87	r he you

解决办法:

登陆 GateManager 服务器管理员账户>>>选中 LinkManager 客户 端账户所在的文件夹>>>点击 U 盘的图标,你将看到 GateManager 服务器的公网 IP,把GateManager 服务器的公网 IP 复制下来

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例如下面 demo111 客户端账户不能登陆,账户所在的文件夹是 TEST108,点击 U 盘图标,可以看到 GateManager Address 公网 IP 是 121.40.243.148,复制这个公网 IP 然后关闭这个页面

Customer Domain		Close						
🖉 📚 📜 🔔 📾 🥥 🖉 🔍 (=>) 💼 - TEST108								
TESTION TESTION Control Testion Tes	Domain Activity Domains Accounts Licenses Appliances Alerts Actions Messages Relays Reports Usage Audit • Domain Overview • Domain Overview							
Create USB Configuration								
Create a configuration file suitable for i Fill in some of the fields below, and the You should save this file on a FAT32 for GateManager Address: [12]/4024 Domain Token: test108	nitializing an appliance via a USB flash stick. n click on Create to download the configration to your PC. matted USB flash stick in a file named SITEMANAGER.CFG.							
Appliance Name:	anager sec	omea						

选择不能登陆的 demo111 客户端账户,在账户信息中找到 GM Address,将复制的 121.40.243.148 公网 IP 粘贴到 GM Address 对 应的框里面,然后保存,点击重新生成一个新的 LinkManager 客 户端账户证书

Customer Domain	Close
	듲 🔿 🛛 🔱 - demo111 - drag to join: 💄
Gemoili 0 Gemoili 1 Gemoili 0 Gemoili 1 Gemoili 1	Account Joined Domains Usage Audit Last Login: 2017-12-11 11:51:56 from 223.104.91.254 Created: 2017-12-11 Renewed: 2017-12-11 Expires: Authentication: Authentication: X509 Certificate (with password) • Ouration: Permanent •
	Mail Template: Use default Message: Deliver to: Chx@xikenmai.com GM Address: 121.40.243.148
3	Zip Format: Change Password Renew Certificate 4 Save Cancel Gate Manager secomed

打开邮箱收取新的账户证书

关于密码说明:

- 1) LinkManager 客户端账户密码使用手动设置的密码时, 可使用新邮件的新账户证书和手动密码登录
- 2) LinkManager 客户端账户密码使用自动密码时,可使用 新邮件的新账户证书和之前旧邮件中账户的自动密码登 陆即可

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如果之前从没有成功登录过 LinkManager 客户端账户,直接点击 浏览新的客户端账户证书登录即可

C (d http://10.127.128.129:3/conso ♀ ♥ d LinkManager Console	× ☆☆ ↔
文件(F) 编辑(E) 查看(V) 收藏夹(A) 工具(T) 帮助(H)	
LinkManager secimea	secomea
Secure Install LinkManager User Certificate	_
Select a certificate file on your local computer, give it a descriptive name (alias) if you like, and enter the password for it below. Note that login and remote access activity using this certificate is logged at the GateManager and may be subject to audit.	
Certificate file: C:\Users\Tom\Desktop\TEST101-LM.Imc	
Password:	
Remember password 2	
3 Install Cancel About	~

如果之前有登陆过 LinkManager 客户端账户,启动 LinkManager 客户端>>>点击 Certificates

LinkManager sectmea		secumea
G Secure	Login Certificate: demo111 Password: Change Remember password Open last domain: (none) Connect last device: (none) V Automatically reconnect to device upon failure Internet Connection: Auto-detect Add proxy in Certificates Shutdown About Advanced	

点击更新账户证书图标

LinkManag sectmea	ler							sec <u>o</u> mea
© Secure LinkManager User Certificates								
	Alias	User	Role	Domain	Server	Expires		
		demo111	LinkManager (User	121.40.243.148		r a ⊒î	
			New	Connectio	ns Back		1	

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西肯麦 Secumed 可私有化部署的非VPN工业远程通信方案

远程调试 | 手机监控 | 数据采集 | 远程安全 | 数据上云 | 软件网关

适用于设备制造商、系统集成商、公共事业项目、工厂





