西肯麦非 VPN 工业远程通信解决方案 远程调试 移动监控 数据采集 数据上云 软件网关

LinkManager 客户端账户无法登陆服务器

■本指南介绍解决 LinkManager 客户端无法登陆 GateManager 服 务器的问题

英文官网: <u>www.secomea.com</u>

中文官网: <u>www.xikenmai.com</u>

中文版本: 1801

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故障特征

登录 LinkManager 客户端账户时,显示如下界面"Cannot connect to GateManager" , 在 GateManager 地址处显示黄色的"<mark>UNKNOWN HOST</mark>"



解决办法

Firmware:

v6041_17393

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

Cust	omer Domain									Close
¢ <	▶ 늘 💄 🗖 🔔 📾 🛷 🎸	9	~ ~	- TEST108						
	TEST108 [TEST108] demo111 () 1 DEMO & (LinkManager #24 1 DEMO & (LinkManager #10)	1 e)	Domain Alerts	Activity Actions	Domains Messages	Accounts Relays	License Reports	es App Usage	Audit	
	I DEMO ≮ (LinkManager Mob	oile #223)	▼ Domai Doma Descri Toker Doma	in Overvie in name: T iption: 1 n alias: T in token: T	W EST108 139:00:C0:A2 EST108 EST2 . TEST10	:01:AA:22 8 🛐 🍺 🥢	2	പ്പ	nea	
	Create USB Configuration Create a configuration file sui Fill in some of the fields below You should save this file on a	table for init w, and then FAT32 form	tializing an a click on Crea atted USB fla	ppliance vi te to downl ish stick in	a a USB flash s oad the config a file named S	stick. gration to you GITEMANAGE	ur PC. R.CFG.			
	GateManager Address:	121.40.243.	148	- 3			_			_
	Domain Token: Appliance Name:	test108					-	anage	er seco	bmea

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- 1. 选择不能登陆的 demo111 客户端账户
- 2. 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,
- 3. 然保存
- 4. 点击更新证书,重新生成一个新的 LinkManager 客户端账户证书

Customer Domain		Close
S 🕆 🗎 🛢 🗖 🕰 📾 🛹 🔍 🔍	두 🔿 🙎 - demo111 - drag to join: 🔱	
TEST108 [TEST108] TEST108 [TEST108] TEST108 (LinkManager #24e) TEMO + (LinkManager #1ee) TEMO + (LinkManager Mobile #223)	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: 2017-12-11	*
	Authentication: X.509 Certificate (with password) (No SMS Service in account Duration: Permanent Mail Template: Use default Message:	doma
3	Deliver to: Cha@xikenmai.com GM Address: 121.40.243.148 Q 2 Zip Format: Change Password Renew Certificate 4	8
	Save Cancel	, bmea

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
- 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

第一次登陆 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

↔ ↔ http://10.127.128.129:3/conso 오 - ở 付 LinkManager Console	× ☆☆ 🕸
文件(F) 编辑(E) 查看(V) 收藏夹(A) 工具(T) 帮助(H)	
LinkManager sectmea	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 30/2	
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		secomea
G Secure Certification	Login e: demo111 Change Remember password Open last domain: (none) Casact last domain: (none)	
Internet (Login	Automatically reconnect to device upon failure Connection: Auto-detect Add proxy artificates Shutdown About Advanced	

点击更新账户证书图标

Lin	kManage mea	?r						sec u mea	
6 Secur	9		LinkManage	er User Ce	ertificates				
	Al	ias User	Role	Domain	Server	Expires			
		demo111	LinkManager User	13	21.40.243.148		£ a ta		
			New	Connections	Back		1		

点击浏览新的账户证书, 输入与账户关联的密码登陆即可

	Renew Certificate	
Sel whice	ect the certificate file on your local computer ch replaces the currently installed certificate, and enter the password for it below.	
Note that lo is logged	ogin and remote access activity using this certificate at the GateManager and may be subject to audit.	
Subject DN:	CN=demo111	
Role: Server Address	LinkManager User	
Certificate:		
Alias		
Password:		
	Remember password	

通过以上方式更新 LinkManager 客户端账户信息后,可解决 PC 上网网络不能解析 GateManager 服务器域名地址而导致无法登陆 LinkManager 客户端的问题



西肯麦 Secumed 可私有化部署的非VPN工业远程通信方案

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