Pro-face Connect

Troubleshooting for SiteManager (Access to GateManager)

Preface

The information provided in this documentation contains general descriptions and/or technical characteristics of the performance of the products contained herein. This documentation is not intended as a substitute for and is not to be used for determining suitability or reliability of these products for specific user applications. It is the duty of any such user or integrator to perform the appropriate and complete risk analysis, evaluation and testing of the products with respect to the relevant specific application or use thereof. Neither Pro-face nor any of its affiliates or subsidiaries shall be responsible or liable for misuse of the information that is contained herein. If you have any suggestions for improvements or amendments or have found errors in this publication, please notify us.

All pertinent state, regional, and local safety regulations must be observed when installing and using this product. For reasons of safety and to help ensure compliance with documented system data, only the manufacturer should perform repairs to components.

When devices are used for applications with technical safety requirements, the relevant instructions must be followed.

Failure to use Pro-face software or approved software with our hardware products may result in injury, harm, or improper operating results.

Failure to observe this information can result in injury or equipment damage.

Trademark Rights

All company or product names used in this manual are the trade names, trademarks (including registered trademarks) of those respective companies.

This document omits individual descriptions of each of these rights.

Microsoft, Windows, Windows Vista, Windows Server, Internet Explorer, Windows Media, Excel, Visio, DirectX, Visual Basic, Visual C++, and Visual Studio are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Intel, Pentium, and Xeon, are trademarks of Intel Corporation in the United States and/or other countries.

The following terms differ from the formal trade names and trademarks indicated in this document.

Term used in this manual	Formal Trade Name or Trademark
Windows 10	Microsoft(R) Windows(R) 10 Operating System
Windows 8.1	Microsoft(R) Windows(R) 8.1 Operating System
Windows 8	Microsoft(R) Windows(R) 8 Operating System
Windows 7	Microsoft(R) Windows(R) 7 Operating System
Windows Vista	Microsoft(R) Windows Vista(R) Operating System
Windows Embedded 8.1	Microsoft(R) Windows(R) Embedded 8.1 Industry
Windows Embedded Standard 7	Microsoft(R) Windows(R) Embedded Standard 7 Runtime (WS7P)(ESD)
Internet Explorer	Microsoft(R) Internet Explorer(R)
Google Chrome	Google Chrome (TM) browser
Mozilla Firefox	Firefox (R)
Apple Safari	Safari (R)

Manual Symbols and Terminology

Safety Symbols and Terms

This manual uses the following symbols and terms to identify important information related to the correct and safe operation of display units and Pro-face Connect. The notes shown here describe important information on safety.

Symbols and descriptions are as follows.

⚡	The addition of this symbol to a "Danger" or "Warning" safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.
⚠	This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠ DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

⚠ WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

⚠ CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result** in minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

General Information Symbols and Terms

This manual uses the following symbols and terms for general information.

Display	Description
IMPORTANT	States precautions and restrictions that must be followed.
NOTE	Provides tips on correct product use or supplementary information.

Terminology

This manual uses the following terms and acronyms in its descriptions:

Term used in this manual	Description
Screen Editor & Logic Program Software	Indicates GP-Pro EX or BLUE software.
Display Unit	Indicates a touch panel display unit manufactured by Pro-face for displaying the screen interface designed in Screen Editor & Logic Program Software.

Term used in this manual	Description
Device/PLC	Indicates a device, such as a PLC, that connects to a display unit.
Pro-face Connect GateManager (hereafter called "GateManager")	GateManager is used for user administration and access control for LinkManagers, and acts as communication broker between LinkManagers and SiteManagers.
Pro-face Connect SiteManager (hereafter called "SiteManager") Pro-face Connect SiteManager Embedded (hereafter called "SiteManager Embedded ")	SiteManager Embedded is the software installed on the display unit. A display unit with SiteManager Embedded running is called SiteManager.
Agent	Generic term for display units and external devices that SiteManager Embedded allowed connecting to the network. The access methods (agents) you can register differ depending on your license.
Pro-face Connect SiteManager Embedded Basic (hereafter called " SiteManager Embedded Basic ")	One of the license formats required to use SiteManager Embedded.
Pro-face Connect SiteManager Embedded Extended (hereafter called " SiteManager Embedded Extended ")	One of the license formats required to use SiteManager Embedded.
Pro-face Connect LinkManager (hereafter called " LinkManager ")	LinkManager, the software installed on your computer, allows remote access to SiteManager and/or devices represented by agents on the SiteManager.
Pro-face Connect LinkManager Mobile (hereafter called " LinkManager Mobile ")	LinkManager Mobile, a service on the GateManager, allows remote access.

About Screen Images

Depending on your operating environment, screen images presented in this document may differ from the actual screen you see.

Please keep this in mind when reading the document.

Global Code

A global code is assigned to every Pro-face product as a universal model number.

For more information on product models and their matching global codes, please refer to our Web site.

http://www.pro-face.com/trans/en/manual/1003.html

Inquiry

If you cannot solve the problem after reading this manual or other references, you can access our homepage to find a solution.

http://www.pro-face.com/trans/en/manual/1001.html

This site will help you contact the closest Pro-face office.

http://www.pro-face.com/trans/en/manual/1015.html

NOTE
- The latest manuals are available at our home page.

Table of Contents
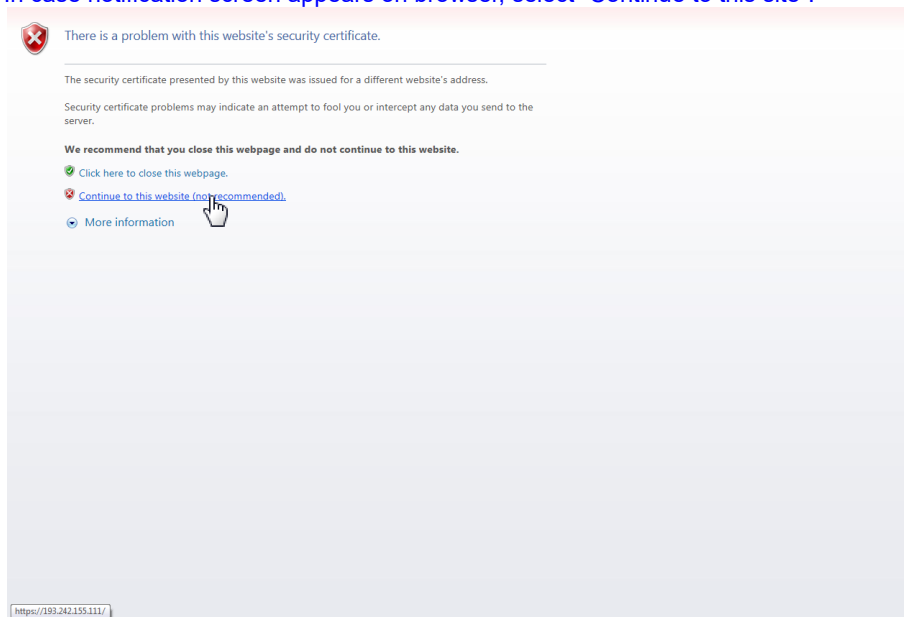
Test GateManager access from a PC

The SiteManager attempts to access the Internet by trying the following connection methods one by one from its Ethernet port:

1. Port 11444 (verification: https://***.***.***.***:11444)

2. Port 443 with HTTPS/TLS (verification: https://***.***.***.***)

3. Port 80 with TLS over HTTP (verification: https://***.***.***.***:80)

4. TLS via Web Proxy

Replace ***.***.***.*** with the GateManager IP address in the email (with the GateManager X.509 Certificate) that you received from the GateManager.

NOTE

There is a problem with this website's security certificate.

The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

We recommend that you close this webpage and do not continue to this website.

Click here to close this webpage.

Continue to this website (not recommended).

More information

https://193.242.155.111/

The following screen displays:

LINKManager
MOBILE

Pro-face

Username:

Password:

Login

If none of the links resulted in the above screens, it may be due to:

1. A firewall is blocking TLS access and only allows plain text/html. In other words, http://.. is supported while https://.. is not. You may need to set up special rules in the firewall for your PC. This may be solved by approval of the IP address, the MAC address, the PC's DNS name, or the PC itself on a local MS Directory Services server.

2.   A Web-Proxy is required for Internet access and is not configured on the PC you are attempting to connect from. Typically this is handled by the DHCP server, but you can also configure it manually. On MS Internet Explorer, from the menu open **Tools** > **Internet Options** > **Connections** > **LAN Settings** > **Proxy server**.

If all the above is verified and you still do not get the LinkManager Mobile login screen on your PC, SiteManager will also have trouble connecting. Contact your IT administrator for assistance.

SiteManager cannot connect to GateManager

Basic issues

Ethernet cables not connected correctly

Most common connection issue is that the cables are not connected correctly, a connector is loose, or the cable is damaged. Confirm the cable is inserted in the display unit.

NOTE

- When using the following models, you can check the connection status to GateManager from offline mode's M**ain unit** - **Remote monitoring setting** - **SiteManager Embedded**.

  With GP-Pro EX, all models other than the SP5000 Series Open Box and IPC Series

  However, when the connection to GateManager is broken, it may take some time before the status display shows "not connected".

  Calculation
  The maximum time required to change the status is: **Keep-Alive Interval** value times 2

  To reduce the time required to change the status, from the GateManager Portal decrease the value in the **Domain Settings** - **Keep-Alive Interval** field.

IP address configuration issues

Check that the SiteManager has an IP address matching the network through which it accesses the Internet.

Check that IP address matches the subnet of the network it is connected to. Also check that the subnet mask matches the subnet class, and that the default Gateway is defined as the router that provides Internet access. Try to ping the IP address from a PC on the same network.

DNS issue

NOTE

- You need to check the following when using the SP5000 Series Open Box or IPC Series.

If you are using the DNS name of the GateManager server (for example, "gatemanager.us.proface.com") in the SiteManager configuration, its name may not resolve correctly to the IP address. Configure the GateManager server's IP address. From the menu, click GateManager and open General.

Open a command prompt and ping the DNS name of the GateManager, and it will resolve the IP address issue.

Domain token configuration issue

When the domain token configuration differs between GateManager and SiteManager, the SiteManager will not appear on the GateManager. (Despite SiteManager setup showing the GateManager as connected.)

Make sure you configure the domain token described in the e-mail sent from GateManager to SiteManager.

GateManager X.509 Certificate for SiteManager A on gatemanager.us.proface.com
GateManager

2016/06/20 16:25

▼

☐
SiteManager_A.gmc

Hello ▒▒▒▒▒

This mail contains a new X.509 certificate for the Pro-face GateManager administrator login.
The password associated with the certificate is: ▒▒▒▒▒▒

Save the attached file, SiteManager_A.gmc, in your Windows "My Documents" folder.

Follow this link to the GateManager administrator login screen: https://gatemanager.us.proface.com/admin (or alternatively:
https://▒▒▒▒▒▒▒/admin).
It is recommended to bookmark this page in your browser. The login screen will ask you to load the certificate file and enter the
password.

GateManager has been verified to work with Internet Explorer 9 (IE8 also works), 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.

--------- Additional information ---------

The certificate in this mail is issued to user "SiteManager A" in domain "CustomerA" on server "gatemanager.us.proface.com".

Pro-face appliances, such as a SiteManager that should be administered by this account or by LinkManager users created by this
account, should be configured with the following GateManager settings:

GateManager Address: ▒▒▒▒▒▒▒
Domain Token: CustomerA

For more information please check www.pro-face.com

Web-Proxy issues

A Web-Proxy is often used to validate Internet access. SiteManager is designed to access the Internet and the GateManager via a Web-Proxy. Set up the Web proxy settings in the following locations.

With GP-Pro EX when using all models other than the SP5000 Series Open Box and IPC Series

With BLUE, all models other than the SP5000 Series Open Box and IPC Series

When using the SP5000 Series Power Box or IPC Series

With GP-Pro EX, all models other than the SP5000 Series Open Box and IPC Series

From offline mode, **Main Unit** – **Remote View Settings** - **SiteManager Embedded**.

NOTE

- You can also set up from the SiteManager GUI: From the **GateManager** menu, click **General** - **More >>**.

With BLUE, all models other than the SP5000 Series Open Box and IPC Series

Hardware Configuration – **Remote access management**

10

> **NOTE**
>
> - You can also set up from the SiteManager GUI: From the **GateManager** menu, click **General** - **More >>**.

When using the SP5000 Series Open Box or IPC Series

Open the SiteManager GUI, and from the **GateManager** menu, click **General** - **More >>**.

In the Web-proxy Address field, you can manually define the URL path to the WPAD file, which may be required if you do not receive Web-Proxy information from a DHCP server.

As another example, if you use a NTLM-based web-proxy, you can enter the account into the **Web-Proxy Account** field in the format "DOMAIN\USER".

Problems that require you to initialize SiteManager Embedded and reassign a license

When a registered SiteManager is deleted from GateManager, SiteManager Embedded needs to be initialized and its license re-granted.

Run the following operations.

With GP-Pro EX, all models other than the SP5000 Series Open Box and IPC Series

1. Enter offline mode, and from the menu touch **Main Unit** - **Remote Viewer Settings** - **SiteManager Embedded**.

2. Touch **Reset to Default**.

3. Request the GateManager administrator to assign the license again.
(You cannot use the same license. To re-grant a license again takes 24 hours.)

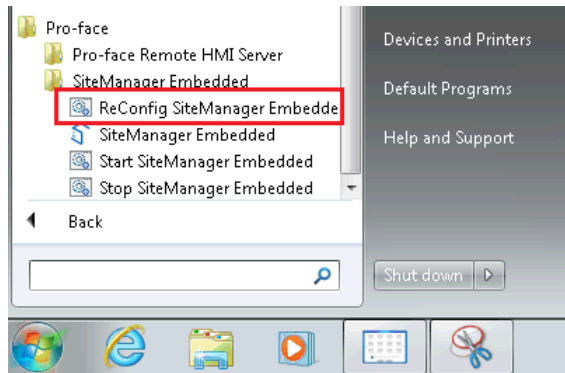### When using the SP5000 Series Open Box or IPC Series

The "Deleted on GateManager" message displays on SiteManager Embedded.

1. From the Start menu, click on **All Programs** > **Pro-face** > **SiteManager Embedded** > **ReConfig SiteManager Embedded**.

2. Ask GateManager administrator to re-grant the license. (Using same license is invalid. 24 hours is required to re-grant license.)