

Pro-face Connect: LinkManager Version 11 Tutorial

Version 1.5
2024/02/16

Contents

Introduction.....	3
Requirements.....	4
1 Connection to your GateManager.....	5
2 LinkManager installation	7
2.1 Additional Considerations: Web Proxy	11
3 Connection to a Device	12

Introduction

The objective of this document is to provide a step by step user tutorial to connect to a remote Device from the Proface Connect LinkManager Version 11.

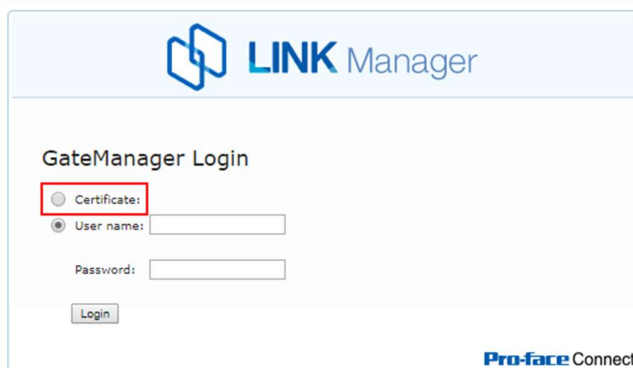
Requirements

To be ready for this tutorial, you will need:

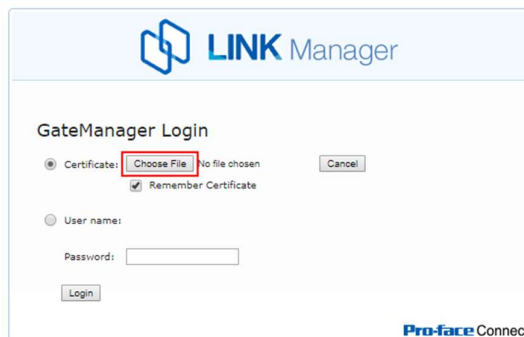
- A Customer Domain on GateManager (in this case Company-C)
- A Basic Administrator account (in this case Brian Smith)
- A remote device already configured with SiteManager Embedded
- A LinkManager License
- A SiteManager License with X agents, attached to the remote HMI.

1 Connection to your GateManager

- Go to LinkManager web page, i.e:
 - o <https://ip.gatemanager.proface.com/lm>
 - o <https://us.gatemanager.proface.com/lm>
 - o <https://eu.gatemanager.proface.com/lm>
- Select Certificate



- Upload your certificate by clicking on the “Choose File” button

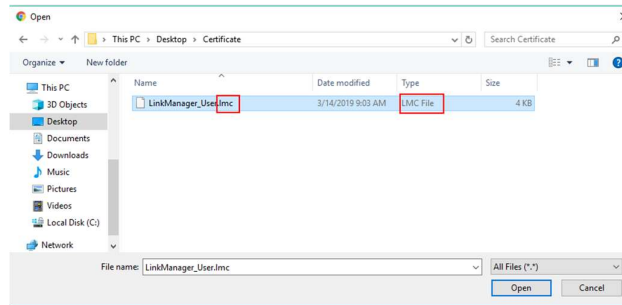


Be careful to select a **LMC file** for your certificate.

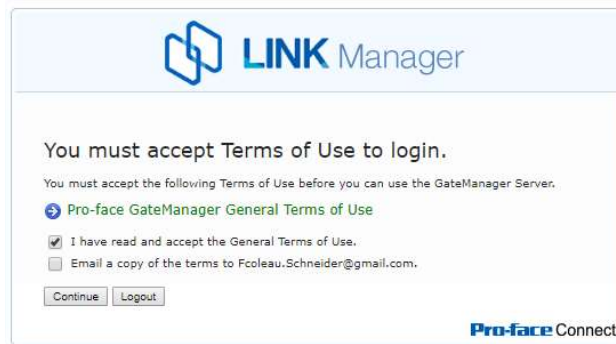
For your information:

.lmc : LinkManager certificate

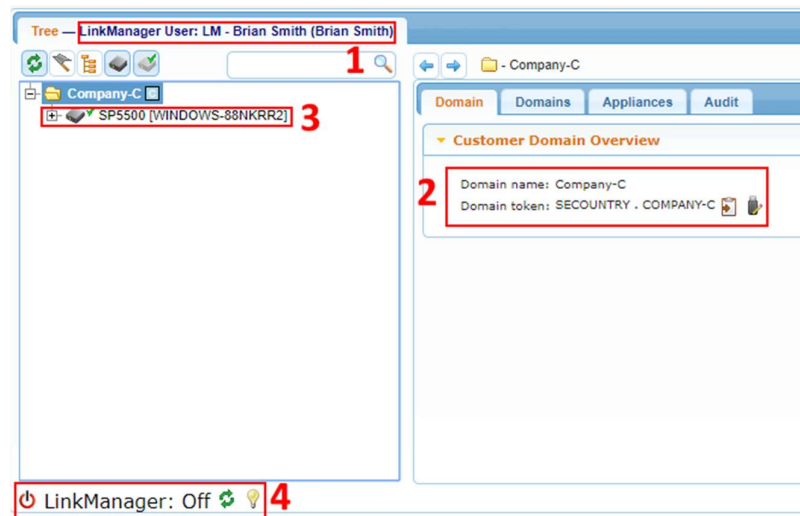
.gmc : GateManager certificate



Accept the General Terms of Use.



After authentication, a similar screen should appear:

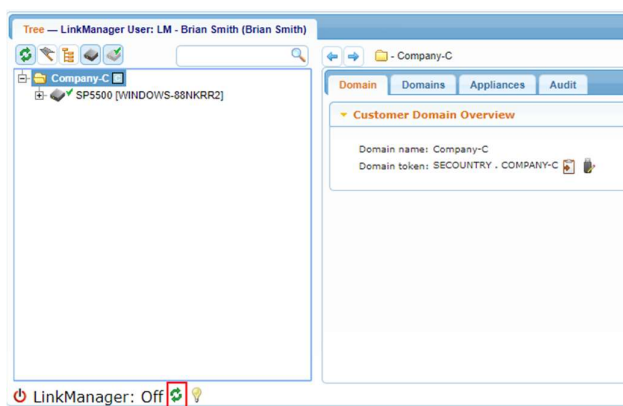


In this screen, you can notice the following information:

- 1- A LinkManager User (Brian Smith) is connected
- 2- Brian Smith belong to the domain "Company-C".
- 3- A device called "SP5500" is configured in this domain with a SiteManager.
- 4- The LinkManager interface is off.

2 LinkManager installation

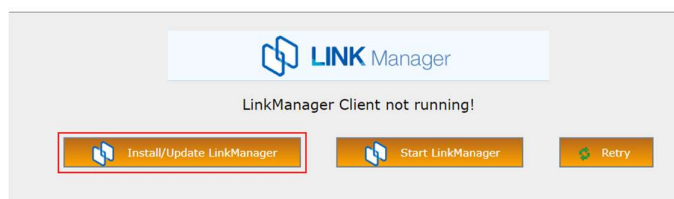
In order to start the LinkManager, click on the below icon



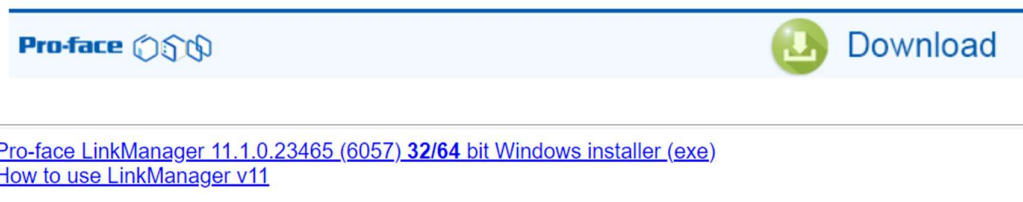
You will be redirected to this window, click on “Start LinkManager”.



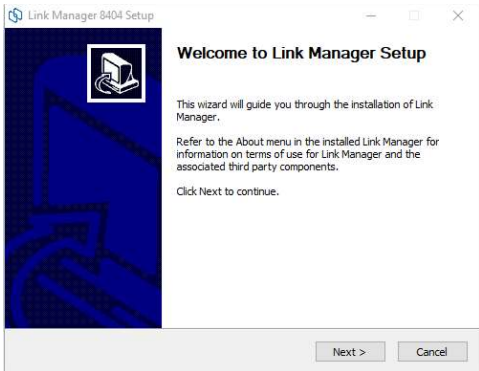

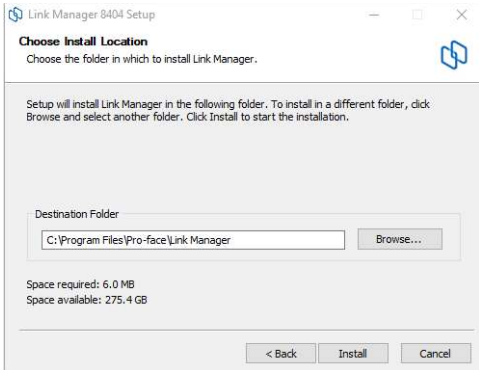
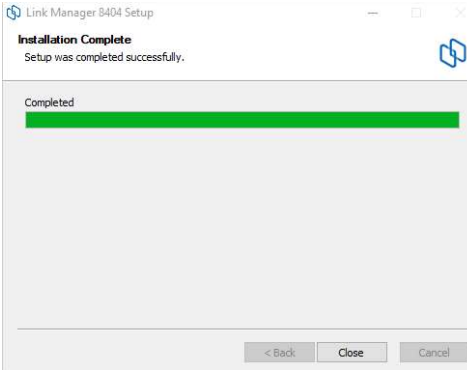
On first usage, the GateManager will not find the LinkManager on your laptop, the following screen will appear:



Click on “Install/Update LinkManager” then a new window will appear with a link to download.

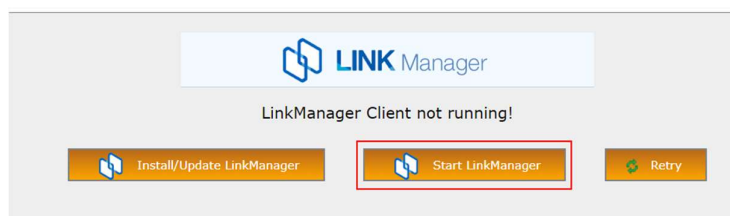


Download and run the LinkManager installer

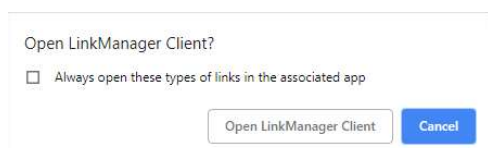
1. The first window is the 'Welcome to Link Manager Setup' dialog. It features a blue background with a white icon of a book and a hand. The text reads: 'This wizard will guide you through the installation of Link Manager. Refer to the About menu in the installed Link Manager for information on terms of use for Link Manager and the associated third party components. Click Next to continue.' At the bottom right are 'Next >' and 'Cancel' buttons.
2. The second window is the 'License Agreement' dialog. It says 'Please review the license terms before installing Link Manager.' Below this is a scrollable text area containing 'Copyright' and 'Terms of Use' information. At the bottom are '< Back', 'I Agree', and 'Cancel' buttons.
3. The third window is the 'Choose Install Location' dialog. It instructs the user to 'Choose the folder in which to install Link Manager.' It shows a text box for the 'Destination Folder' with the path 'C:\Program Files\Pro-face\Link Manager' and a 'Browse...' button. It also displays 'Space required: 6.0 MB' and 'Space available: 275.4 GB'. At the bottom are '< Back', 'Install', and 'Cancel' buttons.
4. The fourth window is the 'Installation Complete' dialog. It states 'Setup was completed successfully.' and shows a green progress bar labeled 'Completed'. At the bottom are '< Back', 'Close', and 'Cancel' buttons.

***Note:** Once installed, the LinkManager software can be uninstalled through "Control Panel\Programs\Programs and Features" the same way other programs would be.*

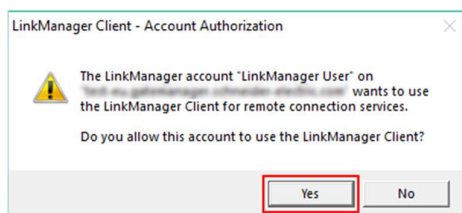
Close the windows, come back to the previous screen and click on "Start LinkManager".



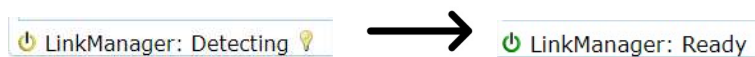
A popup like this should appear:



Then approve that this account can use the LinkManager Client




The LinkManager status should pass by Detecting to Ready

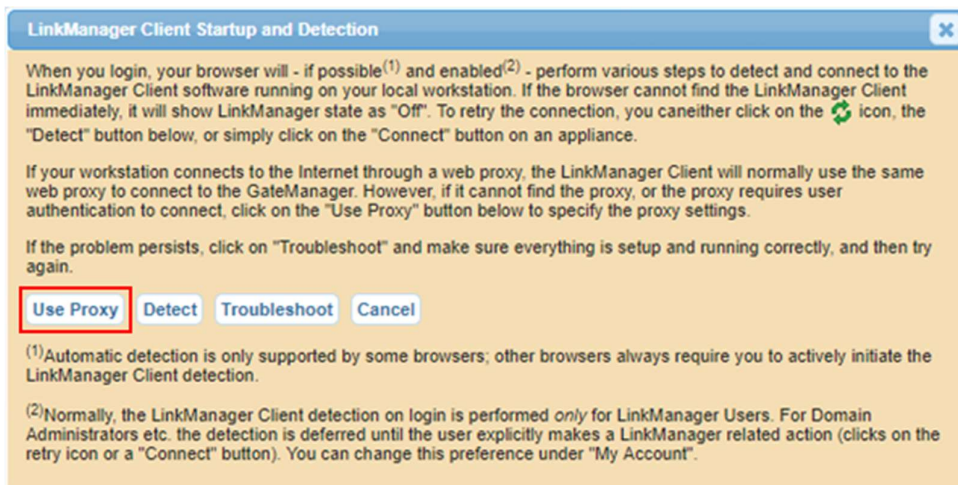


Your LinkManager is now started and ready to be used.

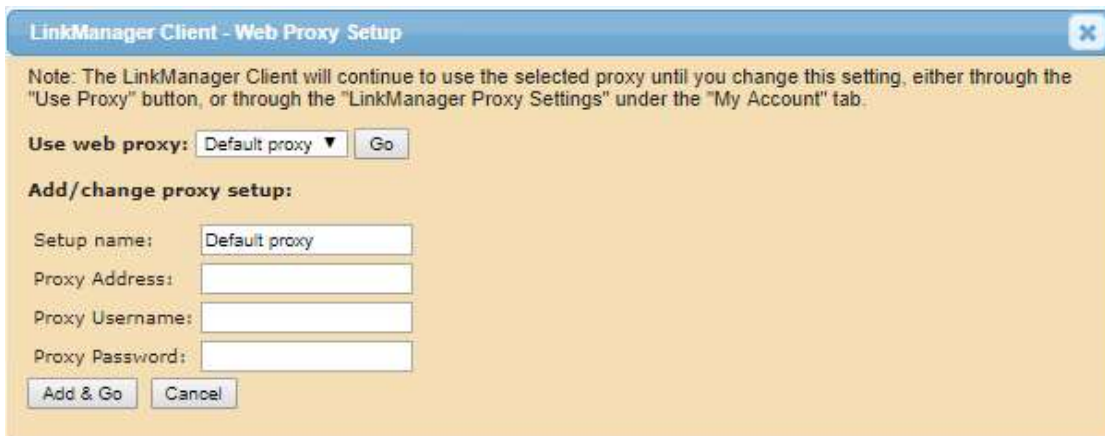
2.1 Additional Considerations: Web Proxy

Note: If after all those steps, the LinkManager is still unable to be in “Ready” state, Click on this icon: 


This window will appear, click on “Use Proxy”



And enter your Proxy settings then “Add & Go”

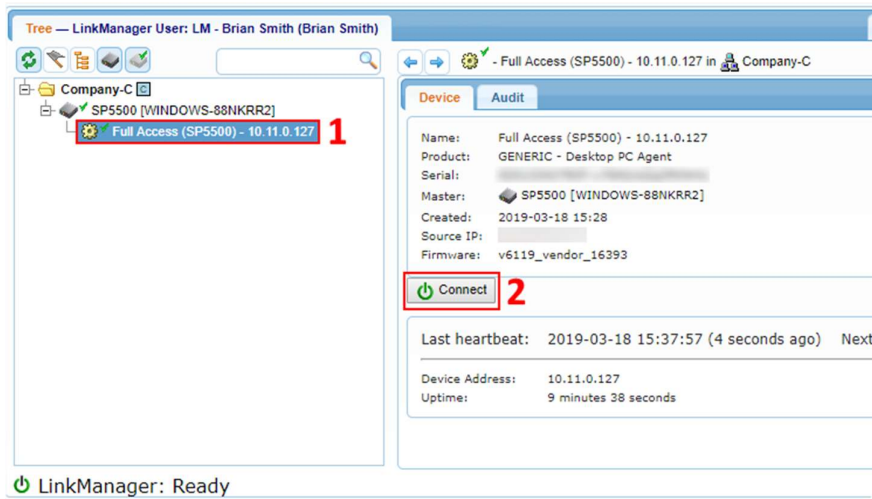


The LinkManager will be ready after those settings applied.

 LinkManager: Ready

3 Connection to a Device

Now you are able to connect remotely to your device:



1. Click on the device and select the agent
2. Click on Connect

Once connected, some information will appear about your connection as latency, bandwidth, heartbeat, uptime etc..

