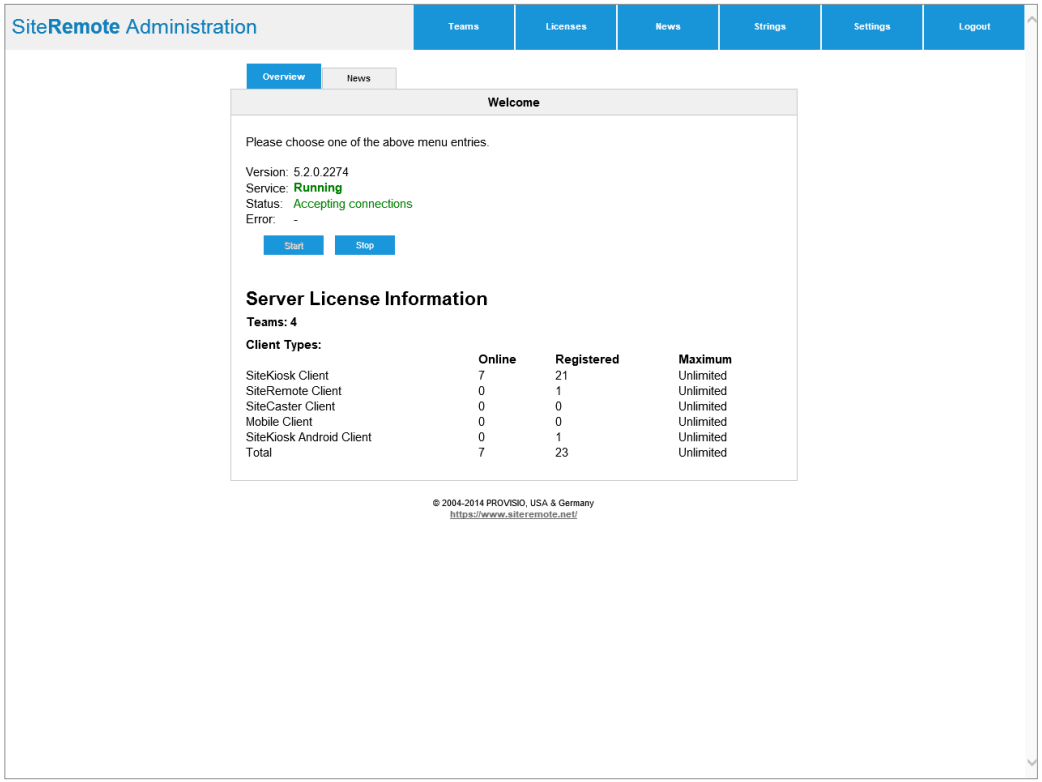


SiteRemote Server

Quick Administration Guide

Note:

You will need detailed knowledge and experience on how to set up and configure a Windows server, mail server, firewall and other server components. PROVISIO cannot assist you in setting up a Windows server.

Server Installation

Step 1: Installation of the Windows Server

Begin by installing Windows Server and follow the installation instructions provided by that software. Once you have completed the installation, run Windows Updates and install all available server software updates. The Computer name must not be SITEREMOTE or SITEREMOTEADMIN.

Step 2: Installation of IIS and Configuration of Windows Server Roles

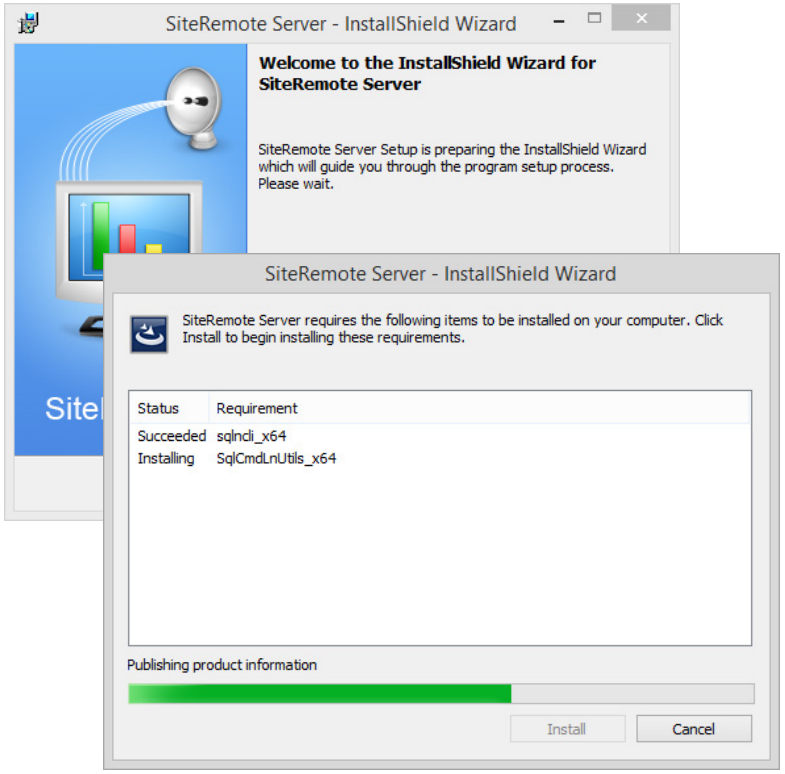
Server 2008/2012: Install IIS via the Roles Management. Make sure to check the boxes for the additional role services for IIS6 Management Compatibility, HTTP Redirection, Windows Authentication and ASP. NET (Server 2008) or ASP.NET 4.5 (Server 2012) support.

Step 3: Install the local SQL Server (Not applicable for use with an external SQL Server)

Proceed by installing MS SQL Server including all available updates and service packs. Run the installation file and follow the prompts. During installation, please select “Win Only” as the authentication mode. When finished with the installation, make sure SQL server is running properly.

Step 4: Installation of SiteRemote

Proceed by installing the SiteRemote Server software. Execute the installer and follow the instructions on the screen. You will find detailed information about the installation of SiteRemote including installation for use with an external SQL server in the [SiteRemote Installation and Update Instructions](#).



Licensing / Activation

To use the SiteRemote Server software, you must request a license file from PROVISIO in order to activate your server. Free 30-day trial licenses are available upon request.

Step 1: Logging in to the Administration pages of SiteRemote

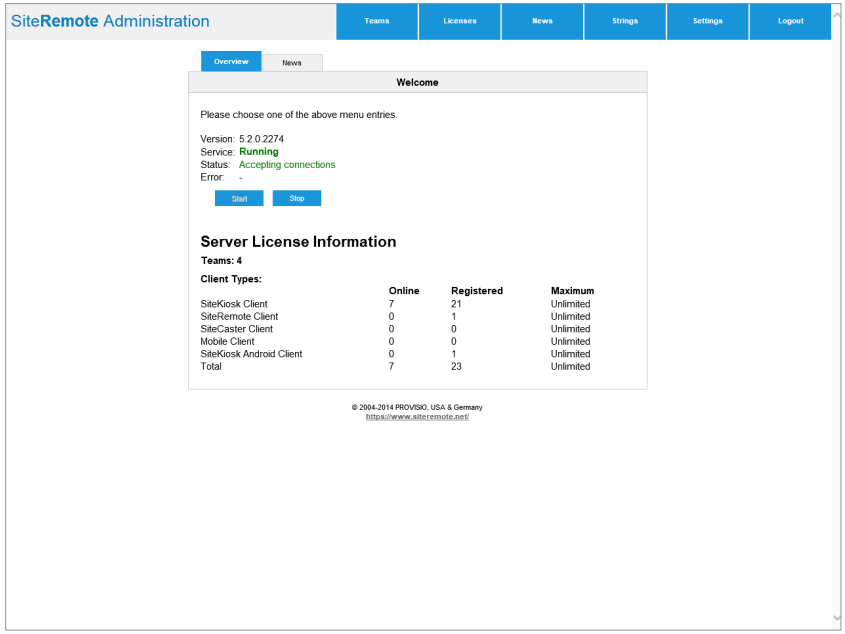
During the SiteRemote Server installation your “public key” file (SiteRemoteServer.pub) was generated. You must send this file to PROVISIO to receive your license file. To login to the SiteRemote Server Administration pages on the server, log in with a Windows local administrator user and navigate via Internet Explorer to the URL:

https://localhost/administration/
or
https://IP-Address/administration/

The SiteRemote Server Administration pages are also accessible via the Windows start menu ***“-->Start-->Programs-->SiteRemote Server-->Administration“***

If you are accessing the SiteRemote Administration web page from a different computer, use the URL or IP:

https://Servername_oder_ServerURL/administration/
or
https://IP-Address/administration/



Licensing / Activation

Troubleshooting tips for opening SiteRemote Administration can be found in the **installation brochure** under "Solve problems when trying to access the SiteRemote Administration web page"

Step 2: Download the Public Key

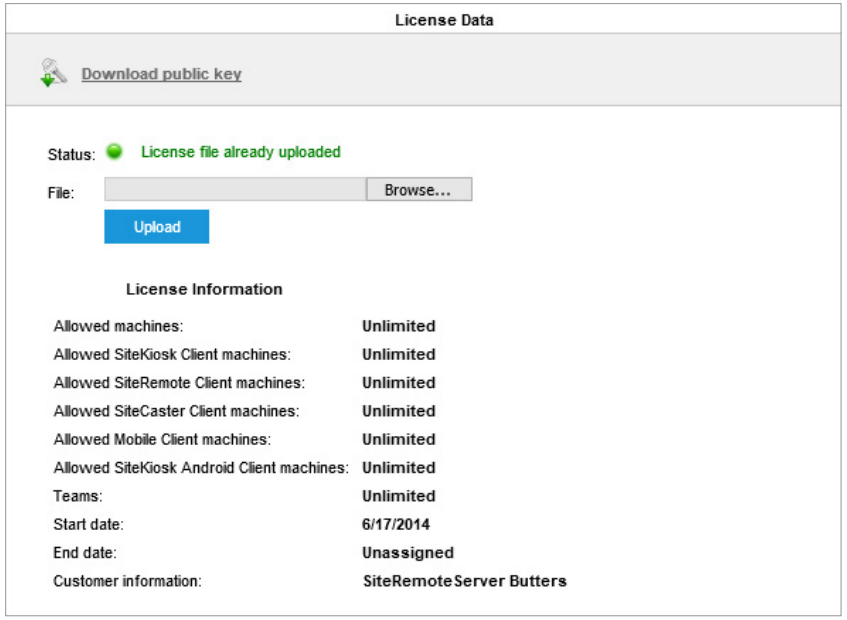
Click the "Settings" tab then click the "Download public key" link. Save the file "SiteRemote.pub" on your computer and send it to **siteremoteserver@provisio.com**

After receiving the "SiteRemote.pub" file, PROVISIO will generate a 30-day trial license key and email it to you. Please allow one business day upon sending of the "SiteRemote.pub" file for our technical department to process your request. If you have already purchased SiteRemote Server, send the public key along with the order information you received when you purchased to **siteremoteserver@provisio.com** to obtain a full license.

If you have purchased the license through a reseller, please contact your reseller.

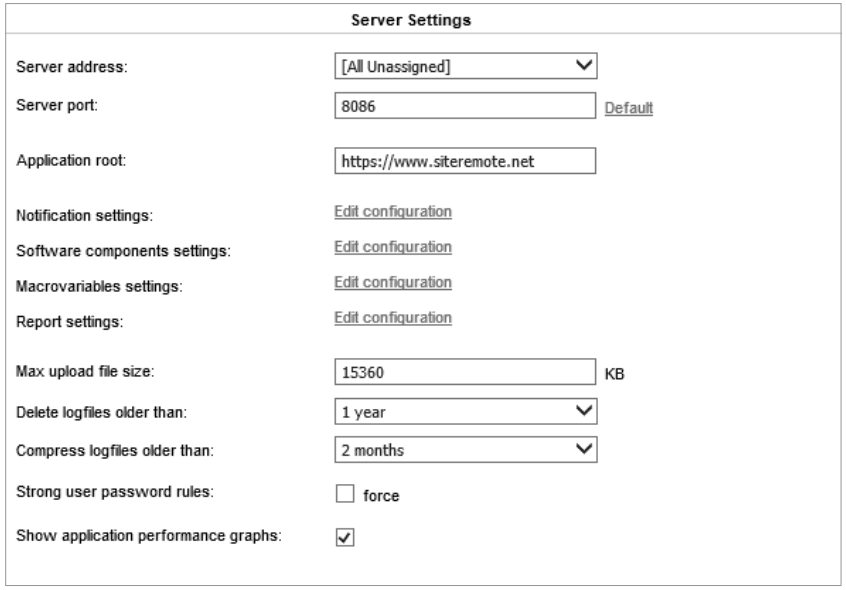
Step 3: Upload the license file

After PROVISIO sends you the license file with the .license file extension, upload the file via the SiteRemote Administration "Settings" page. Wait for the page to refresh then go to the main page of SiteRemote Administration to check the status of the server.



Server Settings

SiteRemote Server settings can be configured under the “Settings” tab of the SiteRemote Administration pages. The back-end administration interface is available in English only. However, different languages are available for the front-end team account pages.



Service Password (SITEREMOTE user)

This Windows user is utilized internally for the encrypted communication between the database and the web application. At this point, you can change the password for the “SITEREMOTE” user.

Administrator Password (SITEREMOTEADMIN user)

This user is required to access the Administration. At this point, you can change the password for the “SITEREMOTEADMIN” user.
Note: Normally there is no need to change these passwords. The users SITEREMOTE and SITERMOTEADMIN are for internal use only. **More information**.

Server Address/Port

Static IP Address and port (e.g. 8086) where the server is accessible.

Application Root

URL for the SiteRemote login page. Please use a Fully Qualified Domain Name (FQDN) e.g. **https://www.siteremote.net**.

SMTP Server

Your Email Server address e.g. “localhost”. If you are unsure use the real DNS name. The SMTP server must be accessible without authentication.

Server Settings

SiteRemote Email Sender

Email address that will be displayed as the sender when SiteRemote sends emails.

Email Sender Display Name

Name that is displayed as the sender of emails from SiteRemote.

Support Email Recipient

Email address your customers will send inquiries to.

SMS License Key (optional)

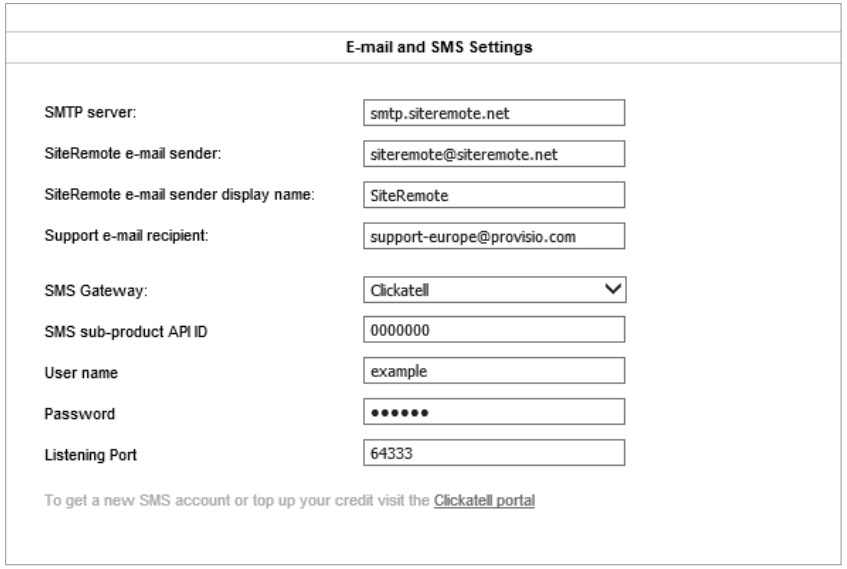
SMS license keys can be purchased from SMS Gateway providers.
Currently **www.mobilant.net** and **www.clickatell.com** are supported.

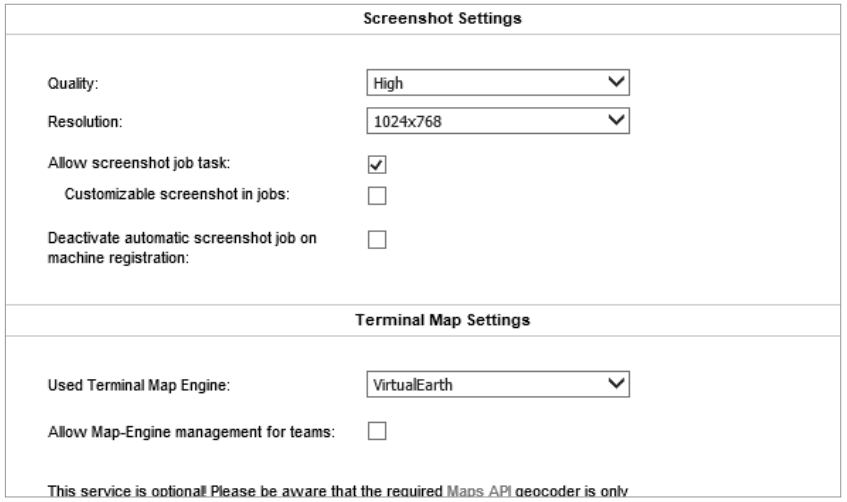
Screenshot Settings

This option lets you determine whether your customers will be able to create screenshots of the client machines. The last screen shot of a machine is displayed on that machine's overview page. You can also adjust the resolution and quality of the screenshots.

Global Settings

You can make additional custom settings for alerts, software components and macro variables.





Server Settings

Terminal Map Settings

Integrate a map engine and allow your users to define a location for each terminal. This will be displayed along with additional status information on an overview map. Both Virtual Earth and Google Maps are supported.

Start Page Layout

Two designs are available for the login page of SiteRemote:

- Personal Edition

Designed for customers who manage their own terminals. No additional teams and test accounts can be created.

- Business Edition

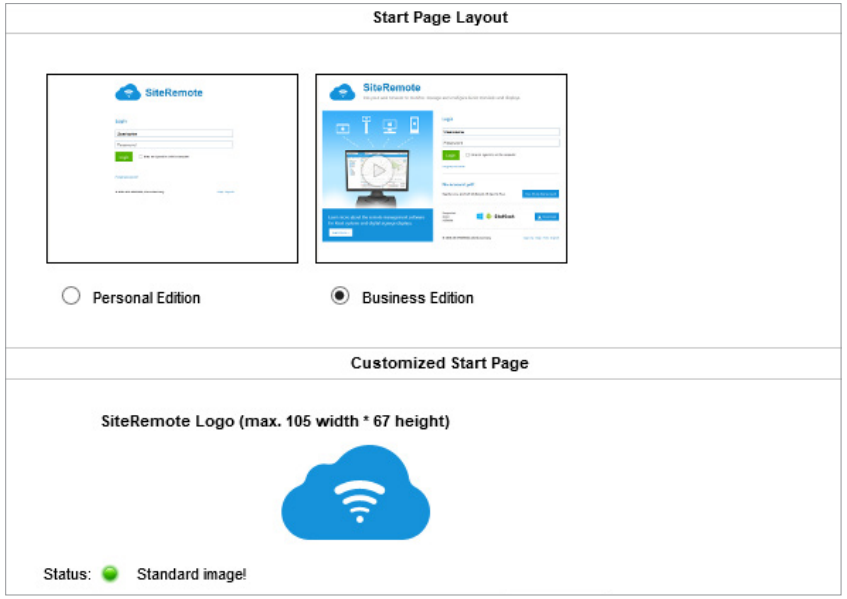
Designed for operators to let customers set up their own team accounts.

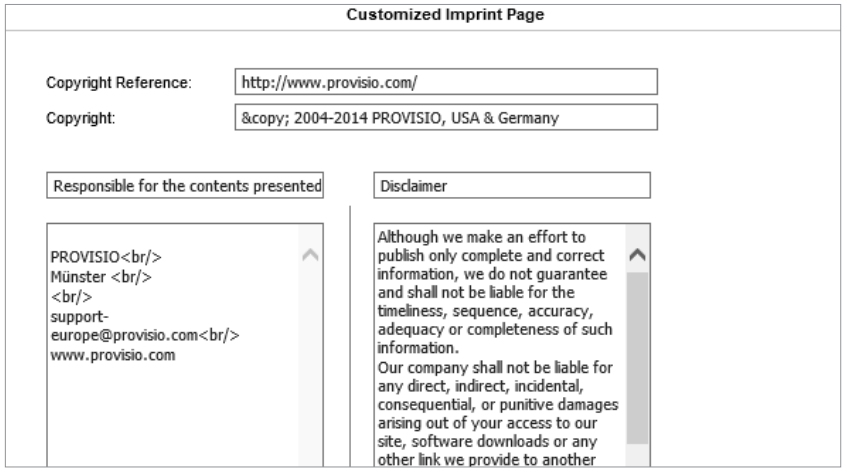
Customized Start Page

Allows you to conveniently adjust the design of the login page. The company logo and title can be customized.

Customized Imprint Page

Change the logo and the content of the Imprint page.
The copyright information which is visible on every page of your SiteRemote Server can also be modified.





Team Management

General

By default, each new team is valid for 30 days for testing purposes without entering a SiteRemote team account license. The team account license and traffic can be configured through SiteRemote Administration.

Under **"Teams-->Licenses-->Edit"**, the existing team licenses can be edited directly.

Under **"Licenses-->Generator"** licenses can be created for a team member or customer to activate on a team account (**-->Administration-->Licenses**).

Active Teams

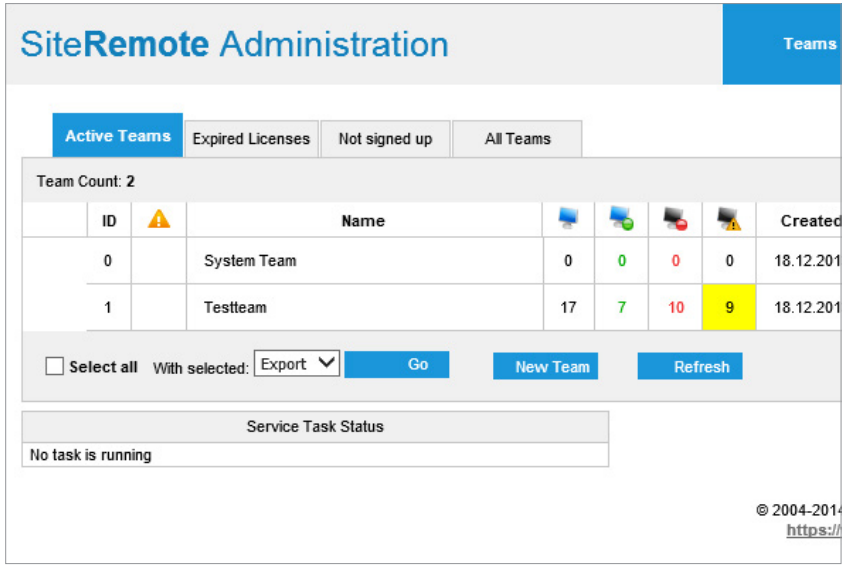
SiteRemote allows you to efficiently manage anywhere from one to hundreds of team accounts. All currently running teams are displayed under the "Active Teams" tab.

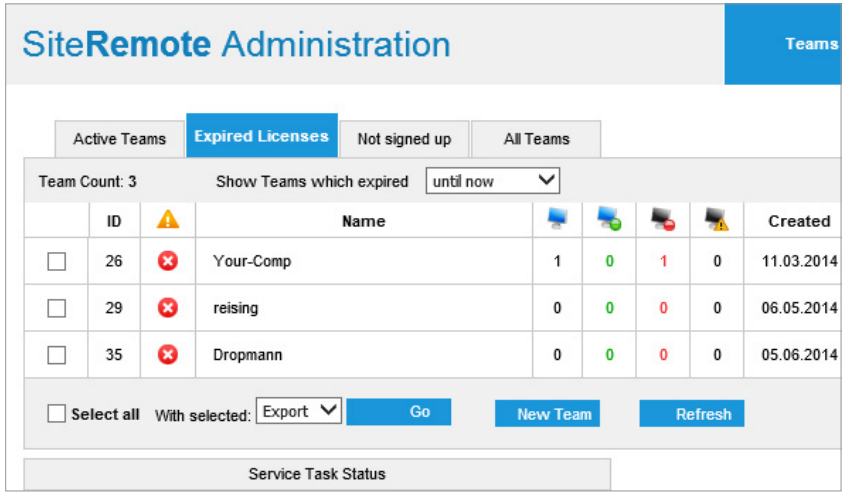
Expired licenses

Displays all teams whose license has expired and can no longer be used.

Not signed up

Team accounts must be confirmed through email by the person who set it up. A team account will only be activated after successful email confirmation. An additional email confirmation message can be sent by the server administrator by using the Send Activation email link under **Show-->Send Activation Email**.





Team Management

All Teams

All existing teams and their current status are shown here. You can determine immediately which team account shows an error and log into the account by clicking on: **Show --> Impersonate**.

System Team

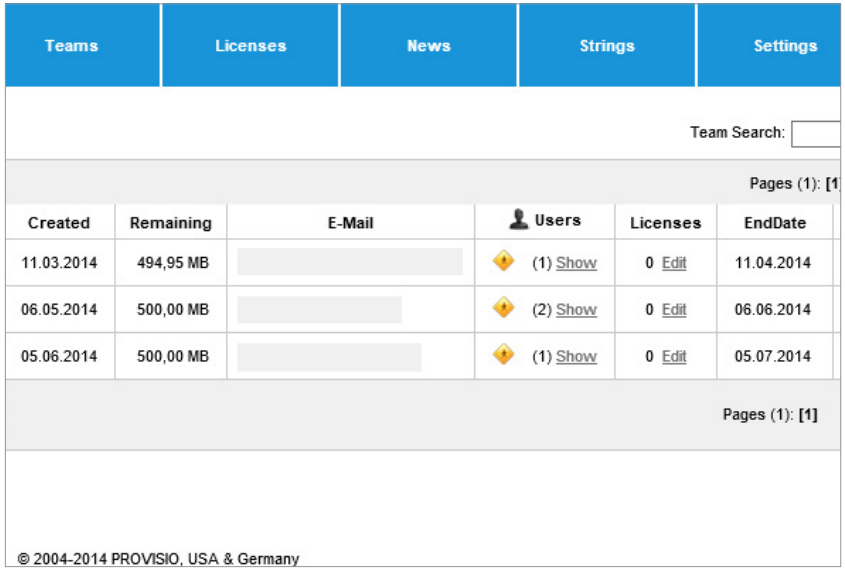
The first team account is named System Team. This team cannot be deleted. Do not register clients with this team. The system user can access the team here: **Show-->Impersonate.**

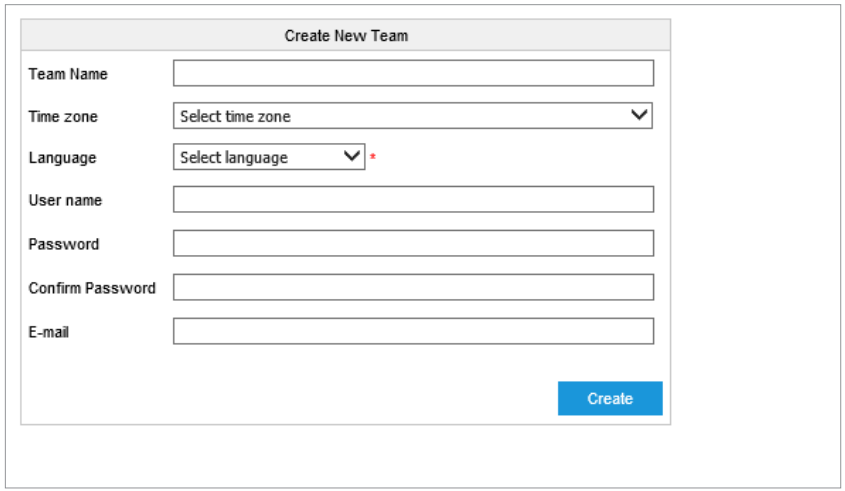
Feature: Job templates for the entire team account system can be created and edited under this team account.

New Team

Use the “New Team” button to create new team accounts. With the SiteRemote business edition start page layout, this process can also be automated without administrator interaction. In this case, customers will create their own teams. (See **www.siteremote.net**)

SiteRemote Personal edition only allows the creation of one team account.





License Administration

The SiteRemote Server Business edition allows you to generate team account licenses and resell them to your customers. Team account licenses need to be created for both SiteRemote Business and Personal.

The encrypted license code contains information about the validity of the license, the number of machines a team account is allowed to manage etc.

Select Licenses to view and manage the licenses you issue to clients.

Licenses

Lists all licenses available in the system and their parameters. Parameters such as validity, number of machines, etc. can be edited in this interface.

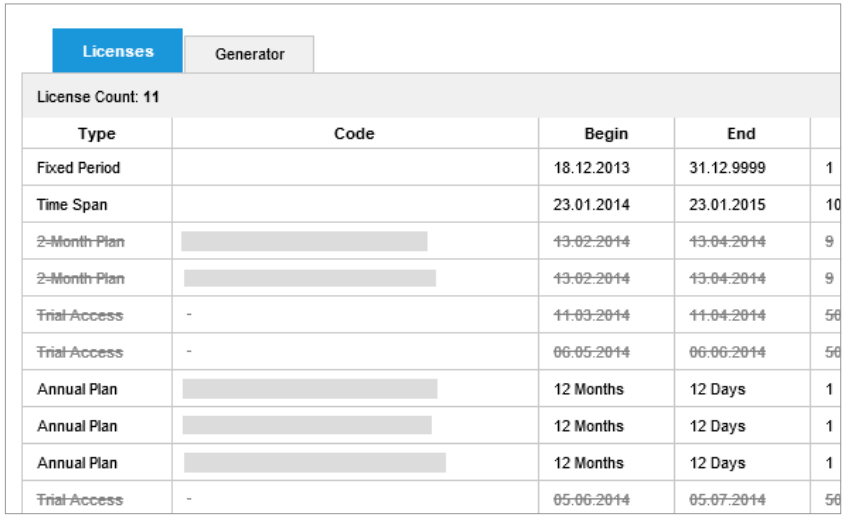
Generator

Generate individual licenses for yourself or your customers.

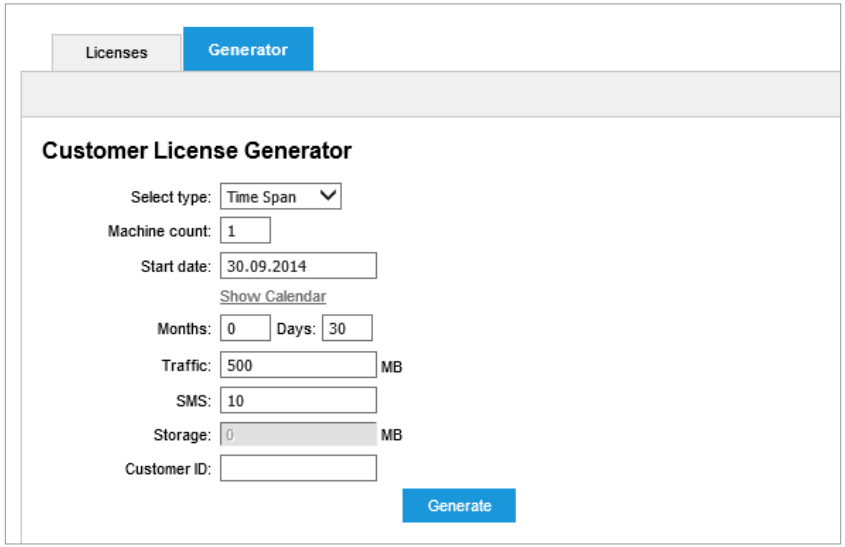
Customer ID

Optional field you can use to identify customers by entering their customer number, invoice number or name.

This field is also located under “Licenses”.



Type	Code	Begin	End	
Fixed Period		18.12.2013	31.12.9999	1
Time Span		23.01.2014	23.01.2015	10
~~2-Month Plan~~		~~13.02.2014~~	~~13.04.2014~~	~~9~~
~~2-Month Plan~~		~~13.02.2014~~	~~13.04.2014~~	~~9~~
~~Trial Access~~	-	~~11.03.2014~~	~~11.04.2014~~	~~56~~
~~Trial Access~~	-	~~06.05.2014~~	~~06.06.2014~~	~~56~~
Annual Plan		12 Months	12 Days	1
Annual Plan		12 Months	12 Days	1
Annual Plan		12 Months	12 Days	1
~~Trial Access~~	-	~~05.06.2014~~	~~05.07.2014~~	~~56~~



News Administration

SiteRemote Server allows you to share current news and information with your clients/ users.

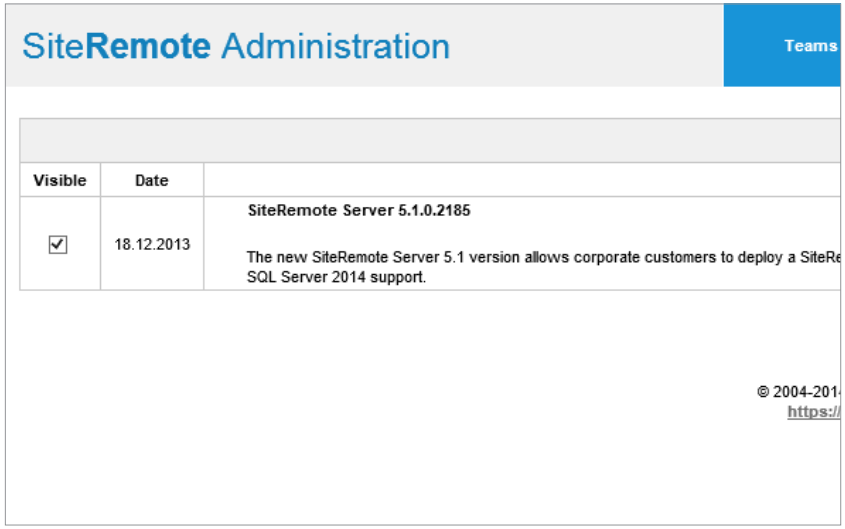
The “News” is displayed on the overview page immediately after users have logged on

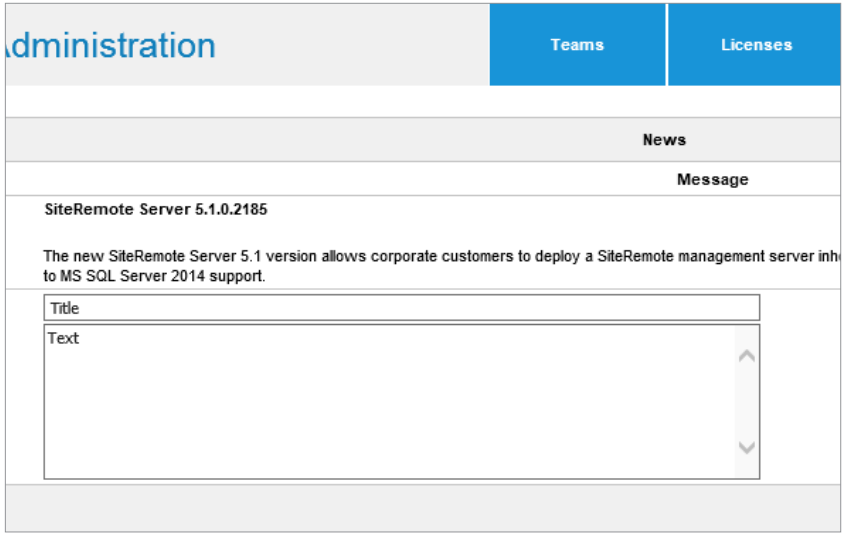
Create New News Entries

To create a news entry, click the “Add New” button. News entries can only be displayed in one language.

Each news entry will include the following components:

- **Date**
- **Header**
- **Text (HTML code is allowed)**





Strings and Languages

All languages and text shown in SiteRemote are managed under “Strings”.

Strings

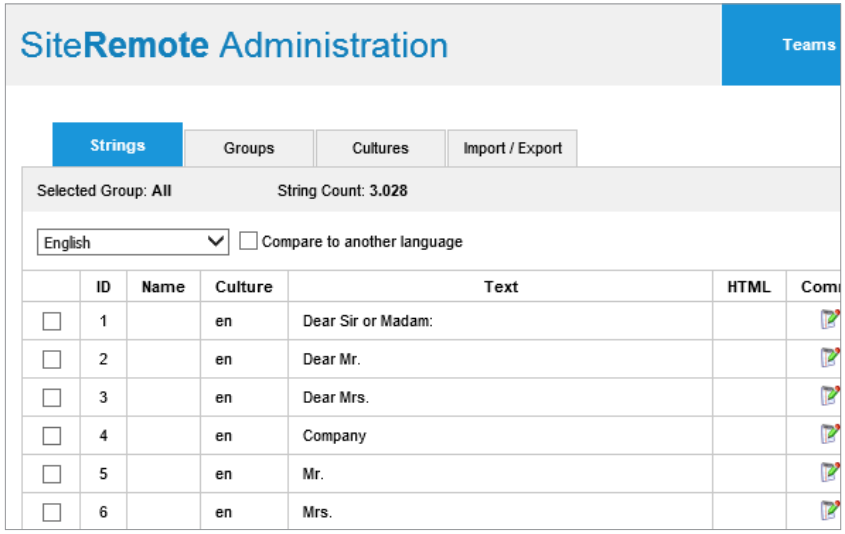
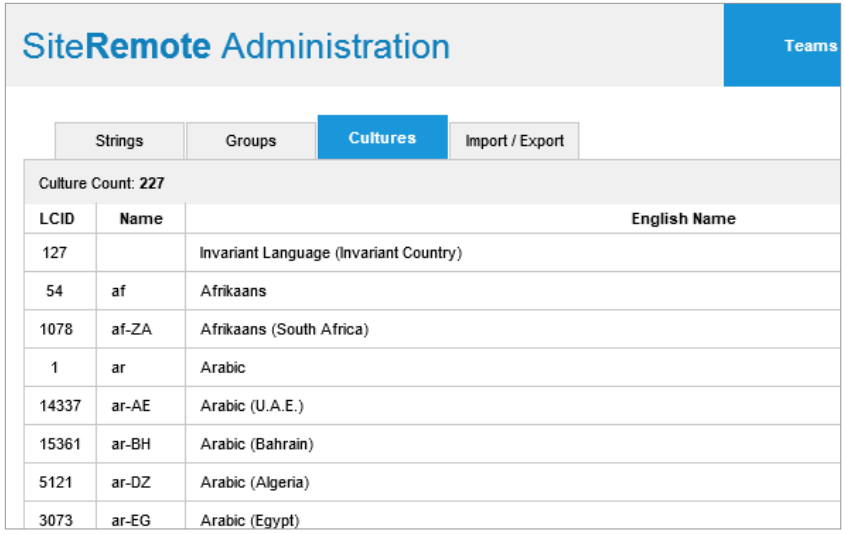
Select a language and search for the string you want to edit. Use “Compare to another language” to compare or create translations.

Information listed under Width refers to buttons that may not exceed a specific length.

Groups

Strings are arranged and categorized into groups referring to certain areas of the application.

For instance, \Web\pub\login.aspx contains strings used in the login dialog box.

Cultures

To create a user interface in the language “Afrikaans”, for example, just enable the desired language and then translate the most important text (strings).