

Administrator Guide

GFI AppManager

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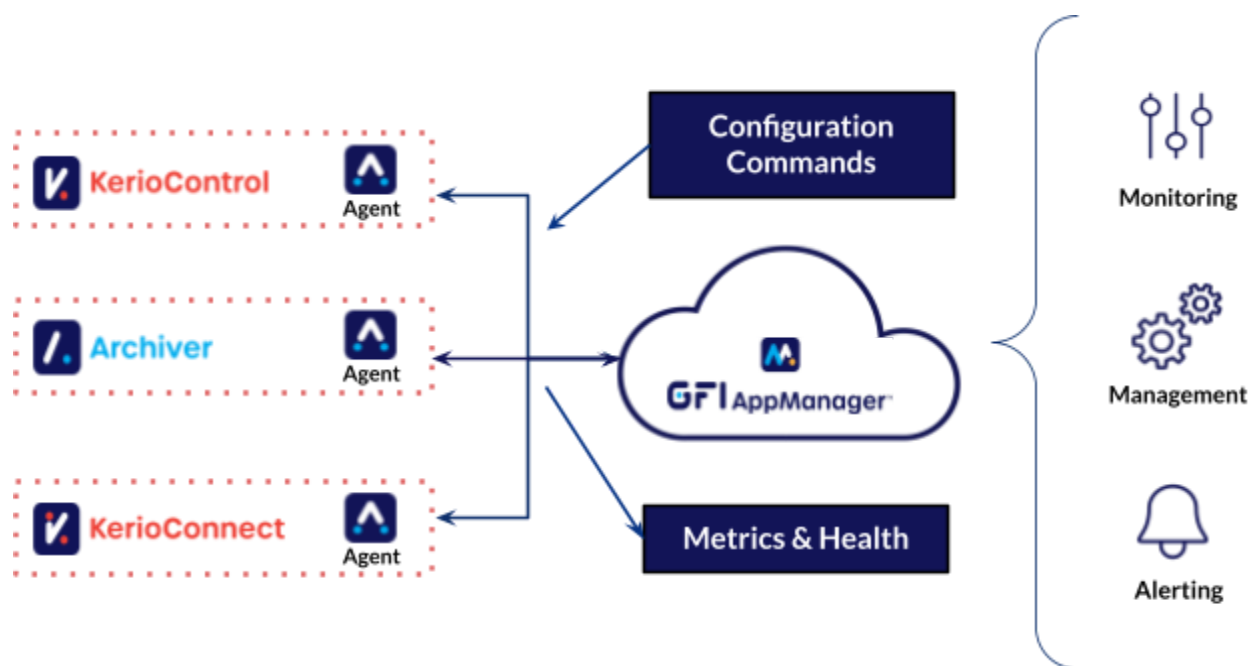
Last modification: 06/27/2025

Introduction to AppManager

AppManager is an extensible cloud service that allows you to manage multiple deployments from a single web interface. You can monitor your appliances, apply configuration changes remotely, and receive notifications about important events.

How it works

Each product deployment will have its own agent that will be in charge of sending metrics and health information to the AppManager. On the other hand, configuration commands can be sent from the AppManager to each deployment and each product can be managed remotely through AppManager's web interface.



SMB or MSP use case

The information that is going to be shown initially in the AppManager's dashboard depends on the type of customer that is accessing the AppManager:

SMB: They have a single organization and a single account. They will have access to their own deployments.

MSP: Will have a single organization with access to multiple customer accounts and within these accounts, they will have access to each customer's deployments.

Note: These settings are not interchangeable so we advise you identify the use case that suits your needs best before registering in AppManager.



Supported products

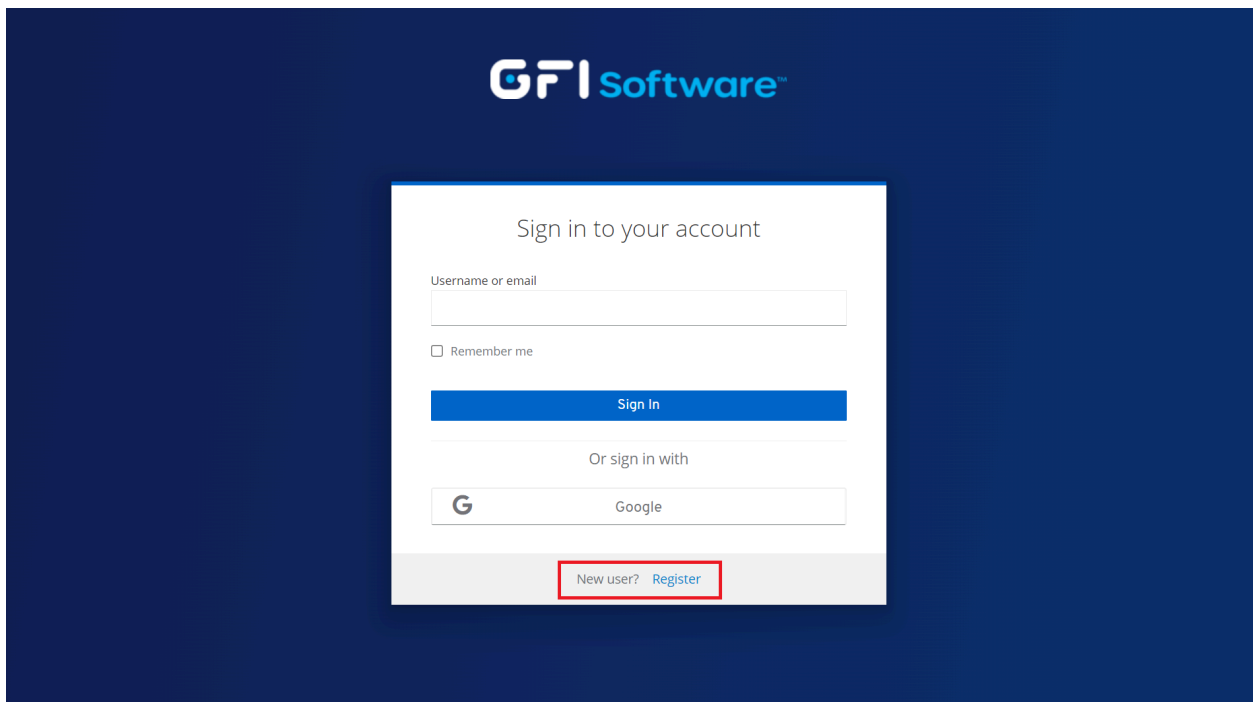
Product	Version
Kerio Connect	9.4.3p1 and above
Kerio Control	10.0.2p2 and above
GFI Archiver	15.7 and above
GFI Clearview (Early Access - Beta version)	7.5.7 and above
GFI LanGuard (Early Access - Beta version)	12.6 and above

Getting Started

Account registration

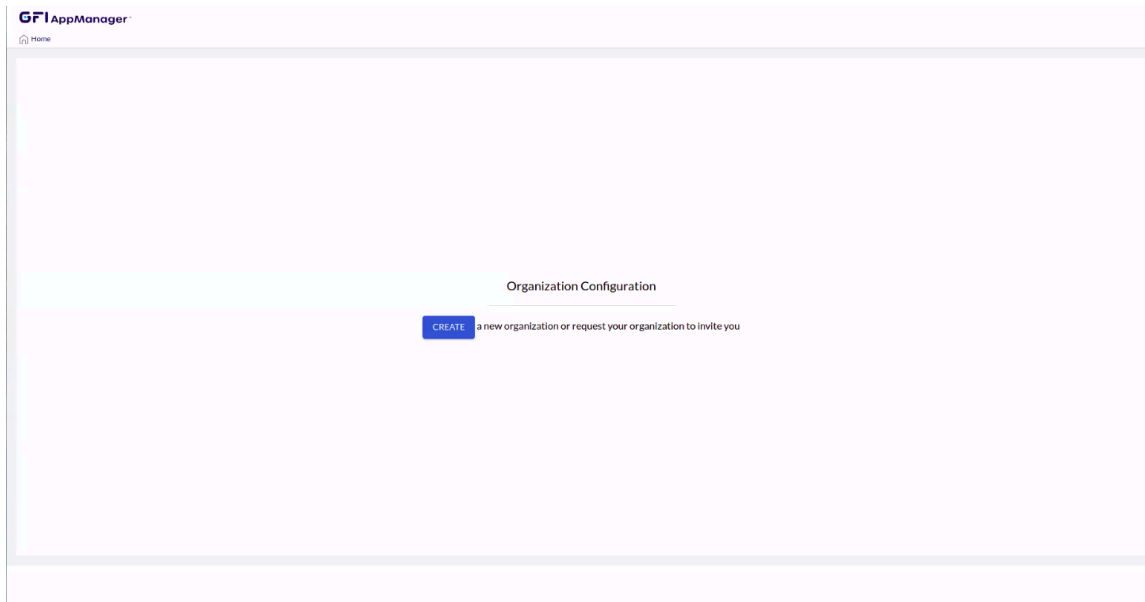
STEP 1

Visit <https://appmanager.gfi.com/> and **Register** for a new account.



STEP 2

Once you are logged in, **Create** the first organization you want to manage.



STEP 3

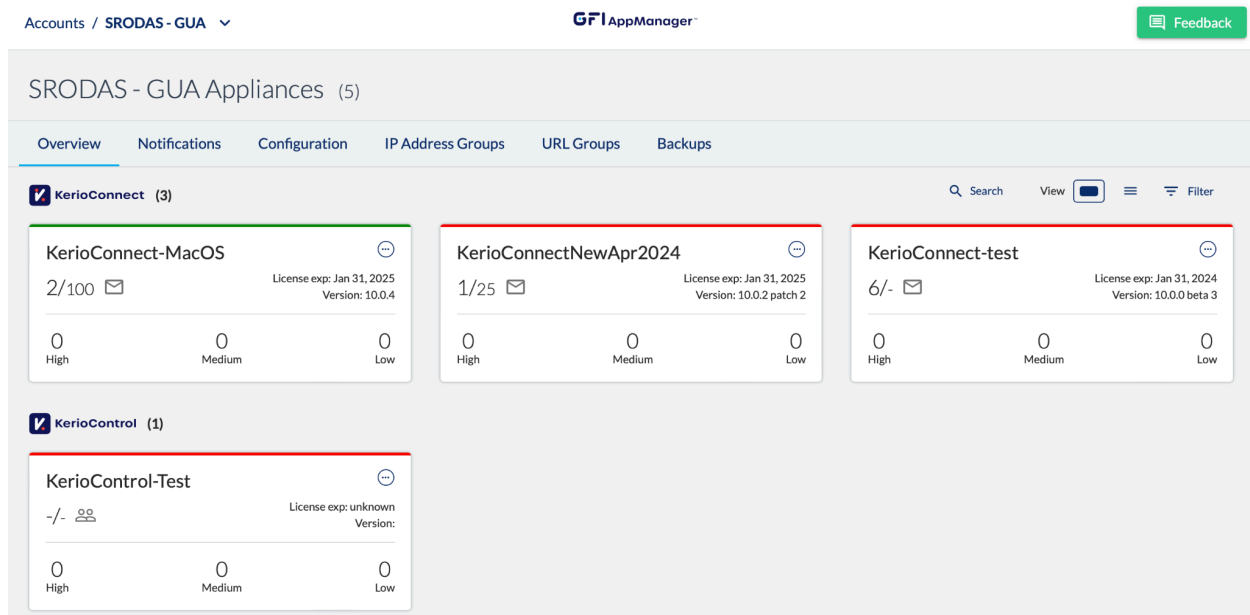
Enter the organization's name and decide if you want to manage only a single organization through this account or multiple ones. Click Submit to create the organization.

A screenshot of a 'Create Organization' modal form. The modal has a blue header with the title 'Create Organization' and a close button (X). Below the header is a text input field labeled 'Name *' with a placeholder 'Name of the organization'. Underneath the input field is a question: 'Will this Organization be used to manage Appliances on behalf of other organizations/companies?'. There are two radio button options: the first is selected and labeled 'No, keep it simple. All Appliances will be in one place.'; the second is labeled 'Yes, include dashboards to manage Appliances across multiple accounts (MSP's should select this option)'. At the bottom right of the modal is a blue button labeled 'SUBMIT'.

STEP 4

Scenario A: “No, keep it simple. All appliances will be in one place.”

GFI AppManager will create the new organization and redirect you to the **Overview** page of the organization. The page will not show any data because appliances are not yet associated with this GFI AppManager account.



Scenario B: “Yes, include dashboards to manage Appliances across multiple accounts (MSPs should select this option).”

GFI AppManager will create the new organization and redirect you to the **Home** page.

Click the (+) Add button in the top right to add all organizations you want to manage.

STEP 5

You can add appliances to a GFI AppManager organization in 2 ways:

1. During the installation of the latest version of the product, the corresponding step should be confirmed in the installation wizard.

2. Through the admin UI of the product.

Appliance deployment

STEP 1

Download the product installers that come with AppManager integration from the [Upgrade Center](#)

- GFI KerioControl 9.4.3.p1 and above
- GFI KerioConnect 10.0.2 Patch 2 and above
- GFI Archiver 15.7 and above
- Exinda Network Orchestrator 7.5.7 and above.

Note: It's always recommended to download the **latest version** of the product as it includes the newest features and bug fixes.

STEP 2

Launch the installer and continue with the standard installation process.

- [GFI Kerio Connect \(only Windows version available\)](#)
- [GFI KerioControl \(installing software appliance\)](#)
- [GFI KerioControl \(manual upgrade of existing appliances\)](#)
- [GFI Archiver \(installation procedure\)](#)
- [GFI Archiver \(upgrading procedure\)](#)
- [Exinda Network orchestrator \(Installation procedure\)](#)
- [Exinda Network orchestrator \(Upgrade procedure\)](#)

STEP 3

Consent to AppManager registration during the installation process.

GFI KerioConnect:

Initial configuration wizard

GFI AppManager



GFI AppManager is a cloud service that allows you to manage your Kerio Connect appliances from a single web interface. You can monitor your appliances, apply configuration changes remotely, and receive notifications about important events.

☒ Open GFI AppManager and add this appliance after you finish this wizard.

< Back Next >

GFI KerioControl:

Activation Wizard

Administrator account

Please set a password for the administrator user account:

Username: Admin


Password:

Confirm password:

☐ Do you want to receive alerts?

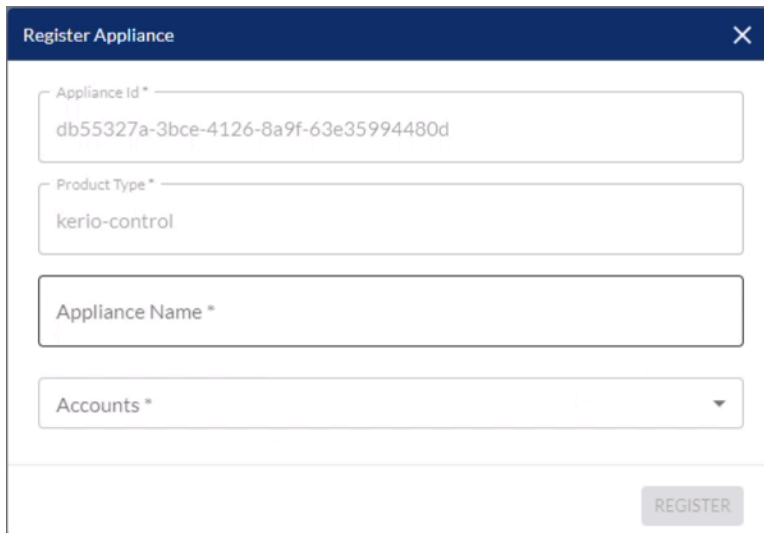
Email address:

☒ Open AppManager and register this appliance after you finish

 You can change these settings later in Remote Services.

STEP 4

A new browser window will open. Set the appliance name and choose the AppManager account to which this appliance will be linked.

A screenshot of a 'Register Appliance' dialog box. The dialog has a dark blue header with the title 'Register Appliance' and a close button (X). Below the header, there are four input fields: 'Appliance Id *' with the value 'db55327a-3bce-4126-8a9f-63e35994480d', 'Product Type *' with the value 'kerio-control', 'Appliance Name *' (empty), and 'Accounts *' (a dropdown menu). At the bottom right of the dialog is a 'REGISTER' button.

Register Appliance

Appliance Id *
db55327a-3bce-4126-8a9f-63e35994480d

Product Type *
kerio-control

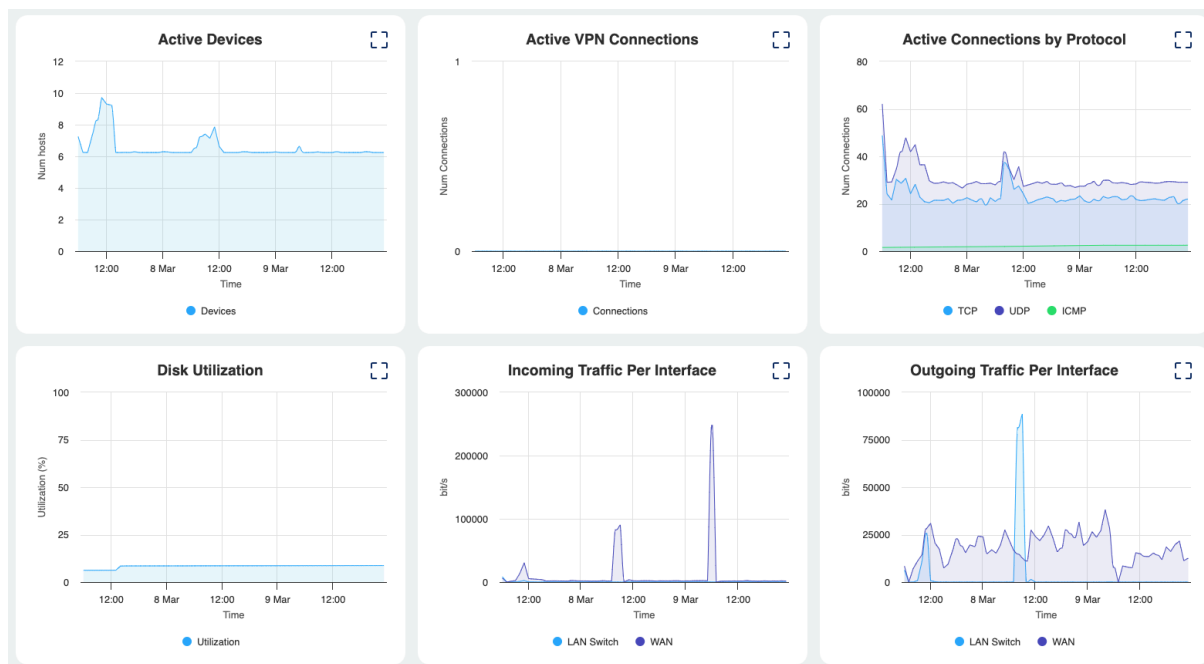
Appliance Name *

Accounts *

REGISTER

Note: You can only assign appliances to existing AppManager accounts.

Once the appliance is added you will be able to Monitor and Manage the installation/device through AppManager.



Sample image of the graphs available in AppManager

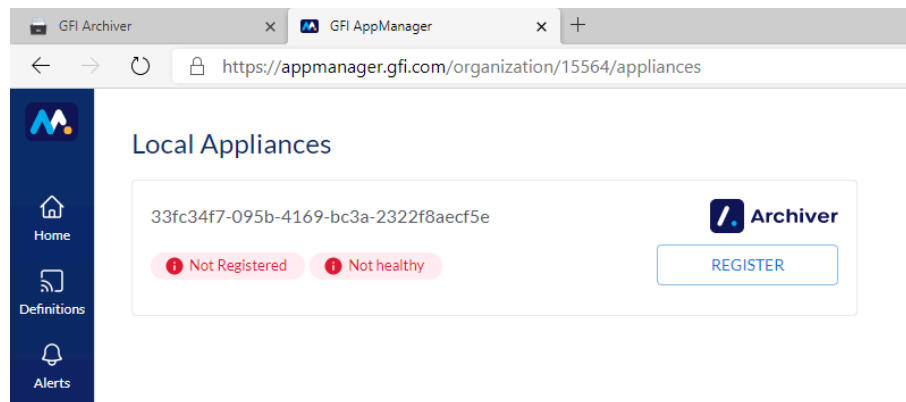
KerioConnect-MacOS					Health ● Online
System Status	License Details	Kerio Antivirus	Alerts		
<div>✓</div> Antivirus Enabled 10.0.4 (7941) Version	<div>✓</div> Antispam Enabled Mac OS X (10.16), x86_64 Operating system	<div>✗</div> Greylisting Disabled sindys-mbp Hostname	<div>✓</div> Exchange ActiveSync Enabled 1 days, 7 hours, 10 minutes Uptime	0 Messages in the queue Never Last backup	

Sample image of some of the information available in AppManager

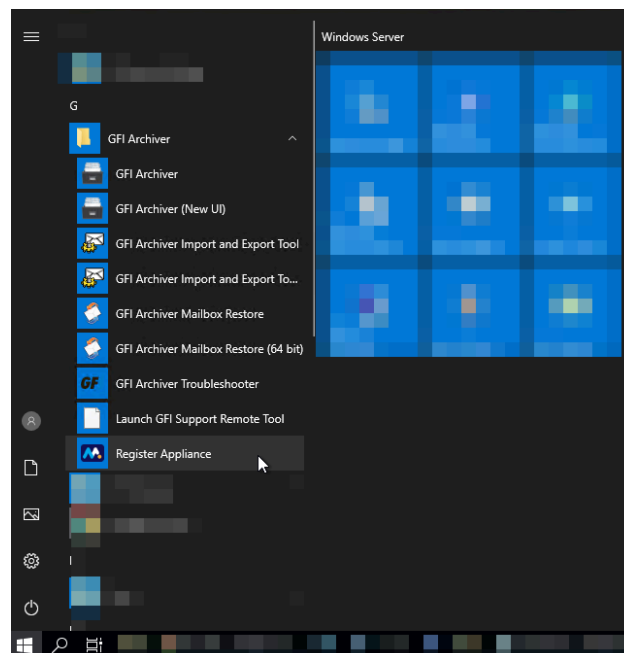
GFI Archiver:

There are 3 ways to register GFI Archiver to AppManager

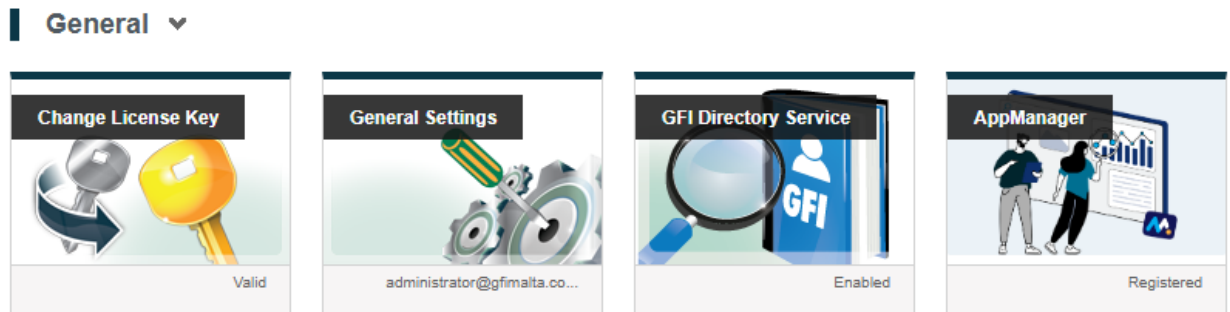
1. Upon updating GFI Archiver to the latest version, you are automatically redirected to the GFI AppManager webpage to sign-in. Once you sign-in you see the screen below, click “REGISTER” to register your GFI Archiver. For the latest version of GFI Archiver go to [Upgrade Center](#)



2. Alternatively, in Windows, select GFI Archiver and Register Appliances



3. From within GFI Archiver - Go to the Configuration tab and scroll down to General Section, click on AppManager



Register your GFI Archiver

In the case of GFI Archiver you will see the following screen notice the Product Type is GFI Archiver

The 'Register Appliance' dialog box is shown. It has three input fields: 'Appliance Id *' with the value '33fc34f7-095b-4169-bc3a-2322f8aecf5e', 'Product Type *' with the value 'archiver', and 'Appliance Name *' which is empty. A 'REGISTER' button is located at the bottom right of the dialog.

Exinda Network Orchestrator:

Before registering your Exinda with AppManager, ensure the following prerequisites are met:

- Ensure the Exinda appliance has proper network connectivity and is time-synchronized correctly
- The appliance must have a valid license applied

Registration process:

- Log in to your Exinda appliance web interface using admin credentials.
- Navigate to the Configuration > System> Setup
- Look for the "AppManager" tab.
- Click the "Register" button, which should redirect you to the AppManager portal where you can log in with the credentials for the account this Exinda will be registered under.
- If prompted, accept the license agreement (EULA) for AI services

After successful registration, your Exinda appliance should appear in your AppManager dashboard. You can verify the connection by checking if:

- The appliance shows as "online" in the dashboard.
- Traffic data is being correctly transmitted and displayed.
- You can access the appliance's management interface through AppManager.

Using AppManager

Home

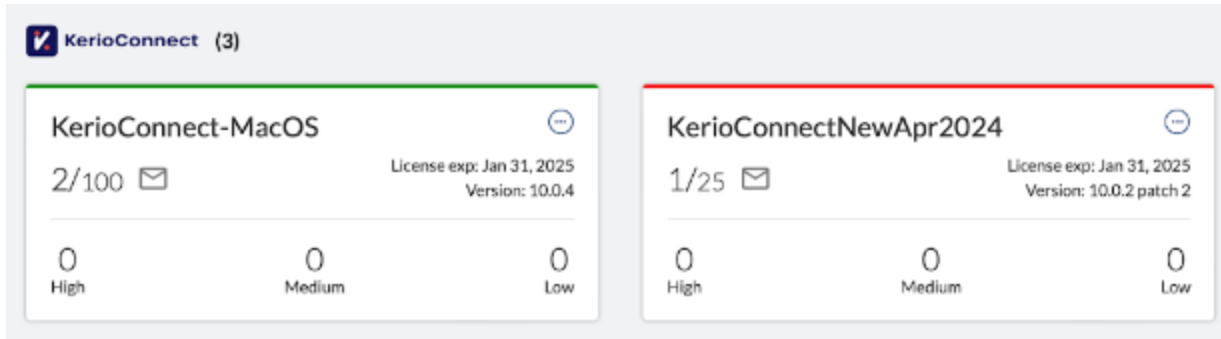
Overview

- Appliance status

When the appliances are added to AppManager, you can see their status in the Home > Overview section. The status of the appliance is indicated by colors:

Red: The appliance is offline or with some major issues.

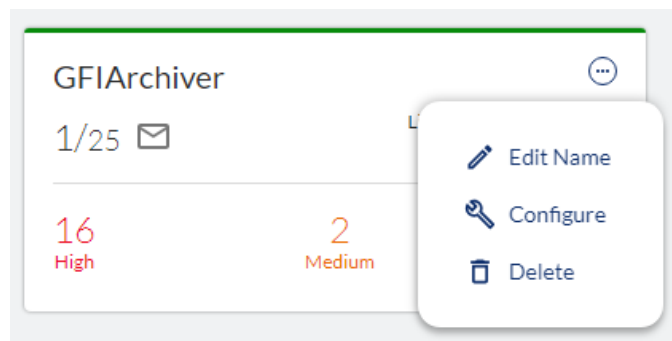
Green: The appliance is online.



From the Overview page, you also get a summary of the Notifications that have been generated by the specific appliance grouped by status: High, Medium, and Low. Other information accessible from the Overview page is the IP Address of the appliance and also the License information.

The Action button  is located on the right, by clicking on this button you can:

- **Edit** the name of the appliance or to assign it to a different account.
- **Configure** the appliance. This will redirect you to the main administration page of the appliance
- **Delete** the appliance from the account. This action is recommended only if the appliance has been uninstalled or if it is not working properly.



You can click on each of the listed appliances to configure settings within the appliance. The options available in AppManager for KerioControl, KerioConnect and GFI Archiver are the same as those you can configure from each product administrator's

interface. For more information on the options you can change, please refer to the manual for each product.

→ [KerioConnect Help](#)

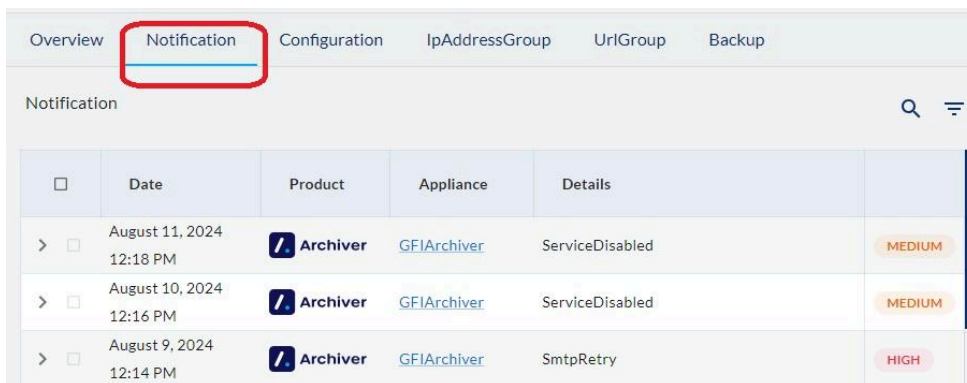
→ [KerioControl Help](#)

→ [GFI Archiver Help](#)

→ [Exinda Network Orchestrator Help](#)

Note on dashboard graphs and metrics: When viewing data over larger time ranges (7 days or more), AppManager retrieves information from an aggregated metrics store. As a result, data points are averaged over time to simplify the display. For instance, a spike of 104,000 may appear as 54,000 when shown over a 14-day period, since the data reflects an average rather than specific peaks. Therefore, the level of detail is higher when viewing data for a single day compared to a broader time range.




Notifications



Overview	Notification	Configuration	IpAddressGroup	UrlGroup	Backup
Notification					
<input type="checkbox"/>	Date	Product	Appliance	Details	
> <input type="checkbox"/>	August 11, 2024 12:18 PM	Archiver	GFI Archiver	ServiceDisabled	MEDIUM
> <input type="checkbox"/>	August 10, 2024 12:16 PM	Archiver	GFI Archiver	ServiceDisabled	MEDIUM
> <input type="checkbox"/>	August 9, 2024 12:14 PM	Archiver	GFI Archiver	SntpRetry	HIGH

The notification section in AppManager will show all the notifications that have been generated by each appliance along with the following information:

- Date of the event
- Product
- Appliance Name
- Details of the event
- Type of Alert: High, Medium and low.

You can expand the notification to be able to see the Message related to the event. From this view, you can use the  button to manage the alert that is triggering this notification or the  button to remove it. You can also toggle the button to mark the notification as resolved/unresolved. You can use the  button to filter the notifications based on different criteria.

Filter

RESET

×

Date Between

From

To

Product

☐ archiver

☐ kerio-connect

☐ kerio-control

Appliance

▼

Severity Type

☐ HIGH

☐ MEDIUM

☐ LOW

Status

☐ Resolved

☐ Not Resolved

Configuration

From the configuration section, you can perform the following actions:

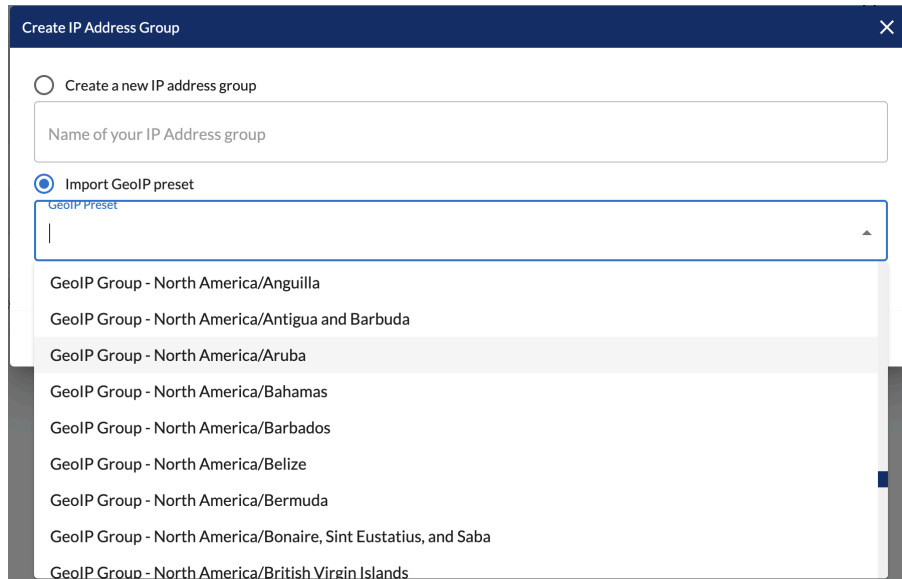
- Managing accounts
 - Rename account
 - Delete account (Coming soon)

IP Address Groups


IP addresses are identifiers assigned to devices connected to a TCP/IP Network. IP Address Groups can be used in other configuration dialogs throughout AppManager.

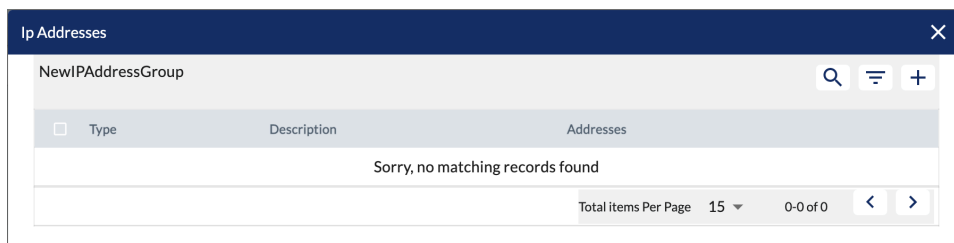
- Add a new IP address group:

- From the IP Address Groups section click on [+ CREATE IP ADDRESS GROUP](#)
- In the following dialog you have 2 options:
 - Enter the name of the IP Address Group or
 - Import a GeolIP preset group (This option is available only with KerioControl 9.4.5 and newer, and applies exclusively to KerioControl appliances.)



The dialog box titled "Create IP Address Group" has a close button (X) in the top right corner. It contains two radio buttons: "Create a new IP address group" (unselected) and "Import GeolIP preset" (selected). Below the first option is a text input field labeled "Name of your IP Address group". Below the second option is a dropdown menu labeled "GeolIP Preset" with a list of preset groups. The list includes: "GeolIP Group - North America/Anguilla", "GeolIP Group - North America/Antigua and Barbuda", "GeolIP Group - North America/Aruba", "GeolIP Group - North America/Bahamas", "GeolIP Group - North America/Barbados", "GeolIP Group - North America/Belize", "GeolIP Group - North America/Bermuda", "GeolIP Group - North America/Bonaire, Sint Eustatius, and Saba", and "GeolIP Group - North America/British Virgin Islands".

- Click on CREATE
- Add an IP address:
 - Select the  icon on the IP Address Group to open the IP Address list. Click on the **plus** sign to add a new IP address.



The "IP Addresses" dialog box shows a table with the header "NewIPAddressGroup". The table has three columns: "Type", "Description", and "Addresses". The table is currently empty, displaying the message "Sorry, no matching records found". At the bottom right, there is a pagination bar showing "Total items Per Page 15", "0-0 of 0", and navigation arrows.

- Type in a description of the IP Address for reference and choose the IP
- Address Type:
 - **Addresses** can include the IP address, range, network, subnet, or prefix.
 - IP Address Group is a group of IP addresses. Groups can be cascaded.

- Firewall is a special group including all the firewall's IP addresses.

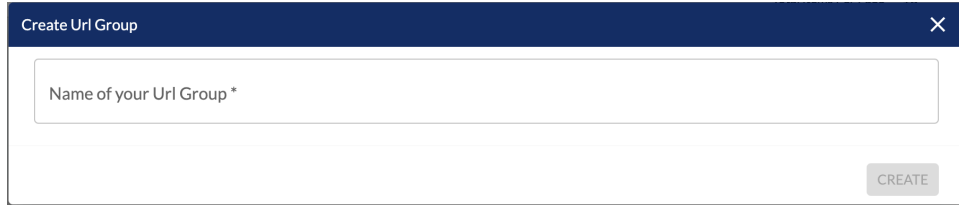
- Click Save to complete the process.
- Manage IP addresses:
 - Once IP Addresses have been created they can be edited or deleted using the buttons on the left.

Type	Description	Addresses
ADDRESSES	Malicious hosts	192.168.5.5;192.168.5.6

URL Groups

URL groups allow administrators to define different rules or configurations for a group of web pages rather than do it individually. A URL group rule is processed faster than a greater number of separate rules for individual URLs.


- Create URL Groups
 - From the URL Groups section click on [+ CREATE URL GROUP](#)
 - In the following dialog enter the name of the URL Group.




Create Url Group

Name of your Url Group *

CREATE

- Click on CREATE
- Add a URL
 - Select the  icon on the URL Group to open the URL list. Click on the **plus** sign to add a new URL.



Url

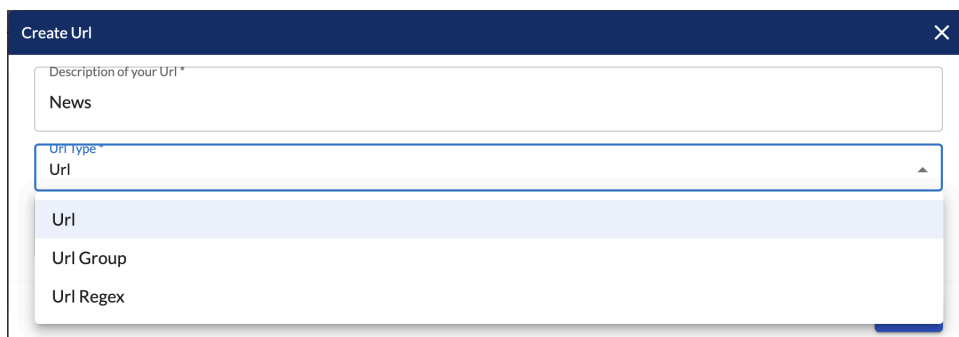
NewURLGroup

Search, Filter, Add icons

Type	Description	Url
Sorry, no matching records found		

Total items Per Page 15 0-0 of 0

- Type in a description of the URL group and choose the URL type which can be specified as follows:
 - Full address of a server, a document, or a web page (http://).
 - Another URL group. Groups can be cascaded.
 - Regular expressions



Create Url

Description of your Url *

News

Url type *

Url

Url

Url Group

Url Regex

- Manage URLs:
 - Once URLs have been created they can be edited or deleted using the buttons on the left.

Url				
Social media				
Type	Description	Url		
Url	facebook	facebook.com		
Items per page: 15 < 1 > 1-1 of 1				

Backups

Your appliances' configurations can be automatically backed up to AppManager. From the Backups tab, you can access the list of backups per appliance and download the configuration files backup that you need, share, or delete them.

Home / GFI main account

Home

Definitions

Alerts

Users

Products

Radar

Profile

OverviewNotificationsConfigurationIp Address GroupsUrl GroupsBackups

Search

Filter

Product Type	Appliance	Destination	Taken At	Status	
kerio-connect	KerioConnectDemo	S3	January 26, 2023 7:02 PM	Success	<div><div>Download</div><div>Share</div><div>Delete</div></div>
kerio-connect	Connect Demo	S3	January 31, 2023 7:00 PM	Success	<div><div>Download</div><div>Share</div><div>Delete</div></div>
kerio-connect	Connect Demo	S3	February 2, 2023 7:00 PM	Success	<div><div>Download</div><div>Share</div><div>Delete</div></div>
kerio-connect	Connect Demo	S3	February 3, 2023 7:00 PM	Success	<div><div>Download</div><div>Share</div><div>Delete</div></div>
kerio-connect	Connect Demo	S3	February 9, 2023 7:00 PM	Success	<div><div>Download</div><div>Share</div><div>Delete</div></div>
kerio-connect	Connect Demo	S3	February 4, 2023 7:11 PM	Success	<div><div>Download</div><div>Share</div><div>Delete</div></div>
kerio-connect	Connect Demo	S3	February 5, 2023 7:00 PM	Success	<div><div>Download</div><div>Share</div><div>Delete</div></div>
kerio-connect	Connect Demo	S3	February 6, 2023 7:00 PM	Success	<div><div>Download</div><div>Share</div><div>Delete</div></div>
kerio-connect	Connect Demo	S3	February 8, 2023 7:00 PM	Success	<div><div>Download</div><div>Share</div><div>Delete</div></div>

Definitions

AppManager allows you to share definitions for IP address groups, and URL groups throughout the appliances that are managed by AppManager, and Account Groups and Appliance Groups can be used to define alerts and notifications.

IP Address Groups

Refer to the [IP Address Groups](#) section under **Home** in this document.

URL Groups

Refer to the [URL Groups](#) section under Home in this document.

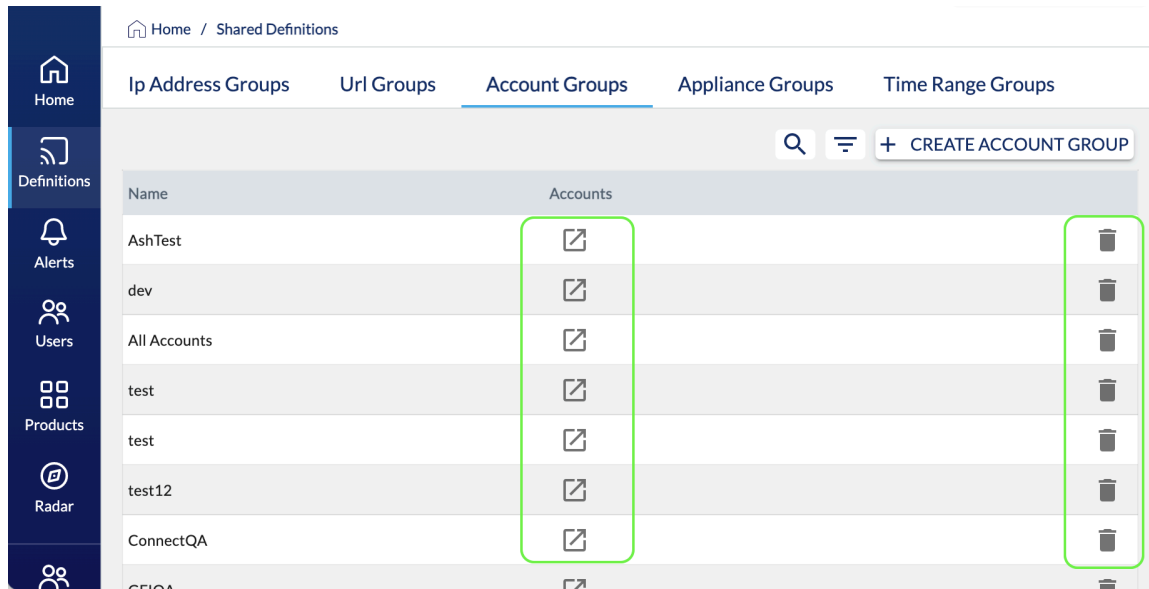
Account groups

Account groups can be created to manage accounts as a whole rather than individually and then these groups can be used to define alerts and notifications that will be applied to all the organizations that belong to them.

- Create Account Group
 - Go to **Definitions** on the leftmost vertical bar
 - From the Account Groups section click on **+ CREATE ACCOUNT GROUP**
 - In the following dialog enter the name of the Account Group.
 - Select or type the accounts that will be part of this group
 - Click on **SAVE**

The screenshot shows a 'Create Account Group' dialog box. At the top, there's a title bar with the text 'Create Account Group' and a close button (X). Below the title bar, there's a text input field labeled 'Name of your Account Group *' containing the text 'Tier1 Customer'. Underneath this field, there's a section titled 'Accounts in the group'. This section contains a search bar with the text 'Customer ABC' and a placeholder 'Type account name'. To the right of the search bar is a dropdown arrow. At the bottom right of the dialog, there is a blue button labeled 'SAVE'.

When the accounts have been created, they can be accessed for managing or deleted from this tab.



Appliance Groups

Appliance groups can be created to manage appliances as a whole rather than individually, for example, production appliances, or test appliances may be managed differently. These groups can be used to define alerts and notifications that will be applied to all the appliances that belong to them.

- Create an appliance group
 - From the Appliance Groups section click on [+ CREATE APPLIANCE GROUP](#)
 - In the following dialog enter the name of the Appliance Group.
 - Select the appliances that will be part of this group
 - Click on SAVE

Create Appliance Group

Name of your Appliance Group *

Test environments

Select Appliances*

☒

SRODAS - Guatemala

☒

KerioConnect-test

☒

KerioControl-Test

☐

Archiver-Test

SAVE

When the appliance groups have been created, they can be accessed for management or deleted from this tab.

Home

Definitions

Alerts

Users

Products

Radar

Home / Shared Definitions

Ip Address Groups

Url Groups

Account Groups

Appliance Groups

Time Range Groups

Q


+ CREATE APPLIANCE GROUP

Name	Appliances	
GFI group test		
Sergey		
TestAllen		
TriageTest		
Demo Appliances		
Test Group 1		
NewOrgGroup		

Time range groups

Time ranges define when Kerio Control rules should be valid. Each time range can consist of multiple time periods with different settings.

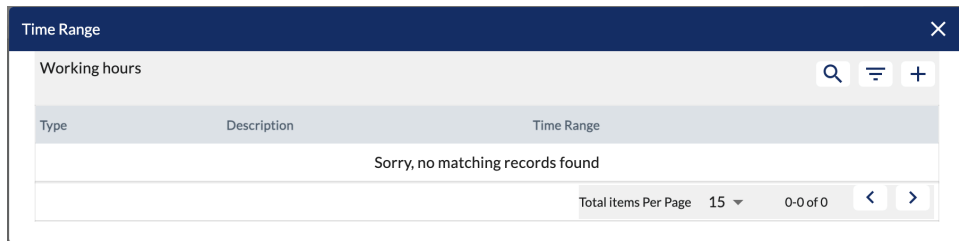
- Create a time range group

- From the Time Range Groups section click on  CREATE TIME RANGE GROUP
- In the following dialog enter the name of the Time Range Group.
- Click on CREATE



A dialog box titled "Create Time Range Group" with a close button (X) in the top right corner. It contains a text input field with the placeholder text "Name of your Time Ranges Group *" and the text "Working hours" entered. A blue "CREATE" button is located at the bottom right.

- Add a time range
 - Select the  icon on the Time Range Group to open the Time Range list. Click on the **plus** sign to add a new Time Range.



A dialog box titled "Time Range" with a close button (X) in the top right corner. It shows a list with one entry: "Working hours". To the right of the list are icons for search, filter, and add (+). Below the list is a message: "Sorry, no matching records found". At the bottom right, there is a pagination control showing "Total Items Per Page 15", "0-0 of 0", and navigation arrows.

- Type in a description of the Time Range and other required information as shown in the dialog below:

Create Time Range

Type *
Daily

From time *
08:00

To time *
17:00

Valid on *
Weekdays

☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☐ Sat ☐ Sun

Description *
This is a sample time range

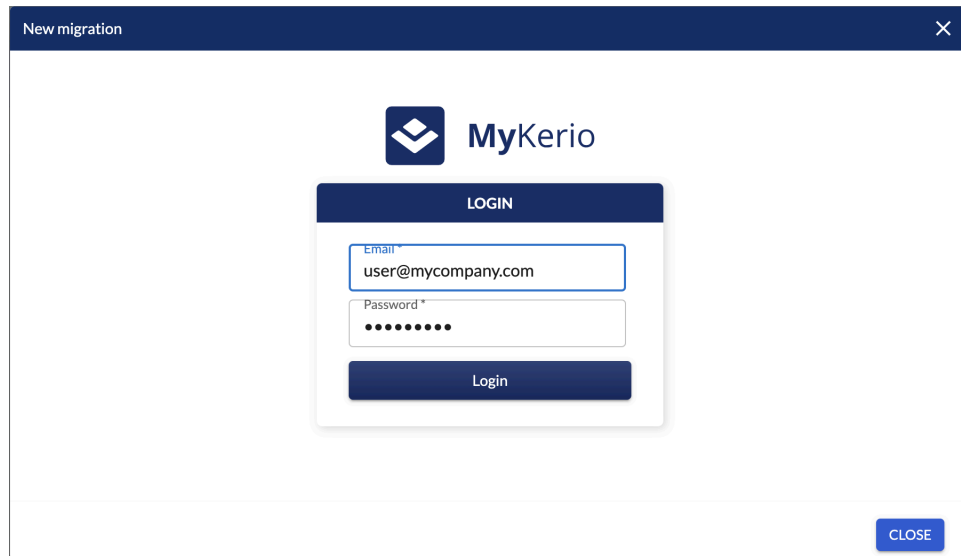
SAVE

- Click on SAVE

MyKerio

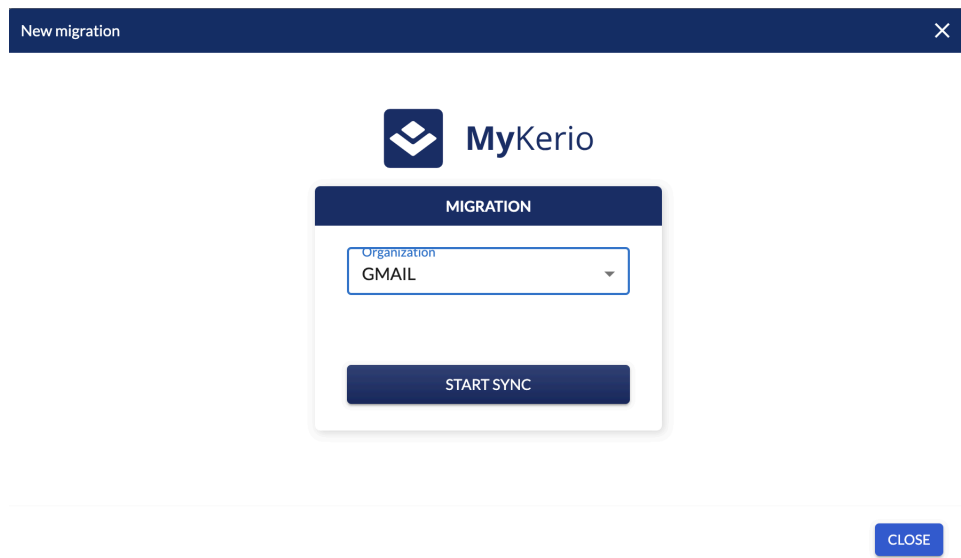
From this section administrators are able to migrate from MyKerio to GFI AppManager once the GFI KerioConnect and GFI KerioControl appliances have been upgraded to the compatible versions. MyKerio shared definitions can be transferred to AppManager with the following steps:

- Click the [+ NEW MIGRATION](#) and log in to MyKerio.



The image shows a 'New migration' dialog box with a dark blue header bar containing the text 'New migration' and a close button (X). The main content area is white and features the MyKerio logo at the top. Below the logo is a dark blue bar with the word 'LOGIN' in white. Underneath is a form with two input fields: 'Email' with the value 'user@mycompany.com' and 'Password' with masked characters. A dark blue 'Login' button is positioned below the password field. At the bottom right of the dialog is a blue 'CLOSE' button.

- Select the relevant Organization and hit "Start Sync."



The image shows a 'New migration' dialog box with a dark blue header bar containing the text 'New migration' and a close button (X). The main content area is white and features the MyKerio logo at the top. Below the logo is a dark blue bar with the word 'MIGRATION' in white. Underneath is a form with a dropdown menu labeled 'Organization' showing 'GMAIL'. A dark blue 'START SYNC' button is positioned below the dropdown. At the bottom right of the dialog is a blue 'CLOSE' button.

- GFI AppManager will then display the synced Shared Definitions.

If you have multiple MyKerio accounts, each of these accounts needs to be migrated individually. By clicking the "Start Sync" button, customers can transfer their MyKerio Shared Definitions to AppManager. However, migrating appliances and users will need to be done manually. For instructions on how to do this refer to the [Getting Started](#) section.


Alerts

Notifications

Refer to the [Notifications](#) section under **Home** in this document.

Alerts

Under the Alerts section, you will see a list of all the alerts that have been created including the name of the alert, the groups that it applies to, and the severity of the alert. From this section, you can edit existing alerts or create new ones.

- Create Alerts
 - From the Alerts section click on 
 - In the following dialog enter the requested information:
 - i. **Name:** Type a name for your alert in the “Enter alert name” box.
 - ii. **Description:** (Optional) Provide a brief description.
 - iii. **Severity level:** Click the dropdown and select a severity level (e.g., Low, Medium, High).
 - iv. **Monitoring frequency:** Enter a number (e.g., 15) and select a time unit (Minutes, Hours, Days, etc.). Example: 15 minutes means the system checks every 15 minutes.
 - v. **Notification frequency:** Enter a number (e.g., 15) and choose the time unit. Example: 15 minutes means you get notified at most once every 15 minutes.
 - vi. **Enable digest notifications:** (Optional) Check this box if you want to combine multiple alerts into one message during the notification window.

1 Provide Alert Details

2 Add Conditions

3 Select Instances

Name *

Enter alert name

Description

Enter alert description

Severity level *

Monitoring Frequency *

15

Minutes

Hours

Days

Weeks

Months

Notification Frequency *

15

Minutes

Hours

Days

Weeks

Months

☐ Enable Digest Notifications

Consolidate multiple alerts into a single notification during the notification frequency window.

BACK

- In the second step, we define the conditions that need to be met for the Alert to be triggered. Click on [+ CREATE CONDITION](#) to add a new condition. Multiple conditions can be defined with AND/OR logic that needs to be fulfilled for the Alert to be generated.
 1. Choose the product for which you are creating the condition.
 2. Choose the metric that you want to monitor and that will trigger the alert.
 3. Select the statistic you want to use: Minimum, maximum, average.
 4. Select the comparator, the value against which the statistic will be measured, and the length of time the condition should be valid for the alert to be triggered.

Create Condition

Product*

Kerio Control

Metric*

Active Users

Statistic*

Maximum

Comparator*

> (Greater Than)

Value

20

For Minutes*

15

SUBMIT

- In the next step, we select the appliances that need to meet the conditions defined to trigger the alert. Click on the **+ ADD GROUP** button. Here we can use Include/Exclude criteria for all the appliances and accounts that are part of the groups defined in the [Appliance Groups](#) or the [Account Groups](#) section. Note that we can have multiple appliance groups or account groups in the same alert.

Add Group

ACCOUNT GROUP

APPLIANCE GROUP

Appliance Group *

EXCLUDE

INCLUDE

SUBMIT

Create Alert

×

✓ Provide Alert Details

✓ Add Conditions

3 Select Instances

4 Attach Destinations

5 Summary

List of account and appliance groups to attach to alert

Group Type	Group	Include/Exclude		
Instance	Sindy's appliances	Include		
Account	Administrators	Include		

+ ADD GROUP

BACK

NEXT STEP

- Next, we choose the Destination, which indicates to the AppManager if it should send the notification by email, and which destinations should be included in the notification. Click on

+ ADD DESTINATION

 Destinations are defined in the following section of this document.

Add Destination

×

Type*

Email

▼

Destination*

Org Admin

▼

SUBMIT

- The final section will show a summary of the alert. You can click on finish and the alert will be created.

Create Alert

×

✓ Provide Alert Details

✓ Add Conditions

✓ Select Instances

✓ Attach Destinations

5 Summary

Summary

Alert Details

Name	Severity
TestAlert	LOW

Conditions

Product	Metric	Statistic	Comparator	Value	Minutes
Kerio Control	Active Hosts	Maximum	>	10	10

Account and appliance groups

Group Type	Group	Include/Exclude
Instance	Sindy's appliances	Include
Account	Administrators	Include

Destinations

Type	Name	Values
Email	TestDestination	sindy.rodas@gfi.com

BACK

FINISH

- After creating your alerts, you can view, edit, or delete them directly from the same tab. You also have the flexibility to pause notifications at any time and resume them as needed.

Notifications	Alerts	Destinations
HealthCheck-Alert-Gfilanguard-Offline	Include All Appliances in (All Accounts).	HIGH
HealthCheck-Alert-Archiver-Online	Include All Appliances in (All Accounts).	HIGH
HealthCheck-Alert-Keriocontrol-Online	Include All Appliances in (All Accounts).	HIGH
HealthCheck-Alert-Kerioconnect-Online	Include All Appliances in (All Accounts).	HIGH
HealthCheck-Alert-Gfilanguard-Online	Include All Appliances in (All Accounts).	HIGH
HealthCheck-Alert-Archiver-Offline	Include All Appliances in (All Accounts).	HIGH
HealthCheck-Alert-Keriocontrol-Offline	Include All Appliances in (All Accounts).	HIGH
HealthCheck-Alert-Kerioconnect-Offline	Include All Appliances in (All Accounts).	HIGH

Destinations

Destinations are used when creating Alerts, to indicate to the AppManager who should be notified whenever the alerts are triggered. From the Destinations section, you can see a list of the destinations that are already created and you can create more.

- Create a destination

- From the Account Groups section click on [+ CREATE DESTINATION](#)
- In the following dialog enter the name of the Destination.
- Select or type the destination: Email
- Click on Create

Create Destination ✕

Name of your destination*

Destination Type*

Email addresses*

itsupport@mycompany.com ✕ example@mail.com

You can add multiple email addresses separated by space

[Cancel](#) [CREATE](#)

- Once a destination has been created, you will be able to access them for editing or deletion from that same tab.

Notifications	Alerts	Destinations	<div><div>🔍</div><div>☰</div><div>+ CREATE DESTINATION</div></div>	
Name	Type	Values		
Org Admin	Email	sindy.rodas@gfi.com		<div><div>✎</div><div>🗑</div></div>
TestDestination	Email	sindy.rodas@gfi.com		<div><div>✎</div><div>🗑</div></div>
IT Admins	Email	itsupport@mycompany.com		<div><div>✎</div><div>🗑</div></div>

Users

In the Users section, you can see the Users that have been invited to be part of the organization within the AppManager. You can see the following information for each user:

- First Name
- Last Name
- Email
- Status: Active or Invited
- Role: Org Admin or Member
- 2FA Status: Enabled or disabled
- Account Name: Indicates the account the user has access to. It can be the whole organization or for MSP configuration it can have access to a single account within the organization.
- Last login: Date of when the user last logged in to AppManager
- Created: Date of when the user was created

<div><div>Q</div><div></div><div>+ INVITE USER</div></div>									
First Name	Last Name	Email	Status	Role	2FA Status	Account Name	Last Login	Created	
Sindy	Rodas	sindy@.com	Active	Org Admin	<input type="checkbox"/>	SRODAS - GUA	12 Sep 2024	2 Nov 2022	
Sindy	Rodas	sindy@.com	Invited		<input type="checkbox"/>	SRODAS - GUA	12 Sep 2024		
Sindy	Rodas	@gmail.com	Invited		<input type="checkbox"/>	SRODAS - GUA	12 Sep 2024		

Items per page 20 < 1 > 1-3 of 3

- Invite a user
 - ◆ From the Users section click on **+ INVITE USER**
 - ◆ In the following dialog enter the email address of the user and select the organization or account to which the user will be granted access.

Note: For organizations handling multiple accounts, when a user is added to the main organization, they will gain access to all accounts within that parent organization. If added to a single account, they'll only have access to that specific account. Remember,

this setting can't be changed later, so it's crucial to verify the level of access you want to grant before inviting new users.

- ◆ Optionally you can set the invitation to have a 24 hours access limit
- ◆ Click on Submit

Invite User

Email*

test@mycompany.com

Accounts*

SRODAS - GUA

☒ Send invitation with 24h access limit.

Cancel SUBMIT

- Once a User has been invited, you will be able to monitor the status from “Invited” to “Active” when they accept the invitation.
- Click on the ≡ icon at the end of each user to perform the following actions:
 - i. Delete User
 - ii. Disable User
 - iii. Reset Password

Task scheduler

The Task Scheduler feature allows administrators, resellers, and MSPs to automate routine management tasks across appliances and products within their organization. It supports actions like rebooting devices, activating services, clearing logs, or managing

network interfaces, on a schedule you define. This helps ensure consistency, saves time, and reduces manual effort.

Creating a scheduled task

1. Navigate to the Task Scheduler section from the left-side menu.
2. Click Add Schedule to begin creating a new task.
3. Define Task Details:
 - a. Enter a name for the task (e.g., Reboot Kerio Control).
 - b. Provide a brief description if needed.
4. Select Product and Service:
 - a. Choose the product the task applies to (e.g., Kerio Control).
 - b. Select the service action, such as:
 - i. Reboot Kerio Control Server
 - ii. Enable/Disable network interface
 - iii. Disconnect VPN clients
 - iv. Clear logs
 - v. Choose Target Appliances or Accounts

Add Schedule

Task Name

Reboot Kerio Control

Description

This task will reboot Kerio Control every Sunday

Product

Kerio Control

Service

Select Service

Cancel

CREATE

5. Select specific appliances or apply to all matching product types.
6. Set the Schedule:
 - a. Choose between One-Time or Recurring tasks.
 - b. For recurring tasks:
 - i. Set the frequency (e.g., Weekly)
 - ii. Choose the day (e.g., Sunday)
 - iii. Set the exact time (e.g., 11:56 PM)

Target Appliance

☒ All Appliances (4)

☐ Kerio products (3)

☐

Schedule Type

☐ One Time
 ☒ Recurring

Frequency

Weekly




Days of Week

☒ Sun
 ☐ Mon
 ☐ Tue
 ☐ Wed
 ☐ Thu
 ☐ Fri
 ☐ Sat

At Time

11:00pm

7. Create the Task:
 - a. Click Create to activate the schedule.
 - b. The task is now listed and will execute automatically as defined.

Task	Product	Service	Schedule	Actions
reboot Kerio Control this task is rebooting kerio control every sunday	Kerio Control	Reboot Kerio Control Server	Every Sunday at 21:56 UTC ☹ Recurring	  

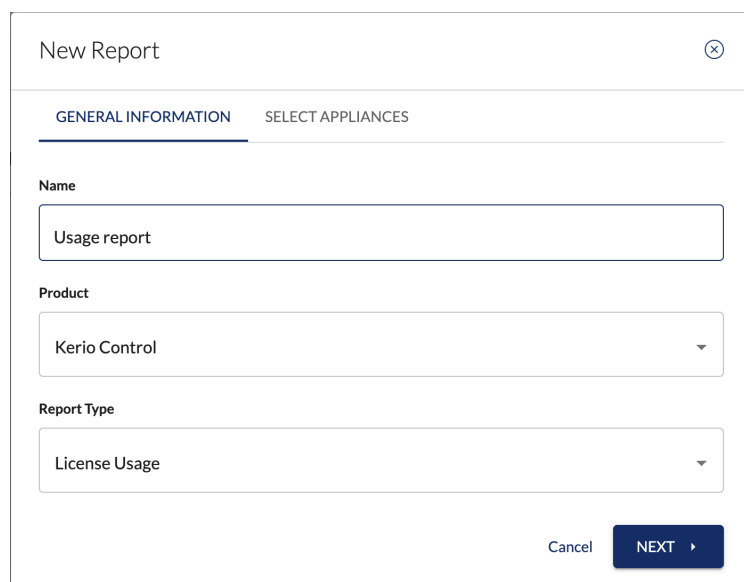
From here you can edit, pause or delete the tasks.

Reports

The Reporting feature enables Managed Service Providers (MSPs) to gain real-time visibility into license usage across multiple deployments using the same license key. This solves a key challenge in the Kerio Control MSP licensing model, which is billed based on the peak usage across all connected appliances. MSPs can now proactively monitor and report usage throughout the month, down to individual customer deployments.

How to create a report

1. Access the reports section in the left-side menu
2. Click the **Add** button on the top right corner to start creating a new report.
3. Define Report Details:
 - a. Enter a **name** for the report (e.g. NG 300 Usage Report).
 - b. Select the **product** (e.g. Kerio Control, GFI LanGuard).
 - c. Choose **License Usage** as the report type.



The screenshot shows a 'New Report' dialog box with a close button (X) in the top right corner. It has two tabs: 'GENERAL INFORMATION' (active) and 'SELECT APPLIANCES'. Under 'GENERAL INFORMATION', there are three fields: 'Name' with the text 'Usage report', 'Product' with a dropdown menu showing 'Kerio Control', and 'Report Type' with a dropdown menu showing 'License Usage'. At the bottom right, there are two buttons: 'Cancel' and 'NEXT' with a right arrow.

4. Select Licenses and Appliances:
 - a. AppManager will show all available licenses.
 - b. Select the specific license you want to track.

- c. Choose the Kerio Control (or GFI LanGuard) appliances using this license. You can select multiple deployments even if they are on different customer sites.

New Report

GENERAL INFORMATION

SELECT APPLIANCES

Selected license

208M

Select Appliances

▼

☒ Innovative solutions (HQ)

☒ Kerio Control NG500

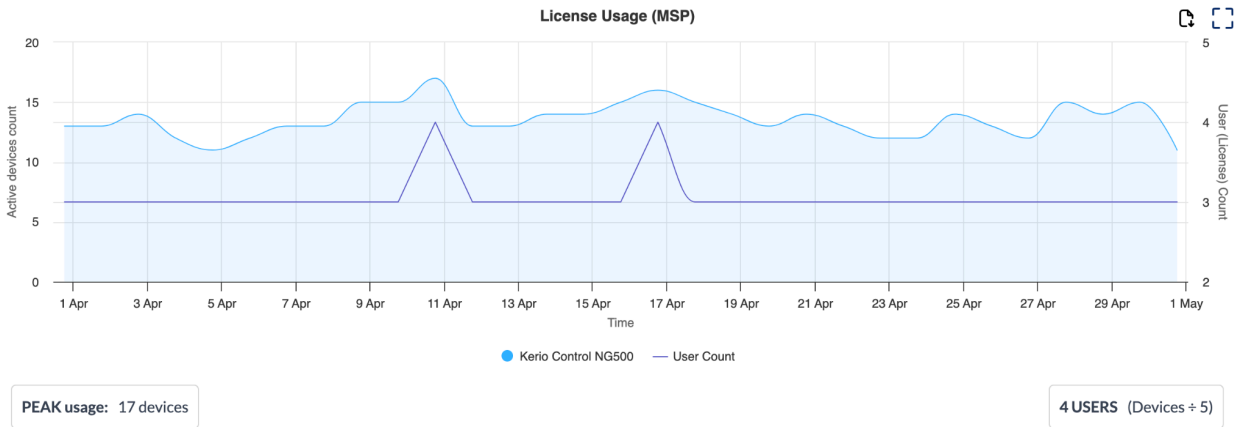
↕

↕

Cancel

CREATE

5. Create the Report:
 - a. Click **Create**. Your report will be generated and listed in the Reports dashboard.
6. View and Analyze the Report:
 - a. Click on the report name to open it.
 - b. Review total license usage, peak usage, and breakdowns by customer (based on deployment).
 - c. Use the interactive graphs to filter data by deployment or customer

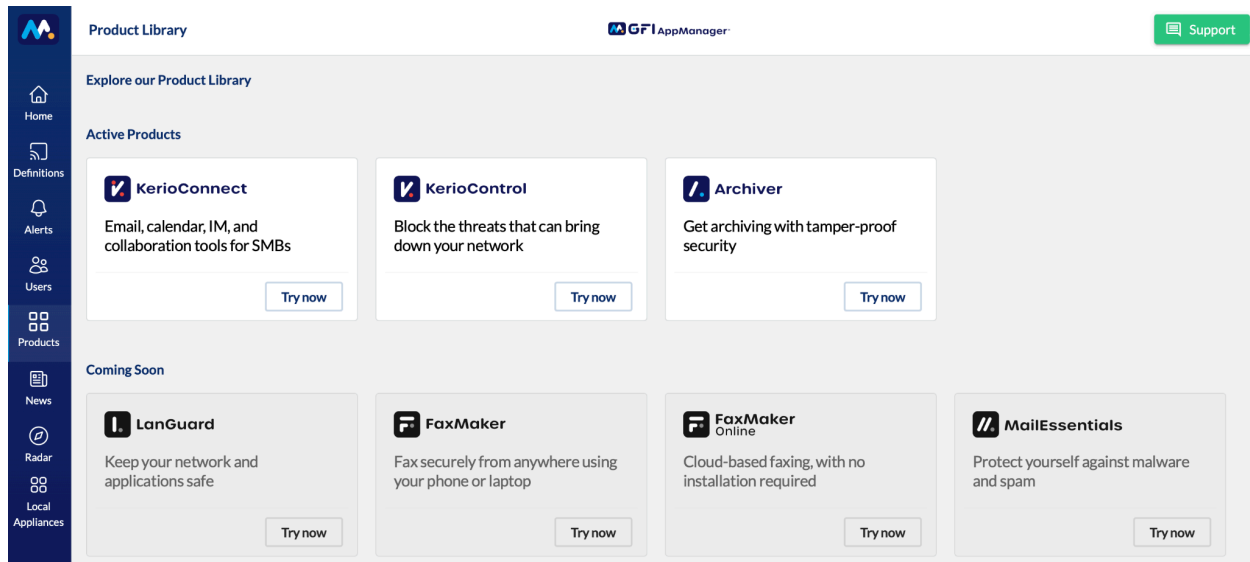


7. Use the Report for Billing:

- Use the detailed graphs to understand which customer consumed how many seats. The green graph shows the billable usage, while blue and other colored graphs show customer-specific consumption. This allows transparent billing based on real data.

Products

In this section, you can explore GFI's product library. The "Active Products" section includes products already available in AppManager, along with a preview of upcoming products. Additionally, you can access and try all the products in our portfolio from here.



News

In the News section you can find the Latest Product information. When you spot an exclamation mark on the news icon, it means there are unread news waiting for you. We suggest checking these news regularly to stay up-to-date with the latest releases and product info.

Latest Product News

GFI AppManager
Feedback

Home
Definitions
Alerts
Users
News
Radar
Local Appliances
Profile
Logout

AppManager 1.17 is now available

Released: April 27, 2024

Fixes included in this release:

- GFI KerioControl: Traffic Rules - Drop-downs now display correctly in Firefox.
- GFI KerioControl: Traffic Rules - "Unselect All" link is now working correctly.
- GFI KerioControl: Traffic Rules - Uniform casing for buttons implemented.
- GFI KerioControl: Accounting and Monitoring - Added data validations for Data Gathering and Access to Statistics.

GFI AppManager 1.15 is now available

Released: April 6, 2024

Improved:

- Heavily optimized metrics reporting
- Support new licensing model within KerioConnect 10.0.5 including trial license keys (internal)
- GFI KerioConnect - GFI Agent installer binary copied during installation on MacOS, allowing Agent auto-upgrades
- GFI KerioControl - Traffic Rules default view hides non-important columns for a more proper display on lower resolution screens
- Generic chart improvements and standardized display units

Fixed:

- Proper display of IP Address and URL texts across the product UI
- GFI KerioControl - Unable to configure VPN tunnels via AppManager
- Charts to not always display proper date / time range after a page refresh
- Health checks sometimes does not complete fast during new appliance registration

A Day in the Life of an MSP

Get Your Life Back

Profile

In the profile section, you have the ability to manage your account's security settings. Here, you can set or update your password to ensure the confidentiality of your account. Additionally, you can enable two-factor authentication, which adds an extra layer of security by requiring a secondary verification method with a unique code that is sent to your mobile device to access your account. This helps safeguard your account against unauthorized access and enhances overall security.

Setting up Two-Factor Authentication

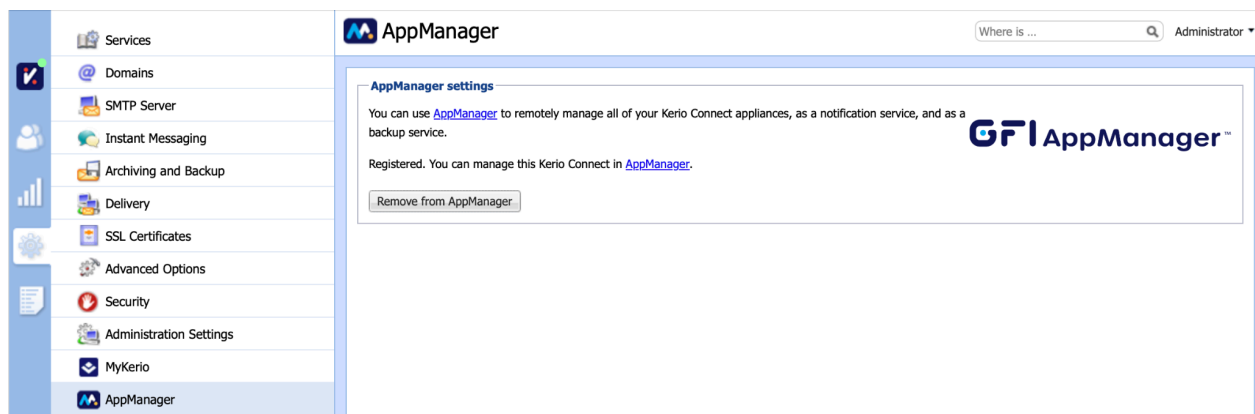
1. Install one of the following applications on your mobile device:
 - a. FreeOTP
 - b. Google Authenticator
2. Scan the QR code displayed on AppManger

3. Enter the one-time code provided by the application and click Submit to finish the setup. You can also add a device name to help you manage your OTP devices.

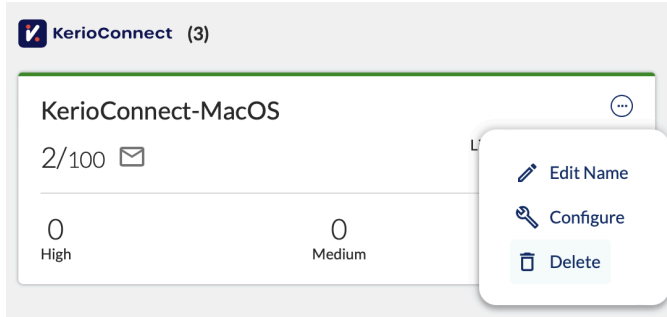
Removing from AppManager

To efficiently remove an appliance from AppManager, it's crucial to adhere to a specific set of steps:

1. Trigger Removal from Within the Appliance's Administrator Interface:
 - a. Access the Administrator interface of the appliance you wish to remove.
 - b. Navigate to the AppManager section
 - c. Click on Remove from AppManager



2. Delete the Appliance from AppManager:
 - a. Once you've triggered the removal process from within the appliance's interface, proceed to AppManager.
 - b. Locate the appliance you just removed from the unit. This can be found in the list of managed appliances.
 - c. Identify the specific appliance you want to delete and select the three dots menu associated with it.
 - d. From the dropdown menu, choose the "Delete" option.
 - e. Confirm the deletion when prompted to finalize the removal of the appliance from AppManager.



AppManager AI

GFI App Manager AI is an intelligent assistant designed to enhance the functionality of GFI App Manager, a centralized platform for managing multiple GFI products such as Kerio Control, Kerio Connect, GFI Archiver, and others. The AI enables users to retrieve critical information quickly, streamline appliance management, and bridge the knowledge gap without manually searching through documentation.

Who can access it?

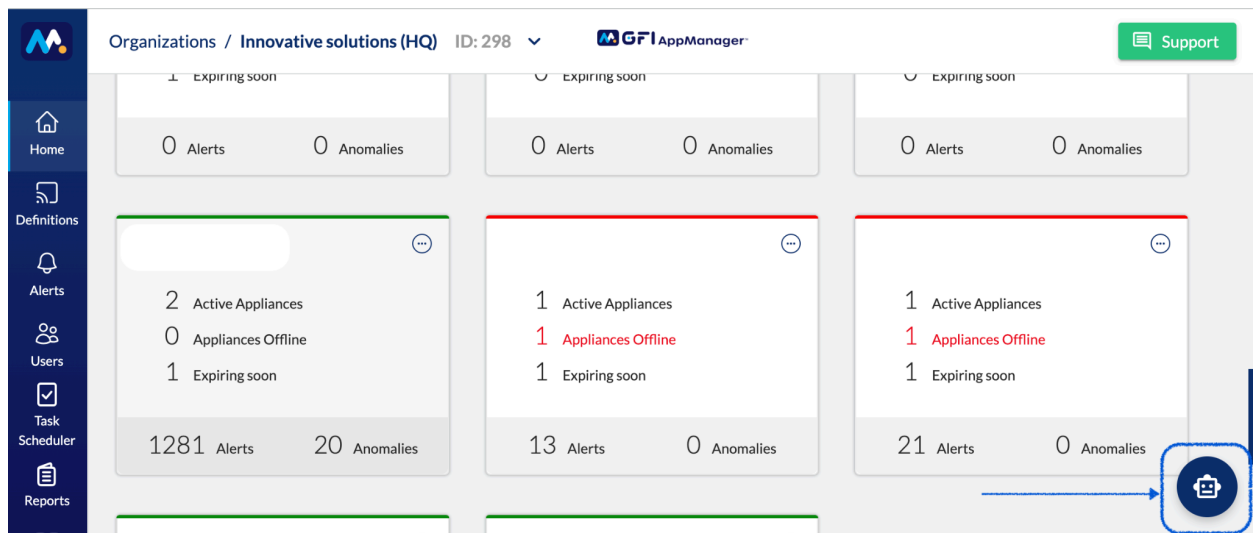
- **Resellers:** GFI App Manager AI is available for resellers managing multiple customer accounts.
- **Reseller Teams:** Any colleague within a reseller organization with access to GFI App Manager can use the AI.
- **Customers:** Available to customers who have at least **one appliance**, though the benefits increase significantly for those managing multiple appliances.

Licensing

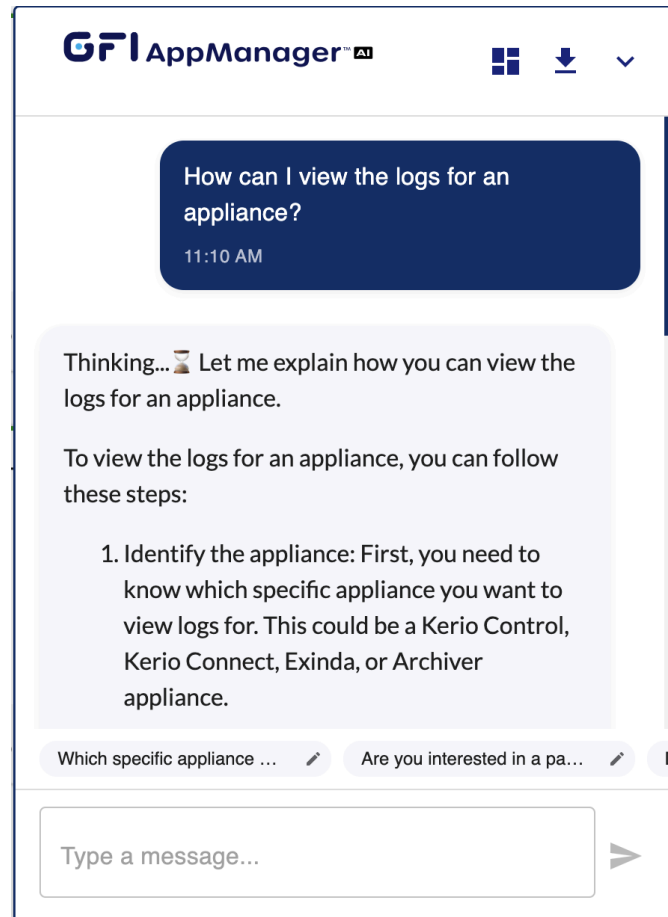
GFI App Manager AI is licensed as a singular add-on per GFI App Manager instance. It is available for resellers and customers managing multiple appliances. It is not included as part of the standard GFI App Manager package and must be purchased separately.

How to use AppManger AI

Once AppManager AI is enabled for your organization, a floating AppManager AI button will appear in the lower-right corner of your browser window when AppManager is open.



Click the button to open the assistant window, where you can ask questions about your organization and the products registered in AppManager.

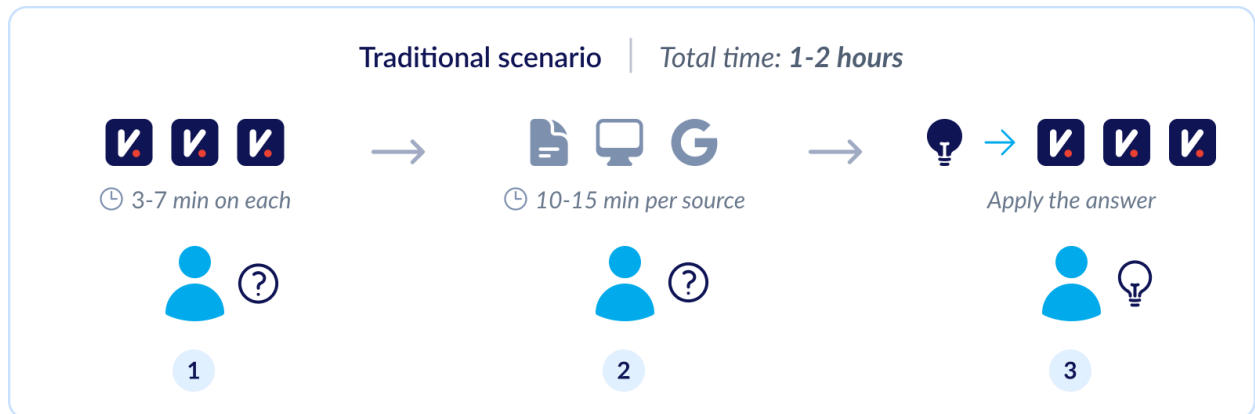


Sample use case

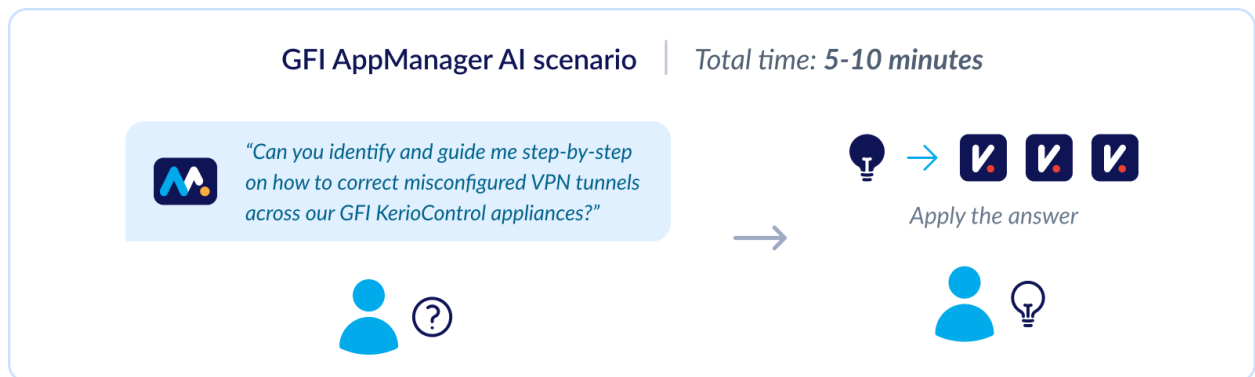
Issue: Identify misconfigured VPN tunnels in the managed Kerio Control appliances and fix them.

Traditional scenario:

1. Check each Kerio Control Appliance, review and identify if they have VPN tunnels configured.
2. If the setting isn't obvious or there is lack of previous knowledge on VPN tunnels the user also needs to read documentation.
3. After some time the user will find the answer and proceed to apply it to all the appliances they manage



AppManager AI scenario:



What's beyond AppManager AI capabilities?

While the AI provides fast and accurate answers, it does not:

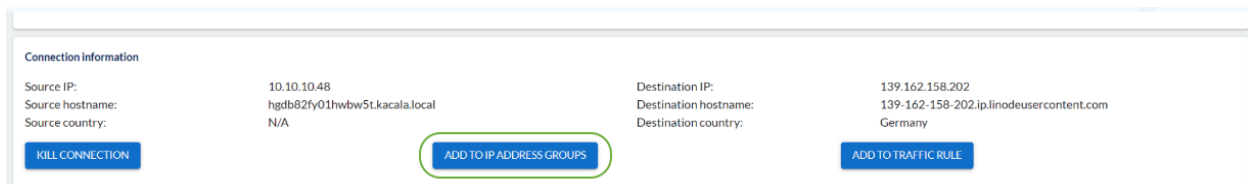
- **Perform actions** - It guides users but does not change configurations
- **Replace expert decision-making** - AppManager AI provides suggestions, but complex security or networking decisions still require human expertise.

KerioControl Management

Note: These features are exclusively available through AppManager and are not included in the local administrator interface of Kerio Control.

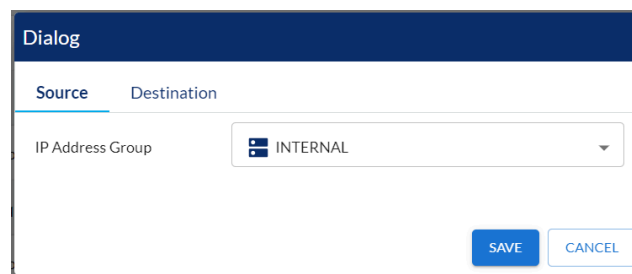
1. Adding an IP Address to an IP Address group

- Navigate to the Kerio Control device homepage via AppManager.
- Select 'Status' > 'Active Connections' from the left menu.
- Identify the desired active connection and click on it.
- At the bottom of the page, click 'Add to IP Address Groups'.



Connection information			
Source IP:	10.10.10.48	Destination IP:	139.162.158.202
Source hostname:	hgdb82fy01hwbw5t.kacala.local	Destination hostname:	139-162-158-202.ip.linodeusercontent.com
Source country:	N/A	Destination country:	Germany
<button>KILL CONNECTION</button>		<button>ADD TO IP ADDRESS GROUPS</button>	

- Select either the source or destination IP Address group.
- Click 'Save'.



Dialog

Source

Destination

IP Address Group

INTERNAL

SAVE

CANCEL

- To confirm, return to the homepage, go to 'Definitions' > 'IP Address Groups', and verify the addition. **Note:** IPs added this way will be marked "Enabled via active connections".

2. Adding an IP Address to a Traffic Rule

- Access the Kerio Control device homepage through AppManager.
- Click on 'Status' > 'Active Connections' from the left menu.
- Select the relevant active connection.

- d. Scroll down and click 'Add to Traffic Rule'.

Connection information

Source IP:	10.10.10.48	Destination IP:	139.162.158.202
Source hostname:	hgdb82fy01hwbw5Lkacala.local	Destination hostname:	139-162-158-202.ip.linodeusercontent.com
Source country:	N/A	Destination country:	Germany

KILL CONNECTION ADD TO IP ADDRESS GROUPS **ADD TO TRAFFIC RULE**

- e. Choose the appropriate source or destination Traffic Group.

- f. Click 'Save'.

Add connection to Traffic Rule

Source Destination

Traffic Group BLOCK SMTP attackers

SAVE CANCEL

- g. To confirm the addition, navigate back to 'Configuration' > 'Traffic Rules' and check the specified Traffic Rule.

KerioConnect Management

1. DKIM Validation

This feature checks if incoming emails have valid DKIM signatures.

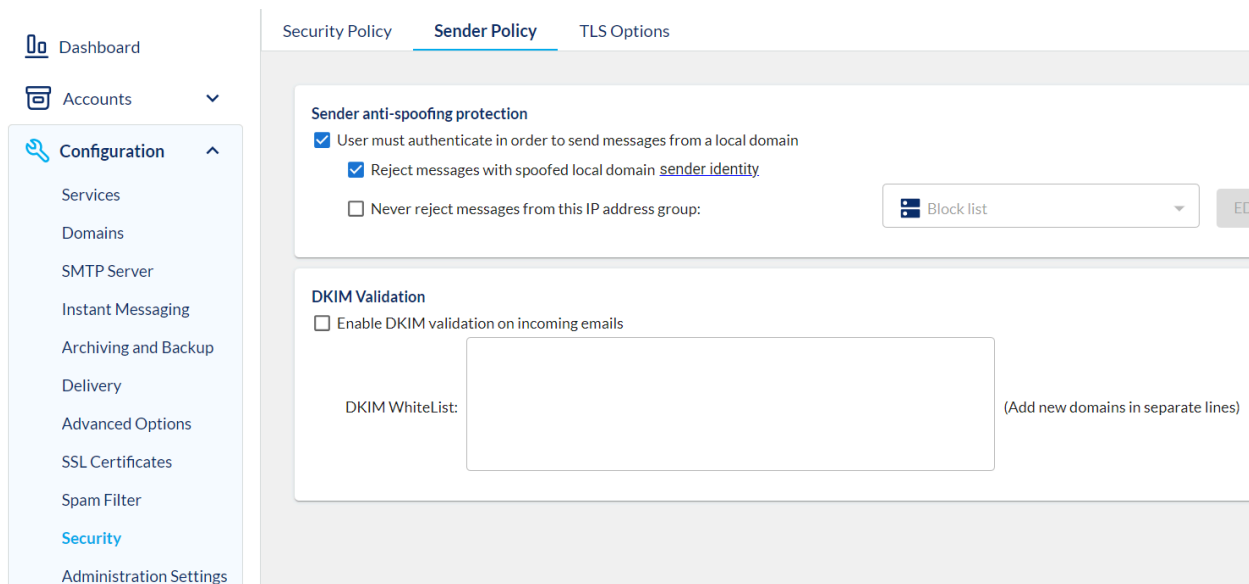
You can control this feature via configuration changes in the mailserver.cfg using the following variables:

```
<variable name="EnableDKIMValidation">1</variable>
```

```
<variable name="DKIMDomainWhiteList">gmail.com,hotmail.com</variable>
```

1. The first variable enables or disables the feature. By default, DKIM Validation is disabled, as many domains still do not support DKIM. (You can configure DKIM for your domains in Kerio Connect; more information is available [here](#).)
2. The second variable allows you to whitelist specific domains for your organization by listing them in a comma-separated format.

This can be automatically enabled directly in AppManager (after upgrading to 10.0.6 build 8452 and above) if you go to your KerioConnect > Configuration > Security > Sender Policy



Note: still a huge amount of domains don't have this configured, so please monitor email traffic once this feature is turned on to avoid any service disruption.

Support

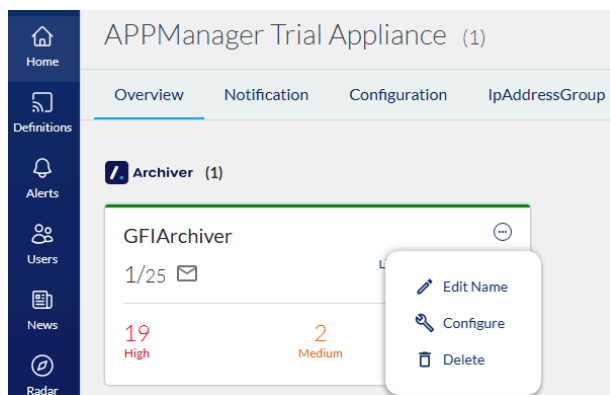
If you encounter any issues, you can refer to the following articles to reset the registration on Kerio Connect or Kerio Control.

- [Resetting KerioConnect's Connection to GFI AppManager: A Step-by-Step Guide](#)
- [Resetting GFI Agent Integration with KerioConnect on macOS](#)
- [Resetting KerioControl's Connection to GFI AppManager](#)

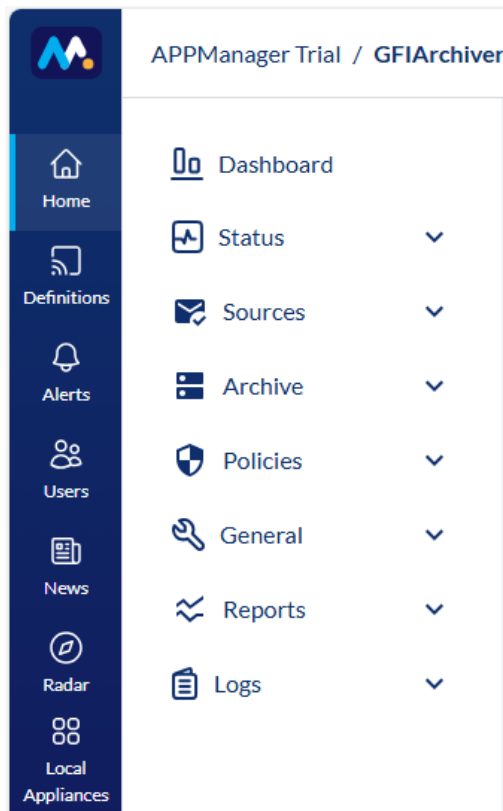
If you still face issues after following the above steps, refer to the article "[Gathering Information for Troubleshooting AppManager Issues](#)" to collect the necessary details needed to open a support ticket.

GFI Archiver Management in GFI AppManager

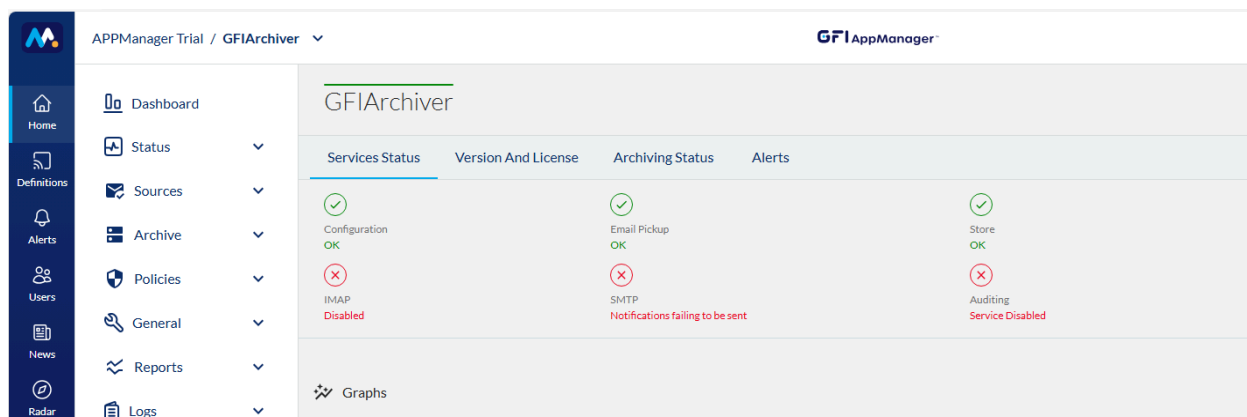
The GFI Archiver can be easily managed from the GFI AppManager, simply click on configure as shown in the image



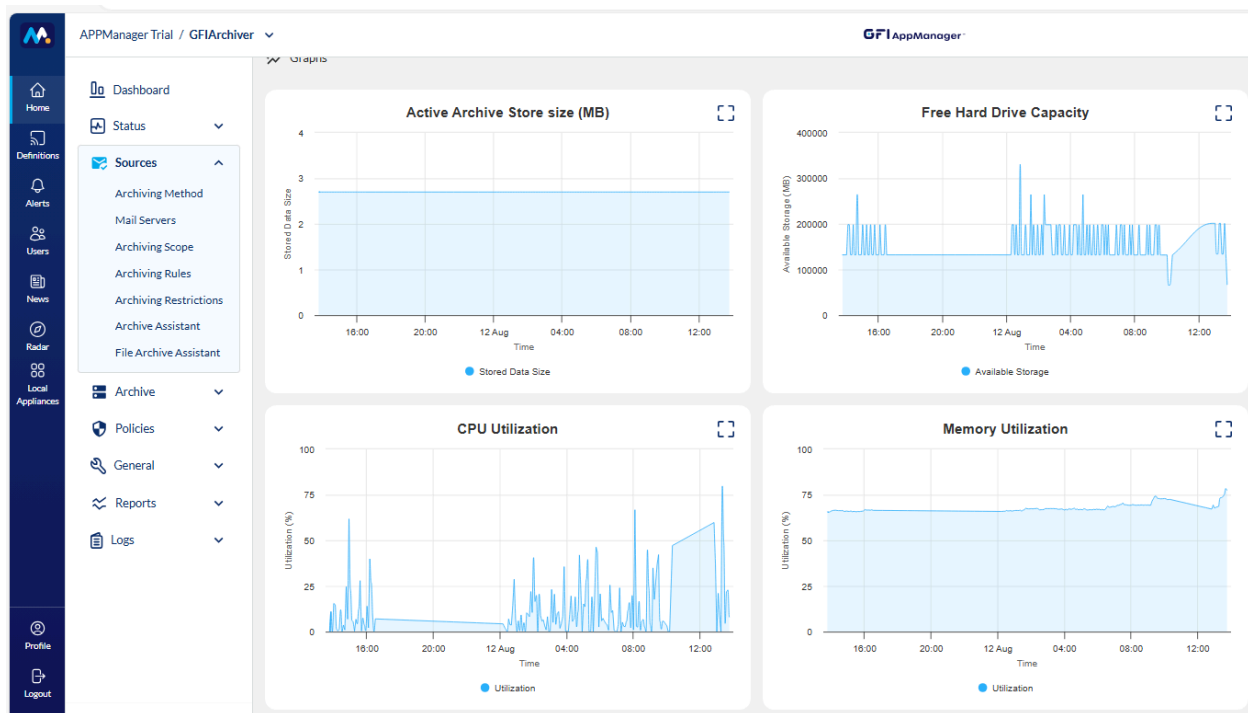
Clicking on “Configure” brings out a new side-bar, as shown in the image below. You can manage your GFI Archiver from this sidebar, clicking on the drop-down arrows, will give you access to more features.



See the details of the status of your GFI Archiver in the Dashboard on GFI AppManager



From within GFI AppManager you can control your GFI Archiver with the drop-downs



Note

1. Registration of GFI Archiver to GFI AppManager is required to use AI CoPilot.
2. Refer to GFI Archiver admin guide as GFI AppManager integration with GFI Archiver is not currently introducing any new features.

Support Contact information

If any issues or inquiries arise regarding AppManager, rest assured that our dedicated support team is readily available to assist. Prompt solutions can be obtained by opening a support case on our [AppManager Support website](#). Further resources, knowledge base articles, and FAQs can be accessed there as well. We are committed to resolving concerns and ensuring the utmost satisfaction with AppManager, as customer success remains our top priority.