

*Administrator Guide*

# GFI AppManager

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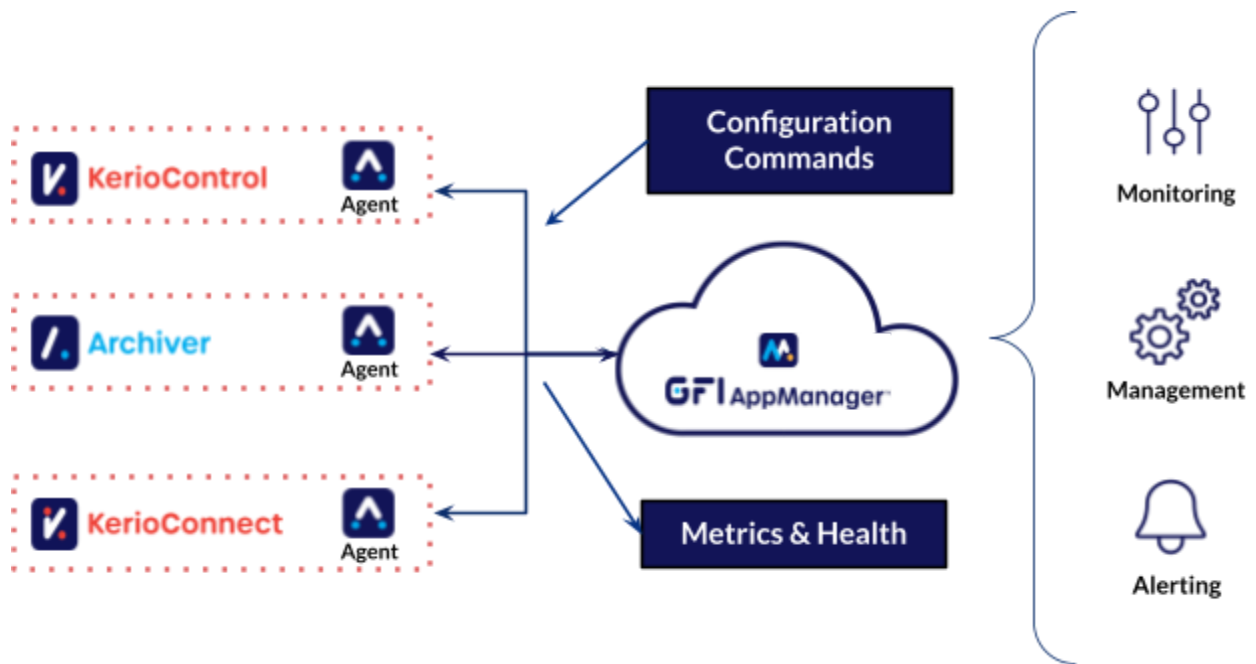
Revision date: 10/03/2024

# 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

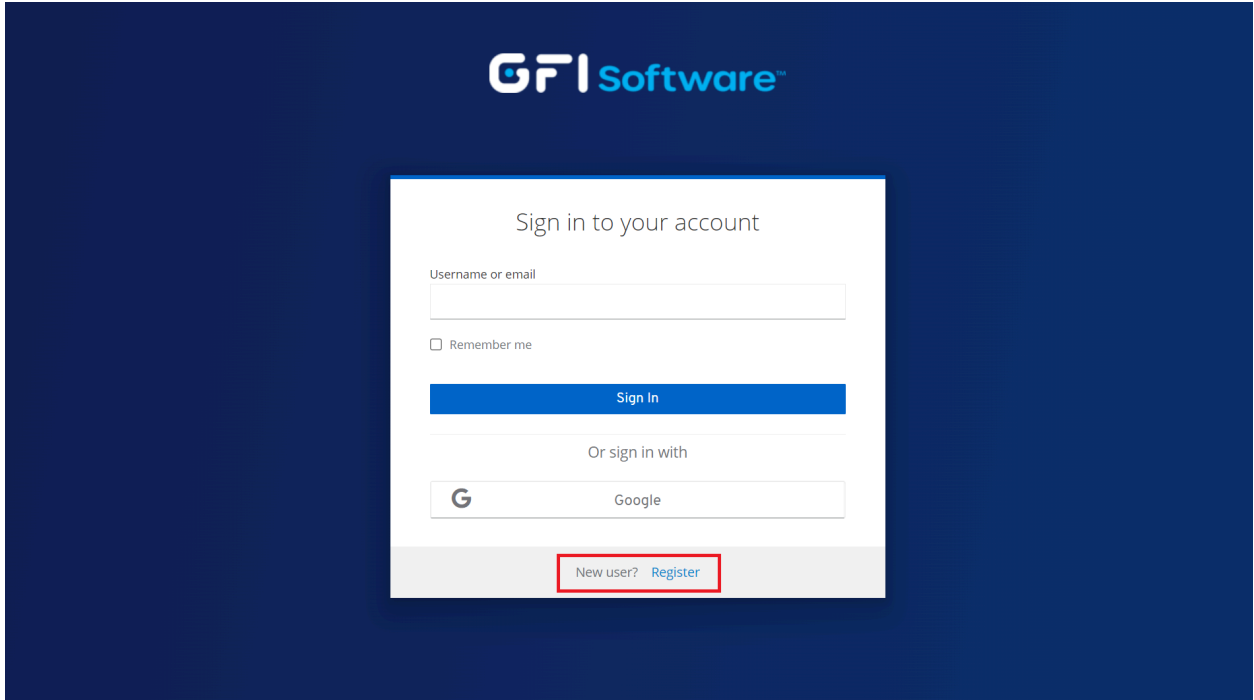
Product	Version
Kerio Connect	9.4.3p1 and above
Kerio Control	10.0.2p2 and above
GFI Archiver	15.7 and above
GFI Clearview (Early Access - Beta version)	7.5.7 and above
GFI LanGuard (Early Access - Beta version)	12.6 and above

# Getting Started

## Account registration

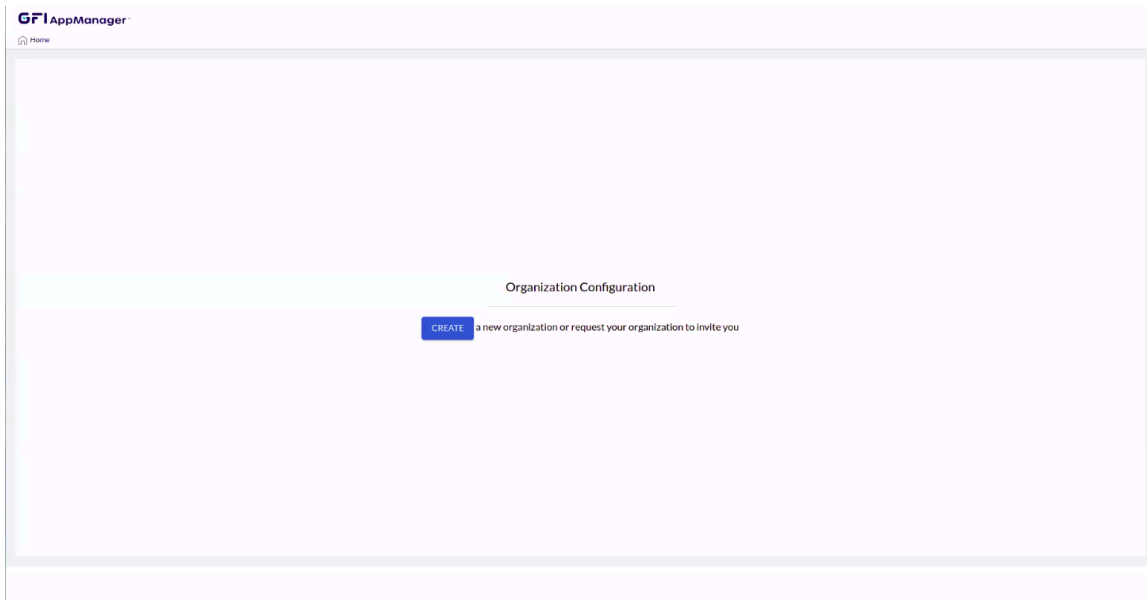
### STEP 1

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.

Create Organization

Name \*

Name of the organization

Will this Organization be used to manage Appliances on behalf of other organizations/companies?

No, keep it simple. All Appliances will be in one place.

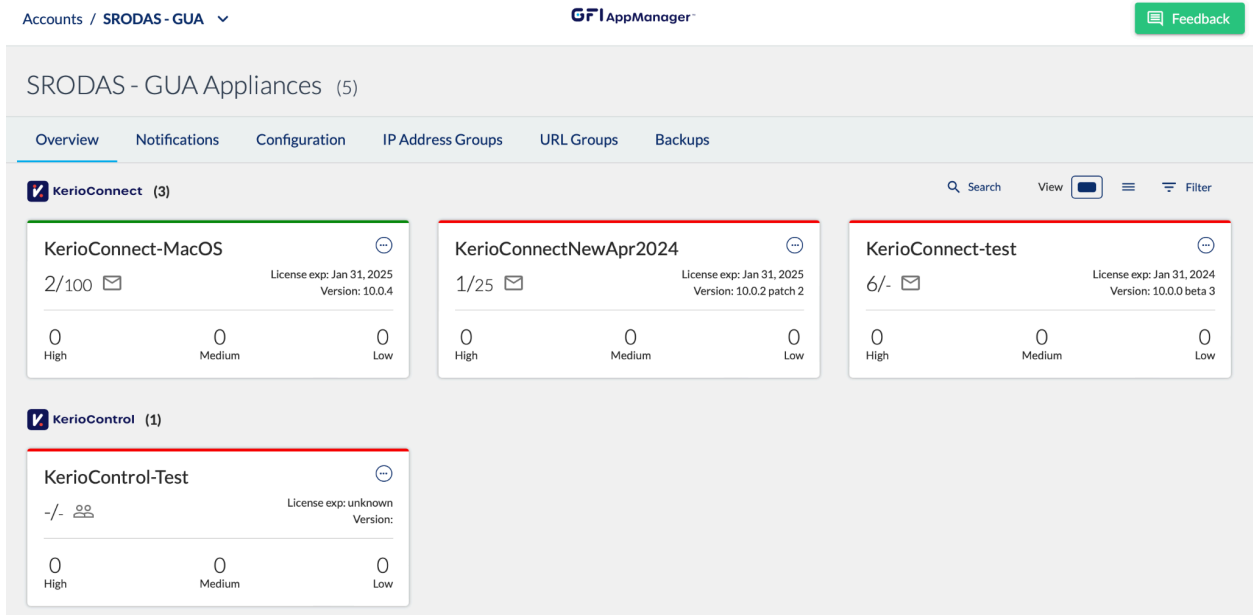
Yes, include dashboards to manage Appliances across multiple accounts (MSP's should select this option)

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

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 \(upgrading procedure\)](#)

## 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?

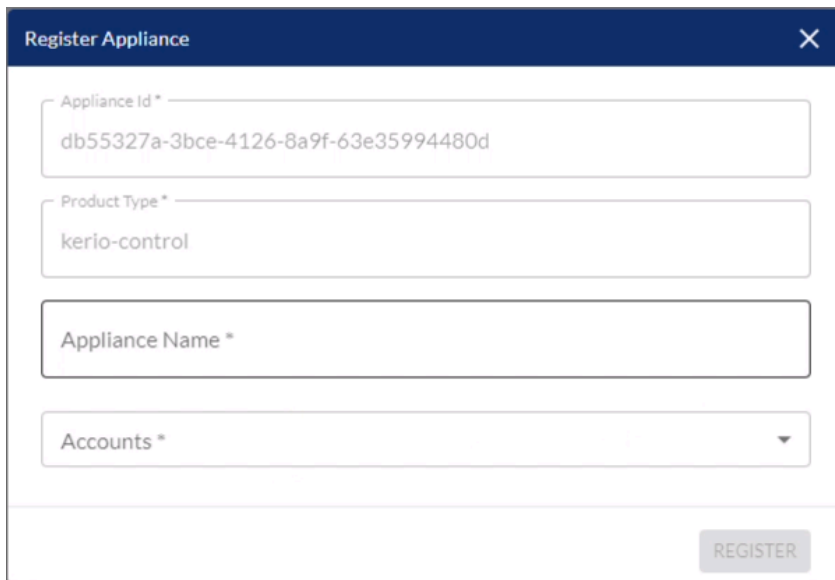
Email address:

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.



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

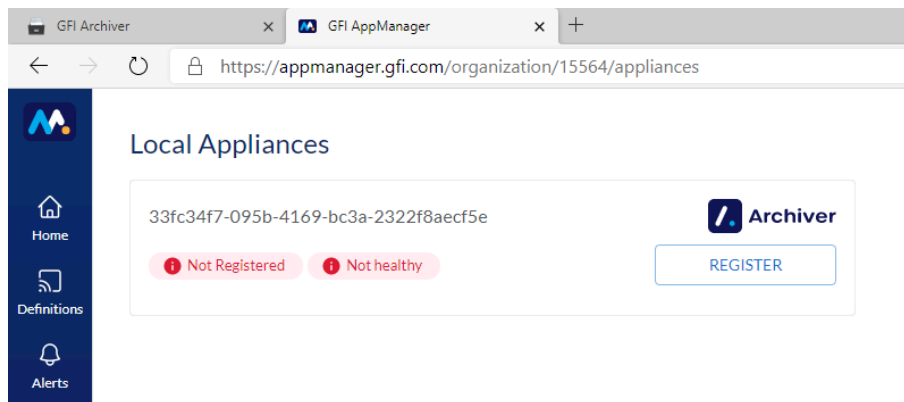
KerioConnect-MacOS					Health <span style="color: green;">●</span> Online
System Status	License Details	Kerio Antivirus	Alerts		
<span style="color: green;">✔</span> Antivirus <b>Enabled</b>	<span style="color: green;">✔</span> Antispam <b>Enabled</b>	<span style="color: red;">✘</span> Greylisting <b>Disabled</b>	<span style="color: green;">✔</span> Exchange ActiveSync <b>Enabled</b>	0	Messages in the queue
10.0.4 (7941) Version	Mac OS X (10.16), x86_64 Operating system	sindys-mbp Hostname	1 days, 7 hours, 10 minutes Uptime	Never	Last backup

Sample image of some of the information available in AppManager

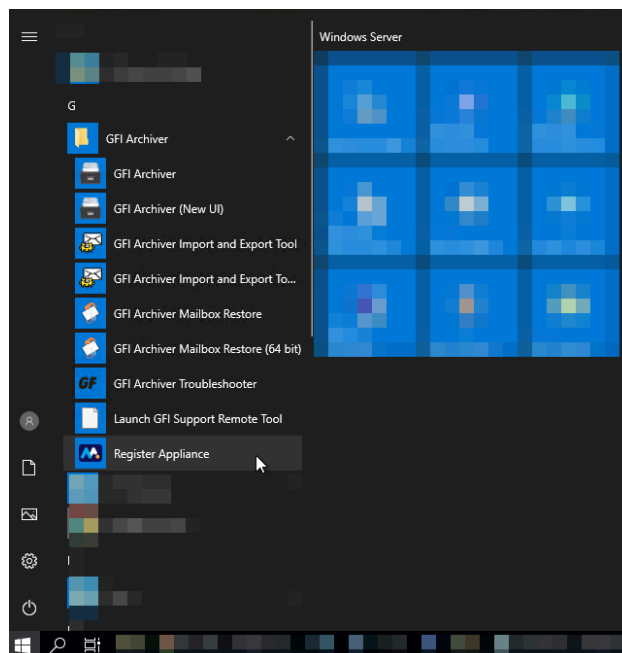
## GFI Archiver:

There are 3 ways to register GFI Archiver to AppManager

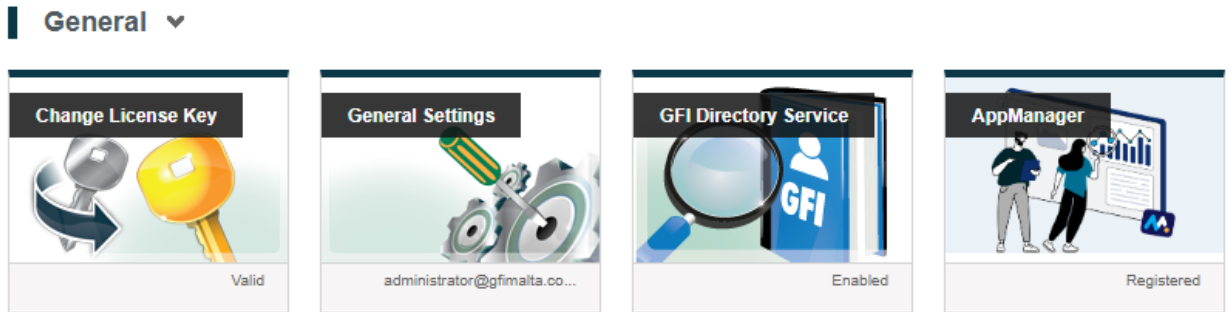
1. Upon updating GFI Archiver to the latest version, you are automatically redirected to the GFI AppManager webpage to sign-in. Once you sign-in you see the screen below, click “REGISTER” to register your GFI Archiver. For the latest version of GFI Archiver go to [Upgrade Center](#)



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



- 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 contains the following fields:

- Appliance Id \***: 33fc34f7-095b-4169-bc3a-2322f8aecf5e
- Product Type \***: archiver
- Appliance Name \***: (empty)

A **REGISTER** button is located at the bottom right of the dialog.

## Using AppManager

### Home

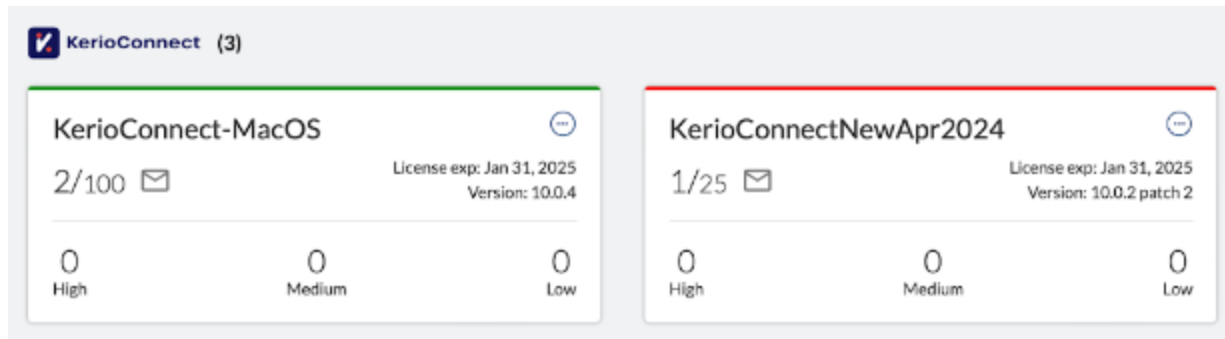
### Overview

- 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.

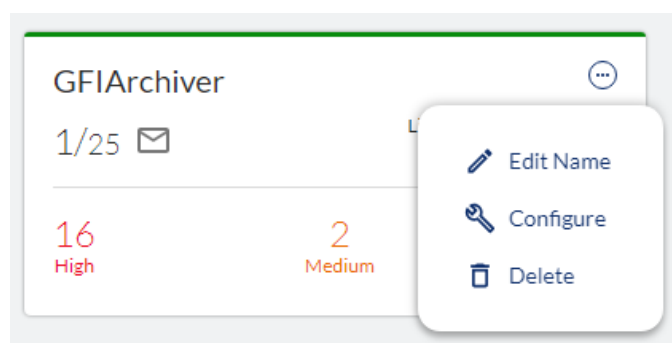
**Green:** The appliance is online.



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.



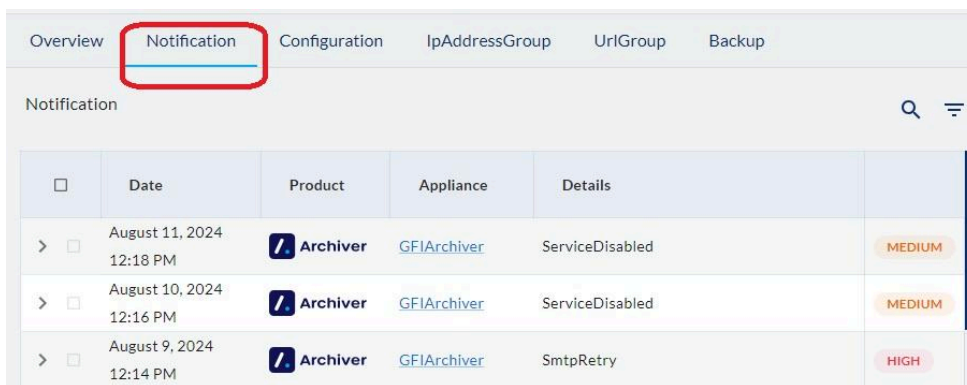
You can click on each of the listed appliances to configure settings within the appliance. The options available in AppManager for KerioControl, KerioConnect and GFI Archiver are the same as those you can configure from each product administrator's interface. For more information on the options you can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

→ [KerioConnect Help](#)

→ [KerioControl Help](#)

→ [GFI Archiver Help](#)



## 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	<a href="#">GFI Archiver</a>	ServiceDisabled	MEDIUM	
> <input type="checkbox"/>	August 10, 2024 12:16 PM	Archiver	<a href="#">GFI Archiver</a>	ServiceDisabled	MEDIUM	
> <input type="checkbox"/>	August 9, 2024 12:14 PM	Archiver	<a href="#">GFI Archiver</a>	SntpRetry	HIGH	

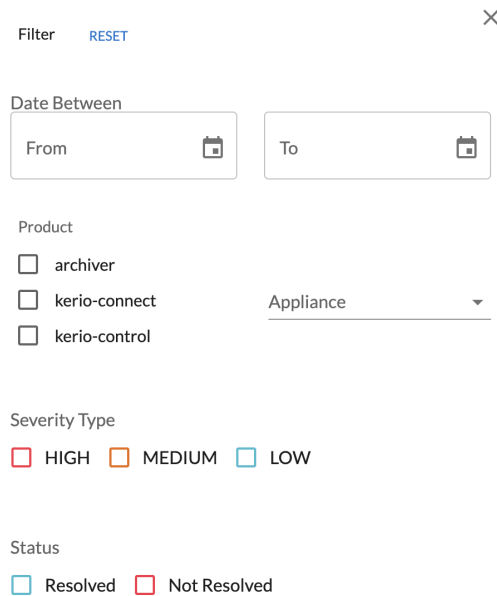
The notification section in AppManager will show all the notifications that have been generated by each appliance along with the following information:

- 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:

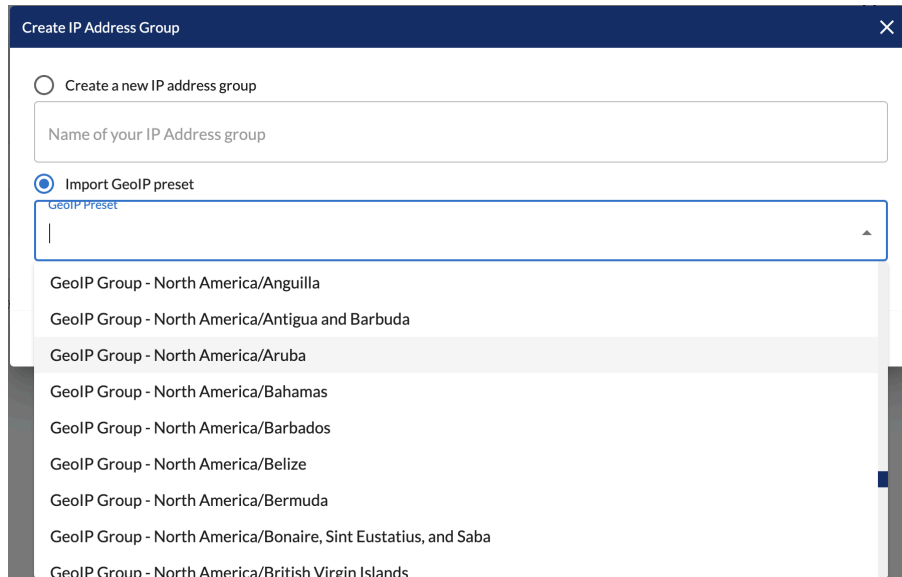
- Managing accounts
  - Rename account
  - Delete account (Coming soon)


## IP Address Groups

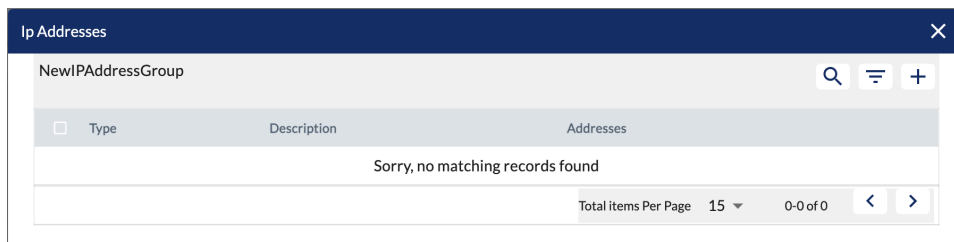
IP addresses are identifiers assigned to devices connected to a TCP/IP Network. IP Address Groups can be used in other configuration dialogs throughout AppManager.

- Add a new IP address group:
  - From the IP Address Groups section click on 
  - In the following dialog you have 2 options:
    - Enter the name of the IP Address Group or

- Import a GeolP preset group (This option is available only with KerioControl 9.4.5 and newer, and applies exclusively to KerioControl appliances.)



- 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.



- 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.

- 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.

- 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




























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

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.

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

## 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.

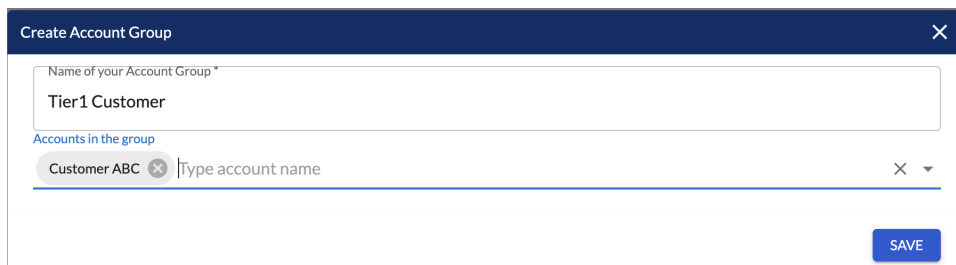
## URL Groups

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

## Account groups

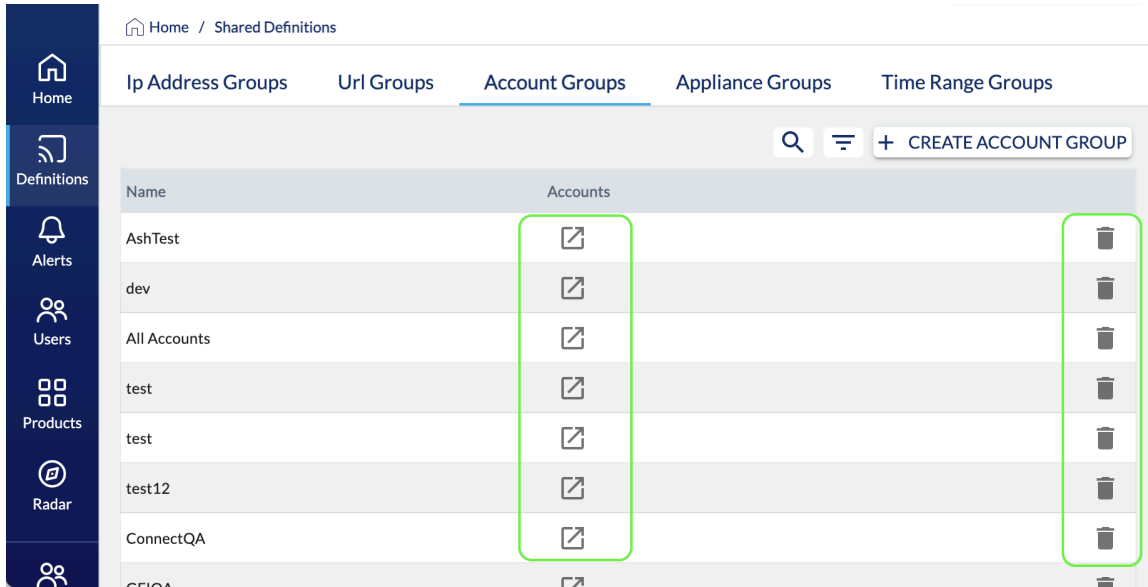
Account groups can be created to manage accounts as a whole rather than individually and then these groups can be used to define alerts and notifications that will be applied to all the organizations that belong to them.

- 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 is a title bar with the text 'Create Account Group' and a close button (X). Below the title bar, there is a text input field labeled 'Name of your Account Group \*' containing the text 'Tier1 Customer'. Underneath this field is a section titled 'Accounts in the group'. This section contains a search bar with the text 'Customer ABC' and a small 'X' icon to its right, followed by a dropdown arrow. At the bottom right of the dialog box, 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 \*

Select Appliances\*

- SRODAS - Guatemala
 ↕ ↗
  - KerioConnect-test
  - KerioControl-Test
  - Archiver-Test

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

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

- 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.

- 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 screenshot shows a window titled "New migration" with a close button (X) in the top right corner. In the center, there is the MyKerio logo and a "LOGIN" form. The form contains two input fields: "Email" with the text "user@mycompany.com" and "Password" with masked characters. Below the fields is a "Login" button. At the bottom right of the window is a "CLOSE" button.

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

The screenshot shows a window titled "New migration" with a close button (X) in the top right corner. In the center, there is the MyKerio logo and a "MIGRATION" form. The form contains a dropdown menu labeled "Organization" with "GMAIL" selected. Below the dropdown is a "START SYNC" button. At the bottom right of the window is a "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 **+ CREATE ALERT**
  - In the following dialog enter the name of the Alert and specify the severity level: Low, Medium, High.

The screenshot shows a 'Create Alert' dialog box with a dark blue header and a close button (X) in the top right. Below the header is a progress bar with five steps: 1. Provide Alert Details (active), 2. Add Conditions, 3. Select Instances, 4. Attach Destinations, and 5. Summary. The main content area is titled 'Provide your alert details' and contains a 'Name' text input field with the value 'Test Alert' and a 'Severity level' dropdown menu. The dropdown menu is open, showing three options: 'LOW', 'MEDIUM', and 'HIGH'. At the bottom left of the dialog is a 'BACK' button, and at the bottom right is a 'NEXT STEP' button.

- 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.

The screenshot shows a 'Create Condition' dialog box with the following configuration:

- Product\*: Kerio Control
- Metric\*: Active Users
- Statistic\*: Maximum
- Comparator\*: > (Greater Than)
- Value: 20
- For Minutes\*: 15

A blue SUBMIT button is located in the bottom right corner of the dialog.

- 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

- Once the alerts have been created, you will be able to access them for editing or deletion from that same tab.

Notifications
Alerts
Destinations

🔍
☰
+ CREATE ALERT

Name	Applied To Groups	Severity	Status	
TestAlert	Include All Appliances in (Sindy's appliances, Administrators).	LOW	🟢 Active	✎ 🗑️
NewTestAlert	Include All Appliances in (Name of my account group, Sindy's appliance...	MEDIUM	🟢 Active	✎ 🗑️
LicenseExpired-Alert-keriocontrol	Include All Appliances in (Name of my account group).	HIGH	🟢 Active	✎ 🗑️
HealthCheck-Alert-keriocontrol	Include All Appliances in (Name of my account group).	HIGH	🔴 Disabled	✎ 🗑️
LicenseExpired-Alert-Archiver	Include All Appliances in (Name of my account group).	HIGH	🟢 Active	✎ 🗑️
HealthCheck-Alert-Archiver	Include All Appliances in (Name of my account group).	HIGH	🔴 Disabled	✎ 🗑️
LicenseExpired-Alert-kerioconnect	Include All Appliances in (Name of my account group).	HIGH	🟢 Active	✎ 🗑️
HealthCheck-Alert-kerioconnect	Include All Appliances in (Name of my account group, Sindy's appliance...	LOW	🔴 Disabled	✎ 🗑️

## 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\***

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

Q ≡ + CREATE DESTINATION





Name	Type	Values	
Org Admin	Email	sindy.rodas@gfi.com	 
TestDestination	Email	sindy.rodas@gfi.com	 
IT Admins	Email	itsupport@mycompany.com	 

## 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

Q ≡ + INVITE USER

First Name	Last Name	Email	Status	Role	2FA Status	Account Name	Last Login	Created	
Sindy	Rodas	sindy.rodas@gfi.com	<span style="color: green;">●</span> Active	Org Admin	<input type="checkbox"/>	SRODAS - GUA 	12 Sep 2024	2 Nov 2022	
Sindy	Rodas	sindy.rodas@gmail.com	<span style="color: blue;">●</span> Invited		<input type="checkbox"/>	SRODAS - GUA		12 Sep 2024	
Sindy	Rodas	sindy.rodas@gmail.com	<span style="color: blue;">●</span> 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

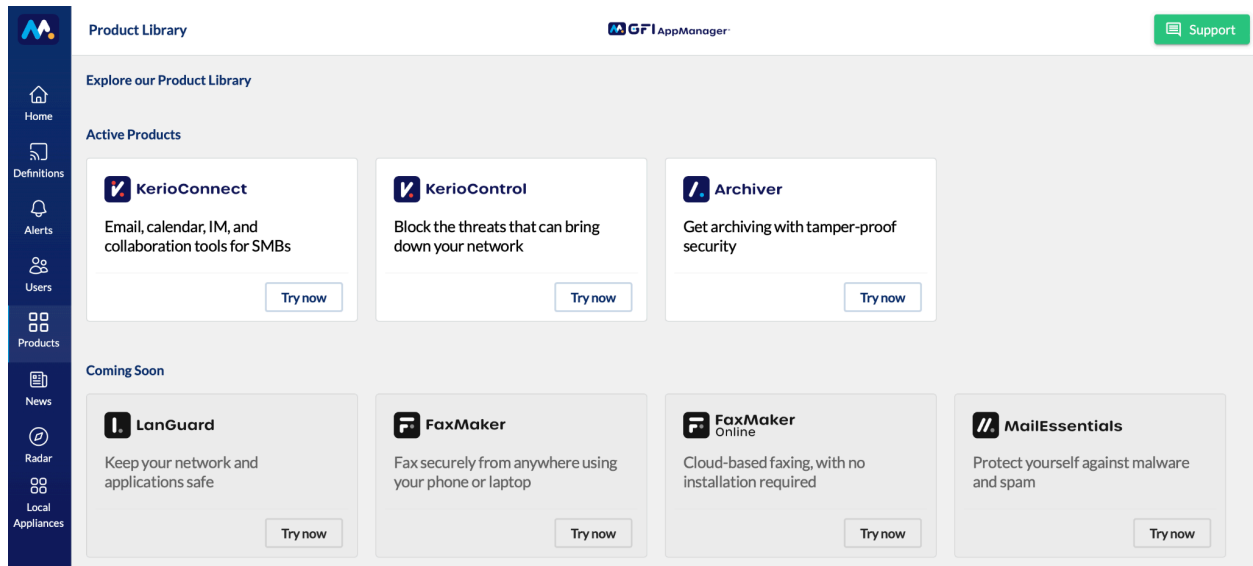
Send invitation with 24h access limit.

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:
  - Delete User
  - Disable User
  - Reset Password

# 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*

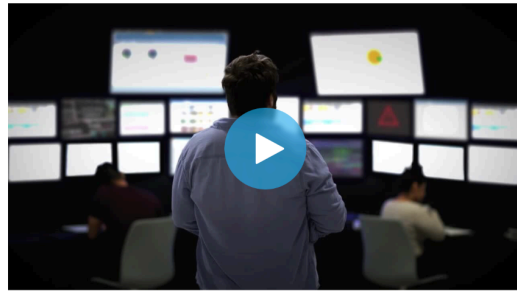
**Improved:**

- 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

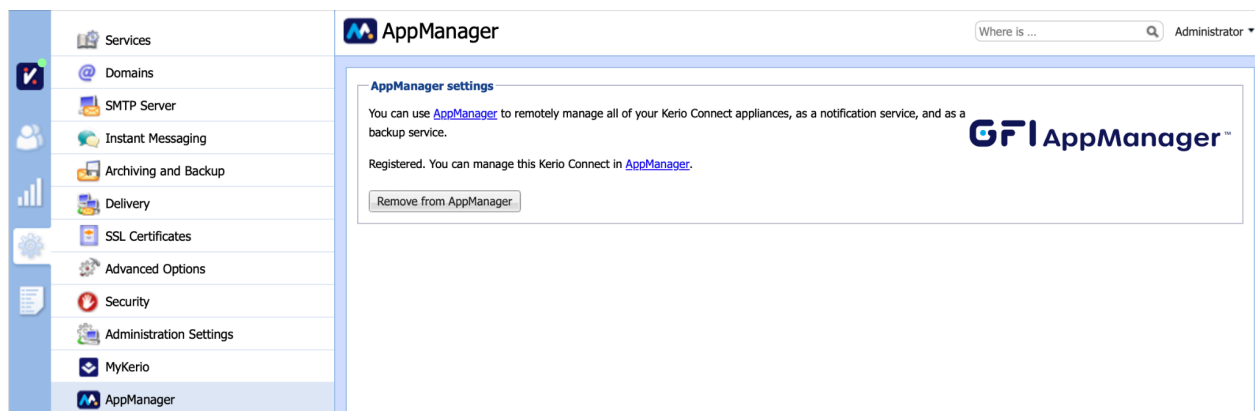
1. Install one of the following applications on your mobile device:
  - a. FreeOTP
  - b. Google Authenticator
2. Scan the QR code displayed on AppManger

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.

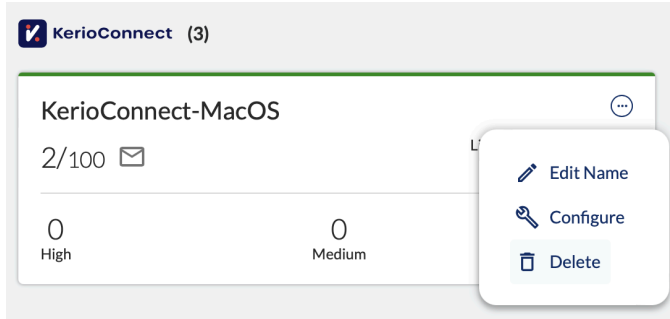
## Removing from AppManager

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.

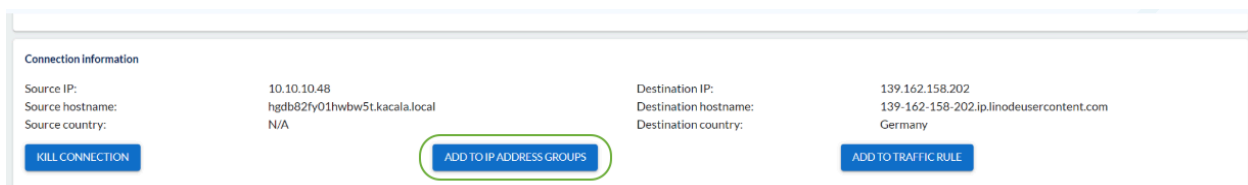


# KerioControl Management

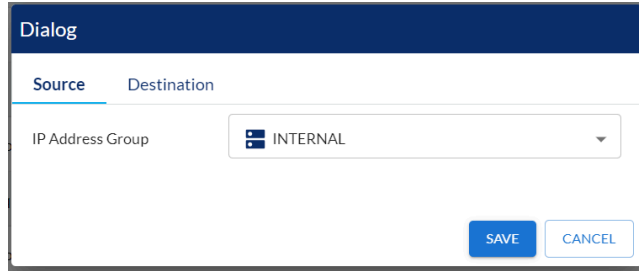
Note: These features are exclusively available through AppManager and are not included in the local administrator interface of Kerio Control.

## 1. Adding an IP Address to an IP Address group

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



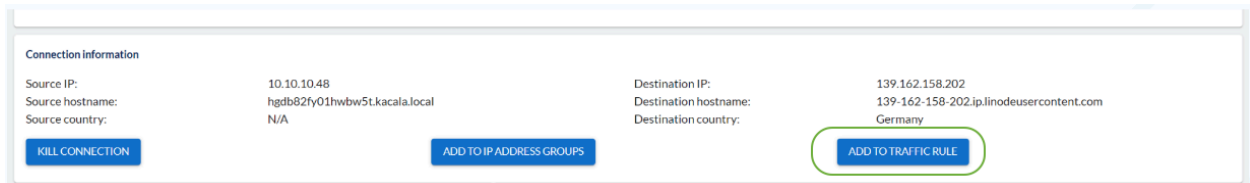
- e. Select either the source or destination IP Address group.
- f. Click 'Save'.



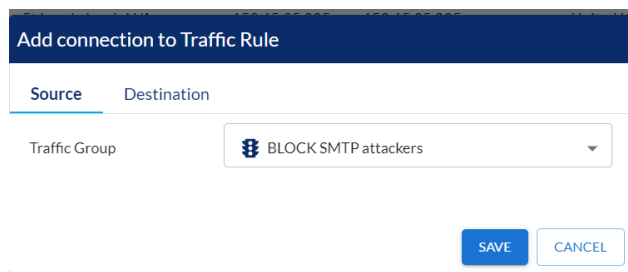
- g. To confirm, return to the homepage, go to 'Definitions' > 'IP Address Groups', and verify the addition. **Note:** IPs added this way will be marked "Enabled via active connections".

## 2. Adding an IP Address to a Traffic Rule

- a. Access the Kerio Control device homepage through AppManager.
- b. Click on 'Status' > 'Active Connections' from the left menu.
- c. Select the relevant active connection.
- d. Scroll down and click 'Add to Traffic Rule'.



- e. Choose the appropriate source or destination Traffic Group.
- f. Click 'Save'.



- 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.

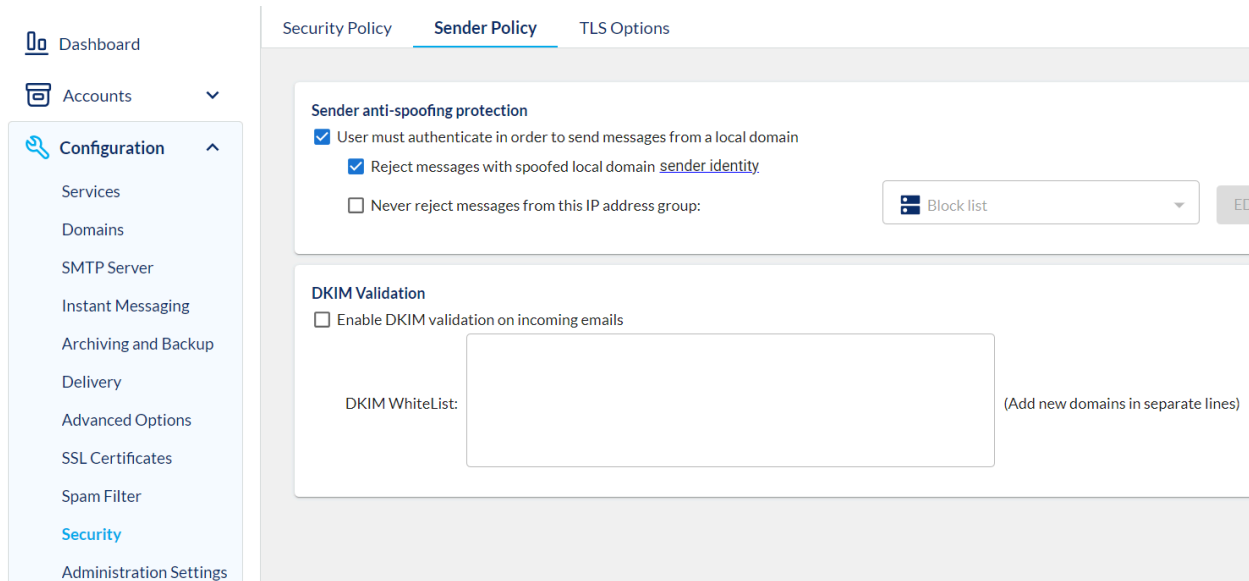
You can control this feature via configuration changes in the mailserver.cfg using the following variables:

```
<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

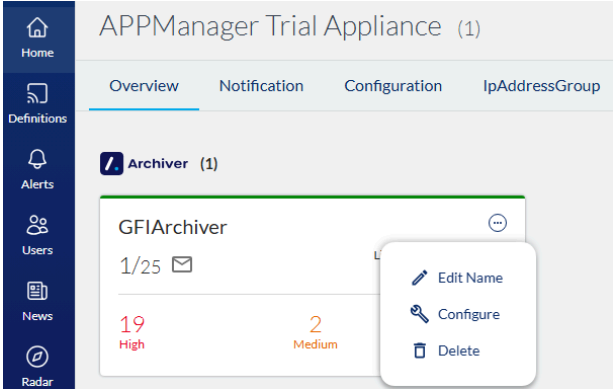
If you encounter any issues, you can refer to the following articles to reset the registration on Kerio Connect or Kerio Control.

- [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](#)

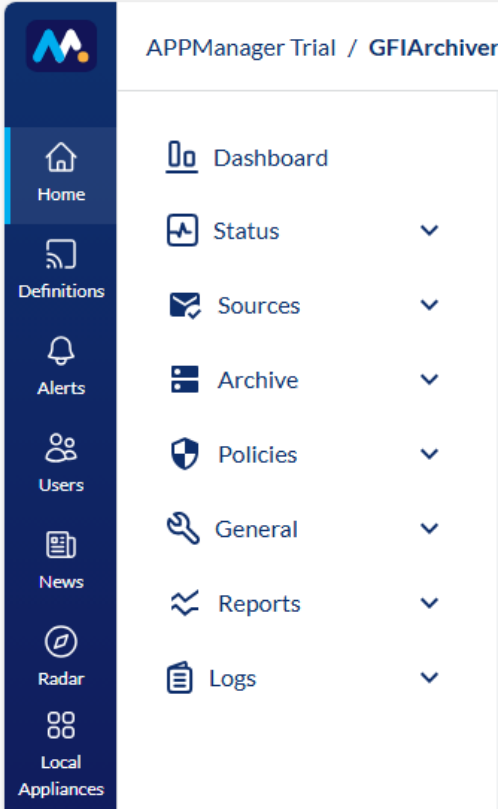
If you still face issues after following the above steps, refer to the article "[Gathering Information for Troubleshooting AppManager Issues](#)" to collect the necessary details needed to open a support ticket.

# GFI Archiver Management in GFI AppManager

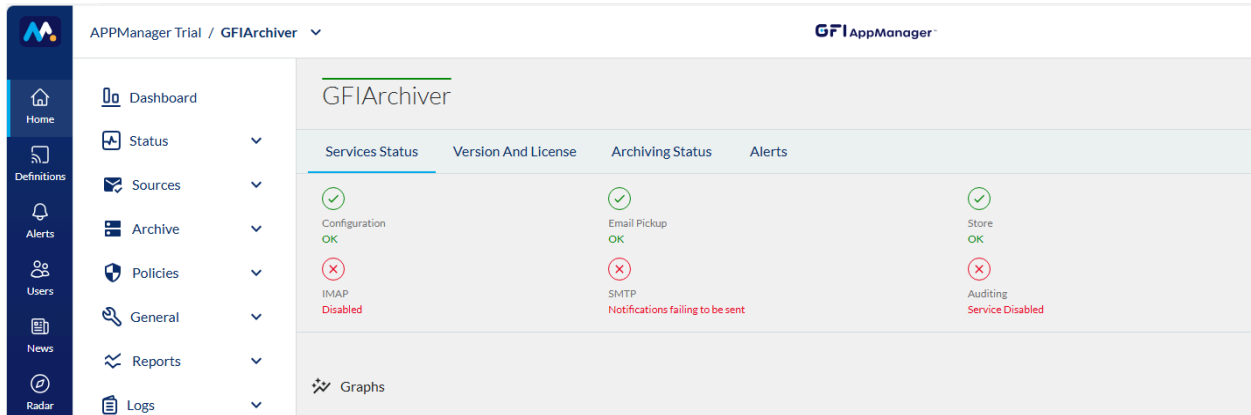
The GFI Archiver can be easily managed from the GFI AppManager, simply click on configure as shown in the image



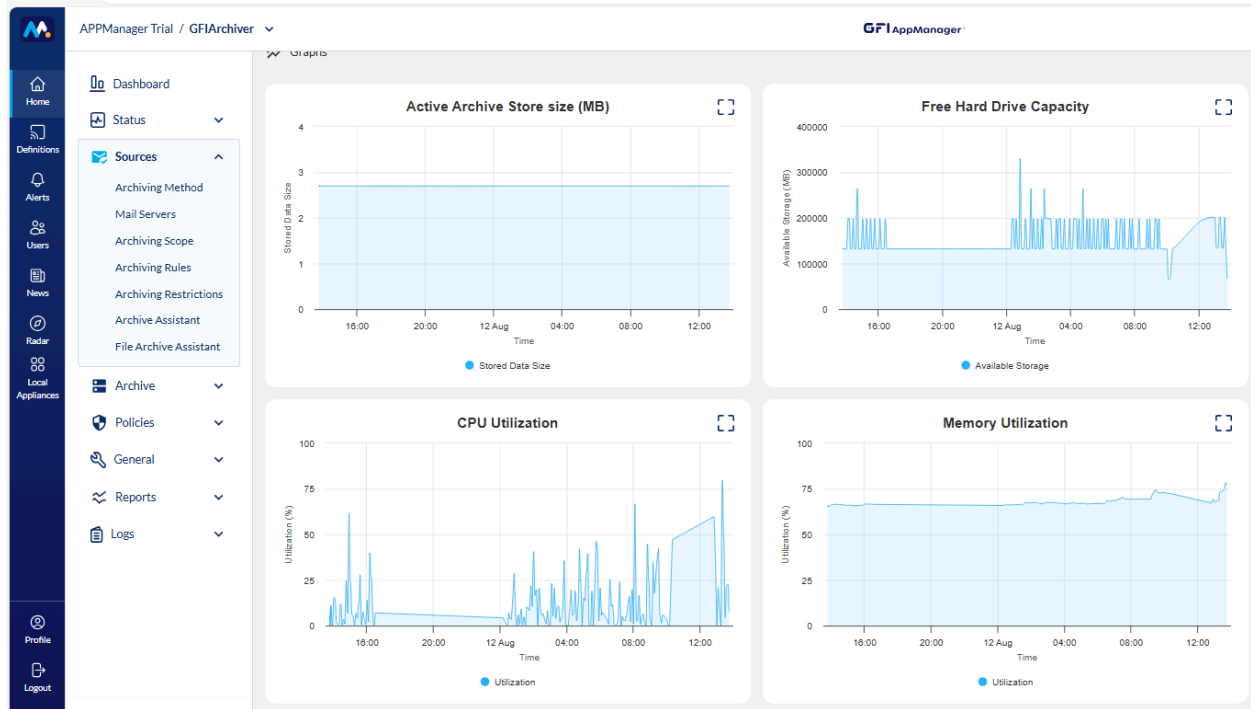
Clicking on “Configure” brings out a new side-bar, as shown in the image below. You can manage your GFI Archiver from this sidebar, clicking on the drop-down arrows, will give you access to more features.



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.