

Cybozu Remote Service Installation guide

Version 3.0.0

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Setup guide

Setup guide

This section describes how to set up Remote Service separately for each access method.

Accessing from computers or mobile phones



Computers



Mobile phones

Accessing from smartphones



Windows phone



BlackBerry(R)



iPhone



Android



- You can access the Cybozu products using Safari on your iPhone in the same way that you access from your computer.

Setup guide


Accessing from computers

This section describes how to access the product from your computer.

- You can access the Cybozu products using the Web browser of your personal computer at home or anywhere else outside your office.



Tip

- For accessing from computers, the following licenses are required:
 - Product license
 - Remote Service license
- Remote Service optional license: Optional license is required for using optional function.
 [Remote Service Optional license](#)
- Use Safari on your iPhone to access the Cybozu products in the same way that you access from computers.

 [Installation tasks](#)

 [System administrator tasks](#)

 [Users tasks](#)

Installation tasks

System administrator must install Remote Service Manager on the server.

- Remote Service Manager must be installed on the server from which users can access the products.
- You do not need to install Remote Service Manager again if it has been installed for other usages.

Step 1

Verify the system requirements.

Verify the system requirements of Remote Service Manager, and verify whether the product supports Remote Service.

 [System requirements](#) in Product information

Step 2

Install Remote Service Manager.

 [Install Remote Service Manager on Windows](#)

 [Install Remote Service Manager on Linux](#)

Step 3

Initialize Remote Service Manager.

To use Remote Service, initialize Remote Service Manager as required. Select "Remote Service" for trial use when you add a client certificate.

 [Initialization](#)

System administrator tasks

System administrator manages Remote Service using Remote Service Manager.

 [Accessing Remote Service Manager](#)

Step 1

Add a product to Remote Service Manager.

Add to Remote Service Manager the products that you want to use via Remote Service.

[Adding a product](#)

Step 2

Add users to Remote Service Manager.

Add users who will use Cybozu products via Remote Service. You do not need to add users for third party products.

[Adding users](#)

Step 3

Configure the client certificate for your users.

The client certificate can be configured only when Remote Service optional license is enabled.

Step 4

Contact users.

Provide access information (access URL and client certificate) of Remote Service to the users registered in Step 2.

[Providing access information to users](#)



Tip

- On Remote Portal, users can access multiple products and you can display notifications for users.

[Setting Remote Portal](#)

Users tasks

Users must add a client certificate on their Web browser to use Remote Service, and then access the product.

- You can use Remote Service via Safari on your iPhone in the same way.

Step 1

Get the access information from your system administrator.

System administrator can provide you with the following information:

- Client certificate
- Login password of the client certificate
- Remote Service access URL

Step 2

Add a client certificate.

Add the client certificate that you got in Step 1 to your Web browser that you are using.

[Adding a client certificate](#)

Step 3

Access the product.

Using your Web browser where a client certificate has been added in Step 2, access the URL provided in Step 1.

[Accessing from computers](#)

Accessing from mobile phones

This section describes how to access products from your mobile phone.

- You can access the Cybozu products from your mobile phone using Keitai (optional functions).
- Refer to [Accessing from computers](#) when you use Remote Service via Safari on your iPhone.
- For accessing from your smartphone, you can use KUNAI.

[Cybozu KUNAI](#)



- Depending on settings, you can get access without a login screen. For details, see the [Frequently Asked Questions \(FAQ\)](#). This page is available only in Japanese.

[Installation tasks](#)

[System administrator tasks](#)

[Users tasks](#)

Installation tasks

System administrator must install Remote Service Manager on the server.

- Remote Service Manager must be installed on the server from which users can access the products.
- You do not need to install Remote Service Manager again if it has been installed for other usages.

Step 1

Verify the system requirements.

Verify the system requirements of Remote Service Manager, and verify whether the product supports Remote Service and whether you can access Keitai of the product from your mobile phone.

[Product information](#) [System requirements](#)

Step 2

Install Remote Service Manager.

[Installing Remote Service Manager on Windows](#)

[Installing Remote Service Manager on Linux](#)

Step 3

Initialize Remote Service Manager.

To use Remote Service, initialize Remote Service Manager as required. Select "Remote Service" for trial use when you add a client certificate.

[Configuring initial settings](#)



- To use Cybozu Office 7 or Cybozu Office 8 Keitai, you also must install Mobile set in addition to the basic set.

[Installing Cybozu Office 8 Keitai](#)

[Installing Cybozu Office 7 Keitai](#)

- To use any one of the following products, you do not need to install additional software for Keitai:

- ■ Garoon 3 Keitai
- Garoon 2 Keitai
- Cybozu Office 9
- Dotsales Keitai

System administrator tasks

- ▣ [Settings on Cybozu products](#)
- ▣ [Settings on third party products](#)
- ▣ [Setting Remote Service Manager](#)

Settings on Cybozu products

System administrator can configure each product on the "System administration" screen of the product.

Step 1

Add users on the product.

On the "System settings" screen of each product, set users for using Keitai. You do not need to add users for third party products.

If you use Cybozu Office 9, you must configure users after setting the applications to be used on Keitai.

- ▣ [Preparing for mobile users \(Cybozu Office 9 on-premise version\)](#)
- ▣ [Setting users for using Keitai \(Cybozu Office 8\)](#)
- ▣ [Setting users for using Keitai \(Cybozu Office 7\)](#)
- ▣ "Setting Keitai users" in [Cybozu Garoon 3 Keitai Guide \(Garoon 3\)](#)
- ▣ "Setting Keitai users" in [Cybozu Garoon 2 Keitai Guide \(Garoon 2\)](#)(PDF)

You do not need to configure users for Cybozu.Sales.

Step 2

Add an access URL.

After setting Remote Service Manager, you must add an access URL for using Keitai on the "System administration" screen of each product.

- ▣ [Sending Keitai login URL \(Cybozu Office 9 on-premise version\)](#)
- ▣ [Sending Keitai login URL \(Cybozu Office 8\)](#)
- ▣ [Setting Keitai login URL \(Cybozu Office 7\)](#)
- ▣ "Setting login URL" in [Cybozu Garoon 3 Keitai Guide \(Garoon 3\)](#)
- ▣ "Setting login URL" in [Cybozu Garoon 2 Keitai Guide \(Garoon 2\)](#)(PDF)
- ▣ [Setting login URL \(Cybozu.Dotsales\)](#)

Settings on third party products

You can access third party products from mobile phones if Remote Service premium license is enabled. Refer to the third party product manual for the necessary settings.

Setting Remote Service Manager

System administrator can set Remote Service on Remote Service Manager.

- ▣ [Accessing Remote Service Manager](#)

Step 1

Add a product to Remote Service Manager.

Add to Remote Service Manager the products that you want to use via Remote Service.

[Adding products](#)

To use the optional functions of Keitai, you need to update the product information after adding the product to Remote Service Manager.

[Updating products](#)

Step 2

Add users who use Cybozu products on mobile phones.

You do not need to add users for third party products.

[Adding users](#)

Users tasks

User must configure the settings to use the products via Remote Service, and then access the products from mobile phones.

To use a third party product via Remote Service, refer to the product manual for detailed instructions.

This section assumes that the Cybozu products are used via Remote Service.

Step 1

Set Keitai in "Personal settings" of the product.

In "Personal settings" of the product, set Keitai account and password.

[Preparing for mobile users \(Cybozu Office 9 on-premise version\)](#)

[Regarding "Personal settings" of "Cybozu Office 8" \(Cybozu Office 8\)](#)

[Regarding "Personal settings" of "Cybozu Office 7" \(Cybozu Office 7\)](#)

["Users' settings" of Cybozu Garoon 3 Keitai Guide \(Garoon 3\)](#)

["Users' settings" of Cybozu Garoon 2 Keitai Guide \(Garoon 2\) \(PDF\)](#)

[Setting Keitai \(Cybozu.Dotsales\)](#)

Step 2

Access the product.

Access the Keitai URL from your mobile phone and then login Keitai.

[Accessing from mobile phones](#)

Installation guide

Installation guide contents

This section describes how to install Remote Service Manager.

Before the installation

- ▶ [Verifying before installing](#)

For Windows

- ▶ [Installing](#)
- ▶ [Upgrading](#)
- ▶ [Uninstalling](#)

For Linux

- ▶ [Installing](#)
- ▶ [Upgrading](#)
- ▶ [Uninstalling](#)

Others

- ▶ [Configuring initial settings](#)
- ▶ [Server migration](#)
- ▶ [File composition](#)

Before the installation

Items to be confirmed before installing

Verify the following requirements before installing Remote Service Manager:

■ User rights

Log in to the server where you want to install Remote Service Manager as one of the following users:

- On Windows: A user with the Administrator privilege of the installation server
- On Linux: A root user for the installation server

■ Verifying the server and supported products

Verify that the server and the products in use meet the system requirements.

[System requirements](#) in Product information

■ Obtained license

Functions that can be configured in Remote Service Manager varies depending on the license.

[Prices, Quotations, and Order](#) in Product information

■ The latest installer

The latest installer can be downloaded on the following page:

[Download](#)



Note

- Do not use the same client certificate on two or more Remote Service, otherwise Remote Service Manager cannot operate normally.
- If the product loads its page content from the Internet, the warning screen will appear each time you display the page.
- If the product loads its page content from the intranet, the content cannot be used.
- To use virus scanning software, you must remove the contents under (installation directory)\temp from the target of the scan.



Tip

● What is Remote Service Manager?

It is a program installed for using Remote Service. Remote Service uses SSL (Secure Sockets Layer) encrypted communication to communicate with the server placed on the Internet by Cybozu.

On Remote Service of which version is older than 2.1.2, Remote Service Manager is called "relay client".

Installing

This section describes how to install Remote Service Manager on Windows.

1 Confirm the installation environment.

▶ [Items to be confirmed before the installation](#)

2 Double-click the downloaded "  cbrs-rc-3.x.x.exe".

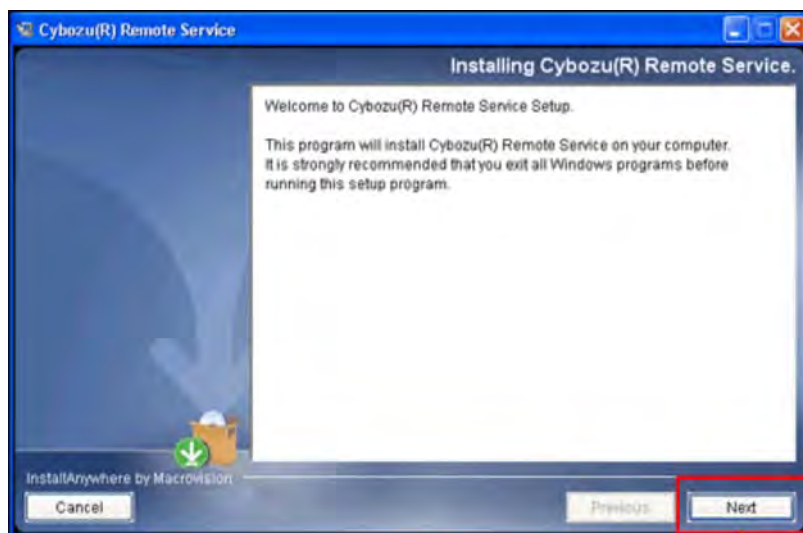
3 Select the display language from the drop-down list on the screen that is displayed and click **OK** .

The installer starts.

When Remote Service Manager is already installed, the screen for selecting whether to install multiple products or to upgrade is displayed.

▶ [Upgrading \(on Windows\)](#)

4 Click **Next** .



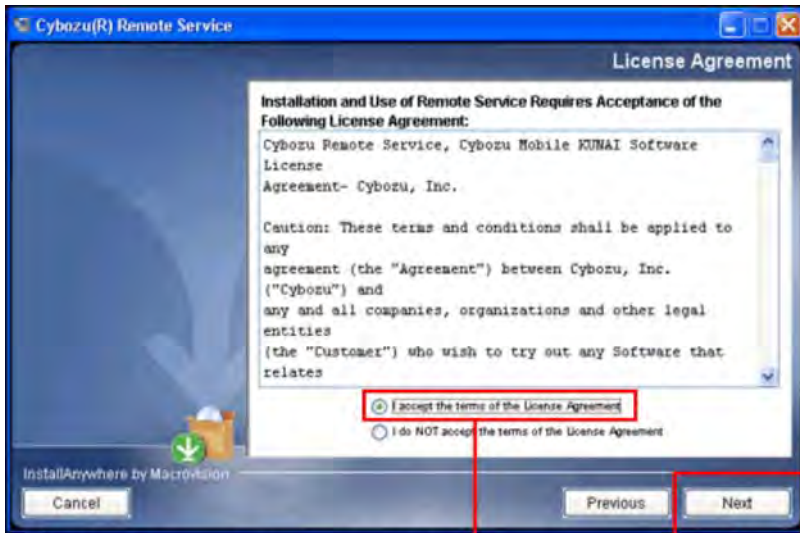
Click

5 To agree to the license agreement, select "I accept the terms of the License Agreement".

And then click **Next** .

Otherwise, click **Cancel** to discontinue the installation.

5



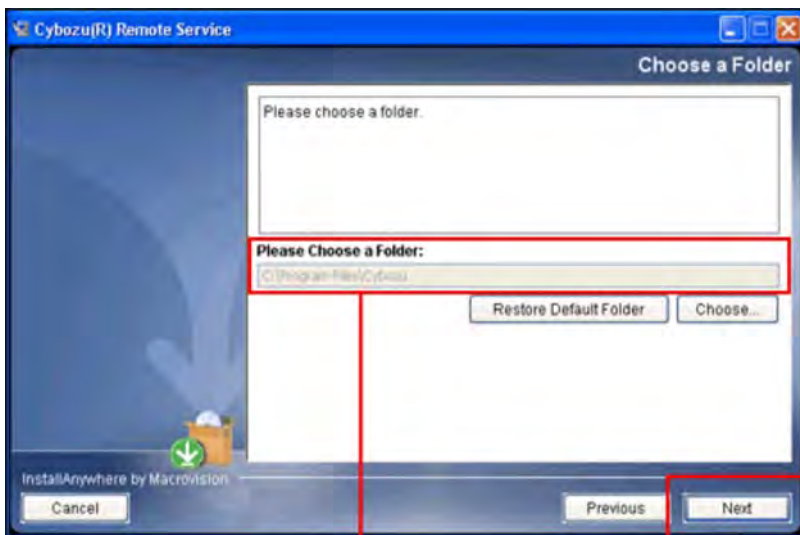
1 Select "I accept the terms of the License Agreement" to agree the license agreement.

2 Click

6 Confirm the installation folder, and click **Next** .

Generally, you do not need to change the displayed folder.

- To change the installation folder, click **Choose** , and select specific folder for installation.
- To use the default folder, click **Restore Default Folder** .



1 Choose the installation folder.

2 Click

7 Confirm the installation identifier, and click **Next** .

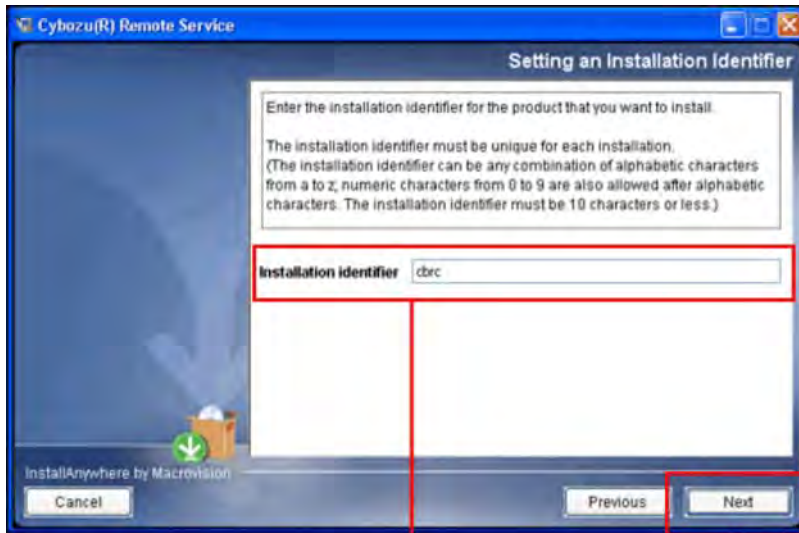
Generally, you do not need to change the installation identifier. But for installing multiple Remote Service Manager, the installation identifier must be unique for each installation.

▶ [What is an installation identifier?](#)

Click **Next** , and the Remote Service Manager port number can be detected automatically.

▶ [What is a port number?](#)

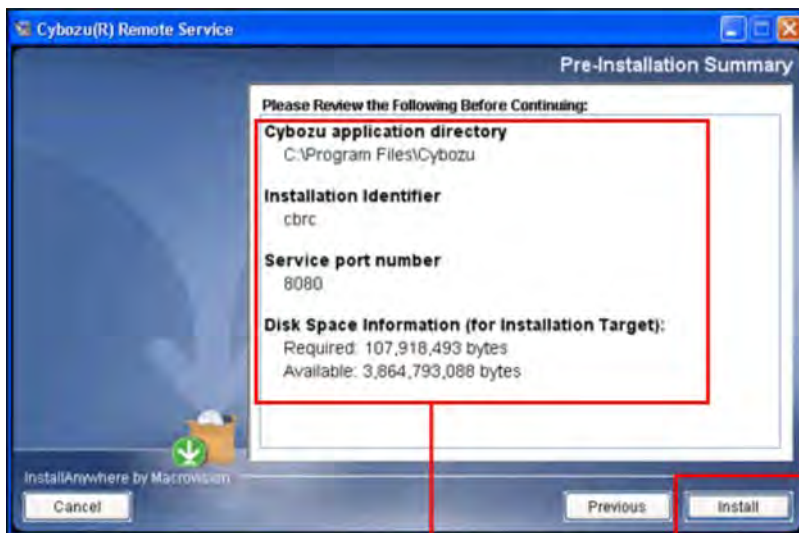
7



1 Confirm the installation identifier. 2 Click

8 Confirm the settings, and click **Install** .

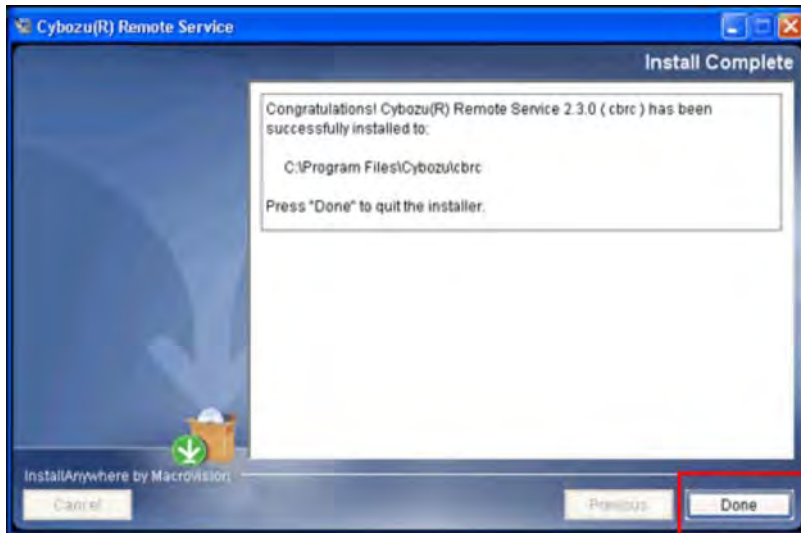
The installation begins.



1 Confirm the installation information. 2 Click

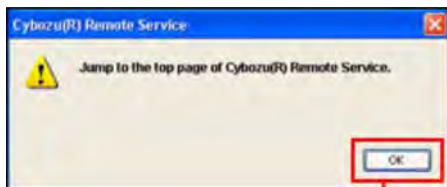
9 Click **Done** .

9



Click

10 Click **OK** , and "Initial settings" screen is displayed for your confirmation to start configuring the initial settings.



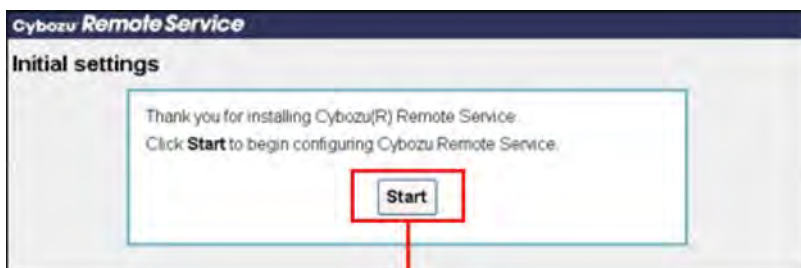
Click

"Initial settings" screen indicates that the installation is completed successfully.

▶ [If the "Initial settings" screen does not appear](#)

11 Click **Start** , and the initialization starts.

▶ [Initialization](#)



Click



• **If the "Initial settings" screen does not appear**

Start a Web browser to display Remote Service Manager if the "Initial settings" screen does not appear in Step 11.

The access URL is as follows:

http://(server IP address or FQDN):(Remote Service Manager port number)/remote/login.vm

▶ [What is a FQDN?](#)

Example: IP address is "192.168.1.1", port number is "8080".

http://192.168.1.1:8080/remote/login.vm

Example: FQDN is "bozuman.co.jp", port number is "8080".

- <http://bozuman.co.jp:8080/remote/login.vm>

Please also refer to [Frequently asked questions \(FAQ\)](#)



- **What is an installation identifier?**

For installing multiple Remote Service Manager on one server, an installation identifier is the character string specified for identifying each Remote Service Manager.

The installation identifier can be any combination of alphabetic characters from a to z.

Numeric characters from 0 to 9 are also allowed after alphabetic characters. The installation identifier must be 10 characters or less.

The default installation identifier is "cbrc".

- **What is a port number?**

A port number is a sub-address set for an IP address during the internet communication.

The port number is included in the URL for accessing Remote Service Manager.

In Remote Service Manager, one port number is required for one installation identifier.

- **What is FQDN?**

A FQDN is a domain name that specifies its exact location in the three hierarchy of the DNS, including domain name, sub-domain name, and host name, etc.

Upgrading

This section describes how to upgrade Remote Service Manager installed on Windows.

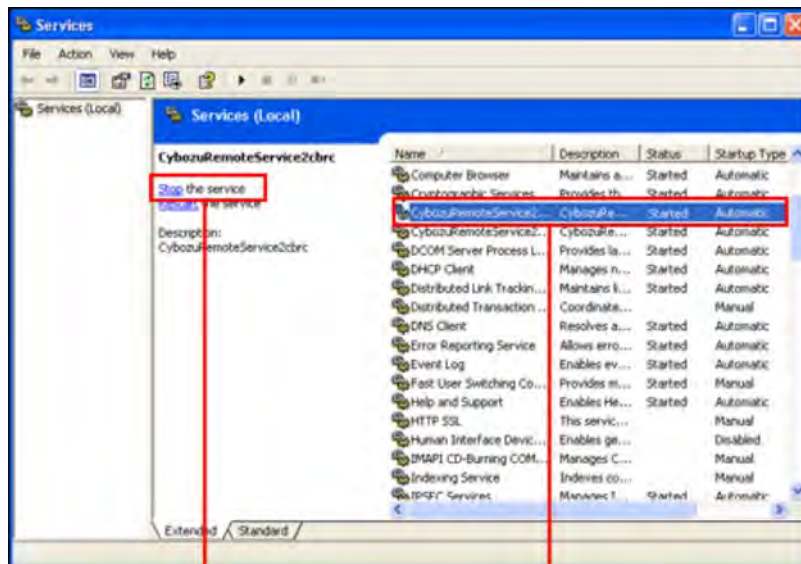
- Note**
- Upgrade Remote Service Manager during the period when the product is less accessed.
 - You must close the "Services" screen after stopping Remote Service Manager in Step 2. The upgrade may fail if you upgrade Remote Service Manager without closing the "Services" screen.

1 Confirm the environment for upgrading.

- ▶ [Items to be confirmed before the installation](#)

2 Stop Remote Service Manager.

After clicking the Windows start menu, select "Control Panel" > "Administrative Tools" > "Services" > "CybozuRemoteService2 (installation identifier)", and click "Stop".



2 Click

1 Select

3 Close the "Services" screen.

4 Back up the Remote Service Manager data.

To prevent breakdown of the Remote Service Manger server and missing data, you should back up the data.

- To upgrade Remote Service Manager from version 2.0.4 or earlier, copy the following data:
 - All the files and categories under (installation directory)\conf
- To upgrade Remote Service Manager from version 2.1.0 or later, copy the following data:
 - All the files and categories under (installation directory)\conf
 - All the files and categories under (installation directory)\data

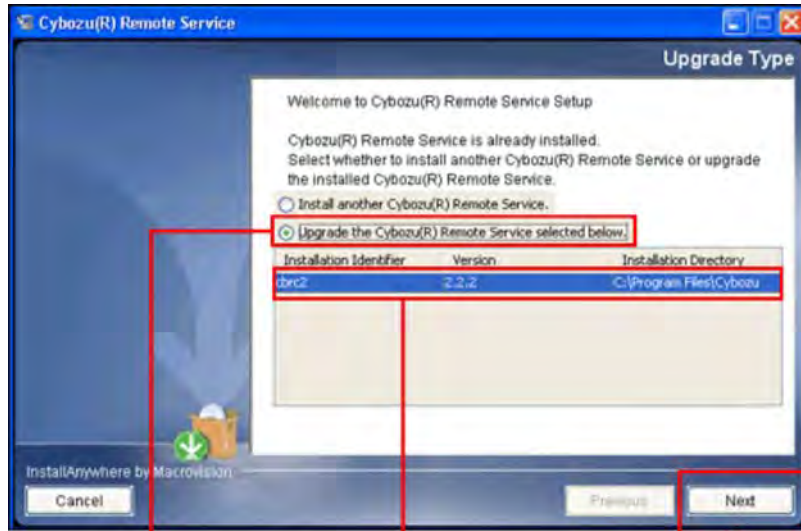
- ▶ [File composition](#)

5 Double-click the downloaded "  cbrs-rc-3.x.x.exe".

The installer starts.

6 Select the display language from the drop-down list on the screen that is displayed and click **OK** .

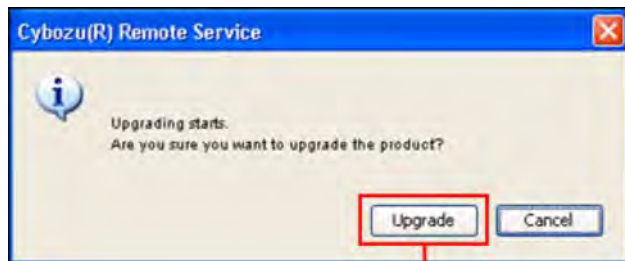
7 Select "Upgrade the Cybozu(R) Remote Service selected below." and choose the product you want to upgrade, and then click **Next** .



1 Select **2** Select the product to upgrade. **3** Click

8 Click **Upgrade** .

Click **Cancel** to stop the upgrade.



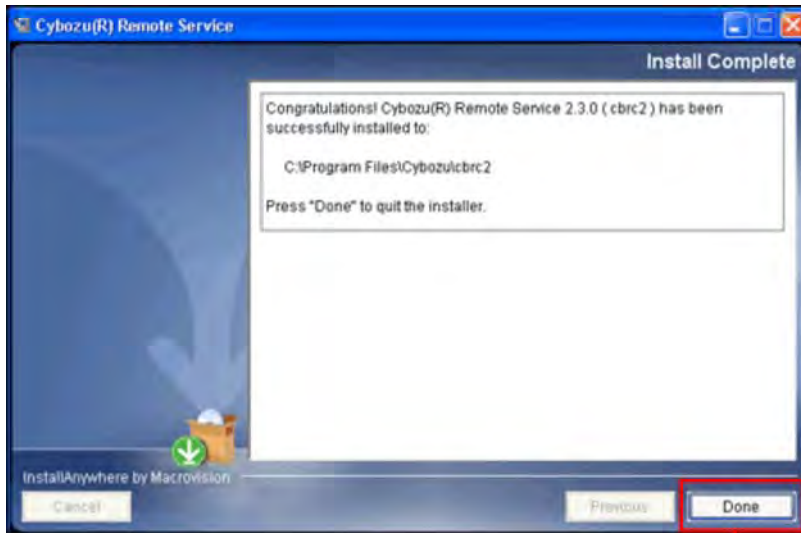
Click

9 Click **Done** .

Open your Web browser, enter the same URL as that of the previous version, and access the "Login" screen of Remote Service Manager to confirm that the upgrade completed successfully.

The "Login" screen indicates that the upgrade completed successfully. Check whether the version number on the bottom of the "Login" screen is updated.

9



Click

Uninstalling

This section describes how to uninstall Remote Service Manager on Windows.

Note • To uninstall Remote Service Manager, you must have "Administrator" privileges.

Tip • For starting the uninstaller, double-click "uninstall.exe" under the installation directory\
(installation identifier).
[File composition](#)

1 After clicking the windows start menu, select "Control Panel" > "Add or Remove Programs".

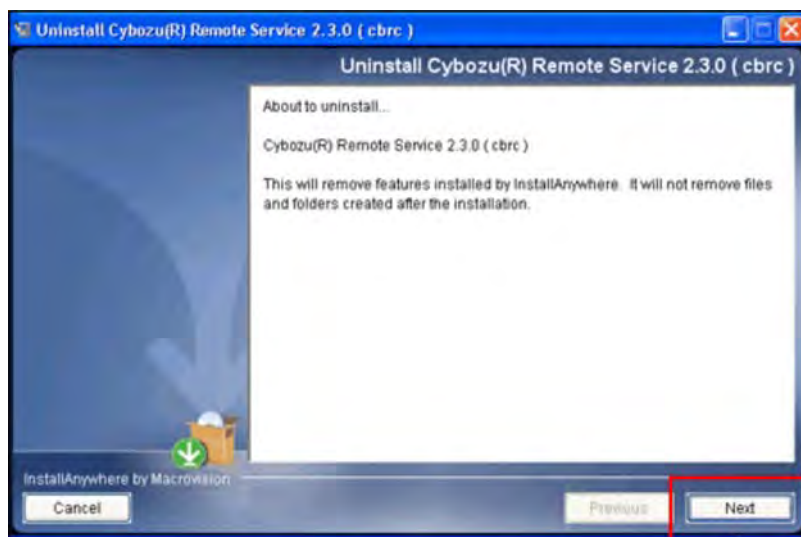
For Windows 2000 Professional and Windows 2000 Server, select "Add and Remove Applications".

2 Select "Cybozu (R) Remote Service 3.x.x (installation identifier)" from "Currently installed programs:".

[What is an installation identifier?](#)

3 Click **Remove** .

4 Click **Next** .

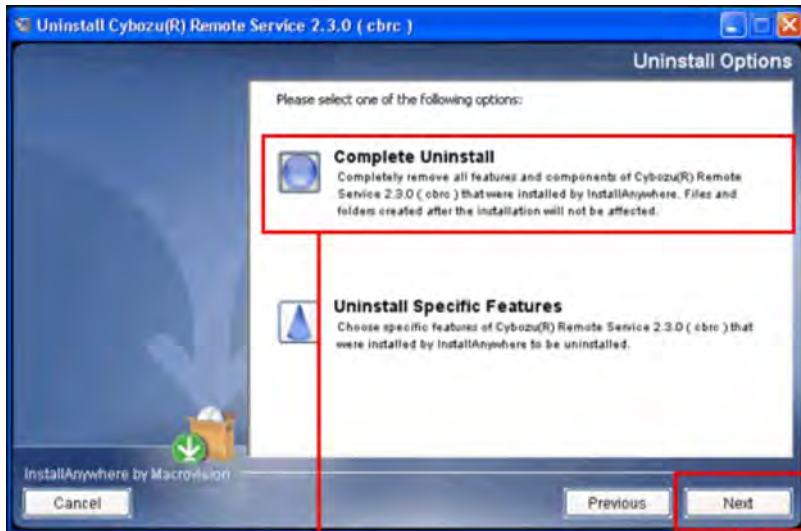


Click

5 Select "Complete Uninstall", and click **Next** .

To keep the configuration files, select "Uninstall Specific Features", and then select "Application" on the next screen.

5

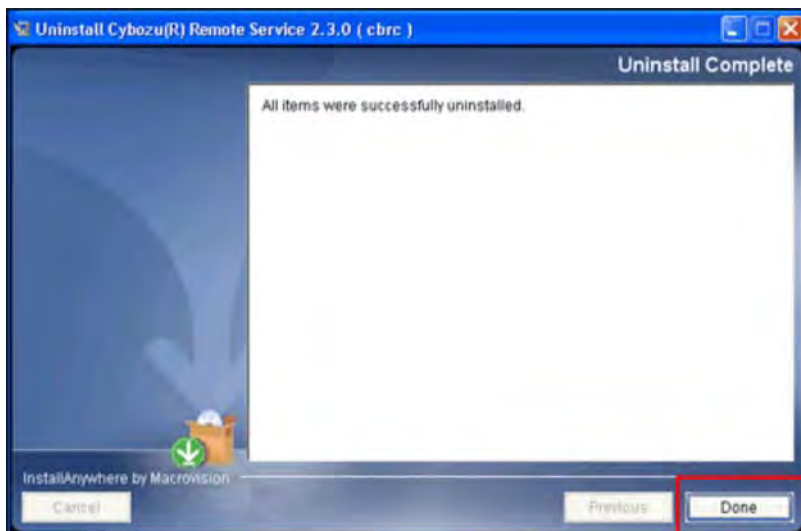


1 Select

2 Click

6 Click Done .

The installation is completed.



Click

Installing

This section describes how to install Remote Service Manager on Linux.



- Use Linux commands for installation. Turn to Linux server system administrator for help if you have no experience in Linux shell operation.

1 Confirm the installation environment.

[Items to be confirmed before the installation](#)

2 Save the downloaded installer "cbrs-rc-3.x.x.bin" to a proper directory, and go to the directory.

3 Start the installer by sh command.

```
[root@localhost root]# sh cbrs-rc-3.x.x.bin
```

4 Enter "1" and press "Enter" key.

- When Remote Service Manager is already installed, the screen for selecting whether to install multiple products or to upgrade is displayed.

[Upgrading \(on Linux\)](#)

```
=====
Choose Locale...
-----
1- English
CHOOSE LOCALE BY NUMBER:
```

5 Press "Enter" key.

```
=====
Cybozu(R) Remote Service (created with Install Anywhere by Macrovision)
-----
InstallAnywhere will guide you through the installation of Remote Service.

It is strongly recommended that you quit all programs before continuing with this installation.

Respond to each prompt to proceed to the next step in the installation. If you want to change
something on a previous step, type "back".

You may cancel this installation at any time by typing "quit".

PRESS <ENTER> TO CONTINUE:
```

6 Press "Enter" key to continue to read the license agreement.

[File composition](#)

7 For accepting the terms of this license agreement, enter "Y" and then press "Enter" key.

Otherwise, enter "N" and then press "Enter" key to stop the installation.

```
DO YOU ACCEPT THE TERMS OF THIS LICENSE AGREEMENT? (Y/N):
```

8 Confirm the installation directory, and press "Enter" key.

- Generally, you do not need to change the installation directory. Leave this blank and press "Enter" key.
- To change the installation directory, specify an absolute path as the installation directory.

```
Setting the Cybozu Application Directory
-----
Set the Cybozu application directory.
The Cybozu application directory is shared by all Cybozu applications.
You do not need to change the default directory unless you installed a Cybozu application in
another directory.

[/usr/local/cybozu/]: (DEFAULT: /usr/local/cybozu):
```

9 Confirm the installation identifier, and press "Enter" key.

Generally, you do not need to change the installation identifier. Leave this blank and press "Enter" key. But for installing multiple Remote Service Manager, the installation identifier must be unique for each installation.

[What is an installation identifier?](#)

```
Setting an Installation Identifier
-----
Enter the installation identifier for the product that you want to install.
The installation identifier must be unique for each installation.
(The installation identifier can be any combination of alphabetic characters from a to z; numeric
characters from 0 to 9 are also allowed after alphabetic characters. The installation identifier must
be 10 characters or less.)

[cbrc]: (DEFAULT: cbrc):
```

10 Confirm the installation settings, and press "Enter" key.

The installation begins.

```
Ready To Install
-----
InstallAnywhere is now ready to install Remote Service onto your system at the following location:

/usr/local/cybozu

PRESS <ENTER> TO INSTALL:
```

11 Press "Enter" key.

When the completion message is displayed, press "Enter" key to quit the installer.
The installation is completed.

```
Installation Complete
-----
Congratulations. Remote Service has been successfully installed to:

/usr/local/cybozu/cbrc

PRESS <ENTER> TO EXIT THE INSTALLER:
```

12 Confirm that the installation completed successfully.

Start the Web browser, and access Remote Service Manager. "Initial settings" screen indicates that the installation completed successfully. The access URL is as follows:

http://(server IP address or FQDN):(Remote Service Manager port number)/remote/login.vm

12 [▶ What is FQDN?](#)

Example: IP address is "192.168.1.1", port number is "8080".

http://192.168.1.1:8080/remote/login.vm

Example: FQDN is "bozuman.co.jp", port number is "8080".

http://bozuman.co.jp:8080/remote/login.vm

13 Click **Start** to start the initial settings.

[▶ Initialization](#)



Upgrading

This section describes how to upgrade Remote Service Manager installed on Linux.



- Upgrade Remote Service Manager during the period when the product is less accessed.
- For upgrading Remote Service Manager, you must have the root authority.

1 Confirm the installation environment.

[Items to be confirmed before installing](#)

2 Stop Remote Service Manager.

```
/etc/init.d/cbrs_(installation identifier) stop
```

3 Copy the Remote Service Manager data.

Create `./backup/` folder in the target folder before copying the data.

To prevent breakdown of the Remote Service Manger server and missing data, you should back up the data.

- To upgrade Remote Service Manager from version 2.0.4 or earlier, copy the following data:
 - All the files and directories under `(installation directory)/conf`

```
cp -rp /usr/local/cybozu/(installation identifier)/conf ./backup/(date for copying data)
```

- To upgrade Remote Service Manager from version 2.1.0 or later, copy the following data:
 - All the files and directories under `(installation directory)/conf`
 - All the files and directories under `(installation directory)/data`

```
cp -rp /usr/local/cybozu/(installation identifier)/conf ./backup/(date for copying data)
cp -rp /usr/local/cybozu/(installation identifier)/data ./backup/(date for copying data)
```

4 Save the downloaded installer "cbrs-rc-3.x.x.bin" to a proper directory, and go to the directory.

5 Start the installer by sh command.

```
[root@localhost root]# sh cbrs-rc-3.x.x.bin
```

6 Enter "1" and press "Enter".

```
=====
Choose Locale...
-----
1- English

CHOOSE LOCALE BY NUMBER: 1
```

7 Enter "2" and press "Enter".

```
Cybozu(R) Remote Service
-----
Welcome to Cybozu(R) Remote Service Setup
```


Cybozu(R) Remote Service is already installed.
Select whether to install another Cybozu(R) Remote Service or upgrade the installed Cybozu(R) Remote Service.

- 1- Install another Cybozu(R) Remote Service.
- >2- Upgrade the Cybozu(R) Remote Service.

ENTER THE NUMBER FOR YOUR CHOICE, OR PRESS <ENTER> TO ACCEPT THE DEFAULT: 2

8 Enter the installation identifier of the product you want to upgrade, and press "Enter".

[What is an installation identifier?](#)

Setting an Installation Identifier

The following installation identifiers are already in use:

cbrc

Enter the same installation identifier of the product that you want to upgrade.

[cbrc]: (DEFAULT: cbrc):



- If you are upgrading from version 2.2.0 or earlier, the license agreement is displayed after Step 8.
 - To accept the license agreement: Enter "Y" and then press "Enter" key.
 - To reject the license agreement: Enter "N" and then press "Enter" key to stop upgrading.

9 Enter "1" and press "Enter".

The upgrade begins.

Are you sure you want to upgrade the product?

- >1- OK
- 2- Cancel

ENTER THE NUMBER OF THE DESIRED CHOICE, OR PRESS <ENTER> TO ACCEPT THE DEFAULT: 1

10 Press "Enter".

When the completion message is displayed, press "Enter" to quit the installer.
The upgrade is completed.

Installation Complete

Congratulations. Remote Service has been successfully installed to:

/usr/local/cybozu/cbrc

PRESS <ENTER> TO EXIT THE INSTALLER:

11 Confirm that the upgrading completed successfully.

Start the Web browser, and access Remote Service Manager.

Check whether the version number on the bottom of the "Login" screen is updated.

The access URL is as follows:

http://(server IP address or FQDN):(Remote Service Manager port number)/remote/login.vm

11 [What is FQDN?](#)

Example: IP address is "192.168.1.1", port number is "8080".

`http://192.168.1.1:8080/remote/login.vm`

Example: FQDN is "bozuman.co.jp", port number is "8080".

`http://bozuman.co.jp:8080/remote/login.vm`

Uninstalling

This section describes how to uninstall Remote Service Manager on Linux.



• For uninstalling Remote Service Manager, you must have the root authority.

1 Log in as a superuser.

Use su command to log in with the root authority.

2 Go to the Remote Service Manager installation directory.

[File composition](#)

3 Start the uninstaller by sh command.

```
[root@localhost root]# sh uninstall
```

4 Press "Enter" key.

```
=====
Uninstall Remote Service
-----
About to uninstall...

Remote Service

This will remove features installed by InstallAnywhere. It will not remove files and folders created
after the installation.

PRESS <ENTER> TO CONTINUE:
```

5 Enter "1" and press "Enter" key.

To keep the configuration files, enter "2" and then select "Application" on the next step.
The uninstallation is completed.

```
=====
Uninstall Options
-----
ENTER THE NUMBER FOR YOUR CHOICE, OR PRESS <ENTER> TO ACCEPT THE DEFAULT:

->1- Completely remove all features and components.
2- Choose specific features that were installed by InstallAnywhere.

Please choose one of the following options: 1
```

Configuring initial settings

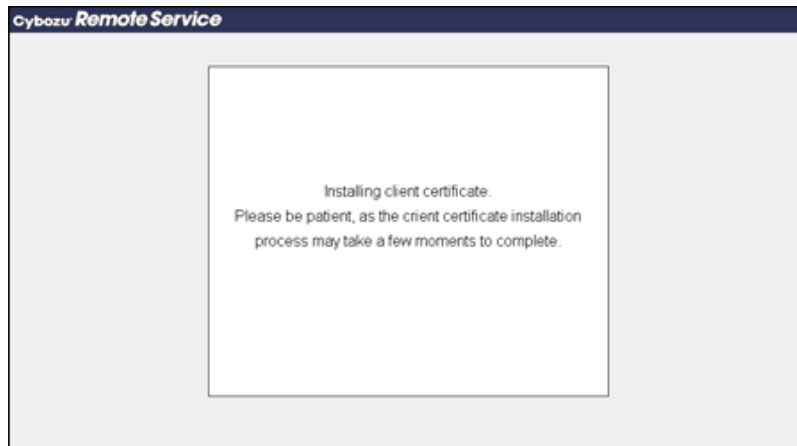
After the installation is completed, you can configure the initial settings of Remote Service Manager.

- Following the initial settings wizard, you can set the system administrator password and Web proxy, and then select any trial service you want to use and add a client certificate.
- To connect to Remote Service with the relay server, you must add a client certificate in the initial settings.

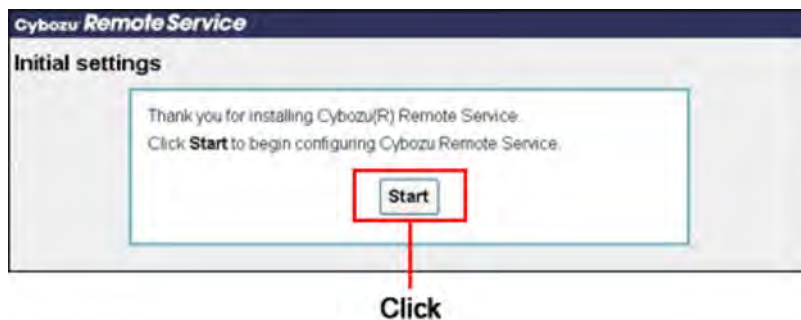


Note

- The initial setting procedures differ according to whether you have a client certificate or not.
For using Remote Service trial, select "Cybozu-generated trial client certificate" in Step 4 of the following procedures.
If you already have a service license, obtain a client certificate in which Remote ID is recorded from [Remote Service ID Application](#), and select "Other client certificate" in Step 4 of the following procedures.
- Do not use the same client certificate on two or more Remote Service, otherwise Remote Service Manager cannot operate normally.
- Adding a client certificate might take a long time. The following screen is displayed during the process. Do not move to another page before the whole process completes.

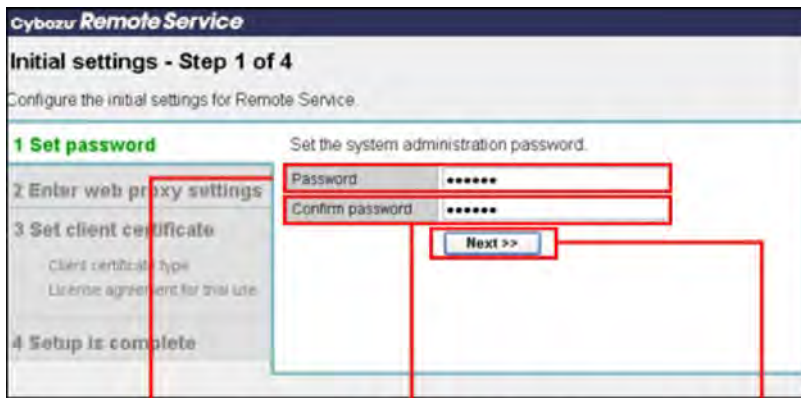


- 1 Click **Start** on the "Initial settings" screen.



- 2 Enter the system administration password twice, and then click **Next >>**.
Set the password to login the "System administration" screen of Remote Service Manager.
Enter the password twice for confirmation.

2



- 1 Enter the system administration password.
- 2 Enter the same password for confirmation.
- 3 Click **Next >>**.

3

Select whether to use a proxy server, and click **Next >>**.

For using a proxy server, select "Use a web proxy server" and enter Server name and Port number, and then click **Next >>**.

[What is a proxy server?](#)



- 1 Select to use a web proxy server.
- 2 Click **Next >>**.

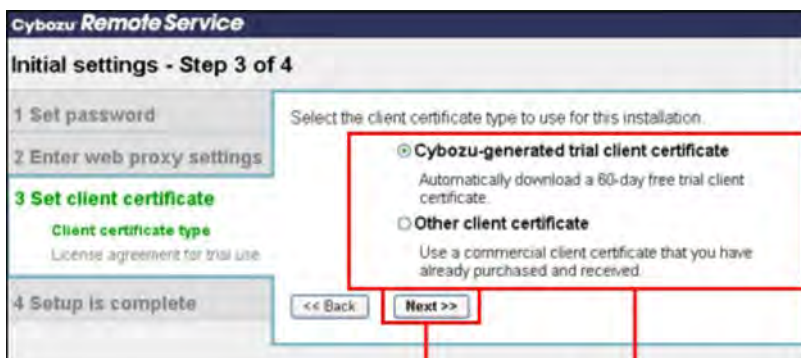
4

Select a client certificate type, and click **Next >>**.

If you already have a service license, select "Other client certificate".

For using Remote Service trial, select "Cybozu-generated trial client certificate".

[What is a client certificate?](#)



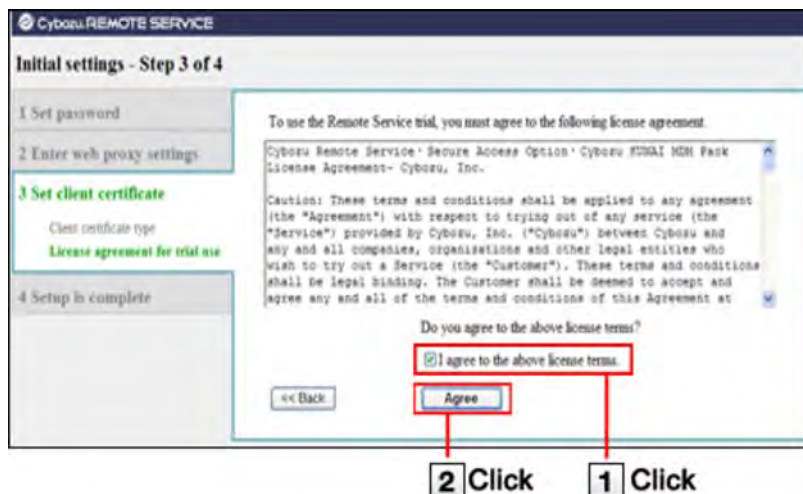
- 2 Click **Next >>**.
- 1 Select the client certificate type.

5

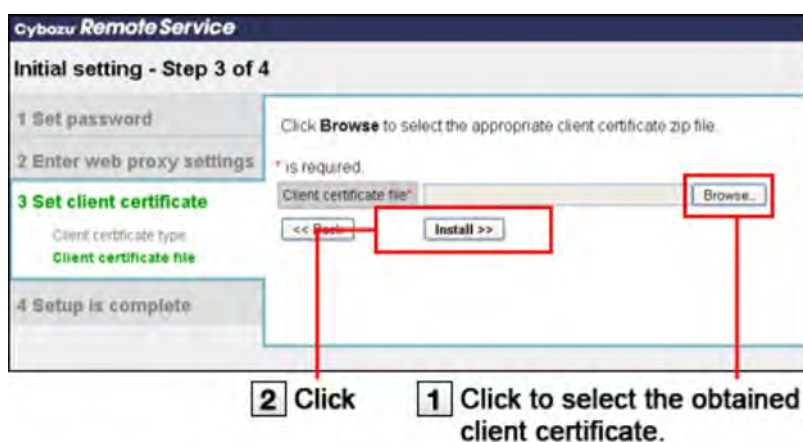
Verify the license agreement, and then click **Install**.

[Available services in trial](#)

5



For adding a client certificate you have obtained, click **Browse** and select the obtained client certificate (zip file).



6 Click **System administration** .

The initial settings are completed.

And then access the "System administration" screen to set products and users for using Remote Service.

- ▶ [Accessing from computers](#)
- ▶ [Accessing from mobile phones](#)



• Available services in trial

All services are available in trial. Available products and their access method will differ according to different services.

Available products are as follows:

- **Remote Service:**
 - Accessing from computers or mobile phones
 - Cybozu KUNAI for BlackBerry(R)
 - Cybozu KUNAI for iPhone
 - Cybozu KUNAI for Android
 - Cybozu Mobile KUNAI Lite for BlackBerry(R)
 - Accessing the product from Safari of iPhones
- **KUNAI Mobile Device Manager:**
 - Cybozu KUNAI for Windows phone
 - Cybozu KUNAI for BlackBerry(R)
 - Cybozu KUNAI for iPhone

- ■ · Cybozu KUNAI for Android

- **Regarding Cybozu Mobile KUNAI Lite**

Remote service of which version is later than 3.0.0 can not use Cybozu Mobile KUNAI Lite for BlackBerry(R).

But in the following cases, you can use Cybozu Mobile KUNAI Lite for BlackBerry(R) after upgrading Remote Service Manager to the latest version.

- "KUNAI Lite for BlackBerry(R) administration" is set in Remote Service Manager of which version is older than 2.3.0.

- **Using a third party product in the trial**

For using a third party product, you need to operate as follows according to system environment.

- Remote service is upgraded from Ver 2.3.0 to the latest version:

On the "Product license" screen, click **Try new service** to try new services.

If you have bought a premium license, this operation can be omitted.

- Remote service of which version is later than 3.0.0 is installed:

Submit your application on the website of our company.

 [website](#)

Server migration

This section describes how to migrate Remote Service Manager in use to another server.



- For migrating Remote Service Manager of which version is older than 2.3.0, you should migrate Remote Service Manager only after upgrading it to the latest version. The version of Remote Service Manager you want to migrate should be the same as that of the target server.

▶ [Upgrading \(on Windows\)](#)

▶ [Upgrading \(on Linux\)](#)

- For migrating products and Remote Service Manager to other servers at the same time, you must migrate Remote Service Manager after migrating all products added to the Remote Service Manager.
After migrating the product server, you should update the product information in Remote Service Manager.

▶ [Updating products \(accessing from computers\)](#)

Step 1

Stop Remote Service Manager in use.

▶ [Stopping Remote Service Manager](#)

Step 2

Back up Remote Service Manager data.

Backup data are as follows:

- The client certificate (Remote Service ID.zip) and user.pfx under (Installation directory)\conf
 - When Remote Service ID.zip does not exist, you should back up only user.pfx.
- All the data under (installation directory)\data

Step 3

Install Remote Service Manager on the target server.

When "Initial settings" screen is displayed, just close the Web browser without initial settings.

▶ [Installation on Windows](#)

▶ [Installation on Linux](#)

Step 4

Stop Remote Service Manager in the target server.

The procedure is the same as Step 1.

▶ [Stopping Remote Service Manager](#)

Step 5

Delete the Remote Service Manager data from the target server.

The data to be deleted are as follows:

- All the data under (installation directory)\data

Step 6

Migrate the data.

Copy the backup data in Step 2 to the target server.

- When the content of RelayClient.properties in source Remote Service Manager has been changed, you should also change the content of RelayClient.properties in target Remote Service Manager.

The client certificate (Remote Service ID.zip) and user.pfx under (Installation directory)\conf

- When Remote Service ID.zip does not exist in Step 2, you should copy only user.pfx.

↓Copy

Target server (installation directory)\conf

All the data under (installation directory)\data

↓Copy

Target server (installation directory)

Step 7

Start Remote Service Manager on the target server.

[Restarting Remote Service Manager](#)

Step 8

Confirm the operation.

Start the Web browser, and access "System administration" screen of Remote Service Manager on the target server to confirm the following items:

- The products and users added to Remote Service Manager have been migrated from the source server.
- The license contents have been migrated from the source server.

[Accessing Remote Service Manager](#)

[About "Configure users" screen](#)

[Managing license](#)

Step 9

Uninstall Remote Service Manager from the source server.

[Uninstalling \(on Windows\)](#)

[Uninstalling \(on Linux\)](#)

File composition

The following files will exist in the installation directory after Remote Service Manager is installed on the server.

	...Remote Service Manager directories	
	...Remote Service Manager files	
	<Installation identifier>	
	LICENSE.txt	License agreement
	TRIAL.txt	Trial license agreement
	uninstall.exe (uninstall)	Execution file for uninstalling Remote Service Manager
	3rd_party_licenses	Remote Service third-party licenses
	bin	Remote Service Manager start programs
	conf	Remote Service Manager settings files
	log	Remote Service Manager output log setting file
	velocity	Remote Service Manager screen related output log setting files
	data	Database file
	cert	User added client certificates
	jre	JVM files
	logs	Remote Service Manager log files
	shared	Database connection information
	temp	Temporary file depository
	webapps	Remote Service Manager setting screen templates
	work	Temporary file depository
	resource (on Windows)	Remote Service Manager files for uninstallation




- The default installation directory of Remote Service Manager is "C:\Program Files\Cybozu\cbrc" (on Windows) or "/usr/local/cybozu/cbrc" (in Linux).

- Client certificate ((Remote Service ID).zip file) is saved in the conf folder. Client certificate ((Remote Service ID).zip file) includes the following files:

-  (Remote Service ID).zip

-  (RemotelD).pfx: client certificate

-  Attention.txt: includes necessary information for using Remote Service

- **What is Attention.txt?**

Attention.txt is the text file included in the downloaded client certificate. Attention.txt describes the necessary information for using Remote Service such as the method to access Remote Service Manager, as well as the password to import the client certificate.