# Cybozu Remote Service User guide

Version 3.0.0

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## User guide

#### User guide contents

This page describes how to use Remote Service or KUNAI.

#### Accessing from computers

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

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

- Setup guide
- Adding a client certificate
- Accessing from computers

Accessing from mobile phones

Access the products using the browser of your mobile phone.

- Setup guide
- Accessing from mobile phones

#### Accessing from smartphones

For accessing the Cybozu products from your Smartphone, you can use KUNAI. This section describes the necessary settings and operations for using KUNAI.

🗖 <u>Cybozu KUNAI</u>

To access services from public networks via SecureAccess or Remote Service, you must add a client certificate to your Web browser.

- What is SecureAccess?
- What is RemoteService?

For the client certificate and its password, contact your system administrator.

#### The What is a client certificcate?

Client certificate is a certificate to recognize the user (SSL certificate). Because the client certificate is installed in a web browser, users can be recognized more easily than entering the user name and the password at each access.

- Adding a client certificate
- Replacing a client certificate
- Removing a client certificate

#### Adding a client certificate

This section describes how to add the client certificate to your Web browser.

The procedure for adding a client certificate varies depending on the Web browser that you are using. For supported Web browsers for your client certificate, see the system requirements for each product.

- For Internet Explorer (Windows)
- For Mozilla Firefox (Windows/Macintosh)
- For Safari (Macintosh)
- For Safari (iPhone/iPad)

#### For Internet Explorer (Windows)

This section assumes the following:

Internet Explorer 8 is used as a Web browser.



2 Double-click the client certificate (\*\*\*\*\*\*.pfx). Then the security warning screen may appear, and click Yes to continue adding the client certificate.





**4** Confirm whether the client certificate that you want to add is displayed in the "File name" field, and click Next .

To change the client certificate, click Browse to select a client certificate.

Specify the file you want t	to import.	
File name:		
C:/******/*****/b	e******.pfx	Browse
Microsoft Seilalized Ce	rtificate Store (.SST)	
	< Back	Next > Can

# **5** Enter the client certificate password in the "Password" field, and click Next .

For the client certificate password, contact your system administrator.

assword				
To maintain sec	unity, the private key was p	rotected with a pa	assword.	
Type the passw	ord for the private key.			
Password:	and the second se			
******				
Mark this keys at a	ing preace key protection w is used by an application key as exportable. This will later time.	if you enable this allow you to back	option. up or transport you	ır

**6** Select "Automatically select the certificate store based on the type of certificate", and click **Next**.

tificate Sto Certificate s	<b>rre</b> tores are system areas where certificates are kept.
Windows ca	n automatically select a certificate store, or you can specify a location fo
<li>Autor</li>	natically select the certificate store based on the type of certificate
O Place Gent	all lertificates in the following store
	< Back Next > Car

7 Click Finish	
----------------	--



8 Click OK .

Adding a certificate is completed.

#### For Mozilla Firefox (Windows/Macintosh)

This section assumes the following:

Mozilla Firefox 3.5 is used as a Web browser.

**1** Get the client certificate and its password from your system administrator.

2 On Windows, select "Tools" > "Options" from your web browser menu bar.

- On Macintosh: Select "Firefox" > "Preference".
- The menu bar is not displayed: Select "Firefox" > "Options".

**3** Click "Encryption" tab of "Advanced", and click View Certificates .

Options		
General Tabs Content	Applications Privacy Security Sync	Advanced
General Network Update Encr	yption	
Protocols Use SSL <u>3</u> .0	Use TLS 1.0	h
Certificates When a server requests my p	ersonal certificate:	h
Seject one automatically	Ask me every time	
View Certificates	ation Lists Validation Security Devices	
	OK Cancel t	telp
3 Click 2 Cl	ick 1	Click

4 Click Import .

Certificate Manage	r			
our Certificates People	Servers Authorities O	thers		
You have certificates f	rom these organizations th	hat identify you:		
Certificate Name	Security Device	Serial Number	Expires On	63
View	No. Dettin Al	Import	in T	
Thurse 1 Per	Carlot Ha	- Alliporter	_	
			0	ОК
		Click		

**5** Select the client certificate (\*\*\*\*\*\*\*.pfx) provided by your system administrator, and click Open .

Then the "Change Master Password" screen or the "Password Entry Dialog" screen may appear. Set the password as required.

What is a master password?



For the client certificate password, contact your system administrator.



Adding a certificate is completed.

#### For Safari (Macintosh)

On Mac OS X, certificates are stored in a keychain.

To use a client certificate in Safari on Mac OS, you need to add the certificate you want to use to your keychain.

This section assumes the following:

- OS: Mac OS X 10.6.8
- Web browsers: Safari 5
- Client certificate: Client certificate for Cybozu cloud service, including access information for external access

**T**IP For instructions on Mac OS, see the Apple website:

Desire website

- When you use a client certificate for Remote Service: Note that Remote Service does not support Safari for Mac. You cannot use a client certificate for Remote Service in Safari.
   Remote Service: <u>System requirements</u> This page is available only in English.
- 1 Obtain a client certificate and the password from your system administrator.

**2** Double click the client certificate file (\*\*\*\*\*.pfx).

#### 3 Enter the client certificate password, and click "OK".

The client certificate is added to your keychain automatically.

4 Open "Keychain Access" and double-click the client certificate for "*your domain name*.s.cybozu.com".
 "Root certificate authority" appears.

 5 Click "Trust" in "Root certificate authority".

For the client certificate password, consult your system administrator.

- **6** From the "When using this certificate:" drop-down list, select "Always Trust" and close the window.
- **7** Enter the name and password of an administrator of your computer and click "OK".

When the client certificate is added successfully, a plus sign (+) is added to the icon.

8 Control-click the certificate and select "New Certificate Preference".

In the "Location or Email Address:" field, enter the "Access URL" (https://your domain name.s.cybozu.com/") listed on the "Prepare for external access" screen and click "Add".

10 Close "Keychain Access".

**11** Start Safari, in the address bar of the Web browser, enter the "Access URL" (https://your domain name.s.cybozu.com/").

A prompt for confirmation appears.



The login page for cybozu.com you are using appears.

You have finished adding the client certificate to your keychain.

#### For Safari (iPhone/iPad)

This section assumes the following:

Safari 4 is used as a Web browser.



**1** Get the client certificate and its password from your system administrator.

2 Tap the client certificate (\*\*\*\*\*\*\*.pfx).

3 Tap Install .





Adding a client certificate is completed by now.



#### Replacing a client certificate

This section describes how to replace the client certificate to a new one.

- **1** Get a new client certificate and its password from your system administrator.
- 2 Remove an old client certificate.
  - Removing a client certificate
- **3** Add a new client certificate.
  - Adding a client certificate

#### Removing a client certificate

Remove a client certificate from your Web browser.

- The procedure for removing a client certificate varies depending on the Web browser that you are using.
- For Internet Explorer (Windows)
- For Mozilla Firefox (Windows/Macintosh)
- For Safari (Macintosh)
- For Safari (iPhone/iPad)

#### For Internet Explorer (Windows)

This section assumes the following:

Internet Explorer 8 is used as a Web browser.

#### **1** Select "Tools" > "Internet Options" from your web browser menu bar.

2 Click "Content" tab, and click Certificates .

ntermet	options		
General	Security Privacy	Content Connections	Programs Advanced
Conten	t Advisor		
9	Ratings help yo viewed on this	u control the Internet cont computer.	tent that can be
		Enable	Settings
Certific	ates		
	Use certificates	for encrypted connections	s and identification.
8			
Ē	Clear SSL state	Certificates	Publishers
-			
AutoCo	mplete	-	
	AutoComplete s	stores previous entries	Settings
	for you.	na suggests matches	
Feeds a	and Web Slices —		
4-	Feeds and Web	Slices provide updated	Settings
-6	content from w	ebsites that can be	
	programs.	C Explorer and other	
		OK Ca	ancel Apply

3 Click "Personal", select the client certificate that you want to remove, and click Remove .

ended p	urpose:	<	411>			
ersonal	Other P	eople	Intermed	siate Certification Authoritie	s Trusted R	toot Certification
Issued	To			Issued By	Expiratio	Friendly Name
<u>⊞</u> <20	0110411_	10461	4>relay	2030 Remote Service	4/5/2031	relay, R xxxxxxx
E)						
C Import. Intificat		E <del>xport</del> d purp	oses	Remove		Advance

1 Click 3 Click 2 Select the certificate you want to remove.

4 Click Yes .

Removing a client certificate is completed.

#### For Mozilla Firefox (Windows/Macintosh)

This section assumes the following:

Mozilla Firefox 3.5 is used as a Web browser.

**1** On Windows, select "Tools" > "Options" from your web browser menu bar. On Macintosh, select "Firefox" > "Preference".

•

ptions	E.	60	0	0	id
General Tabs Content	Applications	Privacy	Security	Sync	Advance
General Network Update Enc	yption				
Protocols	Ū	Use TLS	1.0		
Certificates When a server requests my p	ersonal certificate	:			
Select one automatically	Ask me even	ry time			
View Certificates	ation Lists	alidation	Security	Devices	
	-				
	E	ОК	Cano	e	Help

**3** Click "Your Certificates" tab, select a certificate you want to remove, and click Delete .

tificate Name Security Device Serial Number Expires On i ybozu, Tec <20110411_1046 Software Security Devi 08:92 4/5/2031
<20110411_1046 Software Security Devi 08:92 4/5/2031
/ew Backup Backup Al Import Delete
Jew Backup Backup All. Import Delete

4 Click OK .

Then the "Master Password Entry Dialog" screen may appear. Enter the password as required. Removing a client certificate is completed.

#### The What is a master password?

A master password is a password set in Mozilla Firefox for protecting the user name and password.

When a master password has been set, you must also enter the master password before entering a user name and password required for accessing the web site on Mozilla Firefox.

#### For Safari (Macintosh)

On Mac OS X, certificates are stored in a keychain.

To remove a client certificate from Safari on Mac OS, you need to remove the certificate from your keychain.

This section assumes the following:

- OS: Mac OS X 10.6.8
- Web browsers: Safari 5
- Client certificate: Client certificate for Cybozu cloud service, including access information for external access

60122	
- T	For instructions on Mac OS, see the Apple website:
	Apple support page
	Carther address to the second se
	When you use a client certificate for Remote Service:
	Note that Remote Service does not support Safari for Mac.
	You cannot use a client certificate for Remote Service in Safari.
	CREMOTE Service: System requirements This page is available only in English.
2 C <i>c</i>	control-click the certificate you want to remove and select "Delete 'name of pertificate ".
3	
	n the confirmation prompt, click "Delete".
<b>4</b> C	n the confirmation prompt, click "Delete". control-click the certificate for " <i>your domain name</i> .s.cybozu.com" and select Delete ' <i>your domain name</i> .s.cybozu.com'".
4 C " 5 I	n the confirmation prompt, click "Delete". control-click the certificate for " <i>your domain name</i> .s.cybozu.com" and select Delete ' <i>your domain name</i> .s.cybozu.com'". n the confirmation prompt, click "Delete".

- **7** Control-click the certificate for "*your domain name*.s.cybozu.com" and select "Delete '*your domain name*.s.cybozu.com'".
- 8 In the confirmation prompt, click "Delete".

The client certificate is removed from your keychain.

You have finished removing the client certificate from your keychain.

#### For Safari (iPhone/iPad)

This section assumes the following:

• Safari 4 is used as a Web browser.



**2** Tap "Profile" to select the configuration profile.

Passcode Lock	Off >	
Restrictions	Off >	
Date & Time	>	
Keyboard	>	
International	>	
Accessibility	>	
Profile <20110411_104	4614>rel >	—Та
Reset	>	

3 Tap Remove .





## Accessing a product

#### Accessing a product

This page describes how to access the Cybozu products via Remote Service.

Accessing from computers

Accessing from mobile phones

#### Accessing from computers

This section describes how to access the Cybozu products via Remote Service from computers.

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

<u>Accessing products using URL</u>
 <u>Accessing from Remote Portal</u>

- Note To use Remote Service, you must add a client certificate to your Web browser in advance.
  Adding a client certificate
  - When you select a wrong client certificate, the screen cannot be displayed normally. After closing your Web browser, try to select the right client certificate.
  - If the product loads its page content from the Internet or another server, the following warning screen will appear each time you display the page. Click Yes to load data. If the content is not loaded properly, the page will not be displayed correctly.

Secur	rity Warning	🛛
A	Do you want to view only the wet securely?	apage content that was delivered
	This webpage contains content that will connection, which could compromise the	not be delivered using a secure HTTPS a security of the entire webpage.
	More Info	Yes No

- If a link that is described in a product page contains the host name of a Web server on the internal LAN, the link does not work correctly.
- To access the product from your computer via Remote Service, you must specify a URL that begins with "HTTPS".
- When you use Garoon 2 or Garoon 3 via Remote Service in the https environment, the "Login" screen for Keitai will be displayed by accessing the "Personal settings" screen or the "System administration" screen without logging into the product.

#### Accessing products using URL

To access the Cybozu products via Remote Service, you must change the URL you are using to the URL specific for Remote Service.

The URL through the end of the host name must be changed to "https://remote2.cybozu.co.jp/". Example: The URL you are using is "http://172.29.10.68/scripts/cbag/ag.exe?".

http://**172.29.10.68**/scripts/cbag/ag.exe? ↓

https://remote2.cybozu.co.jp/scripts/cbag/ag.exe?

**1** Access a Cybozu product by specifying a URL on your Web browser.

#### 2 Select a client certificate, and click OK .

Select the client certificate provided by your system administrator.

Depending on the type of the client certificate, the display name that has been set by your system administrator for the client certificate may appear on the screen to select the client certificate. This step may be skipped depending on the Web browser you are using or your settings.

hoose a	digital certificate	?
	ation The website you want to view requests identifi Please choose a certificate.	ication.
-	Name Iccuer	
L	<20110411_104614 2030 Remote Service <20110209_112319 2030 Remote Service	e CA
		Certificate
·	СК	Cancel

1 Select the client certificate. 2 Click

#### 3 Log in each product.

Log in the product in the same way as you access the product in your company.

🕝 Garoon		@Help
	Cybozu Garoon 300 Login Screen Login name Password Remember me. Login	

#### Accessing from Remote Portal

If your system administrator has set Remote Portal, you can access each product from Remote Portal.

Even if the Remote Portal screen does not appear, you can access the Cybozu product by specifying its access URL on your Web browser. You cannot use Remote Portal if your system administrator has not set up.

Accessing products using URL

Access Remote Portal by specifying the Remote Portal URL on your Web browser.

Remote Portal URL: https://remote2.cybozu.co.jp/

#### 2 Select a client certificate, and click OK .

Select the client certificate provided by your system administrator.

Depending on the type of the client certificate, the display name that has been set by your system administrator for the client certificate may appear on the screen to select the client certificate. This step may be skipped depending on the Web browser you are using or your settings.

Identifi	cation The website you wa	ant to view requests identification.
	Please choose a cer	tificate.
	Name	Iccuer
	<20110411 1046	14 2030 Remote Service CA
		LINE EDUD REINOLE DELVICE CM
	(	More Info View Certificate

#### **3** Access each product from Remote Portal screen.

On Remote Portal screen, you can also check notices from your system administrator.



Check notices from your system administrator

When you have not been added to Remote Service Manager as a user, you cannot access the product even if the product is displayed in the product list. Contact your system administrator to confirm whether you have been added to Remote Service Manager as a user.

#### Accessing from mobile phones

This section describes how to access the Cybozu products via Remote Service from mobile phones.

If your client certificate is changed, the URL for accessing from your mobile phone will be also changed. Contact your system administrator when you cannot access the URL you are currently using.

• Depending on settings, you can get access without a login screen.

• For details, see the <u>Frequently Asked Questions (FAQ)</u>. This page is available only in Japanese.

For how to use Keitai of each product, refer to the Keitai manual of each product.
 Preparing for mobile users (Cybozu Office 9 on-premise version)
 Office 8 Keitai
 Office 7 Keitai
 "Keitai" in Garoon 3 Keitai
 Garoon 2 Keitai (PDF)

- 🗖 <u>Dotsales Keitai</u>
- For how to access a third party product from your mobile phone, contact your system administrator.

#### 1 Confirm the URL for remote access.

For the URL for accessing from your mobile phone, contact your system administrator.

2 Log in each product.

The following products have the function designed to make the login process simpler for the users:
 Sending Keitai login URL (Cybozu Office 9 on-premise version)
 Sending Keitai login URL (Office 8)
 Setting Keitai login URL (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)
 Sending login URL (Dote Sales)