Cybozu Remote Service User guide

Version 3.0.0

Contens

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.

▢ Cybozu KUNAI

Adding a client certificate

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.

> ╋Tip ● **What is a client certiffccate?**
> 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.

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

2 **Double-click the client certificate (********.pfx).**

Then the security warning screen may appear, and click Yes to continue adding the client certificate.
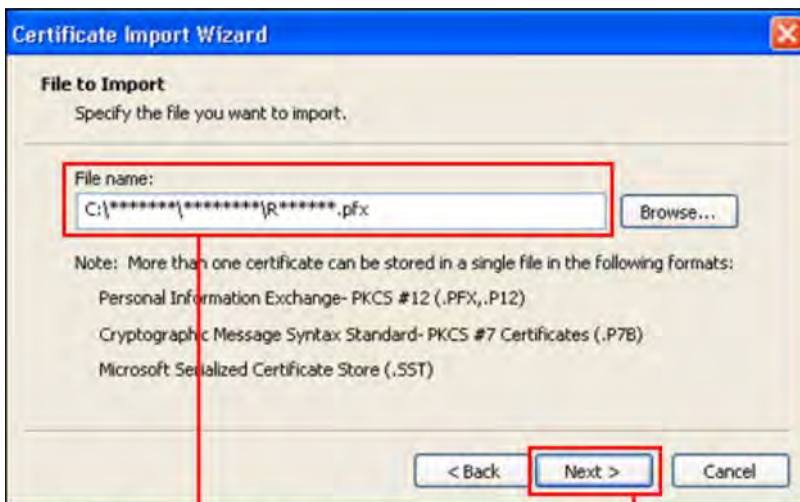
3 **Click Next .**

Click

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

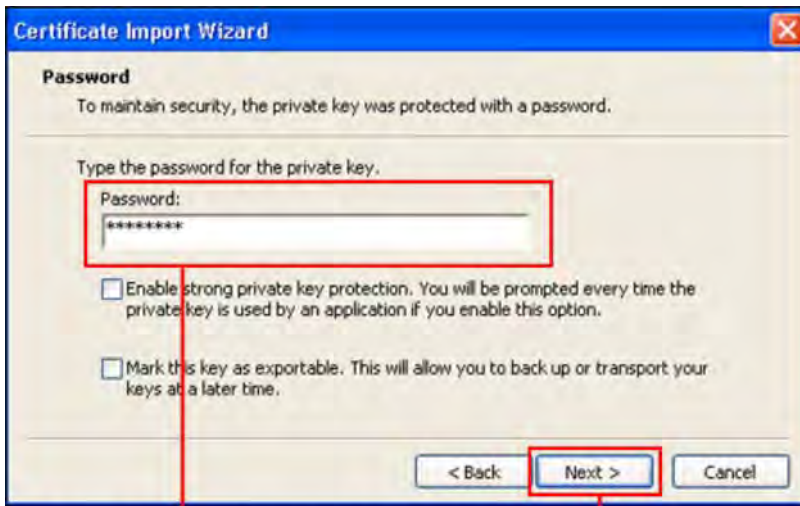To change the client certificate, click Browse to select a client certificate.

1 Confirm that the client certificate you want to register has been displayed.
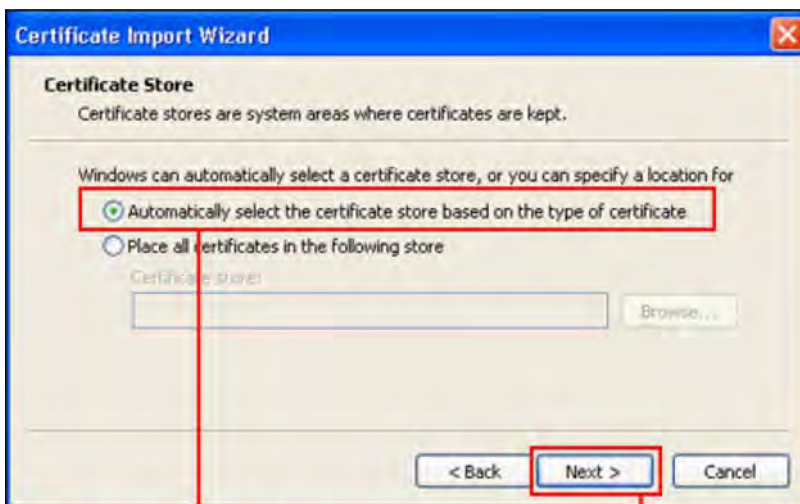
2 Click

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

For the client certificate password, contact your system administrator.
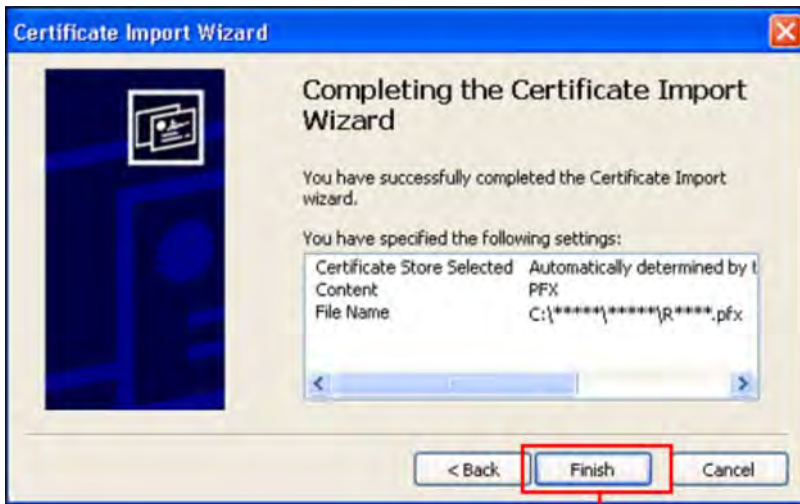
1 Enter the client certificate password. **2** Click

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

1 Select "Automatically select the certificate store based on the type of certificate". **2** Click

7 Click Finish .

Click

8 Click OK .

Adding a certificate is completed.

For Mozilla Firefox (Windows/Macintosh)

This section assumes the following:

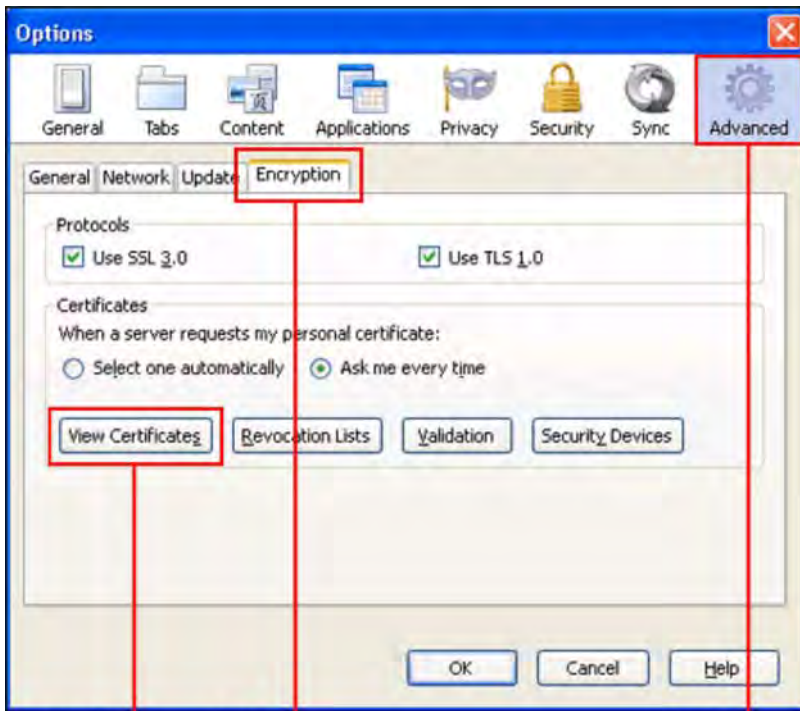- Mozilla Firefox 3.5 is used as a Web browser.

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 .**

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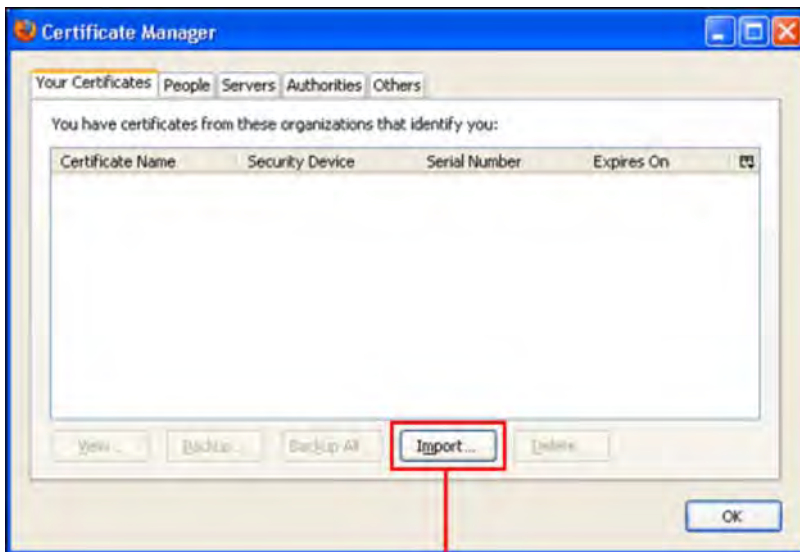
5 Select the client certificate (********.pfx) provided by your system administrator, and click **Open** .

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

▶ What is a master password?

6 Enter the client certificate password, and click **OK** .

For the client certificate password, contact your system administrator.

6

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Password Entry Dialog

Please enter the password that was used to encrypt this certificate backup.

Password: ●●●●●●●●

OK   Cancel

1 Enter the client certificate password.   **2** Click

7 Click OK .

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

> **Tip**
> ● For instructions on Mac OS, see the Apple website:
>   Apple 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: System requirements 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".**

9 **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.

12 **Click "Always Allow".**
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.

> ⚠Note ● **For users of Gmail**
> You cannot open the client certificate (********.pfx) using Gmail for iOS.
> You can open the client certificate attached to your e-mail by accessing Gmail from Safari
> instead.

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

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

3 **Tap** **Install** **.**

4 Tap Install now .

— Tap

5 **Enter the client certificate password, and tap Next .**
For the client certificate password, contact your system administrator.
When a passcode has been set for your Smartphone, enter the passcode before entering the client certificate password.

Smartphone passcode can be set in Settings> General > Passcode Lock.

2 Tap
1 Enter the password.

6 **Tap Done .**
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)
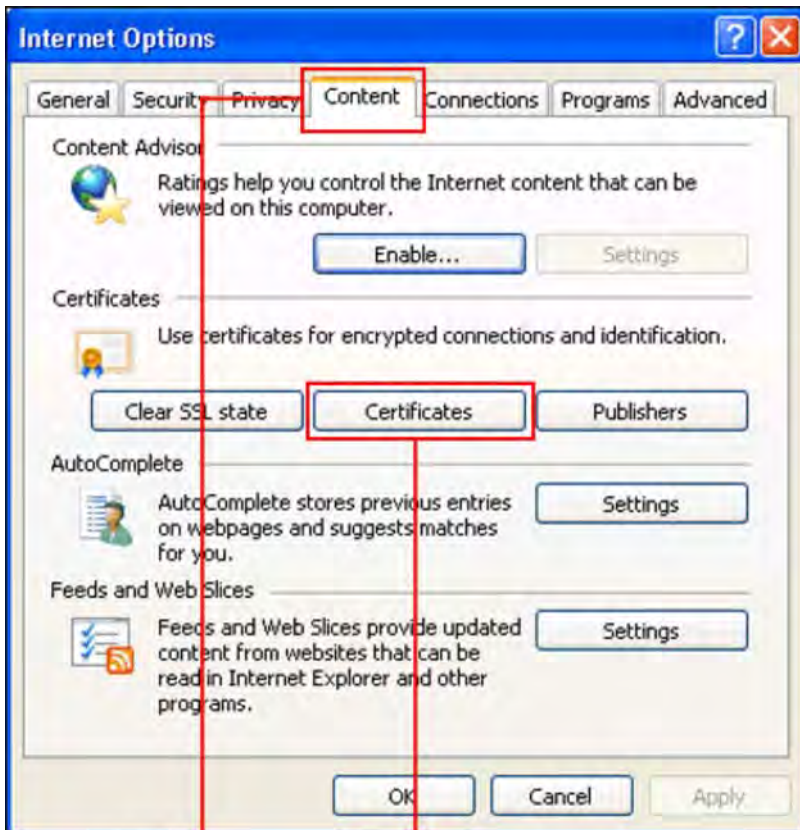▼ For Safari (Macintosh)
▼ For Safari (iPhone/iPad)

For Internet Explorer (Windows)

This section assumes the following:

● Internet Explorer 8 is used as a Web browser.

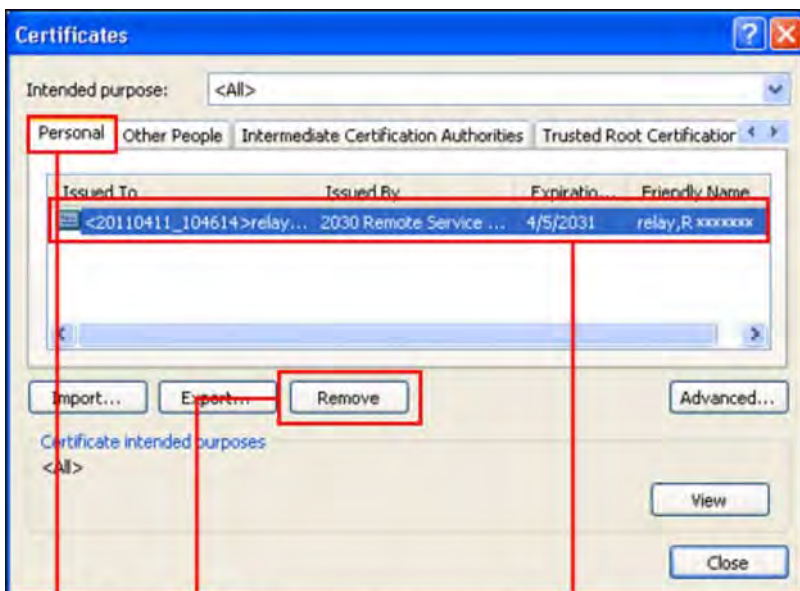**1** **Select "Tools" > "Internet Options" from your web browser menu bar.**

2 Click "Content" tab, and click ⌗Certificates⌗ .

1 Click   2 Click

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

1 Click 3 Click 2 Select the certificate you want to remove.
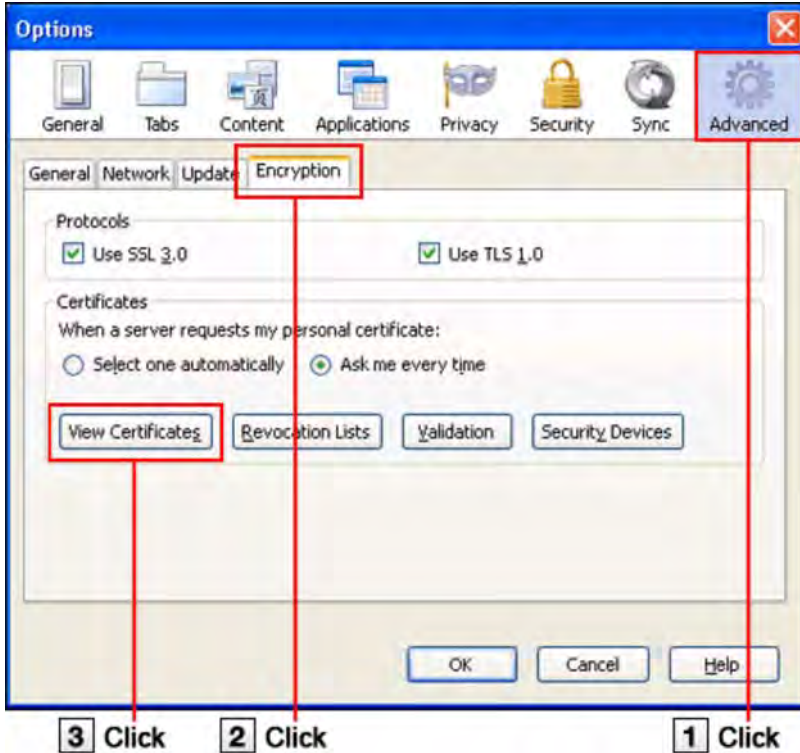
4 Click ⌗Yes⌗ .
Removing a client certificate is completed.

For Mozilla Firefox (Windows/Macintosh)

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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".

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

3 **Click "Your Certificates" tab, select a certificate you want to remove, and click** |Delete| .
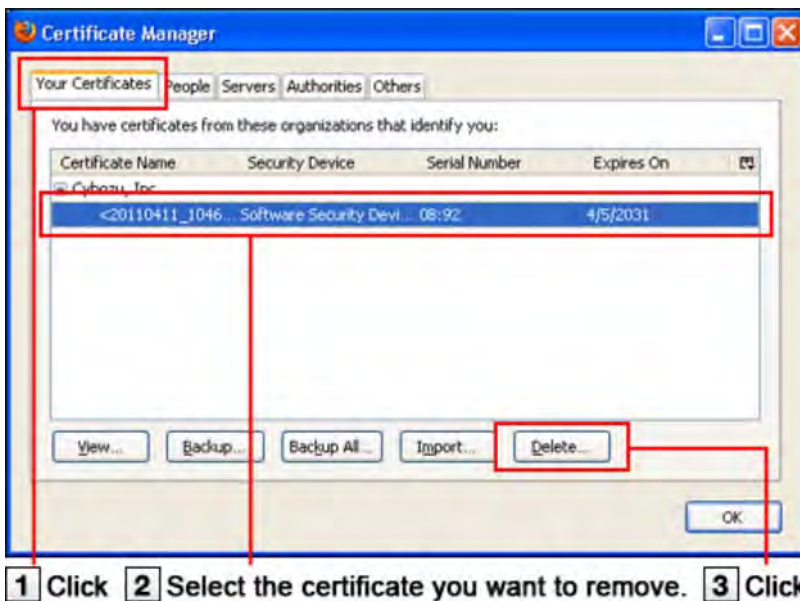
4 **Click** |OK| .
   Then the "Master Password Entry Dialog" screen may appear. Enter the password as required.
   Removing a client certificate is completed.

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

➕Tip   • For instructions on Mac OS, see the Apple website:
         🔲 Apple support page

       • **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: System requirements This page is available only in English.

1️⃣ **Open Keychain Access.**

2️⃣ **Control-click the certificate you want to remove and select "Delete *'name of certificate* "'.**

3️⃣ **In the confirmation prompt, click "Delete".**

4️⃣ **Control-click the certificate for "*your domain name*.s.cybozu.com" and select "Delete '*your domain name*.s.cybozu.com'".**

5️⃣ **In the confirmation prompt, click "Delete".**

6️⃣ **Enter the name and password of an administrator of your computer and click "OK".**

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

8️⃣ **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)

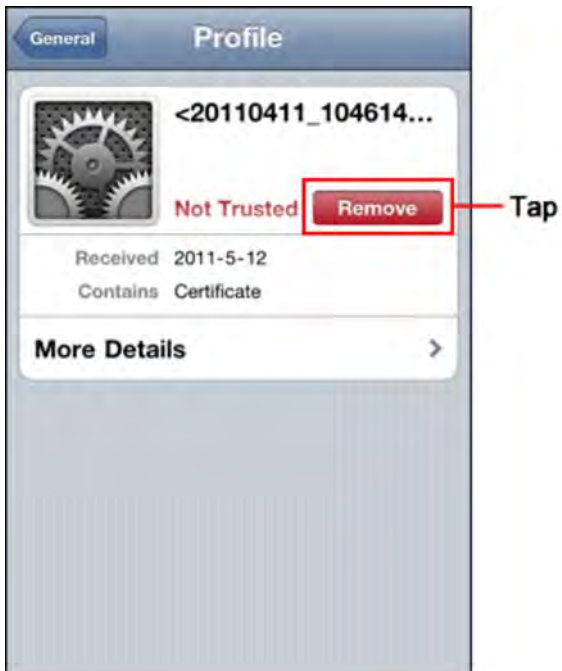This section assumes the following:

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● Safari 4 is used as a Web browser.

1 Tap ⚙ settings, and tap 🔘 General.

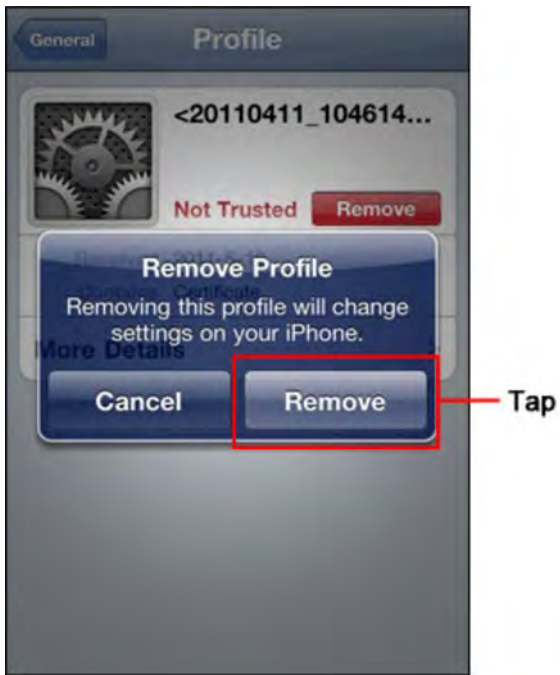**2** Tap "Profile" to select the configuration profile.

3 Tap Remove .

4 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.

- Accessing products using URL
- Accessing from Remote Portal

⚠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.
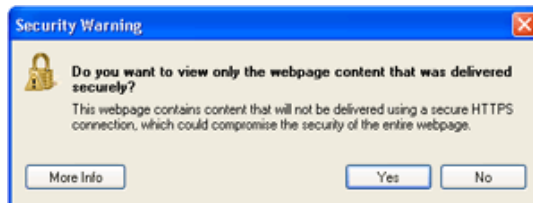
- If a link that is described in a product page contains the host name of a Web server on the internal LAN, the link does not work correctly.
- To access the product from your computer via Remote Service, you must specify a URL that begins with "HTTPS".
- When you use Garoon 2 or Garoon 3 via Remote 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?
```
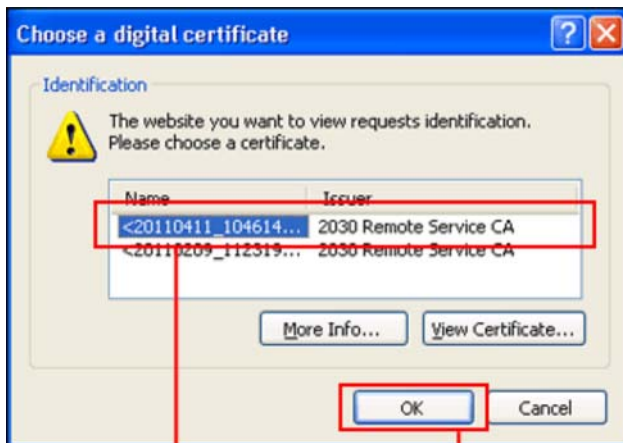
1 **Access a Cybozu product by specifying a URL on your Web browser.**

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.
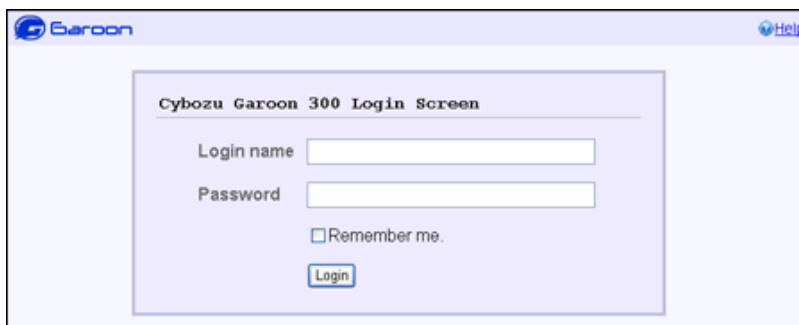
This step may be skipped depending on the Web browser you are using or your settings.

3 **Log in each product.**

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

Accessing from Remote Portal

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

> ⚠️**Note** ● 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

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

| 1 | 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.

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

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

> ⚠ **Note** • 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.

> ⚠ **Note** • 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 [Frequently Asked Questions (FAQ).](#) This page is available only in Japanese.

➕Tip
- 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)
  🔲 [Dotsales Keitai](#)

- For how to access a third party product from your mobile phone, contact your system administrator.

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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.**

➕Tip
- 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)](#)