Kerio Administration Console

Brief Guide

Kerio Technologies

Contents

Chapter 1

What is Kerio Administration Console?

The *Kerio Administration Console* application (from now on labelled as *Administration Console*) is used for administration of *Kerio Technologies'* server products (*Kerio WinRoute Firewall* and *Kerio MailServer*).

Kerio Administration Console is an independent application which communicates with a server application (service) via a special network protocol. This enables use of *Administration Console* for local administration (from the computer where the service is running), as well as for remote administration (from any workstation in the Internet). All network communication between *Administration Console* and the server application is encrypted so that transmitted data is protected from tapping and misuse.

Administration Console enables single connections to the server (login data are not saved) as well as creating of so called bookmarks (login information is saved and used for following connections by certain servers). In addition to this, language can be globally set for all administered servers.

1.1 Installation and Files Location

Administration Console is installed along with the *Kerio WinRoute Firewall* and/or the *Kerio MailServer*. It can be added to installed applications and plug-ins by selecting the *Administration Console* option in the installation wizard of one of these programs.

The `kadmin.exe` executable file can be found in the `Admin` subdirectory of the directory where these program(s) is (are) installed

(typically `C:\Program Files\Kerio\Admin`).

Individual administration modules can also be found in this directory (`mailadmin*.exe` and `wradmin*.exe`). The `translations` subdirectory includes localization files (`*.qm`) and the `help` subdirectiory includes help files (`*.chm`).

Bookmarks (login data) are saved in corresponding user profiles (each user can have a set of bookmarks). Each bookmark is saved in a separate file in the

`C:\Documents and Settings\user\Application Data\Kerio\Admin` directory.

File suffix depends on application for which it is created (`.bkwf` for *Kerio WinRoute Firewall* and `.bkms` for *Kerio MailServer*).

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Installation of the Administration Console for remote administration

For remote administration of a server application, only the *Administration Console* needs to be installed on the workstation. For successful installation please follow these instructions:

1. Run installation of a corresponding server product(*Kerio WinRoute Firewall* or *Kerio MailServer*).

2. Choose the *Custom* option in the setup type preferences dialog.
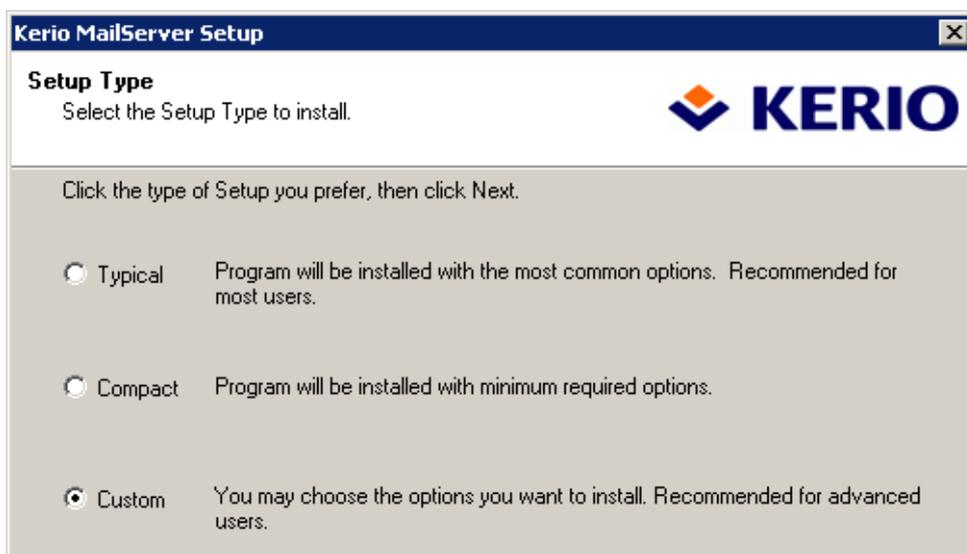
3. In this step, unselect all server components. Select only the *Administration Console* option (and *Help* if you want to use the administrator's guide right in the *Administration Console*.

   Note: The installation package contains only the English version of the guide. For detailed information on other language versions and how to add them refer to chapter 2.5.

4. If the *Administration Console* has been installed successfully, you can run it through *Start → Programs→ Kerio → Kerio Administration Console.*
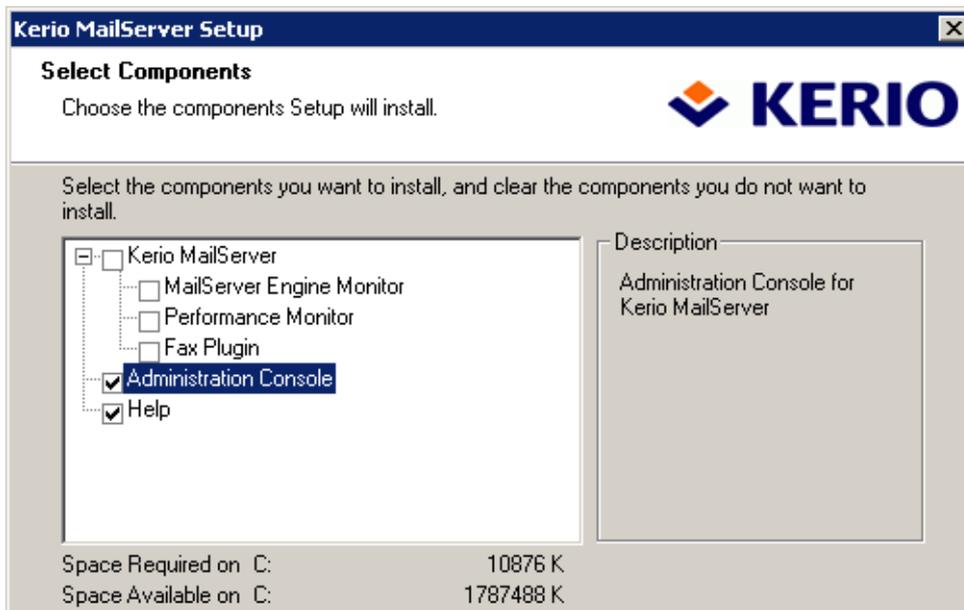
Chapter 2

Program Control

2.1 Main Dialog Window

Upon the *Administration Console* startup, the main dialog window will be displayed that includes all created bookmarks and the *New Connection* icon for single connection to the server or for creating of a new bookmark.
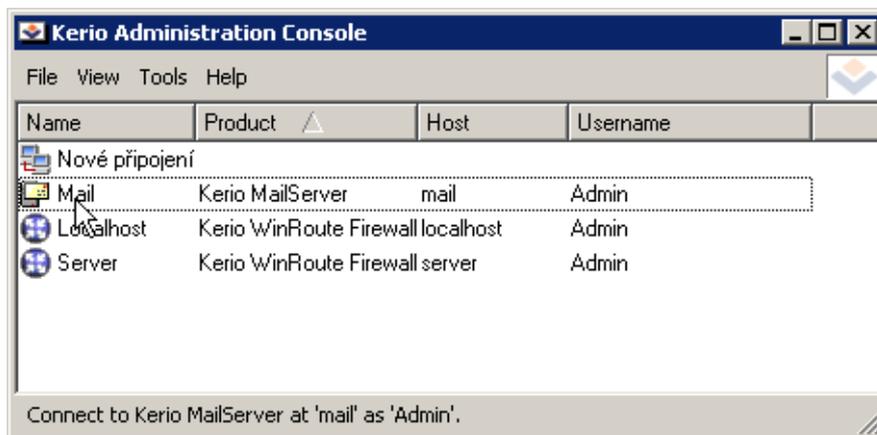
Placing the mouse pointer over a bookmark displays detailed information on the corresponding bookmark at the bootom of the dialog window (name of a server application, server name or IP address, username). Double-click on a bookmark (or hold the *Enter* key or use the *File / Connect* option in the main menu) to connect to a corresponding server. If the password is not saved in a bookmark (see chapter 2.2), it will be required upon a connection attempt.

2.2 Connection to the server and how to create bookmarks

Double-click on the *New Connection* icon or select *File / New Connection* in the main menu to open the *New Connection* dialog window.

Applications   Selection of a server application which will be administered.

Upon the startup, the *Administration Console* detects available administration programs (by scanning the directory from which the console was run). If administration

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program is not available for a particular application, coonection cannot be established and a bookmark cannot be created.

Server DNS name or IP address of the computer on which the server application is running.

If you intend to connect to the server application from the computer where it is installed, specify server name as `localhost` (loopback). We recommend not to use IP addresses of network adapters of the computer or corresponding DNS names. Server applications use IP address to which the *Administration Console* connects to distinguish local administration from remote administration. If remote administration is not enabled, the application accepts only connections to the `localhost`.

The *New Connection* caches a few servers which have been recently used. When connecting to the same server again, name or address of the server can simply be selected from a list (for this purpose, we recommend you to create a bookmark — then, connections will be faster and easier).

Username and Password Username and password used for connection to a server application administration. User must possess the *Read/Write access* rights (for administration), or the *Read only access* rights (for configuration viewing).

Note: The dialog also caches username used for the last connection.

Click *Connect* to establish connection with the selected server application. Upon successful connection and authentication, a corresponding administration module is opened and the main window of the*Administration Console* is closed.

To create a bookmark for this connection, click the *Save as* button first. This button opens a dialog window for saving the bookmark.

Specify the *Name* entry with a name which will be used in the main window of the *Administration Console* as well as for name of the file to which the bookmark will be saved (refer to chapter 1.1).

Enable the *Save password* option to save the password as well. This may simplify use of the bookmark — to connect to the server application, double-click the bookmark (see chapter 2.1).

Warning: It is not recommended to save the password unless sure that no incompetent person can connect to the *Administration Console* host, otherwise the bookmark might be misused and undesirable configuration changes might be made at the server.

Note: The

New Connection dialog with the login data stays opened after the bookmark is saved.

Bookmarks Context Menu

Right-click on a selected bookmark to open its context menu providing the following functions:

- *Connect* — connection to a corresponding server application (double clicking or pressing *Enter* on the bookmark also establishes the connection).

- *Delete* — deletion of the selected bookmark. This action will physically remove a corresponding file from the disc (see chapter 1.1). Deteled bookmarks cannot be recovered unless there is a backup of the corresponding file available.

- *Rename* — bookmark's name modifiation. This can be also done by double-clicking on the bookmark's name (as well as the icon on the *Windows* desktop).

- *Send to Desktop* — use this option to create a link to the bookmark on the desktop. Bookmark files are matched with the *Administration Console* — double-clicking on the bookmark icon on the desktop runs a corresponding administration module and establishes connection to a corresponding server.

  Note: This function is available only under *Microsoft Windows.*

- *Properties* — use this option to open the *Bookmark properties* dialog window. For detailed information on this dialog follow the instructions for the *New Connection* and the *Save Bookmark* dialogs desribed above.

2.3 Connection Errors

This chapter provides description of the most frequent errors which are reported if connection to a server application fails.

Note: If an error which is not described here is reported, please contact *Kerio Technologies* technical support (all contacts can be found at `http://www.kerio.com/`).

Remote computer not found

This error is reported in case that the specified remote computer (server) could not be found (is not available).
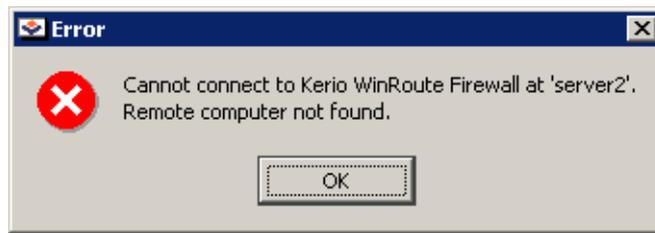
Possible reasons of the error:

- Wrong specification of IP address or DNS name of the server .

  Make sure that you use a correct IP address or that the DNS name you use is still valid (e.g. using the `nslookup` sustem tool).

- Destination host is not available(e.g. for a network communication failure or because the traffic is blocked by a firewall).

  Test availability of the destination host by the `ping` command, or by connecting to a particular port by the `Telnet`command (refer to chapter 3).

Server application is not running

If the *Administration Console* cannot establish network connection to the server application on a corresponding computer, then the *Server application is not running* error is reported.
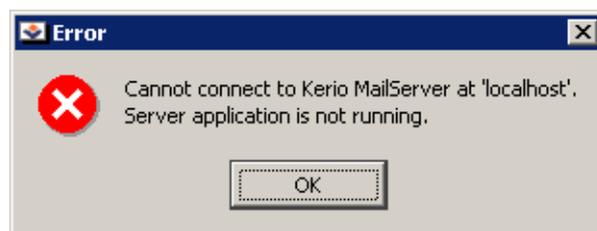
Possible reasons of the error:

- Server application is not running.

  Check whether the *Kerio WinRoute Firewall* or the *Kerio WinRoute Firewall* service is running on the host you are connecting to.

- Connection to a corresponding application port cannot be established (the communication is blocked by a firewall).

  Try to use the `Telnet` command to establish connection with a particular port (see chapter 3) and change firewall configuration if necessary.

User authentication failed

If the *Administration Console* establishes connection to the server successfully and there is a problem with user authentication, the *Authentication failed* error is reported.
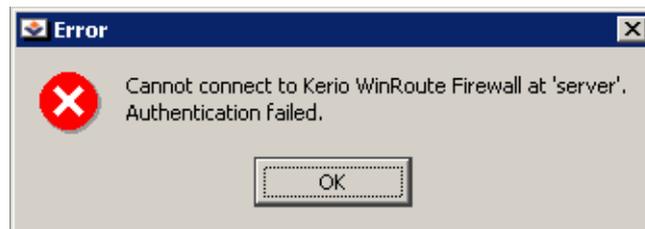
Possible reasons of the error:

- Invalid username or password.

    Check whether your login data has been inserted correctly. If this error is arises when connecting through a bookmark, try to connect through *New Connection* by re-inserting all login data (for example, the user password could be changed and the bookmark may use an old password).

- Remote administration of the server application is disabled or it is available from a certain range of IP addresses only (your computer does not belong to this group). For details refer to a corresponding server application's user guide.

- User has not appropriate access rights.

    User account through which it is possible to connect must have the *Read/Write access* right (for administration), or the *Read only access* right (for configuration viewing).

- Authentication at the server failed.

    An error occured at the server that caused that the usual method of user authentication cannot be performed (e.g. in the *Active Directory*). For connection to the administration we recommend you to create as pecial user account in the internal user database (for details, see corresponding server application user guides).

Unsupported version of server

This error is reported in case that the *Administration Console* cannot find an administration module corresponding with the used version of server application (e.g. *Kerio WinRoute Firewall 6.1.x* is installed at the server, whereas the administration module is available for version *6.0.x* only).

When this error is reported, install a corresponding administration module (or copy it into the `Admin` directory). It is highly recommended to use the same installation package from which the server application was installed.

2.4 Language preferences and splash screen settings

Use *Tools / Options* to open dialog where language preferences for the *Administration Console* and all its plug-ins can be set.
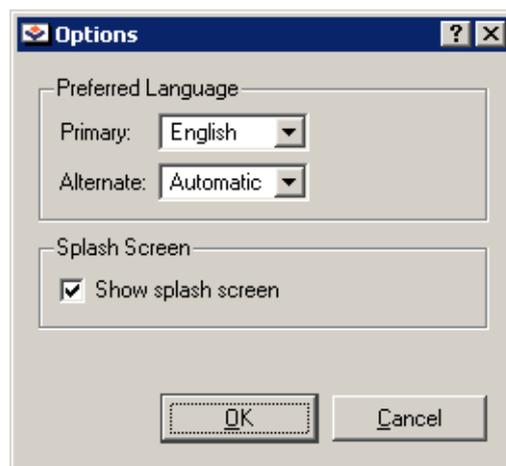
Use the *Show splash screen* option to enable/disable the *splash screen* shown after connection to a server application.

Language preferences

Go to the *Preferred language* section to select a language which will be used for the *Administration Console* as well as for all administration modules.

Use the *Primary* entry to select a language which will be used. If the definition file of the selected primary language is not available (for example, it is missing or corrupted), the *Administration Console* tries to open the file which includes definitions for the *Alternate* language. If neither this file is available, the default language (English) of the *Administration Console* will be used.

The *Automatic* option sets language accordingly to the location where the program is used, if a corresponding language definition file is available.

Language definition files

The *Administration Console* (and the administration modules) includes only English version of the graphical user interface. Other languages must be included in so called definition files.

Definition files should be saved under the `translations` subdirectory of the directory where the `kadmin.exe` file is saved

(the typical path is `C:\Program Files\Kerio\Admin\translations`).

By now, the following files are required for each language:

`kadmin<XYY>.<language>.qm` — for the main window of the *Administration Console*

`mailadmin<VWW>.<language>.qm` — for the *Kerio MailServer* administration module

`wradmin<RSS>.<language>.qm` — for the *Kerio WinRoute Firewall* administration module

Key:

- `<XYY>` represents the major (one digit) and the minor (two digits) number of the *Administration Console* version.

  Example: The number for version *2.1.0* will be 201.

- `<VWW>` represents the major and the minor number of version of the *Kerio MailServer* administration module

- `<RSS>` represents the major and the minor number of version of the *Kerio WinRoute Firewall* administration module

- `<language>` consists of two characters representing a language abbreviation (e.g. `efr` for French, `de` for German, etc.)

Note: If administration module for only one application has been installed, only language definition files for the *Administration Console* and for the particular module will be installed.

Example: Kerio WinRoute Firewall 6.0.0 and *Kerio MailServer 6.0.0* have been installed. Corresponding installation packages include the *Kerio Administration Console 2.0.0*. The

kadmin200.fr.qm, mailadmin600.fr.qm and wradmin600.fr.qm language definition files are automatically installed in the translations subdirectory.

2.5 Help

In the *Administration Console*, help files in the *HTML Help* format can be used (*.chm) both for the main window of the *Administration Console* (the *Help / Contents* option in the main menu) and for both administration modules (the *Help / Administrators Guide* option in the main menu). The installation packages include only English versions of the help files. However, help files in other languages are available at http://www.kerio.com/.

Help files must be saved in the help subdirectory of the directory where the kadmin.exe can is located

(typically the path C:\Program Files\Kerio\Admin\help)

and the format of their names is as follows:

kadmin<XYY>.<language>.chm — help file for the main window of the *Administration Console*

mailadmin<VWW>.<language>.chm — administrator guide for *Kerio MailServer*

wradmin<RSS>.<language>.chm — administrator guide for *Kerio WinRoute Firewall*

where

- the expression <XYY> represents major and minor number of version of the *Administration Console*

- the expression <VWW> represents major and minor number of version of the *Kerio MailServer* administration module

- the expression <RSS> represents major and minor number of version of the *Kerio WinRoute Firewall* administration module

- the <language> item consists of two characters which represent an abbreviation of a particular language (e.g. fr for French, de for German, etc.)

Note: First, the *Administration Console* (or an administration module) always searches for the help file in the language selected for the GUI (see chapter 2.4). If the file is not found, the help file in English will be searched. If even the English version is not detected, the *Help / Contents* option (or the *Help / Administrator's Guide* option) will not be available.

How to add a help file

Example: Suppose you want to add a French help file and French administrator guide for the *Kerio WinRoute Firewall 6.0.x* (for up-to-date version check the information provided at the welcome screen immediately after a successful login) into the *Administration Console 2.0.x* (for up-to-date version use the *Help / About* option in the main menu). Download corresponding guides in the *HTML Help* format from http://www.kerio.com/ and save them to the `help` subdirectory (see above). The following files are available:

- `kadmin200.cs.chm` — a guide for the *Administration Console*

- `wradmin600.cs.chm` — administrator guide for *Kerio WinRoute Firewall*

If we attempt to add while the *Administration Console* (or another administration module) is running, the following rules are applied:

- The help file for the *Administration Console* will be available upon the next startup of the *Administration Console* or when a new language version of the file has been enabled.

- Administrator guide for a corresponding application will be available upon the next connection to this application (upon the next startup of a corresponding administration module).

Chapter 3

Network communication of the Administration Console

Brief description of network communication between the *Administration Console* and server appl;ications will be provided in this chapter. This information may be helpful for example when a remote administration is performed and the server application is running behind a firewall where this communication must be allowed.

For this communication, TCP (transmission of configuration data) and UDP protocols (transmission of new log items from the server to the *Administration Console*) are used. Each server application uses one port number for connection to the administration (the term "application port" will be used from now on). At this port, the server listens for an incoming TCP connection and for an initiating UDP message (see below).

Kerio Technologies products use the following ports:

- 44333 — *Kerio WinRoute Firewall*

- 44337 — *Kerio MailServer*

Communication between the client and the server

Communication between the *Administration Console* (the term "client" will be used from now on) and a server application (the term "server" will be used from now on) is as follows:

1. The client establishes a TCP connection (through an encrypted channel) to corresponding application port at the server. Upon a successful authentication, so called connection identifier is provided by ther server.

2. The client sends a UDP message including the connection identifier to the corresponding application port.

3. The server remembers the port from which the message with the connection ID was sent. This port will be used for delivery of new log items).

4. When the TCP connection is terminated (by logging out, by closing a client or a server, because of a network error, etc.), a corresponding connection identifier is removed by both the server and the client. Any other UDP messages with this client port will be ignored.

Firewall configuration

This section provides firewall configuration hints for communication between the *Administration Console* and a server application in the following situations :

1. The server is running behind the firewall (in a local network or on the firewall host), the client is in the Internet

    A corresponding application port (44333 or 44337) for TCP and UDP protocols must be opened (mapped) at the firewall.

2. The client is behind the firewall, the server is in the Internet

    The firewall configuration must allow outgoing TCP connection and UDP communication at a corresponding application port.