



G Data

TechPaper #0202

G Data MasterAdmin

G Data Serviceteam



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1 G Data MasterAdmin

1.1 What is the G Data MasterAdmin?

With the G Data MasterAdmin multiple G Data Management Servers can be centrally managed. It is possible to attach to Management Servers that are installed at a customer's location or in other company departments for the purpose of remote management. This central management tool grants full access to all attached management servers and enables configuration settings to be modified remotely.

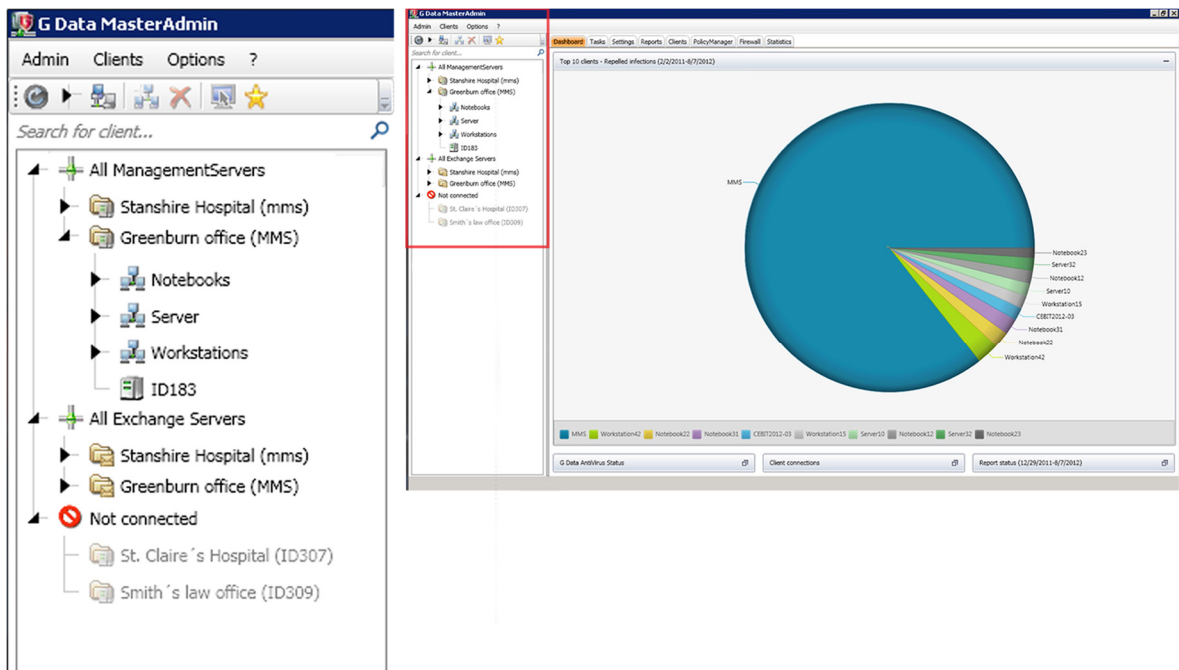


Fig 1: G Data MasterAdmin, Administration of multiple ManagementServers

1.2 How is the G Data MasterAdmin installed?

Execute the setup for the G Data Administrator.
The G Data MasterAdmin is an integral part of the G Data Administrator.

1.3 How is management of multiple servers activated?

After starting the G Data Administrators the checkbox for „Manage multiple servers“ must be activated. A login screen for the G Data MasterAdmin will open. For the initial activation the activation code must be entered in the field “Activation Code” as well as a freely chosen user name and password. The activation code can be requested from order@gdata.de.

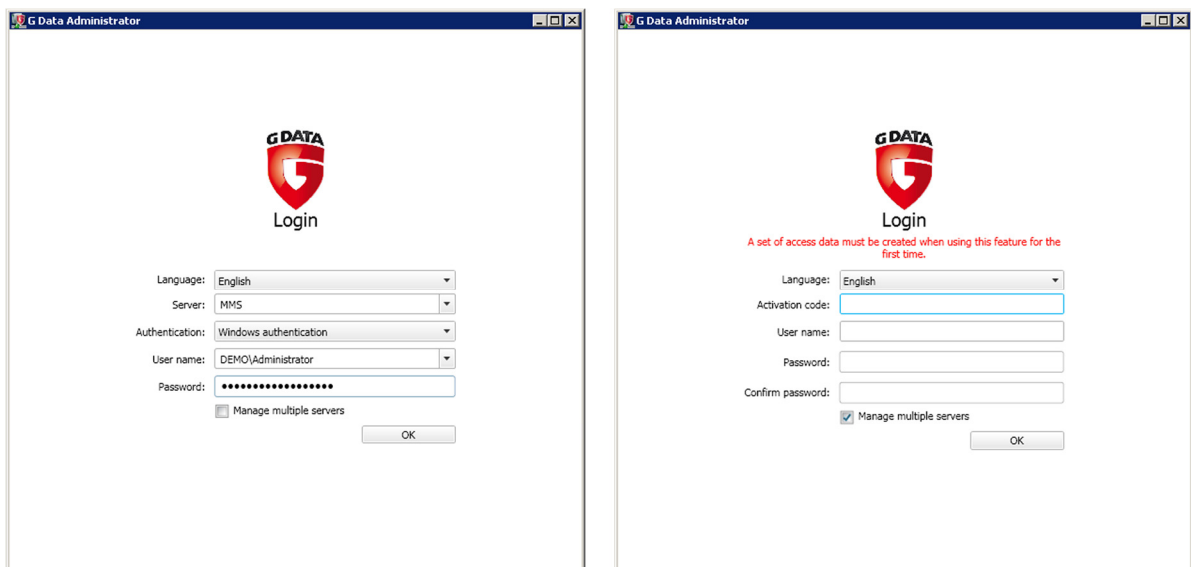


Fig 2: Login G Data Administrator

1.4 Does the G Data MasterAdmin require a database?

No. The G Data MasterAdmin is merely a graphical user interface (GUI). The databases are located on the attached *ManagementServers*.

1.5 How is a connection to a ManagementServer established?

After logging in to the G Data MasterAdmin a configuration assistant is automatically opened. The assistant can also be opened at any time after initial use.

The ManagementServer to which a connection is to be made must have version 11.5 or higher installed. Versions below 11.5 cannot be managed by the G Data MasterAdmin.

The data that is entered into the field "Server" can either be the domain name or IP address of the server to be managed. If both the MasterAdmin and the ManagementServer are within the same network then no further network configuration should be necessary for a communication channel to be established.

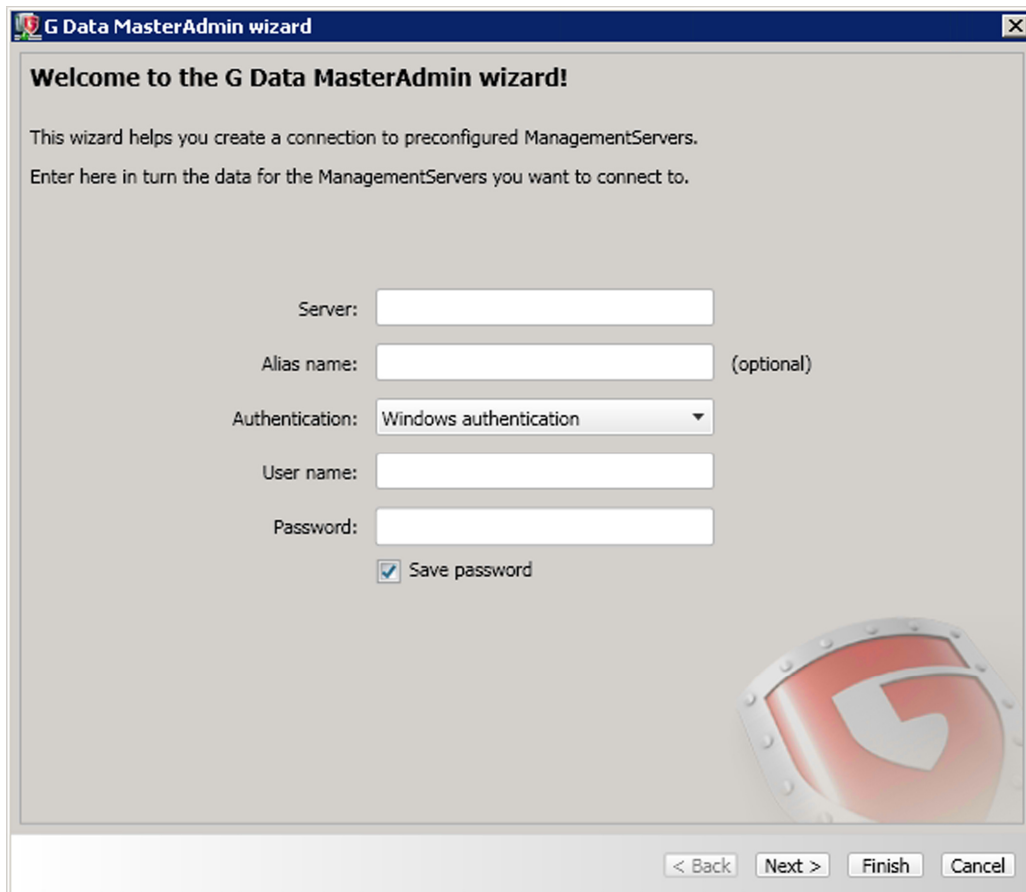


Fig 3: G Data MasterAdmin wizard

1.6 Connecting to a ManagementServer via the Internet

Usually if the G Data ManagementServer that is to be managed does not belong to the same organization as the G Data MasterAdmin then access to it will be via the Internet.

As the ManagementServer will be behind the company firewall and will usually not have a public IP

address then port forwarding will have to be configured on the firewall. Port forwarding will route incoming requests on port 7182 TCP from the MasterAdmin to the MMS.

The method of configuration for port forwarding is different for each firewall and the manufacturer’s documentation should be consulted to perform this task.

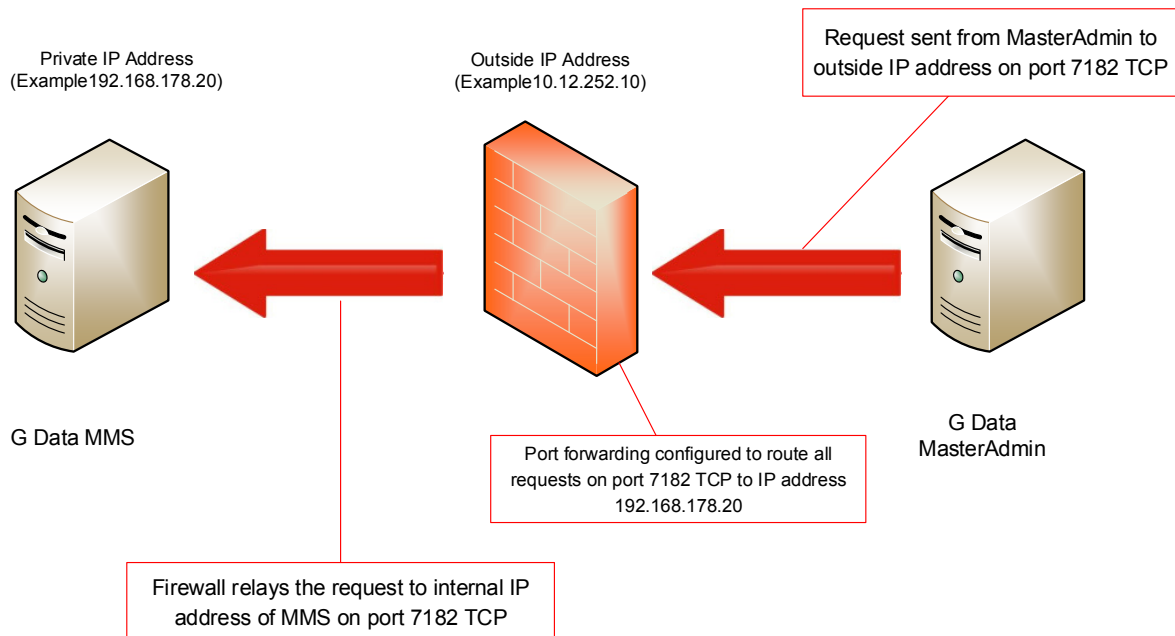


Fig. 4: Routing of request from MasterAdmin to MMS

In some cases the outside IP address of the firewall is not a static address as it is provided by the ISP using a DHCP lease.

To avoid constantly reconfiguring the IP address on the MasterAdmin the organization that is to be managed will have to use Dynamic DNS. This will provide a persistent domain name for this particular organization. The MasterAdmin will then be configured by entering the domain name in the “Server” field (Fig. 3) instead of the IP address.

1.7 Which communication channels are used?

The G Data MasterAdmin communicates with the ManagementServern using the TCP-Port 7182. Version 11.5 used TCP-Port 7161.

1.8 Can different products be managed?

Yes. It does not matter whether a ManagementServer is running G Data AntiVirus Business or G Data EndpointProtection Business.



1.9 What does the message „Server can not be reached“ mean?

The ManagementServer that is displayed in the message is either not running or cannot be contacted. The TCP port 7182 must be opened on the remote firewall. If the affected ManagementServer is using a public IP address or is part of the internal network then opening the port 7182 should be sufficient. If the ManagementServer is using a private IP address then port forwarding must be configured. Server that cannot be contacted after starting the G Data MasterAdmin will be shown in the ManagementServer hierarchy as „Not connected“. By right clicking the server concerned, a new connection attempt can be made.

1.10 Which data must be entered for authentication?

The login data (user name and password) of each ManagementServers are used for authentication. The domain administrator login can be used but for security reasons an integrated user with full access permissions is recommended. The integrated user must be created beforehand on each ManagementServer that is to be managed by the MasterAdmin.

1.11 Will there be a charge for using the MasterAdmin?

For companies that will be using the MasterAdmin for managing multiple ManagementServers within their organization there will be no additional costs.

If you will be providing managed services as a G Data partner then there will be additional costs. To provide these services, a Managed Services Certification will have to be achieved. This certification is chargeable.

1.12 What are the system requirements?

A PC with Windows 8/7/Vista/XP (no 64 Bit)/ Server 2003, 2008 or 2012 with min. 1 GB RAM.

1.13 What information can be found in *License overview* ?

The license overview can be found in the menu ?-> *License overview*.

In that menu the connected ManagementServers and their number of client licenses is displayed. If a server is currently unavailable, a warning will be displayed. The figures in *License overview* only include ManagementServers that are online and clients which have connected to their ManagementServer within the past 30 days.