

HEWLETT PACKARD R1B20A

Aruba 9004 (US) 4-Port GbE RJ45 Gateway User Manual

Model: R1B20A

PRODUCT OVERVIEW

The Aruba 9004 Series Gateway is a high-performance networking device designed to provide robust SD-WAN and security functionalities. It is ideally suited for branch and small campus networks, integrating seamlessly into Aruba's SD-Branch solution to unify WLAN, LAN, SD-WAN, and security for distributed enterprises.

This gateway enhances network performance, visibility, and control, and can be easily managed through Aruba Central, a cloud-based platform. Onsite deployment is streamlined with a mobile installer application.



Figure 1: Front view of the Aruba 9004 (US) 4-Port GbE RJ45 Gateway. The front panel displays the Aruba logo, model number "9004", and indicator icons for power, network activity, Wi-Fi, cloud connectivity, and signal strength.

PACKAGE CONTENTS

Verify that all components are present in the package:

- 1 x Aruba 9004 (US) 4-Port GbE RJ45 Gateway
- Power Adapter
- Documentation (Quick Start Guide, Safety and Regulatory Information)

SETUP

1. Site Preparation

- Ensure the installation location is clean, dry, and well-ventilated.
- Maintain adequate clearance around the device for proper airflow.
- Avoid placing the gateway near heat sources or in direct sunlight.
- Ensure a stable power source is available.

2. Physical Installation

1. **Connect Power:** Insert the power adapter into the gateway's power port and then plug it into a suitable electrical outlet. The power indicator LED on the front panel should illuminate.
2. **Connect Network Cables:**
 - Connect your internet service provider's modem or router to one of the GbE RJ45 ports designated for WAN (if applicable, refer to specific port labels on the device).
 - Connect your local network devices (computers, switches, access points) to the remaining GbE RJ45 LAN ports.
3. **Initial Boot-up:** Allow the device several minutes to power on and initialize. Observe the status indicator LEDs for proper operation.

3. Initial Configuration

The Aruba 9004 Series Gateway is designed for configuration and management via [Aruba Central](#), a cloud-based platform. For detailed configuration steps, refer to the Aruba Central documentation or the mobile installer application instructions.

- Download and install the Aruba mobile installer application on your smartphone or tablet.
- Follow the on-screen prompts in the application to discover and provision your new gateway.
- Alternatively, access Aruba Central via a web browser and follow the setup wizard for device registration and configuration.

OPERATING THE GATEWAY

Once configured, the Aruba 9004 Gateway operates as a core component of your network infrastructure, providing SD-WAN capabilities, routing, and security services.

Status Indicators

The front panel LEDs provide visual cues about the gateway's operational status:

- **Power LED** (): Indicates the power status of the device. (e.g., Solid Green: On, Off: No power).
- **Network Activity LED** (): Indicates network connectivity and data transfer. (e.g., Blinking: Activity, Solid: Connected).
- **System/Status LED** (✖): Indicates overall system health. (e.g., Solid Green: Normal operation, Amber: Warning, Red: Error).
- **Wi-Fi LED** (): Indicates Wi-Fi status (if applicable, or related to wireless connectivity features).
- **Cloud LED** (☁): Indicates connectivity to Aruba Central cloud. (e.g., Solid Green: Connected to cloud).
- **Signal Strength LED** (): Indicates cellular signal strength (if applicable for cellular models).

Note: Refer to the official Aruba documentation for precise LED behavior and troubleshooting guides.

MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your Aruba 9004 Gateway.

- **Cleaning:** Periodically clean the exterior of the device with a soft, dry cloth. Do not use liquid or aerosol cleaners. Ensure ventilation openings are free from dust and debris.
- **Firmware Updates:** Keep the device firmware updated to the latest version. Firmware updates often include performance improvements, security patches, and new features. These updates are typically managed through Aruba Central.
- **Environmental Conditions:** Ensure the operating environment remains within specified temperature and humidity ranges to prevent overheating or damage.
- **Power Cycle:** If the device experiences minor issues, a power cycle (unplugging the power adapter for 10 seconds and then plugging it back in) can sometimes resolve them.

TROUBLESHOOTING

This section provides basic troubleshooting steps for common issues.

Problem	Possible Cause	Solution
No Power / Power LED Off	Power adapter not connected or faulty outlet.	Check power cable connections. Try a different power outlet. Verify power adapter functionality.
No Network Connectivity	Incorrect cable connection, ISP issue, or gateway configuration error.	Ensure Ethernet cables are securely connected. Check status of your ISP service. Verify gateway configuration in Aruba Central. Power cycle the gateway and connected devices.
Cannot Connect to Aruba Central	Internet connectivity issue, incorrect cloud configuration, or firewall blocking.	Verify internet access from other devices. Check the Cloud LED status. Ensure correct cloud registration and network settings. Consult Aruba Central documentation for firewall requirements.
Slow Network Performance	Network congestion, outdated firmware, or hardware issue.	Reduce network load. Update gateway firmware via Aruba Central. If issues persist, contact technical support.

For more advanced troubleshooting or persistent issues, refer to the comprehensive documentation available on the [Aruba Networks support website](#) or contact Aruba technical support.

SPECIFICATIONS

Feature	Detail
Brand	Aruba (a Hewlett Packard Enterprise company)
Model Number	R1B20A
Series	9004
Product Type	4-Port GbE RJ45 Gateway
Connectivity	GbE RJ45 (4 ports)
Dimensions (LxWxH)	6 x 7.8 x 1.5 inches (15.24 x 19.81 x 3.81 cm)
Item Weight	2.52 pounds (1.14 kg)
Color	Black
Manufacturer	Hewlett Packard Enterprise
Date First Available	March 31, 2020
UPC	190017324968

WARRANTY INFORMATION

This Aruba 9004 Gateway typically comes with a **1-year warranty** from the date of delivery. This warranty covers defects in materials and workmanship under normal use.

For specific warranty terms, conditions, and claim procedures, please refer to the official warranty documentation provided with your product or visit the [Aruba Networks Warranty Information page](#).
Note: Warranty terms may vary by region and reseller. Always consult your purchase agreement and official manufacturer documentation.

SUPPORT

For technical assistance, product documentation, and software downloads, please utilize the official support resources provided by Aruba Networks.

- **Aruba Support Portal:** <https://www.arubanetworks.com/support-services/>
- **Aruba Central Documentation:** Access comprehensive guides and tutorials for managing your gateway via Aruba Central.
- **Contact Support:** Information for contacting Aruba technical support can be found on their official website.

When contacting support, please have your product model number (R1B20A) and serial number ready.

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Related Documents - R1B20A

	HPE Aruba Networking Central Gateway IDS/IPS Feature Guide Explore the HPE Aruba Networking Central Gateway Intrusion Detection and Prevention System (IDPS). This guide covers setup, configuration, monitoring, and troubleshooting for enhanced network security on SD-Branch and mobility gateways.
	HPE Aruba Networking Central Licensing Guide: Foundation & Advanced Licenses Comprehensive guide to HPE Aruba Networking Central licenses, detailing Foundation and Advanced license types for APs, switches, gateways, and SD-Branch. Understand features, supported devices, and licensing tiers.
	Aruba 9004-MNT-19 Kit Installation Guide Installation instructions for mounting the Aruba 9004 gateway in a two-post 19-inch Telco rack using the Aruba 9004-MNT-19 Kit.
	Aruba 9004 Gateway Installation Guide This guide provides detailed information on the hardware features, installation, and specifications of the Aruba 9004 Gateway. Learn how to set up and operate your Aruba 9004 Gateway with this comprehensive installation manual.
	Aruba 9004-LTE Gateway Installation Guide This document provides a comprehensive installation guide for the Aruba 9004-LTE Gateway, detailing hardware components, installation procedures for various mounting options (desktop, wall, rack), antenna extensions, and essential safety and regulatory compliance information.
	Aruba 9004 Gateway: High-Performance SD-WAN and Network Security Explore the Aruba 9004 Gateway, a compact and cost-effective solution for branch and small campus networks, offering high-performance SD-WAN, security, and unified policy enforcement. Learn about its features, specifications, and configuration options.



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Aruba 9000 Series Gateway Datasheet 802 11ax controller gateway branch headend 11ad wpa3 owe enhanced open wips wids vpn cloud firewall Dave Chen DAT COMPLIANCE Description Regulatory SKU information ARCN9004 Minimum Software Versions SD WAN R1 7 default and Central 2 5 x in mode or ArubaOS 8 0 vcs hp ent inline content VL 4 D ||| DATA SHEET ARUBA 9004 SERIES GATEWAYS Versatile and cost-effective branch networking Aruba 9004 Ser ... DATA SHEET , INFORMATION Part Number Aruba 9004 Series Gateway **R1B20A** R1B21A R1B22A R1B23A R1B24A R1B25A R1B26A R1B27A F lang:en score:17 filesize: 302.58 K page_count: 7 document date: 2019-10-04



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Aruba 9000 Series Gateway Datasheet 802 11ax controller gateway branch headend 11ad wpa3 owe enhanced open wips wids vpn cloud firewall Dave Chen 106: DATA SHEET ARUBA 9000 SERIES GATEWAYS Versatile, cost-effective branch networking, SDWAN, and securi ... 1, 3, 5, 7, or 1 Number Aruba 9004 Gateway **R1B20A** R1B21A R1B22A R1B23A R1B24A R1B25A R1B26A R1B27A R1B28A R1B29A Aruba 901: lang:en score:16 filesize: 241.68 K page_count: 7 document date: 2020-01-30



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HPE Aruba Networking 9000 Series Branch Gateways Marketing Document Library Pages 17 Words 5293 Images 6 Hewlett Packard Enterprise Development LP I deployments with Central subscription licenses GreenLake for can help series branch gateways srslitd AfmBOootvsSLdgSPrWTHo X73ZQ NMIGw0FuFo8QtnbA8 QuickSpecs Overview HPE Aruba Networking 9000 Series Branch Gateways HPE Aruba Networking 9000 Ser ... Ps Gateway HPE . Clients - 32 APs Gateway SKU **R1B20A** R1B21A R1B22A R1B23A R1B24A R1B25A R1B26A R1B27A R1B28A R1B29A R3V91A F lang:en score:16 filesize: 524.79 K page_count: 17 document date: 2024-12-12



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