



User Manual

ACM5000 Remote Site Managers

ACM5500 Management Gateways

ACM7000 Resilience Gateways

IM7200 & IM4200 Infrastructure Managers

CM7100 Console Servers



User Manual

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Safety

Follow the safety precautions below when installing and operating the console server:

- do not remove the metal covers. There are no operator serviceable components inside. Opening or removing the cover may expose you to dangerous voltage which may cause fire or electric shock. Refer all service to Opendgear-qualified personnel.
- to avoid electric shock the power cord protective grounding conductor must be connected through to ground.
- always pull on the plug, not the cable, when disconnecting the power cord from the socket.
- do not connect or disconnect the console server during an electrical storm.

It is recommended you use a surge suppressor or UPS to protect the equipment from transients.

Proper back-up systems and necessary safety devices should be utilized to protect against injury, death or property damage due to system failure. Such protection is the responsibility of the user.

This console server device is not approved for use as a life-support or medical system.

Any changes or modifications made to this console server device without the explicit approval and consent of Opendgear will void Opendgear of any liability or responsibility of injury or loss caused by any malfunction.

This equipment is for indoor use only. All the console’s communication wirings are limited to use inside of a building.

FCC warning statement

This device complies with Part 15 of the FCC rules. Operation of this device is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference that may cause undesired operation.

Publishing history

date	ed	software	models	features
2010/01	3.8.4		SD4001	
2010/03	3.8.5		ACM5004-G	fixed Failover details & added DDNS.
2010/06	3.9	3.1	ACM5004-I	Shadow password, °F, SNMP, SMS gateway.
2010/08	3.9.1	3.2		OpenVPN, Zenoss, config commit, & Call Home.
2010/12	4.0	3.3		Firewall router, Web Terminal, & SNMP updates.
2011/06	4.1	3.4		GPS, SNMP monitoring & IPv6, 32-port models, & SMS over cellular.
2011/10	4.2	3.5		Auto-Response.
2011/11	4.3	3.5.2	IM4216-34	PPTP, GRE, Groups, FTP server, multiple dial-in, & pmsshell.
2012/02	4.4	3.5.2u3	ACM5500	Kerberos, Cisco RJ in SD4000, & remove KCS.
2012/04	4.5	3.5.2u14		Cellular redial.
2012/07	4.6	3.5.3	SD4001 rev-01 & CM4001/4008 EoL.	SMS ARM, simple key, & Services page.
2012/12	4.7	3.6	ACM5504-5-G-W-I & IM4004-5 EoL.	Authenticated NTP.
2013/04	4.8	3.7		4G LTE support.
2013/09	4.9	3.8	IM7200	
2013/10	4.10		IM7208 & DDC models	
2014/01	4.11	3.9		Dual SIM, SNMP DIO, bulk provisioning, & WEEE.
2014/03	4.12	3.10		Connection Manager network management backend & Auto-Response extensions.
2014/07	4.13	3.11		New SNMP MIB, OpenLDAP, & LDAPS.
2014/09	4.14	3.12		New Manage Devices UI & brute force protection.
2014/10	4.15		CM7100	
2015/01	4.16	3.15		IP Passthrough
2015/02	4.17	3.15.1	CM4100 EoL.	ZTP
2015/06	4.18	3.16	ACM7000	
2015/11	4.19	3.16.2	SD4000 EoL.	Unauthenticated SSH & multicarrier cellular.
2016/03	4.20	3.16.4u2	ACM7004-5	
2016/04	4.21			Minor document cleanup.
2016/06	4.22		ACM7004-5 RSG	Link Layer Discovery Protocol (LLDP).
2016/07	4.23	3.16.5u1	IM7216-2-24U-DAC	disabling AAA accounting UI.
2016/09	4.24			ZTP (configuration over DHCP) & USB consoles.
2016/11	4.3			Edits, Copy-edits and re-format throughout.

This manual

The *Opengear User Manual* describes the features and capabilities of the following Opengear product lines, and provides instructions to best take advantage of them:

Remote Management Gateways

ACM5504-5-G/GV-W-I	ACM5508-2
ACM5504-5-G/GV-I	ACM5508-2-M
ACM5504-5-LA/LR/LV-I	ACM5008-2-P
	ACM7005-4

Remote Site Managers

ACM5002-F-E	ACM5004-F-E	and -G, -GV, -GS, and -LR models
ACM5003-M-F-E	ACM5004-2-I	with cellular support.

Infrastructure Managers

IM7248-2-DAC	and -LA, -LR, and -LV models
IM7232-2-DAC	with 4G LTE.
IM7216-2-DAC	

Infrastructure Managers

IM4248-2-DAC	IM4216-2-DAC	and -G and -GV models
IM4248-2-DDC	IM4216-2-DDC	with cellular support.
IM4232-2-DAC	IM4216-34-DAC	
IM4232-2-DDC	IM4216-34-DDC	
	IM4208-2-DAC	

Console Servers

CM7116-2-DAC
CM7132-2-DAC
CM7148-2-DAC

Each of these products is referred to generically in this manual as a *console server*.

Where appropriate, product groups may be referred to as *console servers*, gateways or by specific product line name or product group (for example the *IM4200 family* or the *ACM5500*).

Who should read this user manual?

You should read this manual if you are responsible for evaluating, installing, operating, or managing an Opengear appliance. This manual assumes you are familiar with the internal network of your organization, and are familiar with the Internet, IP networks, HTTP, FTP and basic security operations.

Manual organisation

The *Opengear User Manual* is structured as follows:

- | | |
|---|---|
| 1. Introductory material | An overview of the <i>console server's</i> features and information regarding this manual. |
| 2. Installation | Physical installation of the <i>console server</i> and the interconnecting of managed devices. |
| 3. System configuration | Initial installation and configuration of the <i>console server</i> and the supported services. |
| 4. Serial port, host, device & user configuration | Configuring serial ports and connected network hosts, and setting up users. |
| 5. Firewall, failover, & OOB access | Set up the firewall and the high availability access features of the <i>console server</i> . |
| 6. SSH tunnels & SDT connector | Secure remote access using SSH and configure for RDP, VNC, HTTP, HTTPS &c access to network- and serially-connected devices. |
| 7. Alerts, auto-response & logging | Set up local and remote event and data logs. Configure auto-responses to trigger events. |
| 8. Power, environment, & digital I/O | Manage USB, serial and network attached power strips and UPS supplies. Also EMD environmental sensor configuration. |
| 9. Authentication | Access to the <i>console server</i> requires authenticated usernames and passwords. |
| 10. Nagios integration | Set Nagios central management. Configure <i>console server</i> as a distributed Nagios server. |
| 11. System management | Access to and configuration of services to be run on the <i>console server</i> . |
| 12. Status reports | The dashboard summary and detailed status and logs of serial and network connected devices (ports, hosts, power and environment). |
| 13. Management | Port controls and user-accessible reports. |
| 14. Configuration from the command line | Command line installation and configuration using the <i>config</i> command. |
| 15. Advanced configuration | Advanced command line configuration activities using Linux commands. |
| 16. Appendices | Command definitions, specifications, certifications, terminology definitions, licenses, service and warranty details. |

The most recent version of this manual is always at <http://opengear.com/support/documentation/>.

Types of users

The *console server* supports two classes of users:

1. First there are administrative users, who have unlimited configuration and management privileges over the console server; and all the connected devices.

Administrative users are set up as members of the admin user group. Users in this class are referred to in this manual as Administrators. An Administrator can access and control the console server using the config utility, the Linux command line or the browser-based Management Console. By default, the Administrator has access to all services and ports to control all the serial connected devices and network connected devices (hosts).

2. The second class of users embraces those who have been set up by an Administrator with specific limits of their access and control authority. These users are set up as members of one of the pre-configured user groups (pptpd, dialin, ftp, pmshell or users) or another user groups an Administrator has added.

They are only authorized to perform specified controls on specific connected devices and are referred to as Users. These Users (when authorized) can access serial or network connected devices; and control these devices using the specified services (eg Telnet, HTTPS, RDP, IPMI, Serial-over-LAN, Power Control).

An authorized User also has a limited view the Management Console and can only access authorized configured devices and review port logs.

In this manual, when the term user (lower case) is used, it is referring to both classes of users above. This document also uses the term *remote users* to describe users who are not on the same LAN segment as the *console server*.

These remote users may be users, who are on the road connecting to managed devices over the public Internet. They may be an Administrator in another office connecting to the *console server* itself over the enterprise VPN. Or the remote user may be in the same room or the same office but connected on a separate VLAN to the *console server*.

Management console

The features of your *console server* are configured and monitored using the Opengear Management Console. When you first browse to the Management Console, you can use the menu displayed on the left side to configure the console server. Once you have completed the initial configuration, you can continue to use the Management Console runs in a browser and provides a view of the console server and all the connected devices.



Administrators can use the Management Console, either locally or from a remote location, to configure and manage the console server, users, ports, hosts, power devices and associated logs and alerts.

Users can also use the Management Console, but have limited menu access to control select devices, review their logs and access them using the in-built Web terminal or control power to them.

The console server runs an embedded Linux operating system, and experienced Linux and UNIX users may prefer to undertake configuration at the command line.

You can gain command line access by cellular, dial-in, or by directly connecting to the console server's serial console port (aka the console server's modem port). The shell can also be accessed by using ssh or Telnet to connect to the console server over a LAN (or by connecting with PPTP, IPsec or OpenVPN).

Manual conventions

The *Opengear User Manual* uses typeface 'colour' to distinguish between different software elements.

- Procedure steps are denoted with bullet-points like this.
- Bullet-pointed text is also, on occasion, used to present related items in a list.

Bold text in a procedure indicates a user interface element you click on or navigate to.

Italic text in a procedure indicates a user interface element that references a variable you can change or set.

Italics are also used in the standard typographic fashion to indicate a formal name (the book title in the first paragraph of this section, for example). The phrase 'console server' – when referring to any of Opengear's hardware products – is also italicised throughout.

Links, both to [external resources](#) and to other [places in the manual](#) are set in blue.

Mono-spaced type indicates a file-name or shell-based interface element, such as a bash script or application that runs from the bash shell or the Windows command-line. If you might enter the mono-spaced string at a shell-prompt or in a text-editor, it will be set thus.

*Note: Not a user-interface element. Indented text set in italics and prefixed with the word 'Note:' is text to pay specific attention to. The **Opengear User Manual** equivalent to the rare but now famous phrase 'hic sunt dracones' (here be dragons).*

Where to find additional information

1. The Quick Start Guide that came with your console server.

This provides instructions for the installation and configuration of Opengear hardware.

2. The Opengear Knowledge Base at <https://opengear.zendesk.com/>.

This online resource includes technical how-to articles, tips, FAQs and important notifications.

1. Installation

1.1. Models

This chapter describes how to install the *console server* hardware, and connect it to controlled devices.

There are multiple families and models, each with a different number of network/serial/USB ports or power supply and wireless configurations.

model	serial	usb			network	flash	console	v.92	modem	wireless	sensors	rj pinout*	power
	232 232/422/485	1	2	3	100 1000	GB							
ACM5002-F-E	2		1		1	4	n/a	n/a		n/a	temp/probes	02	ext ac/dc
ACM5004-F-E	4		1		2	4	n/a	n/a		n/a	temp/probes	02	ext ac/dc
ACM5003-M-F-E	3		1		1	4	n/a	internal		n/a	temp/probes	02	ext ac/dc
ACM5004-G(S/V)-E		4	1		1	0	n/a	n/a		3g	temp/probes	02	ext ac/dc
ACM5004-G(S/V)-I		4	1		1	0	n/a	n/a		3g	temp & D I/O	02	ext ac/dc
ACM5004-2-I		4	2		2	0	n/a	n/a		n/a	temp & D I/O	02	ext ac/dc
ACM5504-5-G(V)-I		4	2		5	4	n/a	n/a		3g	temp & D I/O	02	ext ac/dc
ACM5504-5-G-W-I		4	2		5	4	n/a	n/a		wap, 3g	temp & D I/O	02	ext ac/dc
ACM5504-5-Lx-I		4	2		5	4	n/a	n/a		4g	temp & D I/O	02	ext ac/dc
ACM5508-2	8		2		2	4	n/a	n/a		n/a	temp & D I/O	02	ext ac/dc
ACM5508-2-I		8	2		2	4	n/a	n/a		n/a	temp & D I/O	02	ext ac/dc
ACM5508-2-M	8		2		2	4	n/a	internal		n/a		02	ext ac/dc
ACM5508-2-L-I	8		2		2	4	n/a	n/a		4g	temp & D I/O	02	ext ac/dc
ACM7004	4		4		2	4	n/a	internal		4g	external	02	ext ac/dc
ACM7004-5	4		4		5	4	n/a	internal		4g	external	02	ext ac/dc
ACM7008-2	8		4		2	4	n/a	internal		4g	external	02	ext ac/dc
IM4248-2-DAC/DC	48		1	2	2	16	1	internal		3g opt	external	00/01/02	dual ac/dc
IM4232-2-DAC/DC	32		1	2	2	16	1	internal		3g opt	external	00/01/02	dual ac/dc
IM4216-2-DAC/DC	16		1	2	2	16	1	internal		3g opt	external	00/01/02	dual ac/dc
IM4208-2-DAC/DC	8		1	2	2	16	1	internal		3g opt	external	00/01/02	dual ac/dc
IM4216-34-DAC/DC	16		1	2	34	16	1	internal		n/a	external	02	dual ac/dc
IM7208-2-DAC	8		2			2 16	1	internal		wap, 4g opt	external	01/02	dual ac/dc
IM7216-2-DAC	16		2			2 16	1	internal		wap, 4g opt	external	01/02	dual ac/dc
IM7232-2-DAC	32		2			2 16	1	internal		wap, 4g opt	external	01/02	dual ac/dc
IM7248-2-DAC	48		2			2 16	1	internal		wap, 4g opt	external	01/02	dual ac/dc

model	serial		usb			network		flash	console	v.92	modem	wireless	sensors	rj pinout*	power
	232	232/422/485	1	2	3	100	1000	GB							
IM7216-2-24U-DAC	16		24	2		2		16		1	internal	wap, 3g, 4g	external	01/02	dual ac/dc
CM7148-2-SAC	48		2			2		4		1	n/a	n/a	external	02	single ac
CM7116-2-SAC	16		2			2		4		1	n/a	n/a	external	02	single ac
CM7148-2-DAC	48		2			2		4		1	n/a	n/a	external	02	dual ac
CM7132-2-DAC	32		2			2		4		1	n/a	n/a	external	02	dual ac
CM7116-2-DAC	16		2			2		4		1	n/a	n/a	external	02	dual ac

IM7200-series models have dual 10/100/1000 LAN ports with two RJ45 ports and two SFP fiber module slots.

CM7100-series models have dual 10/100/1000 RJ45 LAN ports.

*The RJ pinout values in the model table translate as follows:

00	Opengear Classic.
01	Cisco Rolled.
02	Cisco Straight.

The various product families support different software features.

model	dhcp	ddns	mgt lan	cell or wi-fi	oob	auto-response	flash (ftp & tftp)	ftp s	ipsec, pptp & openvpn
ACM5000	yes	yes	yes ¹	yes ²	yes	yes	yes ³	yes	yes
ACM5500	yes	yes	yes ¹	yes ²	yes	yes	yes	yes	yes
ACM7000	yes	yes	yes	yes ²	yes	yes	yes	yes	yes
IM4200	yes	yes	yes	yes ²	yes	yes	yes	yes	yes
IM7200	yes	yes	yes	yes ²	yes	yes	yes	yes	yes
CM7100	yes	yes	yes	no	yes	yes	yes	yes	yes

1.ACM500x-2, ACM550x-2, ACM5504-5 models only.

2.Selected models have 3G/4G cellular, Wi-Fi Wireless Access Points (WAP) or both.

3.ACM5002-F-E, ACM5003-M-F-E and ACM5004-F-E models only.

Note: To avoid physical and electrical hazard please read [appendix 3](#) on Safety

The sections below show the components shipped with each of these models.

1.1.1. ACM5000 kit components

component	part #s
ACM5002-F-E, ACM5003-M-F-E, ACM5004-F-E & ACM5004-2-I Remote Site Manager (plus -SDC options and -G/GV/GS models with cellular support)	
2 x Cable UTP Cat5 blue	440016
Cisco Connector DB9F-RJ45 straight and DB9F-RJ45 cross-over	3190014 3190015
Power Supply 12VDC 1.0A Wall mount	4500XX
Quick Start Guide	539000



Unpack the ACM5000 kit and verify you have all the parts shown above, and that they all appear in good working order. The ACM5004-G has an external 3G aerial to be attached.

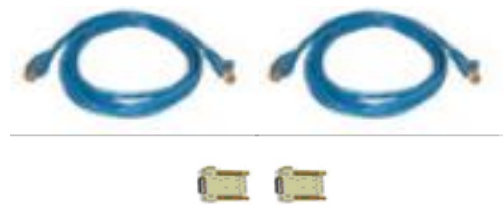
Connect the ACM5000 to the network, the serial ports of the controlled servers and AC power as shown below.

1.1.2. ACM5500 kit components

component	part #s
ACM5504-5-G/GV-W-I, ACM5504-5-G/GV-I, ACM5504-5-LA/LR/LV-I, ACM5508-2 ACM5508-2-L-I, ACM5508-2-M and ACM5008-2-P Remote Management Gateway	
2 x Cable UTP Cat5 blue	440016



Cisco Connector DB9F-RJ45	3190014
straight and DB9F-RJ45 cross-over	3190015
Power Supply 12VDC 1.0A Wall mount	4500XX
Quick Start Guide	539000



Unpack the ACM5500 kit and verify you have all the parts shown above, and that they all appear in good working order.

The ACM5004-5-G(V)-I and ACM5504-5-LA/LR/LV-I models come with an external cellular aerial to be attached. The ACM5004-5-G(V)-W-I also has an external 802.11 wireless aerial to be attached.

Connect the ACM5500 to the network, serial and USB ports of the controlled devices, environmental monitors and AC power as shown below.

1.1.3. ACM7004-2, ACM7004-5, ACM7008-2 kit components

component	part #s
ACM7004-2-LA, ACM7004-2-LR, ACM7004-2-LV, ACM7004-2-LMA, ACM7004-2-LMV, ACM7004-2- LMCR, ACM7004-2-LMCT, ACM7008-2-LMA, ACM7008-2-LMV, ACM7008-2-LMR, ACM7008-2- LMCR, ACM7008-2-LMCT, ACM7004-5-LMA, ACM7004-5-LMV, ACM7004-5-LMCR, ACM7004-5- LMCT	
2 x 4G LTE blade antennas	569028
DB9F-to-RJ45 crossover serial adapter	319015
12V switching DC power supply	450031
Rack kit (1 tab, 1 ear, 2 rack screws, 2 nuts, 4 screws)	590003
Quick Start Guide	520085



1.1.4. ACM7005-4 Remote Site Gateway kit components

component	part #s
ACM7004-5 Remote Site Gateway	
DB9F-to-RJ45 crossover serial adapter	319015
12V switching DC power supply	450031
Rack kit (1 tab, 1 ear, 2 rack screws, 2 nuts, 4 screws)	590003
Quick Start Guide	520085



1.1.5. IM4208-2, IM4216-2, IM4232-2, IM4248-2, & IM4216-34 kit components

component	part #s
IM4216-2 Infrastructure Manager	509006
IM4248-2 Infrastructure Manager	509007
IM4208-2 Infrastructure Manager	509008
IM4216-34 Management Gateway	509009
2 x Cable UTP Cat5 blue	440016
DB9F-RJ45S straight adapter and	319000
DB9F-RJ45S cross-over adapter	319001
Dual IEC AC power cord (DAC models only)	440001
Quick Start Guide	539001



Unpack the IM4200 (IM4208-2, IM4216-2, IM4232-2, IM4248-2 Infrastructure Manager or IM4216-34 Management Gateway) kit and verify you have all the parts shown above, and that they all appear in good working order.

If you are installing the IM4200 in a rack you will need to attach the rack mounting brackets supplied with the unit, and install the unit in the rack. Take care to heed the safety precautions listed in [appendix 3](#).

Connect the IM4200 to the network, to the serial ports of the controlled devices, and to power as outlined below.

1.1.6. IM7208-2, IM7216-2-24U, IM7232-2, & IM7248-2 kit components

component	part #s
IM7248-2-DAC, IM7232-2-DAC, IM7216-2-24U-DAC, IM7216-2-DAC and IM7208-2-DAC Infrastructure Managers (and -LA/LR/LV models with 4G LTE)	
2 x Cable UTP Cat5 blue	440016
Cisco Straight and Rolled Connectors	319014
DB9M/F -RJ45	319015
	319016
	319017
	319018
	319019
Dual IEC AC power cord (DAC models only)	440001
Quick Start Guide	539001



Unpack the IM7200 kit and verify you have all the parts shown above, and that they all appear in good working order.

If you are installing the IM7200 in a rack you will need to attach the rack mounting brackets supplied with the unit, and install the unit in the rack. Take care to heed the safety precautions listed in [appendix 3](#).

Connect the IM7200 to the network, to the serial ports of the controlled devices, and to power as outlined below.

Note: The IM7208-2-DDC, IM7216-2-DDC, IM7232-2-DDC and IM7248-2-DDC products are DC powered and the kits do not include an IEC AC power cord.

1.1.7. CM7116-2, CM7132-2 and CM7148-2 kit components

component	part #s
CM7116-2 Console Server, CM7132-2 Console Server and CM7148-2 Console Server	
2 x Cable UTP Cat5 blue	440016
Cisco Connector DB9F-RJ45 straight and DB9F-RJ45 cross-over	319014 319015
Dual IEC AC power cord	440001
Quick Start Guide	539001



Unpack the CM7116-2 (or CM7132-2/CM7148-2) kit and verify you have all the parts shown above, and that they all appear in good working order.

If you are installing the CM7116-2 (or CM7132-2/CM7148-2) in a rack you will need to attach the rack mounting brackets supplied with the unit, and install the unit in the rack. Take care to heed the safety precautions listed in [appendix 3](#).

Connect the CM7116-2 (or CM7132-2/CM7148-2) to the network, to the serial ports of the controlled devices, and to power as outlined below.

1.2. Power connection

1.2.1. All IM7200, IM4200, & CM7100 -DAC models

These standard IM7200, IM4200 and CM7100 console servers all have dual universal AC power supplies with auto failover built in. These power supplies each accept AC input voltage between 100 and 240 VAC with a frequency of 50 or 60 Hz and the total power consumption per console server is less than 30W.



Two IEC AC power sockets are located at the rear of the metal case, and these IEC power inlets use conventional IEC AC power cords. Power cords for various regions are available, although the North American power cord is provided by default. There is a warning notice printed on the back of each unit.

Note: To avoid electrical shock the power cord grounding conductor must be connected to ground.

1.2.2. All ACM5000 & ACM7000 models

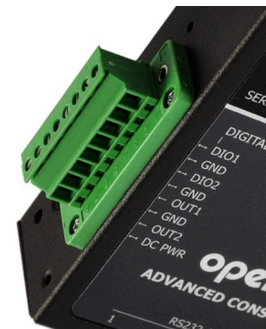
All ACM5000 models are supplied with an external AC-12V DC wall-mount power supply. This comes with a selection of wall socket adapters for each geographic region (North

American, Europe, UK, Japan or Australia). The 12V DC connector from the power supply unit plugs into the 12V DC (PWR) power jack on the side of the console server casing.

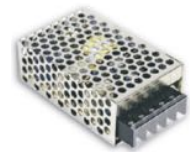
- Plug in the power supply AC power cable and the DC power cable.
- Turn on the AC power and confirm the console server Power LED (PWR) is lit.

The ACM5000 models can also be powered from an external +9V DC to +30V DC power source by connecting the DC power lines to a power plug that plugs into the 12VDC (PWR) jack.

The industrial ACM5004-2-I model can also be powered externally by connecting a +9 to +30V DC power source to the DC PWR and GND connectors on the green screw terminal block on the side of the unit.



Note: All ACM5000 models can also be ordered with the -SDC option. These units are supplied with an external DC-DC power converter. This converter has an integrated power cable/connector that plugs into the 12VDC (PWR) connector on the ACM5000. The input voltage for the DC-DC converter is plus or minus 36V DC to 72V DC



1.2.3. All ACM5500 models

All the ACM5500 models are supplied with an external AC-12VDC wall mount power supply. This comes with a selection of wall socket adapters for each geographic region (North American, Europe, UK, Japan or Australia). The 12V DC connector from the power supply unit plugs into the 12VDC (PWR) power jack on the side of the console server casing.

- Plug in the power supply AC power cable and the DC power cable.
- Turn on the AC power and confirm the console server Power LED (PWR) is lit.

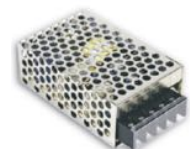
The ACM5500 models can also be powered via an external +9V DC to +30V DC power source. Connect the DC power lines to a power plug that plugs into the 12VDC (PWR) jack.

The ACM5500 can also be powered via an external 9V AC to 24V AC power source to this jack.

The industrial ACM5508-2-I and ACM5504-5-G-I models also can be powered externally by connecting a +9 to +30V DC power source to the EXT 9-30V DC and GND connectors on the green screw terminal block on the side of the unit.



Note: An external DC-DC power converter can be ordered as an accessory with any ACM5500 remote management gateway. This converter has an integrated power cable/connector that plugs into the 12VDC (PWR) connector on the ACM5500. The input voltage for the DC-DC converter is plus or minus 36V DC to 72V DC.



1.2.4. IM7200-DDC & IM4200-DDC

The -DDC model console servers all have dual DC power supplies with auto failover built in. To

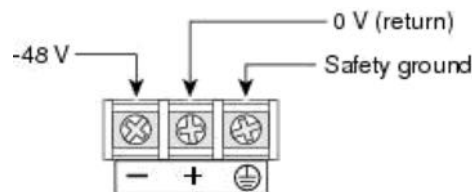
connect to the DC input supply:

- Strip the DC wire insulation to expose approximately 10 mm (0.4") of conductor.
- Connect the safety ground wire to the 'E' safety ground terminal on the terminal block first. The DDC is floating (with regards to Earth), however the safety terminal on the three way screw terminal block connects to Earth or Chassis Ground.
- Connect the power wires to the appropriate terminals of the terminal block.

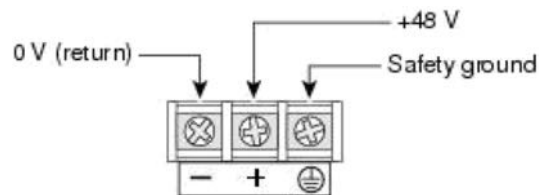
The + terminal on the four way screw terminal block should always be connect to the more positive voltage (from 0V to +48 V).

The - terminal on the four way screw terminal block should connect to the more negative voltage (from -48V to 0V).

So the connections for -48 Volt DC input power are:



The connections for +48 Volt DC input power are:



- Tighten the terminal screw to a torque of $0.93 \pm 0.05 \text{ N} \cdot \text{m}$ ($8.0 \pm 0.5 \text{ in} \cdot \text{lb}_f$).
- Repeat the connection steps above for the second power supply.
- Turn on the DC power.

Note: The safety covers are an integral part of the DDC product. Do not operate the unit without the safety cover installed.

Note: Any exposed wire lead from a DC-input power source can conduct harmful levels of electricity. So ensure that no exposed portion of the DC-input power source wire extends from the terminal block plug and safety cover.

1.3. Network connection

All Opendgear console servers all ship with Ethernet ports.

These ports are located on the front panel of the rack-mount IM4200 units; the rear panel of the rack-mount CM7100 units; and on the side of the smaller ACM7000, ACM5500 and ACM5000 units. All physical connections are made using industry standard Cat5 cabling and connectors.

Ensure you only connect the LAN port to an Ethernet network that supports 10/100, or 10/100/1000 (IM7200, CM7100, ACM7000 only).

The IM7200 has four physical input ports which are logically presented as two ports (NET1 & NET2). Each logical port consists of a copper 10/100/1000 port and a fiber-optic small form-factor pluggable (SFP) module slot.

The ACM7004-5 has six physical input ports: an SFP port and an RJ45 port on the front of the device which are logically paired and marked as NET1; and four RJ45 ports on the back of the device which constitute an independent Ethernet switch and which are marked as NET2.

On all devices with logically-paired SFP and RJ45 ports, you can use only one of the two physical ports at a time: either the SFP module port or the 10/100/1000 port.

As well, and again on all console servers with logically-paired SFP and RJ45 ports, the fiber-optic medium (ie, the SFP module) has priority over the copper medium (ie the RJ45 port). Only if the SFP module is not plugged in, does the RJ45 copper link becomes active. This applies regardless of the connection order. If the SFP module is plugged in after the copper medium has established a link, the copper link is disconnected and the fiber-optic medium becomes active.

For the initial configuration of the console server you must connect a computer to the console server's principal network port. This port is labeled NET1 (on IM7200 and CM7100), NETWORK1 (on IM4200), LAN1 (on ACM7000 and ACM5500) and LAN USB1 (on ACM5000).

1.4. Serial port connection

Console servers all come with one to forty eight serial ports, marked SERIAL or SERIAL PORTS. These ports connect to serially Managed Devices. Each console server also has either a dedicated Local Console (or modem) port marked LOCAL or CONSOLE, or one or its SERIAL ports can be software configured in Local Console mode. This Local Console port can be used for local command line access (or external serial modem out of band connection).

All *console server* models except the ACM5000, ACM5500 and ACM7000 have a dedicated local RS232 Console port. This is a DB9 connector located on the front of the IM4200 models, and a RJ45 connector (Cisco Straight) located on the front of the IM7200 and CM7100 models.

ACM5000, ACM5500 and ACM7000 models have two, three, four, or eight serial ports presented as RJ45 ports 1-x. By default, port 1 on all these models is configured in Local Console mode.

Conventional Cat5 cabling with RJ45 jacks is generally used for serial connections. Opendgear supplies a range of cables and adapters that may be required to connect to the more popular servers and network appliances.

These are also overviewed in [appendix 4](#). More detailed information is available online at <https://opengear.zendesk.com/forums/21087337-cabling>.

Before connecting the console port of an external device to the console server serial port, confirm that the device does support the standard RS-232C (EIA-232).

The *console servers* come with one to forty eight serial connectors for the RS232 serial ports:

The RJ45 serial ports are located on the front face of the ACM5000 and ACM5500; on the rear of the ACM7000; on the front panel of the rack mount IM4200; and on the rear panel of the rack mount IM7200.

The ACM5000, ACM5500, ACM7000, CM7100 and IM4216-34 models have Cisco Straight serial pinouts on the RJ45 connectors (see [chapter 1.4.3](#) below).

All serial ports on the IM7200 are RJ45 and are software selectable for Cisco Straight or Cisco Rolled pinout.

The IM4200 family is available with a selection of alternate RJ45 pinouts e.g. the IM4208-2, IM4216-2 and IM4248-2 console servers have three RJ45 pinout configurations available: Opendgear Classic, Cisco Straight or Cyclades/Cisco Rolled (see [chapter 1.4.1](#)).

These alternate pinouts need to be specified in the part number at the time of order e.g. to order an IM4248-2 dual power supply AC USA model, specify:

IM4248-2-DAC-X2-US for a unit equipped with Cisco Straight RJ pinouts (straight through cable).

IM4248-2-DAC-X1-US for a unit equipped with Cyclades/Cisco Rolled RJ pinouts (rolled cable connection).

IM4248-2-DAC-X0-US for a unit equipped with Opendgear Classic RJ pinouts.

Some console server models support RS-422 and RS-485 as well as RS-232.

The four RJ45 serial ports on the ACM5004-2-I and ACM5504-5-G-I are each RS-232/422/485 software selectable as are the eight RJ45 serial ports on the ACM5508-2-I.

See [appendix 4](#) for RS422/485 pinout and connection details.

In summary:

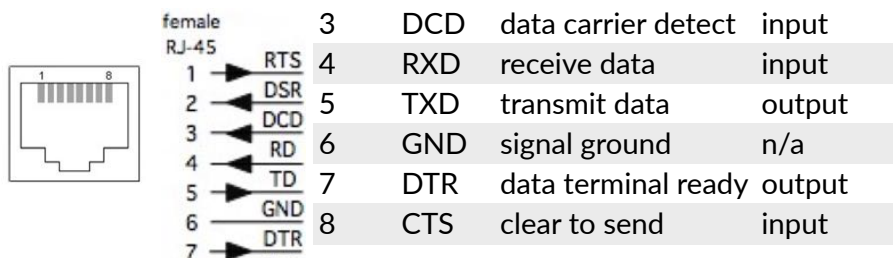
model	serial ports		console port		
	#	connector	pinout	rs232	rs422/485
ACM500x	2,3,4	RJ	X2 Cisco	yes	no
ACM5004-I	4	RJ	X2 Cisco	yes	yes

1. The first serial port can be reassigned to be a console port.

1.4.1. Opendgear Classic RJ45

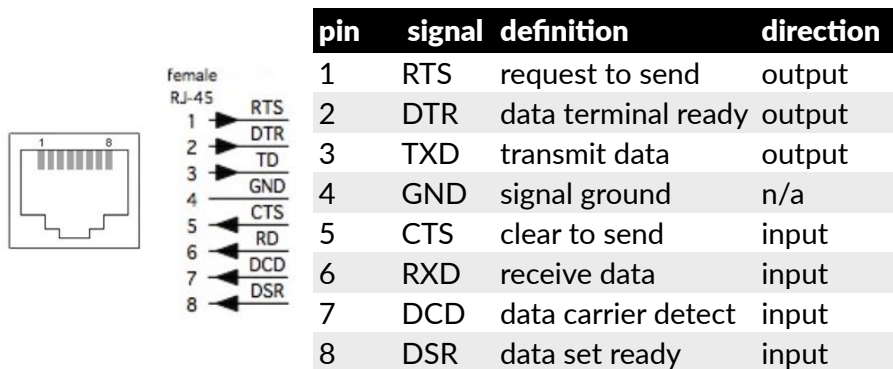
The IM4200 console servers are also available with this RJ45 pinout as an option:

pin	signal	definition	direction
1	RTS	request to send	output
2	DSR	data set ready	input



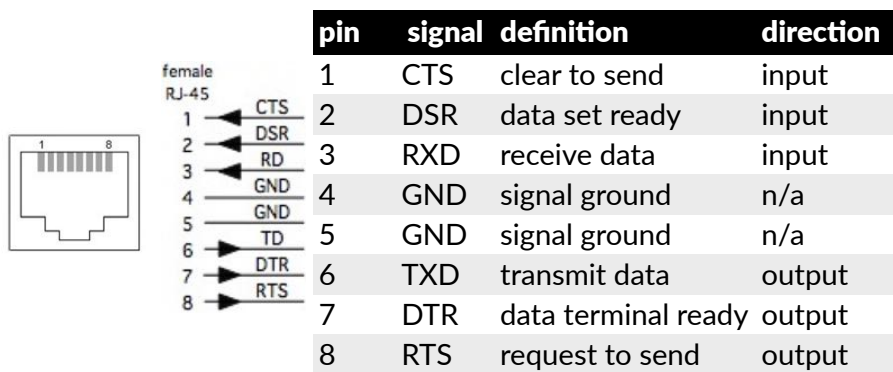
1.4.2. Cisco Rolled (Cyclades) RJ45 pinout (option -X1)

The IM4200 console servers are available with this RJ45 pinout option. The IM7200 console servers can select this pinout. This makes it easy to replace Avocent Cyclades products, and is convenient for use with rolled RJ45 cable:



1.4.3. Cisco RJ45 pinout

The ACM5000, ACM5500, ACM7000, CM7100 and IM4216-34 models have Cisco serial pinouts on its RJ45 connectors. The IM4200 console servers are also available with this RJ45 pinout. The IM7200 console servers can select this pinout (it is the default). This provides straight through RJ45 cable to equipment such as Cisco, Juniper, Sun, and many more:



1.5. USB port connection

Most *console servers* have external USB ports. IM7200s have USB 3.0 ports. On other models these ports are mostly USB 2.0. They can be used for:

- connecting to UPS or PDU managed devices (for managing UPS supplies, for example).
- connecting an external USB memory stick

connecting to USB Consoles. NB: IM4200/ACM5xx/550x support 2 Cisco Consoles only.

Some *console server* models also have a USB1.1 port and this is best reserved for use with an external USB memory stick dedicated to recovery firmware boot images, extended log file storage or both.

All the IM4200-X models with internal cellular have one USB1.1 port on the front face and one USB 2.0 port at the rear face. This USB2.0 port uses a micro-AB USB connector so an adapter cable is also included. These models also have 16GB flash installed internally via a USB 2.0 flash drive for improved logging

All the other models in the IM4200-X family (IM42xx-2-DxC-Xx models such as IM4208-2-DAC-X0, IM4248-2-DDC-X2 and IM4216-34-DAC-X2) have one USB1.1 port on the front face and two additional USB 2.0 ports at the rear face (adjacent to modem jack). These IM4200-X models also have an internal 16GB flash drive

The IM7216-2-24U, like all other IM7200-series models, has two front-facing USB 3.0 ports. The IM7216-2-24U also has 24 rear-facing USB 2.0 ports. These rear-facing USB ports are presented as serial ports 17–40 and support USB console connections to devices from a wide range of vendors, including Cisco, HP, Dell and Brocade. Moreover, and aside from their utility as USB connections, all IM7216-2-24U USB ports can function as plain RS-232 serial ports when a USB-to-serial adapter is connected.

The IM7216-2-24U's two front-facing USB ports are presented as Front, Upper USB and Front, Lower USB respectively. And, although these two ports can also be used as serial ports with a USB-to-serial adapter, in most instances it is expected the front-facing ports will be used on the IM7216-2-24U as they are used on other IM7200-series models: to connect to USB consoles on UPS supplies or Cisco devices; and for in-situ flash drive attachment to load updated firmware or saved configuration files.

Some *console server* models also come with internal USB connections to cellular modem and/or flash memory.

The ACM5500 models all have an internal 4GB USB flash drive as well as two unallocated external USB2.0 ports.

The ACM7000 models all have an internal 4GB USB flash drive as well as four unallocated external USB2.0 ports. These four unallocated USB ports are labelled 1 – 4 on the device itself and in the Web interface. Note: a handful of ACM-7004-5s were manufactured with physical labels A – D on the four USB ports. If you have such an ACM-7004-5, be aware the Web interface still denotes them as USB ports 1 – 4, as it does with other 7000-series devices.

The ACM5000 models have two USB2.0 ports. However one or both of these may be pre-allocated internally. For example the ACM5004-G has one internal USB committed for the cellular modem adapter, so there is only one external USB port free. Similarly with ACM5004-F-E model an internal USB flash is fitted, using up one of the two USB2.0 ports.

1.6. Fitting Cellular SIM and Antennas

The ACM5504-5-G-W-I, ACM5504-5-G-I, ACM5004-G-E and ACM5004-G-I models each have an internal 3G cellular modem that requires at least one (or more) SIM cards to be installed and at least one external cellular antenna to be attached. The ACM5000-GV/GS and ACM5500-GV/GS models also have an internal cellular modem requiring external antenna

connection. However the Verizon and Sprint 3G networks do not require a SIM card.

Similarly the IM4200-2-DAC-X2-G and IM4216-34-DAC-X2-G models have an internal 3G cellular modem that requires a SIM card and external antenna. The IM4200-2-DAC-X2-GV/GS and IM4216-34-DAC-X2-GV/GS models also have an internal cellular modem requiring external antenna connection however they do not require a SIM card.

The ACM5504-5-LA/LR/LV-I, ACM7004-2-LA/LR/LV, ACM5004-LR, ACM5004-LR-I and IM7200-LA/LR/LV/LM-I models all have an internal 4G LTE cellular modem that requires at least one SIM card to be installed and two external cellular antennas to be attached.

The ACM5504-5-G-W-I and all IM7200 models also have an internal 802.11 wireless modem that requires at least one external WiFi antenna to be attached.

1.6.1. ACM5004 -G & -L models

The ACM5000 -GV/-GS/-G work with Verizon USA, Sprint USA and global GSM carriers including AT&T USA, respectively. The ACM5000 -LR models work with global GSM carriers (outside the USA). Your carrier will provide you with a SIM card for activating you data plan (-G models only).

Note: you must install the SIM card before powering on the device.

Unscrew the cover plate on the side of the insert the SIM into the SIM garage then screw the cover plate back on.

Note: take care to inset with contacts facing upwards as shown.



Screw the provided antenna on to the MAIN SMA antenna connector on the rear of the unit. Then place the unit and/or aerial in a location that will ensure the best signal.



These models come with dual SMA antenna connectors. The AUX connector can be used for receive diversity. This requires an external antenna (accessory Part# 569006) and cable (Part# 449041).

With -I models, the AUX connector can also be used for GPS. An external GPS passive antenna with magnetic base, SMA connector and 2 meter cable is available (Part # 569008).

These models have two cellular status LEDs. The SIM LED on top of unit should go on solid when powered and a SIM card has been inserted and detected.

The WWAN LED on top of the unit should go on at a fast blink once a radio connection has been established with your cellular carrier (that is, after an APN has been properly configured).

WWAN LED Status:

Off:	in reset mode or not powered.
Slow blink:	searching for service.
Solid Green:	active service; no traffic detected.
Fast Blink:	active service; traffic (blink proportional to traffic detected).

1.6.2. ACM5500 -G models

The ACM5500 -GV/-GS/-G work with Verizon USA, Sprint USA and global GSM carriers including AT&T USA, respectively. Your carrier will provide you with a SIM card for activating you data plan (-G models only).

Note: you must install the SIM card before powering on the device.



-G-I models can hold two SIM cards from alternate carriers, however only requires one SIM to operate. Unscrew the SIM card access panel and insert the first carrier SIM card in the bottom SIM slot. A second carrier SIM can also be installed in the

slot above the first. Screw the cover plate back on.

Note: Take care to insert the SIM cards with contacts facing downward and the notch to the right-hand side.

Screw the provided cellular antenna on to the main Cell (M) connector on the rear of the ACM5504-G-I.

Then place the unit and/or aerial in a location that will ensure the best signal. The ACM5504-5-G-I has a second SMA antenna connector. This Cell (A) connector can be used for receive diversity. This requires an external antenna (accessory Part# 569006) and cable (Part# 449041).



The ACM5504-5-G-I has a second SMA antenna connector. This Cell (A) connector can be used for receive diversity. This requires an external antenna (accessory Part# 569006) and cable (Part# 449041).



Alternately, the Cell (A) connector can be used for GPS. An external GPS passive antenna with magnetic base, SMA connector and 2 meter cable is available (Part # 569008).

The ACM5504-5-G(V)-W-I models have an internal 802.11 WiFi adapter and come with an external WiFi antenna. Screw wireless antenna on to the main WIFI (M) connector.

The ACM5504-5-G(V)-W-I has a second WiFi antenna connector. This WIFI (A) connector can be used for diversity and requires an external antenna (part # 569011).

1.6.3. ACM5500 -L models

The ACM5500 -LA/-LV/-LR models work with AT&T USA, Verizon USA, or global 4G LTE carriers respectively. Your carrier will provide you with a SIM card for activating you data plan. -LR models can hold two SIM cards from alternate carriers, however only one SIM is required.

Note: you must install the SIM card before powering on the device.



Unscrew the SIM card access panel and insert the first carrier SIM card in the bottom SIM slot. A second carrier SIM can also be

installed in the slot above the first.

Note: double check you inserted the SIM card in the bottom SIM slot with contacts facing downward and the notch to the right-hand side. Then replace the SIM card access panel.

ACM5500-L models are supplied with two external 7-band cellular antennas. Screw the provided antennas on to the main Cell (M) and diversity Cell (A) SMA connectors on the rear panel.

An external GPS passive antenna with magnetic base, SMA connector and 2 meter cable is available (Part #569008). It is screwed on to the GPS SMA connector on the rear panel.

1.6.4. ACM7000 -L models

'-L' model ACM7000s come with internal 4G LTE modems and either single (ACM7004-2-LA and ACM7004-2-LR) or dual (all other '-L' ACM7000-series models) mini-SIM card slots.

The -LA and -LMA models work with AT&T USA. The -LV and -LMV models work with Verizon USA. And the -LR and -LMR models work with global 4G LTE carriers. NB: -LM models are also multi-carrier. The ACM7004-5-LMA, for example, works with AT&T USA by default but can be re-set to work with Verizon USA. Likewise with a model like the ACM7008-2-LMV: it works with Verizon USA by default but can be re-set to work with AT&T USA.



Whichever carrier you choose, their SIM card activates the data plan and must be installed before powering on the device.

On single-SIM models, simply slide the carrier's SIM card into the slot on the front of the device, making sure the contacts are facing upwards and the notch is pointing outwards as the card slides into place.

Dual-SIM models use a SIM cradle. The cradle holds the SIM card or cards and slides into the dual-SIM-card slot on the front of the device. The bottom slot is the default slot. If you have a dual-SIM ACM7000 and only one SIM card, insert the card into the bottom slot of the SIM cradle. No matter the specific configuration, SIM cards go into the cradle with the contacts upwards and the notch inward and adjacent to the longer cradle arm.

ACM7000 -L models also come with two external 7-band cellular antennas. Screw the provided antennas on to the main Cell (M) and diversity Cell (A) SMA connectors on the rear panel. An external GPS passive antenna with magnetic base, SMA connector and 2 meter cable is available (Part #569008). It is screwed on to the GPS SMA connector on the rear panel.

1.6.5. IM4200 -G models

The IM4200-2-DAC-X2/X0-G and IM4216-34-DAC-X2-G models have an internal 3G-GSM HSUPA/UMTS cellular modem (and an internal 16GB flash memory and an additional USB port at the rear). They are also supplied with an external antenna with extension cable, and a USB adapter cable. They work with global GSM carriers.

Before powering on the console server:

- Your carrier will provide you with a SIM card. Insert the SIM card (1). It will lock into place.





Note: Take care to insert SIM with contacts facing downward.

- Screw the external antenna coax cable onto the MAIN screw mount SMA connector on the rear of the console server (2).
- The AUX connector can be used either for receive diversity (requires external antenna Part# 569006 and cable Part# 449041) or for GPS (requires external GPS passive antenna with cable Part# 569008).

The IM4200-2-DAC-X2/X0-GV/GS and IM4216-34-DAC-X2-GV/GS models also have an internal cellular modem (and an internal 16GB flash memory and an additional USB port at the rear). They do not require a SIM card, but the supplied external antenna is installed as above. These models work with Verizon USA and Sprint USA respectively.

1.6.6. All IM7200 models

All the IM7200 models have an internal 802.11 WiFi adapter and come with an external WiFi antenna.



Before powering on the IM7200:

- Screw wireless antenna on to the WIFI (MAIN) SMA connector.

The IM7200 has a second WiFi antenna connector. This WIFI (AUX) connector can be used for diversity and requires an external antenna (part #569022).

1.6.7. IM7200 -L models

The IM7200- LA, LV, LR, LMA, and LMV models have a SIM card slot and three SMA cellular antenna connectors (for cellular with receive diversity and GPS).

LA models work with AT&T USA. LV models work with Verizon USA. LR models work with global 4G LTE carriers. LMA models default to AT&T but are multicarrier in the United States and also work with Verizon. LMV models default to Verizon but are multicarrier in the United States and also work with AT&T.

Included in the kit are two cellular antennas (with one 10 foot coaxial cable and magnetic antenna screw mount base for mounting outside the rack). If cellular signal strength is an issue, higher gain and directional antennas can be sourced.



Before powering on the IM7200 -LA/-LV/-LR:

- Screw one antenna (or antenna cable) onto the CELL (MAIN) screw mount (1) and the diversity antenna, onto the CELL (AUX) connector.

Note: if you have purchased a GPS antenna, screw it on to GPS.

- Your carrier will provide you with a SIM card. Insert the card into the SIM CARD slot and it

will lock into place (2).

Note: Take care to insert SIM card with contacts facing downwards.

1.7. Digital I/O & environmental sensors

ACM5000 or ACM5500 models with an -I in the model number or ACM5000 models with the -E option ship with an external green connector block for attaching environmental sensors and digital I/O devices.

Plug in this block and screw in any external devices.

On the ACM5508-2-I, ACM5504-5-G-I, ACM5504-5-LA/LR/LV-I, ACM5004-2-I, ACM5004-G/LR-I models this block can also be used for connecting the external DC power source.

ACM7000 models ship with an in-built, black, spring cage I/O connector block for attaching environmental sensors and digital I/O devices. It cannot be used for connecting an external DC power source.

See [chapter 7](#) for further details.

2. System configuration

This chapter provides step-by-step instructions for the initial configuration of your console server, and connecting it to the Management or Operational LAN. This involves the *Administrator*:

- activating the Management Console.
- changing the Administrator password.
- setting the IP address console server's principal LAN port.
- selecting the services to be enabled and access privileges.

This chapter also discusses the communications software tools that the *Administrator* may use in accessing the console server, and the configuration of the additional LAN ports.

Note: for guidance on configuring large numbers of Opendgear appliances and/or automating provisioning, please consult the sections entitled 'Bulk Provisioning and Zero Touch Provisioning'.

2.1. Management console connection

Your console server comes configured with the following default IP address and subnet mask:

- IP address: 192.168.0.1.
- Subnet mask: 255.255.255.0.

For initial configuration it is recommended the *console server* be connected directly to a single

computer.

If you choose to connect the console server and computer to a LAN before completing the initial setup steps the following conditions must be met:

- there must be no other devices on the LAN at IP address 192.168.0.1.
- the console server and the computer must be on the same LAN segment, with no interposed router appliances.

2.1.1. Connected computer setup

To configure the *console server* with a browser, the connected PC/workstation should have an IP address in the same range as the *console server* (for example, 192.168.0.100):

To configure the IP address of a computer running Linux, macOS, or Unix:

- run `ifconfig`.

To configure the IP address of a computer running Windows:

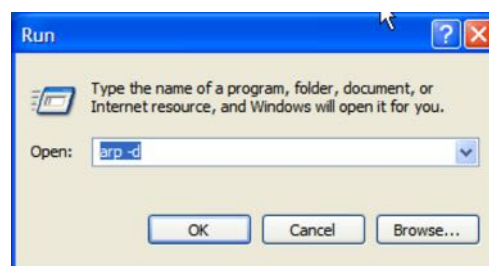
- Click **Start -> (Settings ->) Control Panel** and double click **Network Connections** (for Windows 95/98/Me, double-click **Network**).
- Right-click on **Local Area Connection** and select **Properties**.
- Select **Internet Protocol (TCP/IP)** and click **Properties**.
- Select **Use the following IP address** and enter the following details:

IP address:	192.168.0.100
Subnet mask:	255.255.255.0

- If you want to retain your existing IP settings for this network connection, click **Advanced** and add the above details as a secondary IP connection.

If it is not convenient to change your computer's network address, you can use the `ARP-Ping` command to reset the *console server's* IP address. To do this from a computer running Windows:

- Click **Start -> Run** (or select **All Programs > Accessories > Run**).
- Type `cmd` and click **OK** to bring up the `cmd.exe` shell prompt .
- Type `arp -d` to flush the ARP cache.



- Type `arp -a` to view the current ARP cache (this should be empty).

Now add a static entry to the ARP table and ping the console server to assign the IP address to the *console server*.

In the example below, a *console server* has the MAC Address 00:13:C6:00:02:0F (designated on the label on the bottom of the unit) and its IP address is set to 192.168.100.23.

Note: the computer issuing the arp command must be on the same network segment as the console server (that is, have an IP address of 192.168.100.xxx).

- On Windows: type `arp -s 192.168.100.23 00-13-C6-00-02-0F`
- On Linux, macOS or Unix: type `arp -s 192.168.100.23 00:13:C6:00:02:0F`
- Type `ping -t 192.18.100.23` to start a continuous ping to the new IP Address.
- Turn on the *console server* and wait for it to configure itself with the new IP address. It will start replying to the ping at this point.
- Type `arp -d` to flush the ARP cache again.

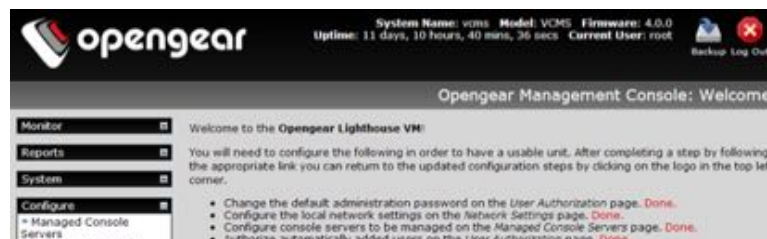
2.1.2. Browser connection

Launch or switch to your preferred browser on the connected computer and enter `https://192.168.0.1`.



Note: Console servers ship with a self-signed SSL certificate and are factory configured with HTTPS access enabled and HTTP access disabled.

The Management Console supports all current versions of the popular browsers: Internet Explorer, Firefox, Chrome, Safari and more.



You will be prompted to log in.

- Enter the default administration username and administration password:

Username: root
Password: default

A **Welcome** page, which lists initial configuration steps, will display.

These steps are:

- Change default administration password (Users page. See [chapter 2.2.](#))
- Configure the local network settings (System/IP page. See [chapter 2.3.](#))
- Configure serial ports settings (Serial & Network/Serial Port page. See [chapter 3.](#))
- Configure user port access (Serial & Network/Users page. See [chapter 3.](#))

If your system has a cellular modem steps to configure the cellular router features will also present:

- Configure the cellular modem connection (System/Dial page. See [chapter 4.](#))
- Allow forwarding to the cellular destination network (System/Firewall page. See [chapter 4.](#))
- Enable IP masquerading for cellular connection (System/Firewall page. See [chapter 4.](#))

After completing each of the above steps, return to the configuration list by clicking the Opengear logo in the top left corner of the page.

Note: if you are not able to connect to the Management Console at 192.168.0.1 or if the default Username and Password were not accepted then reset your console server (See [chapter 10.](#))

2.2. Administrator set-up

2.2.1. Change default root system password

For security reasons, only the administrative user named *root* can initially log into a *console server*. So only those people who know the root password can access and reconfigure the *console server* itself.

The corollary is that anyone who correctly guesses the root password can gain access and control of a *console server*. And the initial root password is **default**. It is essential, therefore to

The screenshot shows the Opengear Management Console interface. At the top, the system status is displayed: System Name: acm5004, Model: ACM5004, Firmware: 3.5.3, Uptime: 0 days, 14 hours, 44 mins, 15 secs, Current User: root. The main heading is 'Serial & Network: Users & Groups'. On the left, a sidebar menu lists various configuration categories. The main content area is titled 'Edit an Existing User' and shows the configuration for the 'root' user. Fields include Username (root), Description (Root User), Password (masked with asterisks), and Confirm (masked with asterisks). There is a section for 'SSH Authorized Keys' with a text area for pasting keys. At the bottom, there are two checkboxes: 'Disable Password Authentication' (unchecked) and 'Save Password across firmware erases' (unchecked). Each checkbox has a brief description of its function.

enter and confirm a new password before giving the console server any access to, or control of, other computers and network appliances.

- Select **Change default administration password** from the **Welcome** page.
- The **Serial & Network > Users & Groups** page loads. From here a new, confirmed password for the root user can be set.

Note: There are no character restrictions in a console server user's password. And passwords can be up to 254 characters long. Only the first eight characters are used to make the password hash, however.

- If the console server has flash memory (such as the IM7200) you will be given the option to *Save Password across firmware erases*.

Checking this will save the password hash in the non-volatile configuration partition, which does not get erased on firmware reset. Take care as if this password is lost, however. In such an event, the affected console server will need to be firmware recovered.

- Click **Apply**.

Since the root password has changed a new log-in prompt will present. This time use the new password.

2.2.2. Setup a new administrator

A new *Administrator* user should be setup and this new user should be used for ongoing console server administration, rather than relying on the root user.

This new user can be configured in the admin group with full access privileges by selecting **Serial & Network > Users & Groups > Add a New User** (see [chapter 2.2](#) for details).

2.2.3. Name the system

- Select **System > Administration**.
- Enter a *System Name* and *System Description* for the console server to give it a unique ID and make it simple to identify.

Note: The System Name can contain from 1 to 64 alphanumeric characters as well as the following special characters . - _ . There are no restrictions on the characters that can be used in the System Description, which can contain up to 254 characters.

- Optional: text entered in the *MOTD Banner* field is displayed to users when the log-in to the console server.
- Click **Apply**.

Note: If you are not confident your console server has been supplied with the current release of firmware, you can upgrade it. (See [chapter 10](#) for details.)

2.3. Network configuration

The next step is to enter an IP address for the principal Ethernet (LAN/Network/Network1) port on the console server; or enable its DHCP client so that it automatically obtains an IP address from a DHCP server on the network it is to be connected to.

- On the **System > IP** menu select the **Network Interface** page then check *DHCP* or *Static* for the *Configuration Method*.
- If you selected *Static* you must manually enter the new *IP Address*, *Subnet Mask*, *Gateway* and *DNS* server details. This selection automatically disables the DHCP client.

The screenshot displays the OpenGear web interface for configuring the system's IP settings. The top navigation bar includes the OpenGear logo and system information: System Name: im4216, Model: IM4216, Firmware: 3.5.3a4, Uptime: 26 days, 9 hours, 49 mins, 9 secs, Current User: root. The main menu on the left lists various system settings, with 'System' expanded to show 'Administration', 'SSL Certificates', 'Configuration Backup', 'Firmware', 'IP', 'Date & Time', 'Dial', 'Firewall', 'Services', 'DHCP Server', 'Nagios', and 'Configure Dashboard'. The 'IP' menu item is selected, leading to the 'System: IP' page. This page has four tabs: 'Network Interface' (selected), 'Management LAN Interface', 'General Settings', and 'Route Settings'. Under the 'Network Interface' tab, the 'IP Settings: Network' section is visible. It includes a 'Configuration Method' dropdown set to 'DHCP' (with 'Static' also visible). Below this are fields for 'IP Address', 'Subnet Mask', 'Gateway', 'Primary DNS', and 'Secondary DNS', each with a descriptive tooltip. The 'Media' dropdown is open, showing options: 'Auto', '100baseTx-FD', '100baseTx-HD', '100baseT-FD', and '100baseT-HD'. The 'DHCP Server' field is also present. The 'IP Alias' field is at the bottom.

- By default the console server LAN port auto detects the Ethernet connection speed. To lock the Ethernet port to 10 Mb/s or 100Mb/s and to Full Duplex (FD) or Half Duplex (HD) select a speed and duplex setting from the *Media* pop-up menu.

If you encounter packet loss or poor network performance with the default auto-negotiation setting, try manually setting the *Media* settings on both the console server and

the device it is connected to. In most cases, select 100baseTx-FD (100 megabits, full duplex). Make sure both sides are set identically.

- If you selected DHCP the *console server* will look for configuration details from a DHCP server. This selection automatically disables any static address. The *console server's* MAC address can be found on a label on the base plate.

In its factory default state (with no *Configuration Method* selected) the *console server* has its DHCP client enabled, so it automatically accepts any network IP address assigned by a DHCP server on your network. In this initial state, the console server will then respond to both its Static address (192.168.0.1) and its newly assigned DHCP address.

You may also enter a secondary address or comma-separated list of addresses in CIDR notation as an IP Alias. For example: 192.168.1.1/24.

Note: If you changed the console server's IP address, you may need to reconfigure your computer so it has an IP address that is in the same network range as this new address (as detailed earlier in this chapter).

- Click **Apply**.
- Reconnect the browser on the computer that is connected to the console server by entering `https://new-ip-address-here/`.

2.3.1. IPv6 configuration

By default, the *console server* Ethernet interfaces support IPv4. They can also be configured for IPv6 operation, however.

- Select **System > IP**.
- Click the *General Settings* tab.
- Check the *Enable IPv6* check box.



- Click the *Network Interface* to access the *IPv6 settings* section.

The screenshot shows the 'IPv6 Settings: Network' configuration page. The 'Configuration Method' is set to 'Static' (radio button selected). Below this, there are three input fields: 'IPv6 Address', 'IPv6 Subnet Mask', and 'IPv6 Gateway'. Each field has a description below it: 'A statically assigned IPv6 address.', 'A statically assigned IPv6 network mask.', and 'A statically assigned IPv6 gateway address.' respectively.

- Configure the *IPv6 settings*.

2.3.2. Dynamic DNS (DDNS) configuration

With Dynamic DNS (DDNS) a *console server* which IP address is dynamically assigned (and that may change from time to time) can be located using a fixed host or domain name.

- The first step in enabling DDNS is to create an account with the supported DDNS service provider of your choice. Supported DDNS providers include:

provider	url	notes
DyNS	http://dyns.cx/	
Dyn	https://dyn.com/	formerly DynDNS.
GNUDip	http://freecode.com/projects/gnudip	An open-source DDNS tool for use by ISPs. Check if your ISP supports GNUDip.
Pubyun	http://pubyun.com/	Chinese DDNS provider. Formerly operated as 3322.org.

Note: Two previously supported DDNS providers are ODS, which is no longer operating, and TZO, which was bought by Dyn and is no longer operating independently.

Upon registering with the DDNS service provider, select a username and password, as well as a hostname that you will use as the DNS name (to allow external access to your machine using a URL).

Dynamic DNS service providers allow the user to choose a hostname URL and set an initial IP address to correspond to that hostname URL. Many Dynamic DNS providers offer a selection of URL hostnames available for free use with their service. However, with a paid plan, any URL hostname (including your own registered domain name) can be used.

You can now enable and configure DDNS on any of the Ethernet or cellular network connections on the console server (by default DDNS is disabled on all ports):

- Select the DDNS service provider from the drop down Dynamic DNS list on the **System > IP** or **System > Dial** menu.

The screenshot shows the 'Dynamic DNS' configuration page. On the left is a sidebar menu with options like 'Statistics', 'Support Report', 'Syslog', 'UPS Status', 'RPC Status', 'Environmental Status', 'Dashboard', 'Manage', 'Devices', 'Port Logs', 'Host Logs', 'Power', and 'Terminal'. The main content area is titled 'Dynamic DNS'. It features a dropdown menu for 'Dynamic DNS' with the following options: 'None - DDNS disabled', '3322', 'dyns.cx', 'dyndns' (highlighted), 'gnudip', 'ods', and 'tzo'. Below this are input fields for 'DDNS Hostname', 'DDNS Username', 'DDNS Password', and 'Confirm DDNS Password'. There are also fields for 'Maximum interval between updates' and 'Minimum interval between checks'. At the bottom is an 'Apply' button.

- In *DDNS Hostname* enter the fully qualified DNS hostname for your *console server* (for example, your-hostname.dyndns.org).

- Enter the *DDNS Username* and *DDNS Password* for the DDNS service provider account.
- Specify the *Maximum interval between updates* in days. A DDNS update will be sent even if the address has not changed.
- Specify the *Minimum interval between checks* for changed addresses in seconds. Updates will still only be sent if the address has changed.
- Specify the *Maximum attempts per update* (that is, the number of times to attempt an update before giving up). By default this is set to 3.

2.4. Services and service access

The *Administrator* can access the *console server*, connected serial ports, and managed devices using a range of access protocols and services. For each such access:

- the particular service must first be configured and enabled to run on the console server.
- then access through the firewall must be enabled for each network connection.

To enable and configure a service:

- Navigate to **System > Services**.
- Select the **Service Settings** tab.

The screenshot shows the OpenGear web interface for the 'System: Services' configuration. The 'Service Settings' tab is active, displaying a list of services that can be enabled or disabled. The interface includes a sidebar with navigation links and a top header with system information.

Service	Enabled	Description
Alternate HTTP Port	60	Alternate HTTP port to listen on. NB: The HTTP service will still be internally listening on TCP port 80 (for DNS and auto-connector) but will be accessible through the firewall
Enable HTTPS Web Management	☒	Completely enable or disable the HTTPS web management service
HTTPS Port	443	Port to listen for the HTTPS web management service
Enable telnet command shell	☒	Completely enable or disable the telnet service
Alternate Telnet Port	23	Alternate Telnet port to listen on. NB: The HTTP service will still be internally listening on TCP port 23 (for DNS and auto-connector) but will be accessible through the firewall
Enable SSH command shell	☒	Completely enable or disable the SSH service
SSH command shell port	22	Port to listen for the SSH command shell
Nagios NRPE daemon	☐	Click here to configure
RUT UPS monitoring daemon	☐	Click here to configure
SNMP daemon	☐	Click here to configure
Enable FTP service	☐	Completely enable or disable the FTP service
Enable TFTP service	☐	Completely enable or disable the TFTP service
HTTP Server	☐	Click here to configure
Enable DNS Server/Relay	☐	Completely enable or disable the DNS Server/Relay
Enable Web Terminal	☐	Allow web browser access to the system command line shell via Manage -> Terminal
Alternate Telnet Base		A secondary TCP port range for Telnet access to serial ports. The <i>n</i> is in addition to the default port 2000
Alternate SSH Base		A secondary TCP port range for SSH access to serial ports. The <i>n</i> is in addition to the default port 3000
Alternate Raw TCP Base		A secondary TCP port range for Raw TCP access to serial ports. The <i>n</i> is in addition to the default port 4000

*Note: With firmware releases prior to version 3.5.3, services are enabled and configured using the **Service Access** tab on the **System > Firewall** page.*

- Enable and configure basic services.

- **HTTP**

By default the HTTP service is running and it cannot be fully disabled. However by default HTTP access is disabled on all interfaces and it is recommended this access remains disabled, if the console server is to be remotely accessed over the Internet.

Alternate HTTP also enables you to configure an alternate HTTP port to listen on. However the HTTP service will continue internally listening on TCP port 80 (for CMS and sdt-connector communications) but will be inaccessible through the firewall.

- **HTTPS**

By default the HTTPS service is running and this service is enabled on all network interfaces. It is recommended that only HTTPS access be used if the console server is to be managed over any public network (e.g. the Internet). This ensures the Administrator has secure browser access to all the menus on the console server. It also allows appropriately configured Users secure browser access to selected Manage menus. For information on certificate and user client software configuration see [chapter 8, Authentication](#).

The HTTPS service can be completely disabled (or re-enabled) by checking HTTPS Web Management and an alternate port specified (default port is 443).

- **Telnet**

By default the Telnet service is running. However by default the service is disabled on all network interfaces.

Telnet can be used to give the Administrator access to the system command line shell. While this may be suitable for a local direct connection over a management LAN, it is recommended this service be disabled if the console server is to be remotely administered. This service may also be useful for local Administrator and the User access to selected serial consoles.

The Enable telnet command shell checkbox will completely enable or disable the telnet service. An alternate telnet port to listen on can be specified in Alternate Telnet Port (default port is 23).

- **SSH**

This service provides secure SSH access to the console server and attached devices – and by default the SSH service is running and enabled on all interfaces. It is recommended you choose SSH as the protocol where the Administrator connects to the console server over the Internet or any other public network. This will provide authenticated communications between the SSH client program on the remote computer and the SSH sever in the console server. For more information on SSH configuration see [chapter 8, Authentication](#).

The Enable SSH command shell checkbox will completely enable or disable this service. An alternate SSH port to listen on can be specified in SSH command shell port (default port is 22).

- Enable and configure other services.

- **TFTP/FTP**

If a USB flash card or internal flash is detected on a *console server* (for example, an ACM5000, ACM5500, ACM7000, CM7100, IM7200 or IM4200) then checking *Enable TFTP (FTP) service* will enable this service and set up default tftp and ftp server on the USB flash.

These servers are used to store config files, maintain access and transaction logs etc. Files transferred using tftp and ftp will be stored under `/var/mnt/storage.usb/tftpboot/` (or `/var/mnt/storage.nvlog/tftpboot/` on ACM7000-series devices).

Unchecking *Enable TFTP (FTP) service* will completely disable the TFTP (FTP) service.

- **DNS Relay**

Checking *Enable DNS Server/Relay* will enable the DNS relay feature so clients can be configured with the *console server's* IP for their DNS server setting, and the console server will forward the DNS queries to the real DNS server.

- **Web Terminal**

Checking *Enable Web Terminal* will allow web browser access to the system command line shell via **Manage > Terminal**.

- Specify alternate port numbers for Raw TCP, direct Telnet/SSH and unauthenticated Telnet/SSH services.

The *console server* uses specific default ranges for the TCP/IP ports for the various access services that *Users* and *Administrators* can use to access devices attached to serial ports (see chapter 3, 'Serial port, host, device & user configuration'). The *Administrator* can also set alternate ranges for these services, and these secondary ports will then be used in addition to the defaults.

The default TCP/IP base port address for telnet access is 2000, and the range for telnet is IP Address: Port (2000 + serial port #), this is ports 2001 – 2048.

For example, if the *Administrator* sets 8000 as a secondary base for telnet then serial port #2 on the *console server* can be accessed via telnet at IP Address:2002 and at IP Address:8002.

The default base for SSH is 3000; for Raw TCP the default base is 4000; and for RFC2217 it is 5000.

A number of other services can be enabled and configured indirectly from this menu by selecting *Click here to configure*:

- **Nagios**

Access to the Nagios NRPE monitoring daemons (see [chapter 9](#)).

- **NUT**

Access to the NUT UPS monitoring daemon (see [chapter 10](#)).

- **SNMP**

This will enable net-snmp in the *console server*. SNMP is disabled by default (see [chapter 6](#) and [chapter 14.5](#)).

- **NTP**

See [chapter 10](#).

- Click **Apply**.

As you apply your services selections, the screen will be updated with a confirmation message: *Message Changes to configuration succeeded*.

The **Services Access** settings can now be set to allow or block access.

This specifies which (enabled) services the *Administrator* can use over each network interface to connect to the *console server* and, through the *console server*, to attached serial and network connected devices.

- Navigate to **System > Services**.
- Select the **Service Access** tab.

Services	Service Enabled	Network Interface	Management LAN	Dialout/Cellular	Dial-in	VPN
HTTP Web Management	Enabled	☐	☐	☐	☐	☐
HTTPS Web Management	Enabled	☒	☒	☒	☒	☒
Telnet command shell	Enabled	☐	☐	☐	☐	☐
SSH command shell	Enabled	☒	☒	☒	☒	☒
Telnet direct to serial ports	N/A	☒	☒	☐	☒	☒
SSH direct to serial ports	N/A	☒	☒	☒	☒	☒
RAW TCP access to serial ports	N/A	☒	☒	☐	☒	☒
RFC-2217 access to serial ports	N/A	☒	☒	☐	☒	☒
Unauthenticated telnet access to serial ports	N/A	☒	☒	☐	☒	☒
Nagios NRPE daemon	Disabled	☒	☒	☐	☒	☒
NUT UPS monitoring daemon	Disabled	☒	☒	☐	☒	☒
SRMP daemon	Disabled	☒	☒	☐	☒	☒
FTP Server	Disabled	☒	☒	☐	☒	☒
TFTP Server	Disabled	☒	☒	☐	☒	☒
RTP Server	Disabled	☐	☒	☐	☒	☒
DNS Server/Relay	Disabled	☐	☒	☐	☒	☒
Respond to ICMP echos	N/A	☒	☒	☒	☒	☒

Note: With firmware releases pre 3.5.3 the **Service Access** tab is found at **System > Firewall**.

The services currently enabled for the *console server*'s network interfaces present. Depending on the particular console server model the interfaces displayed may include :

Network interface	for the principal Ethernet connection).
Management LAN/OOB Failover	second Ethernet connections).
Dialout/Cellular	V90 and 3G modem.
Dial-in	internal or external V90 modem.
Wi-Fi	802.11 wireless.
VPN	IPsec or Open VPN connection over any network interface.

- Check or uncheck for each network to which service access is to be enabled or disabled.

In the example shown below, local administrators on the local *Management LAN* have `telnet` access direct to the *console server* (and attached serial ports) while remote administrators using *Dial-In* or *Cellular* have no `telnet` access (unless they set up a VPN).

Service Settings		Service Access				
Services	Service Enabled	Network Interface	Management LAN	Dialout/Cellular	Dial-in	VPN
HTTP Web Management	Enabled	☐	☐	☐	☐	☐
HTTPS Web Management	Enabled	☒	☒	☒	☒	☒
Telnet command shell	Enabled	☐	☒	☐	☐	☒
SSH command shell	Enabled	☒	☒	☒	☒	☒
Telnet direct to serial ports	N/A	☐	☒	☐	☐	☒
SSH direct to serial ports	N/A	☒	☒	☒	☒	☒

- The *Respond to ICMP echos* (that is `ping`) service access options can be configured at this stage.

This allows the console server to respond to incoming ICMP echo requests. `ping` is enabled by default. For security reasons, however, this service should generally be disabled post initial configuration.

- You can also configure to allow serial port devices to be accessed from nominated network interfaces using Raw TCP, direct Telnet/SSH, unauthenticated Telnet/SSH services, etc.
- Click **Apply** to apply your services access selections.

2.4.1. Brute force protection

Brute force protection (Micro Fail2ban) temporarily blocks source IPs that show malicious signs, such as too many password failures.

This may help mitigate scenarios where the Opengear device's network services are exposed to an untrusted network such as the public WAN, and scripted attacks or software worms are attempting to guess (brute force) user credentials and gain unauthorized access.

Protected Services		Protection Enabled
SSH command shell	Enabled	☒
HTTP/HTTPS Web Management	Enabled	☐

Apply

Active Bans

Current IP bans:

- fe80::6a05:caffe1f937d/128

Brute force protection may be enabled for the listed services.

Once protection is enabled, 3 or more failed connection attempts within 60 seconds from a specific source IP trigger it to be banned from connecting for the next 60 seconds. Active Bans are also listed and may be refreshed by reloading the page.

Note: When an Opengear device is running on an untrusted network, it is recommended that a variety of strategies are used to lock down remote access. This includes strong passwords (or even better, SSH public key authentication), VPN, and using Firewall Rules to whitelist remote access from trusted source networks only. Please refer to the Knowledge Base for details.

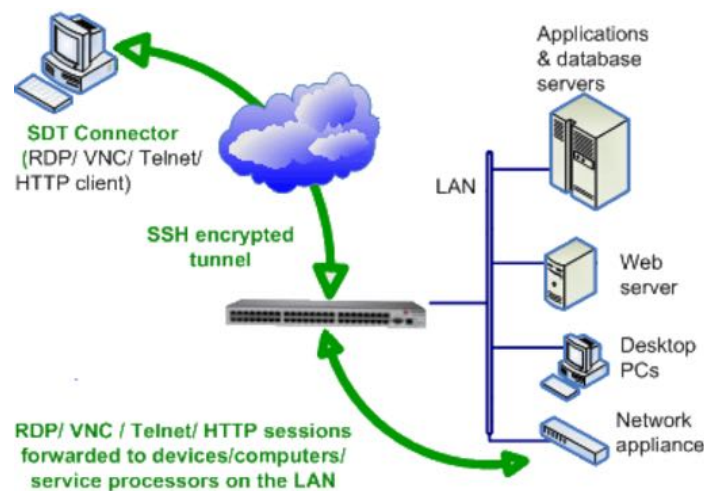
2.5. Communications software

You have configured access protocols for the *Administrator* client to use when connecting to the *console server*. User clients (which may be set up later) will also use these protocols when accessing console server serial attached devices and network attached hosts.

So you will need to have appropriate communications software tools set up on the *Administrator* (and *User*) client's computer. Opengear provides the *SDT Connector* as the recommended client software tool. Other generic tools such as PuTTY and SSHTerm may be used, however, and these are all described below.

2.5.1. SDT connector

SDT Connector is a lightweight tool that enables *Users* and *Administrators* to securely access the *Console server*, and the various computers, network devices and appliances that may be serially or network connected to the console server.



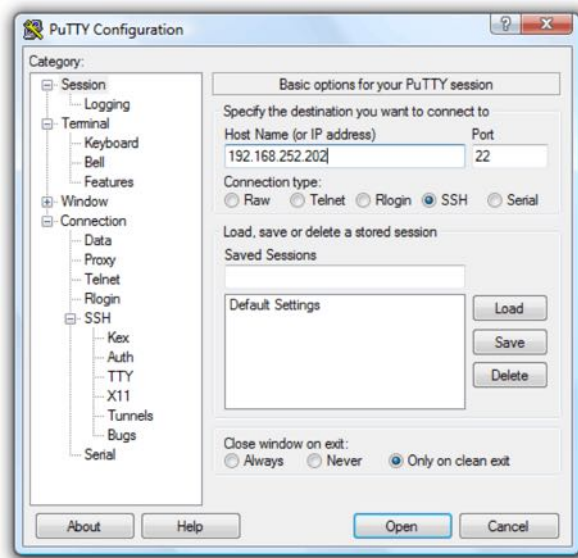
SDT Connector is a Java client program that couples the trusted SSH tunneling protocol with popular access tools such as Telnet, SSH, HTTP, HTTPS, VNC, and RDP to provide point-and-click secure remote management access to all the managed systems and devices.

Information on using *SDT Connector* for browser access to the *console server*'s Management Console, Telnet/SSH access to the console server command line, and TCP/UDP connecting to hosts that are network connected to the console server can be found in [chapter 5, SSH tunnels & SDT connector](#).

SDT Connector can be installed on computers running Windows or macOS and on most Linux, UNIX and Solaris systems.

2.5.2. PuTTY

Communications packages like *PuTTY* can be also used to connect to the Console server command line (and to connect serially attached devices as covered in [chapter 3](#)). *PuTTY* is a freeware implementation of Telnet and SSH for Win32 and UNIX platforms. It runs as an executable application without needing to be installed onto your system. *PuTTY* (the Telnet and SSH client itself) can be downloaded from <http://putty.org/>.



To use *PuTTY* for an SSH terminal session from a Windows client, you enter the console server's IP address as the 'Host Name (or IP address)'.

To access the *console server* command line you select 'SSH' as the protocol, and use the default IP Port 22.

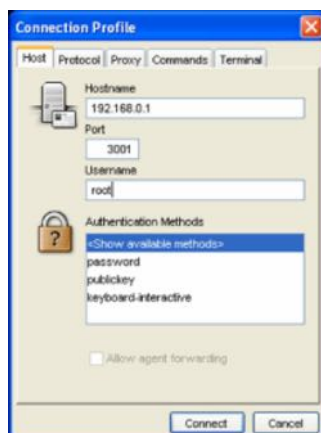
Click 'Open' and you will be presented with the *console server* login prompt. (You may also receive a 'Security Alert' that the host's key is not cached, you will need to choose 'yes' to continue.)

Using the Telnet protocol is similarly simple, except you use the default telnet port: port 23.

2.5.3. SSHTerm

Another communications package that may be useful is *SSHTerm*, an open source package that can be downloaded from <http://sourceforge.net/projects/sshtools>.

- To use *SSHTerm* for an SSH terminal session from a Windows client, Select **File > New Connection**.



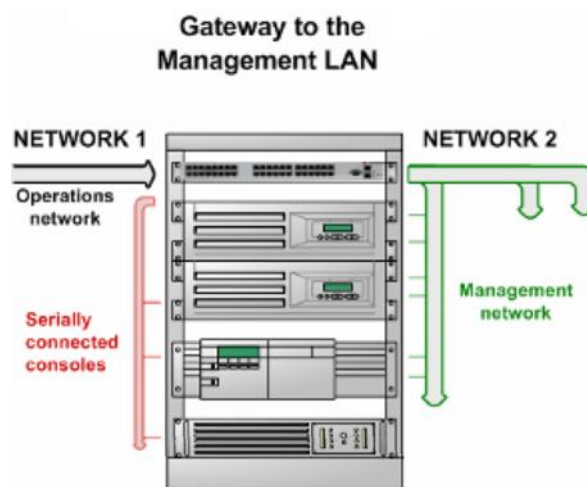
- A dialog box appears for your *Connection Profile*.
- Enter the host name or IP address for the *console server* you are connecting to and the TCP port that the SSH session will use (port 22).
- Enter your username, choose password authentication, and click **Connect**.
- If you receive a message about the host key fingerprint, select **Yes** or **Always** to continue.
- The remote system will prompt you for a username and password. Enter these to login to the *console server*.

2.6. Management network configuration

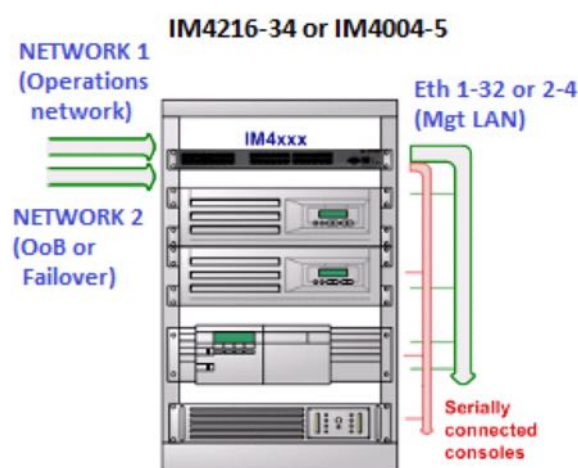
The IM4200, IM7200, CM7100, ACM5500, ACM7000 and ACM5004-2 *console servers* have additional network ports that can be configured to provide management LAN access and/or failover or out-of-band access.

2.6.1. Enable the management LAN

The IM4200, IM7200, CM7100, ACM7000, ACM5508-2-I/M and ACM5004-2 console servers can be configured so the second Ethernet port provides a management LAN gateway. The gateway has firewall, router and DHCP server features. However you need to connect an external LAN switch to Network/LAN 2 to attach hosts to this management LAN:



Note: The second ethernet port (Network/LAN2) on the IM4200, IM7200, CM7100, ACM7000, ACM5508-2-I/M and ACM5004-2 can be configured as either a Management LAN gateway port or it can be configured as an OOB/Failover port. It cannot be both. Do not allocate Network/LAN 2 as the Failover Interface when you configured the principal Network connection on the System > IP menu.



The ACM5504-5-G-I, ACM5504-5-LA/LR/LV-I, ACM5504-5-G-W-I and IM4216-34 console server models have integrated four or thirty-two port management LAN switches (with firewall, router, DHCP server and switch functions).

The IM4216-34 is normally configured with an active 32-port Management LAN (Ethernet 1-32) switch and Network 2 configured for OOB or Failover.

The ACM5504-5-G-W-I and ACM5504-5-G-I is normally configured with an active Management LAN. This can be a 4 port (ETH1-4) Management LAN switch, or a 3 port (ETH2-4) switch with ETH 1 configured for OOB/Failover.

Management LAN features are disabled by default. To configure a Management LAN gateway:

- Navigate to **System > IP**.
- Select the **Management LAN Interface** tab.
- Uncheck *Disable*.
- Configure the *IP Address* and *Subnet Mask* for the Management LAN. Leave the DNS fields blank.
- Click **Apply**.

The screenshot shows the OpenGear web interface for configuring the Management LAN. The top header includes the OpenGear logo, system information (System Name: acm5004, Model: ACM5004, Firmware: 3.5.3, Uptime: 0 days, 15 hours, 21 mins, 46 secs, Current User: root), and links for Backup and Log Out. The left sidebar contains a navigation menu with categories: Serial & Network, Alerts & Logging, System (with sub-items: Administration, SSL Certificates, Configuration Backup, Firmware, IP, Date & Time, Dial, Firewall, Services, DHCP Server, Nagios, Configure Dashboard, I/O Ports), Status, and Manage. The main content area is titled 'System: IP' and has four tabs: Network Interface, Management LAN Interface (selected), General Settings, and Route Settings. A message at the top of the main area states 'Changes to configuration succeeded.' The Management LAN Interface tab shows a 'Disable' checkbox which is unchecked. Below this, the 'IP Settings: Management LAN' section includes fields for Configuration Method (Static selected), IP Address, Subnet Mask, Gateway, Primary DNS, Secondary DNS, Media (Auto), DHCP Server (Disabled), and IP Alias. Each field has a descriptive tooltip.

The management gateway function is now enabled with default firewall and router rules. By default these rules are configured so the Management LAN can only be accessible by SSH port forwarding. This ensures the remote and local connections to Managed Devices on the Management LAN are secure.

The LAN ports can also be configured in bridged or bonded mode (as described later in this chapter) or they can be manually configured from the command line.

2.6.2. Configure the DHCP server

All IM and ACM family devices host a DHCP server. It is, however, disabled by default. The DHCP server enables the automatic distribution of IP addresses to devices on the

Management LAN that are running DHCP clients. To enable the DHCP server:

- Navigate to **System > IP**.
- Select the **Management LAN Interface** tab.
- Check the *Enable DHCP Server* checkbox.
- Enter the *Gateway* address to be issued to DHCP clients. If this field is left blank, the *console server's* IP address will be used.
- Enter the *Primary DNS* and *Secondary DNS* address to be issued to DHCP clients. Again if this field is left blank, the *console server's* IP address is used. For automatic DNS server assignment, leave this field blank.
- Enter a *Domain Name* suffix to issue DHCP clients. This is an optional value and step.

opengear

System Name: acm5004 Model: ACM5004 Firmware: 3.3.3
Uptime: 0 days, 15 hours, 26 mins, 48 secs Current User: root Backup Log Out

System: DHCP Server

Serial & Network Alerts & Logging System Administration SSL Certificates Configuration Backup Firmware IP Date & Time Dial Firewall Services DHCP Server Nagios Configure Dashboard I/O Ports Status Manage

Network Interface Management LAN Interface

Network DHCP Server Settings (Subnet 192.168.0.0 / 255.255.255.0)

DHCP Server ☐ Enable DHCP Server

Gateway The Default Gateway to assign.

Use interface address as gateway ☐ Use this interface as the DHCP Gateway.

Primary DNS The primary DNS to assign.

Secondary DNS The secondary DNS to assign.

Use this interface address as the DNS server ☐ Use the built-in DNS relay for DNS lookups. The DNS service must be enabled on the Services page

Domain Name The Domain Name to assign.

Default Lease The Default Lease Time.

Maximum Lease The Maximum Lease Time.

Apply

Dynamic Address Allocation Pools

Pool Start	Pool End
No address pools currently allocated.	

Add

Reserved Addresses

IP Address	Host Name	HW Address
No addresses currently reserved.		

Add

- Enter the *Default Lease* time and *Maximum Lease* time in seconds. The lease time is the time that a dynamically assigned IP address is valid before the client must request it again.
- Click **Apply**.

The DHCP server will sequentially issue IP addresses from the specified address pool or pools:

- Click **Add** in the *Dynamic Address Allocation Pools* field.
- Enter the *DHCP Pool Start Address* and *End Address*.

OpenGear Use

opengear

System Name: acm5002 Model: ACM5002 Firmware: 3.3.0
Uptime: 0 days, 4 hours, 24 mins, 55 secs Current User: root Backup Log Out

System: DHCP Server

Serial & Network Alerts & Logging System Administration SSL Certificates Configuration Backup Firmware IP Date & Time Dial Firewall Services DHCP Server Nagios Configure Dashboard I/O Ports Status Manage

Network Interface

Dynamically Allocated Pool

DHCP Pool Start Address	DHCP Pool End Address
100	150

The first address in the pool to use for DHCP.

- Click **Apply**.

The DHCP server also supports pre-assigning IP addresses to be allocated only to specific MAC addresses and reserving IP addresses to be used by connected hosts with fixed IP addresses. To reserve an IP addresses for a particular host:

- Click **Add** in the *Reserved Addresses* field.
- Enter the *Hostname*, the *Hardware Address* (MAC) and the *Statically Reserved IP* address for the DHCP client.
- Click **Apply**.

When DHCP has initially allocated hosts addresses it is recommended to copy these into the pre-assigned list so the same IP address will be reallocated in the event of a reboot.

2.6.3. Select failover or broadband OOP

The IM4200, IM7200, CM7100, ACM7000, ACM5508-2-I/M, ACM5504-5-G-W-I, ACM5504-5-G-I, ACM5504-5-LA/LR/LV-I, and ACM5004-2 console servers provide a failover option so in the event of a problem using the main LAN connection for accessing the console server; an alternate access path is used.

By default the failover is not enabled. To enable:

- Navigate to **System > IP**.
- Select the **Network** tab.
- Select the *Failover Interface* to be used in the event of an outage on the main network. This can be:

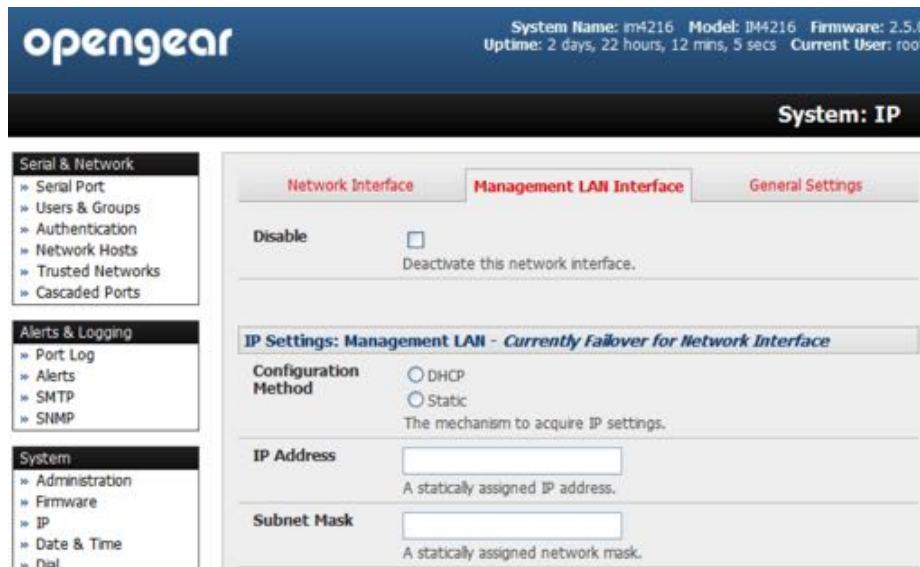
an alternate broadband Ethernet connection (for example, the Network/LAN2 port on most models) or

the IM4200 or IM7200 family internal modem or

an external serial modem device connected to the IM4200 or IM7200 Console port (for out-dialing to an ISP or the remote management office).

- Click **Apply**.

Note: The failover method is not active until the external sites to be probed to trigger failover are specified and the failover ports themselves are set-up. This is covered in [Chapter 4](#).



Note: The ACM5504-5-G(-W)-I and IM4216-34 can be configured with an active Management LAN/gateway and with one of the switched Ethernet ports configured for OOB/Failover (ETH 1 on the ACM5504-5-G(-W)-I or NETWORK 2 on the IM4216-34). On the other IM4200, IM7200, CM7100, ACM7000, ACM5508-2 and ACM5004-2 models, the second Ethernet port can be configured as either a gateway port or as an OOB/Failover port, but not both.

2.6.4. Aggregating the network ports

By default the *console server's* Management LAN network ports can only be accessed using SSH tunneling/port forwarding or by establishing an IPsec VPN tunnel to the *console server*.

However all the wired network ports on the *console servers* can be aggregated by being bridged or bonded.

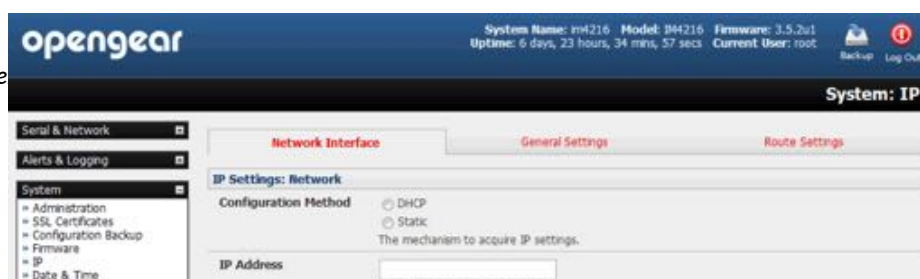
- Navigate to **System > IP**.
- Click the **General Settings** tab.
- Click the *Bridge Interfaces* or *Bond Interfaces* radio button to enable wired Ethernet interface aggregation.

When bridging is enabled, network traffic is forwarded across all Ethernet ports with no firewall restrictions. All Ethernet ports are transparently connected at the data link layer (layer 2) so they do retain their unique MAC addresses, however.

With bonding, the network traffic is carried between the ports but they present with one MAC address.

Both modes remove all the Management LAN Interface and Out-of-Band/Failover Interface functions and disable the DHCP Server.

OpenGear Use



- Firewall - DHCP Server - Nagios - Configure Dashboard	Subnet Mask A statically assigned network mask.
--	--

Note: In aggregation mode all the Ethernet ports are configured collectively via the **System > IP > Network Interface** tab.

2.6.5. Wi-Fi wireless LAN

All IM7200 models and the ACM5504-5-G-W-I have an internal 802.11 Wi-Fi adapter and come with an external Wi-Fi antenna. The Wi-Fi can be configured as a Wi-Fi Wireless Access Point (WAP) or as a Wi-Fi client.

The inbuilt Wi-Fi is inactive by default. If you wish to use the Wi-Fi facility you will need to attach the Wi-Fi antenna (and any auxiliary Wi-Fi antenna you may have ordered). To activate and configure the Wireless Access Point functionality:

- Navigate to **System > IP**.
- Click the **Wireless Network Interface** tab.

- Uncheck the *Disable* check-box.
- Select the device's operating mode: *Wireless Client* or *Wireless AP* (for Access Point).

If *Wireless AP* is checked the **Wireless AP Settings** section becomes visible.

- Set the *IP Address*, and the *netmask* in the *IP Settings* for the Wireless Network.

Generally, if the device is being used as a Wireless AP, a static address is set here. In the example below, 192.168.10.1 is used.

As well, in the example below, the *netmask* is set to 255.255.255.0 to give 254 unique network addresses in the subnet.

- Do not fill in the *Gateway*, *Primary DNS* and *Secondary DNS* values.

These settings are used if the interface is to be the primary network link to the outside world, or if it will be used for failover.

- Select the correct country from the *Country* list.

If the correct country is not listed, select the *World Regulatory Domain*.

- Select an *SSID* for the network.

This should be unique.

- Check the *Broadcast SSID* check box.

This should, in general, be done. Not broadcasting a wireless network's SSID is **not** a meaningful security measure.

- Select the *Network Channel*.

The most commonly used channel is 6.

Note: if the unit is being deployed in an environment containing multiple Wireless APs (eg a multi-floor office building), a site survey, to establish what channels are locally unused is recommended.

- Select the unit's *Hardware Mode*.

The unit supports 802.11b, 802.11g, and single band 802.11n. In most cases, selecting 802.11b/g/n will provide for the best interoperability with other hardware.

- Select the *Supported Authentication Methods*.

WPA/WPA2 with AES encryption is recommended. WEP and WPA with TKIP have been proven vulnerable to cryptanalysis attack. Only select these latter authentication methods if you must support client equipment that does not support WPA/WPA2 with AES.

If WPA/WPA2 is the selected *Supported Authentication Method*.

- Select one or both of TKIP and AES in *WPA/WPA2 Encryption Methods*.

As noted above, AES is more secure. It is also required for a Wireless AP to advertise itself as 802.11n if that is the selected *Hardware Mode*.

If WEP is the selected *Supported Authentication Method*.

- Select either *Open System* or *Shared System* in the *WEP Mode*.

Note: while Open System is more secure than Shared System (due to the way encryption keys are used), known vulnerabilities mean WEP cannot be considered secure in any sense.

- click **Apply** and wait for the page to refresh.



- Active Users - Statistics - Support Report - Syslog - UPS Status - RPC Status - Environmental Status - Dashboard	
Manage	

Power Management: off	
wlan0	Station b4:07:f9:89:9a:dc (on wlan0)
	inactive time: 188 ms
	rx bytes: 7747
	rx packets: 99
	tx bytes: 77200
	tx packets: 76
	signal: -61 dBm
	tx bitrate: 43.3 MBit/s MCS 4 short GI
	Station 80:23:db:60:db:dc (on wlan0)
	inactive time: 334 ms
	rx bytes: 27974
	rx packets: 356

The next step is to set up a DHCP server for the wireless clients. Click the link next to DHCP Server in the IP settings section, or go to **System > DHCP Server**. More information on configuring DHCP can be found in [chapter 2.6.2](#).

If *Wireless Client* is checked the **Wireless Client Settings** section becomes visible.

- Select *DHCP* or *Static* for the *Configuration Method*.

If *Static* is selected, manually enter the new IP Address, Subnet Mask, Gateway and DNS server details. This selection automatically disables the DHCP client.

If *DHCP* is selected, the device will look for configuration details from a DHCP server on your management LAN. This selection automatically disables any static address.

Note: the device's MAC address can be found on a label on the base plate.

Configure the Wireless client to select the local wireless network which will serve as the main network connection to the *console server*.

- Select the correct country from the *Country* list.

The screenshot shows the OpenGear web interface for configuring a wireless network. The top navigation bar includes links for Network Interface, Wireless Network Interface, Management Leds Interface, Out of Band/Failover Interface, General Settings, and Route Settings. The main content area is titled 'System: IP' and contains the following sections:

- IP Settings: Wireless Network**
 - Configuration Method:** Radio buttons for ☐ DHCP and ☒ Static. A note states: 'The mechanism to acquire IP settings.'
 - IP Address:** Text input field containing '192.168.10.1'. A note states: 'A statically assigned IP address.'
 - Subnet Mask:** Text input field containing '255.255.255.0'. A note states: 'A statically assigned network mask.'
 - Gateway:** Text input field. A note states: 'Default gateway for the unit. Please only set this on one interface.'
 - Primary DNS:** Text input field. A note states: 'A statically assigned primary name server.'
 - Secondary DNS:** Text input field. A note states: 'A statically assigned secondary name server.'
 - DHCP Server:** Status is 'Enabled'. A note states: 'Configure a DHCP server for this interface.'
 - IP Alias:** Text input field. A note states: 'Secondary address or comma-separated list of addresses in CIDR notation, e.g. 202.168.1.2/24.'
- Wireless Settings**
 - Wireless Client/AP:** Radio buttons for ☒ Wireless Client and ☐ Wireless AP. A note states: 'Select the operating mode for the wireless device.'
- Wireless Client Settings**
 - Country:** Dropdown menu set to 'World Regulatory Domain'. A note states: 'Select the country that the device is operating in. If the country is not in the list, select World Regulatory Domain.'
 - SSID:** Text input field. A note states: 'SSID of the wireless access point to connect to.'
 - Wireless Network Type:** Radio buttons for ☒ Infrastructure and ☐ Ad-hoc. A note states: 'Select infrastructure to connect to an access point, ad-hoc to connect directly to a computer.'
 - Wireless Security:** Radio buttons for ☐ None, ☒ WEP, ☐ WPA-PSK, ☐ WPA2-PSK, ☐ WPA-None, and ☐ WPA-PEAP-MSCHAPv2. A note states: 'The security mode of the wireless network.'
 - Data Encryption:** Radio buttons for ☐ TKIP and ☒ AES. A note states: 'The encryption method of the wireless network.'
 - Network Key:** Text input field. A note states: 'The key required to connect to the wireless network.'
 - Fallback:** Section header for additional settings.

If the correct country is not listed, select the *World Regulatory Domain*.

- Enter the *SSID* (Set Service Identifier) of the wireless access point the *Wireless Client* will connect to.
- Select the *Wireless Network Type*.

Select *Infrastructure* to connect to a Wireless AP device. Select *Ad-hoc* to connect directly to a computer.

- Select the *Wireless Security* mode of the wireless network (WEP, WPA, etc)
- Enter the required authentication strings.

When enabled in client mode, the wireless LAN will operate as the main network connection to the device so failover is available (though it not enabled by default).

Use **Failover Interface** to select the device to failover to in case of wireless outage and specify *Probe Addresses* of the peers to probed for connectivity detection.

*Note: The **Wireless** screen in **Status > Statistics** will display all the locally accessible wireless LANs (with SSID and Encryption/Authentication settings). You can also use this screen to confirm you have successfully connected to the selected access point. See [chapter 11](#) for more.*

2.6.6. Static routes

Firmware 3.4 and later support *static routes* which provide a quick way to route data from one subnet to different subnet. You can hard code a path that specifies to the *console server* or router to get to a certain subnet by using a certain path. This may be useful for remotely accessing various subnets at a remote site when being accessed using the cellular OOB connection.

Route Settings	
Route Name	New Route Meaningful name for the Route
Destination Network/Host	4.5.0.0 The destination network/host that the route provides access to.
Destination netmask	16 The netmask of the destination network. A number in the range 0-32
Route Gateway	 The IP address of a router that will route packets to the destination network.
Interface	Network Interface An interface to associate with the route. Can be left as None.
Metric	0 The route metric, which represents the cost of routing packets via this route. Lower metric routes will be used in preference to higher metric routes
Apply	

To add a static route to the route table of the system:

- Navigate to **System > IP > General Settings**.
- Select the **Route Settings** tab.
- Enter a meaningful *Route Name* for the route.
- In the *Destination Network/Host* field, enter the IP address of the destination network or host that the route provides access to.

- Enter a value in the *Destination netmask* field that identifies the destination network or host.

Any number between 0 and 32. A subnet mask of 32 identifies a host route.

- Fill the *Route Gateway* field with the IP address of a router that will route packets to the destination network.

This field may be left blank, depending on your network configuration.

- Select the *Interface* to use to reach the destination

This field may be left as *None*.

- Enter a value in the *Metric* field that represents the metric of this connection.

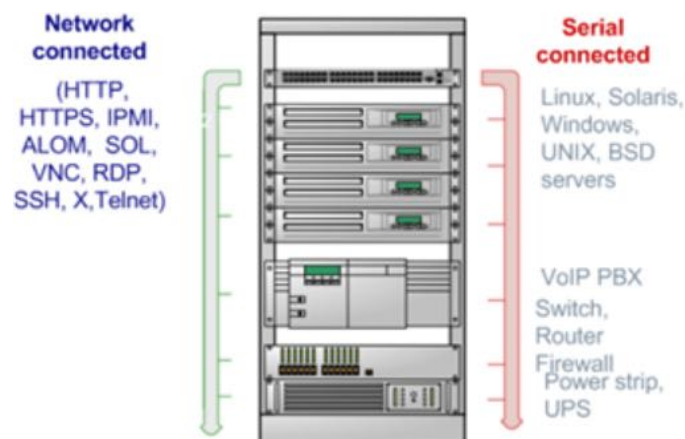
This generally only has to be set if two or more routes conflict or have overlapping targets. Any number equal to or greater than 0.

- Click **Apply**.

Note: The route details page provides a list of network interfaces and modems to which a route can be bound. In the case of a modem, the route will be attached to any dialup session which is establish via that device. A route can be specified with a gateway, an interface or both. If the specified interface is not active for whatever reason, then routes configured for that interface will not be active.

3. Serial port, host, device & user configuration

The *console server* enables access and control of serially-attached devices and network-attached devices (hosts). The *Administrator* must configure access privileges for each of these devices, and specify the services that can be used to control the devices. The *Administrator* can also set up new users and specify each user's individual access and control privileges.



This chapter covers each of the steps in configuring network-connected and serially-attached devices:

step	notes
Serial ports	setting up serially connected device protocols.
Users & Groups	setting up and defining user access permissions.

Authentication	also covered in more detail in Chapter 8 .
Network hosts	configuring access to network-connected hosts.
Configuring trusted networks	nominate IP addresses trusted users access from.
Serial console port cascading & redirection	
Power (UPS, PDU & IPMI)	
Environmental Monitoring Devices (EMD)	
Serial port redirection	the PortShare client on Windows and Linux.
Managed devices	the consolidated view of all the connections.
IPSec	enabling VPN connections.
OpenVPN	
PPTP	

3.1. Configure serial ports

The first step in configuring a serial port is to set the **Common Settings** such as the protocols and the RS232 parameters that are to be used for the data connection to that port (for example, baud rate).

Then you select what mode the port is to operate in. Each port can be set to support one of these operating modes:

mode	notes
Disabled	The serial port is inactive.
Console server	enables general access to serial console port on the serially attached devices.
Device	sets the serial port up to communicate with an intelligent serial controlled PDU, UPS or Environmental Monitor Devices (EMD).
SDT	enables graphical console access (with RDP, VNC, HTTPS etc.) to hosts that are serially connected.
Terminal server	sets the serial port to await an incoming terminal login session.
Serial bridge	enables the transparent interconnection of two serial port devices over a network.



- Navigate to **Serial & Network > Serial Port**.

Details of the currently setup serial ports presents. By default, each serial port is set in *console server mode*.

- Click *Edit* to reconfigure a given serial port.
- Reconfigure the common settings ([chapter 3.1.1](#)) and the mode ([chapters 3.1.2 – 3.1.6](#)) for each port as needed.
- Set up any remote syslog ([chapter 3.1.7](#)).
- click **Apply**.

*Note: to set the same protocol options for multiple serial ports at once click **Edit Multiple Ports** and select which ports you wish to configure as a group.*

- if the *console server* has been configured with distributed Nagios monitoring enabled then you will also be presented with **Nagios Settings** options to enable nominated services on the host to be monitored (see [chapter 9](#)).

3.1.1. Common settings

There are a number of common settings that can be set for each serial port. These are independent of the mode in which the port is being used. These serial port parameters must be set so they match the serial port parameters on the device you attach to that port.

Common Settings for Port 1	
Label	Port 1 The serial ports unique identifier.
Disabled	* Disable this serial port.
Local Console Mode	☐ Use this serial port for console or dial-in access. <i>Warning: This will override all other port settings</i>
Baud Rate	9600 The serial ports speed.
Data Bits	8 The number of data bits to use.
Parity	None The serial ports parity.
Stop Bits	1 The number of stop bits to use.
Flow Control	None The flow control method.
Signaling Protocol	RS232 The electrical signaling on this serial port. Consult your manual to determine which protocols are supported for this port.

- Specify a *Label* for the port.
- Select the appropriate *Baud Rate*, *Parity*, *Data Bits*, *Stop Bits* and *Flow Control* for each port.
- Set the *Signaling Protocol*. This menu item only presents in ports with RS422/485 options (all ports on ACM5004-2-I, ACM5508-2-I, ACM5504-5-LA/LR/LV-I and ACM5504-5-G-I). The options available are RS232, RS422, RS485 and RS485 Echo mode.
- Set the *Port Pinout*. This menu item only presents for IM7200 ports where pin-out for each RJ45 serial port can be set as either X2 (Cisco Straight) or X1 (Cisco Rolled).
- Before proceeding with further serial port configuration, you should connect the ports to the serial devices they will be controlling, and ensure they have matching settings.

3.1.2. Console server mode

- Select *Console Server Mode* to enable remote management access to the serial console that is attached to this serial port.

Console Server Settings	
Console Server Mode	☒ Enable remote network access to the console at this serial port.
Logging Level	level 0 - Disabled Specify the detail of data to log. In this context: - output is the data transmitted from the console server to the connected device. - input is the data received by the console server from the connected device.
Telnet	☒ Enable Telnet access.
SSH	☒ Enable SSH access.
Raw TCP	☐ Enable raw TCP access.
RFC 2217	☐ Enable RFC 2217 access.
Unauthenticated Telnet	☐ Enable Telnet access without requiring the user to provide credentials.
Web Terminal	☐ Enable web browser access via Manage -> Devices -> Serial.
Network Interface IP Alias	1.2.3.4/24 Comma-separated list of IP addresses on which only this port is available, in CIDR notation, e.g. 192.168.1.1/24.
Management LAN IP Alias	 Comma-separated list of IP addresses on which only this port is available, in CIDR notation, e.g. 192.168.1.1/24.
Out-of-Band/Failover IP Alias	 Comma-separated list of IP addresses on which only this port is available, in CIDR notation, e.g. 192.168.1.1/24.

- Set the desired *Logging Level*.

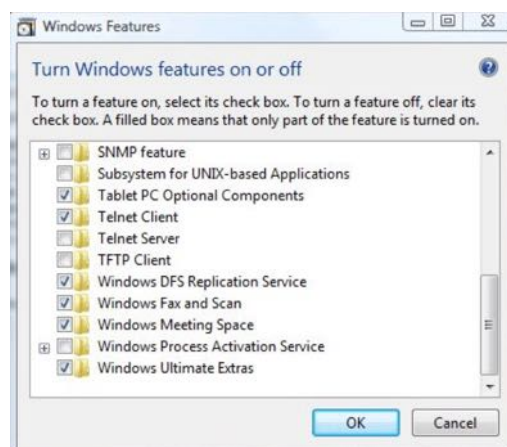
This specifies the level of information to be logged and monitored (see [chapter 6](#)).

- Enable or disable *Telnet* access.

When the Telnet service is enabled on the *console server*, a Telnet client on a *User's* or *Administrator's* computer can connect to a serial device attached to this serial port on the *console server*. Telnet communications are unencrypted so this protocol is generally recommended only for local or VPN-tunneled connections.

Windows 2000, Windows XP and Windows NT can run `telnet` from the `cmd.exe` command prompt.

Windows Vista and later ship with a Telnet client but it is not enabled by default. You can install it as follows.



- Click the **Start** button.

- Click **Control Panel**.
- Click **Programs**.
- Click **Turn Windows features on or off**.

If you are prompted for an administrator password or confirmation, type the password or provide confirmation.

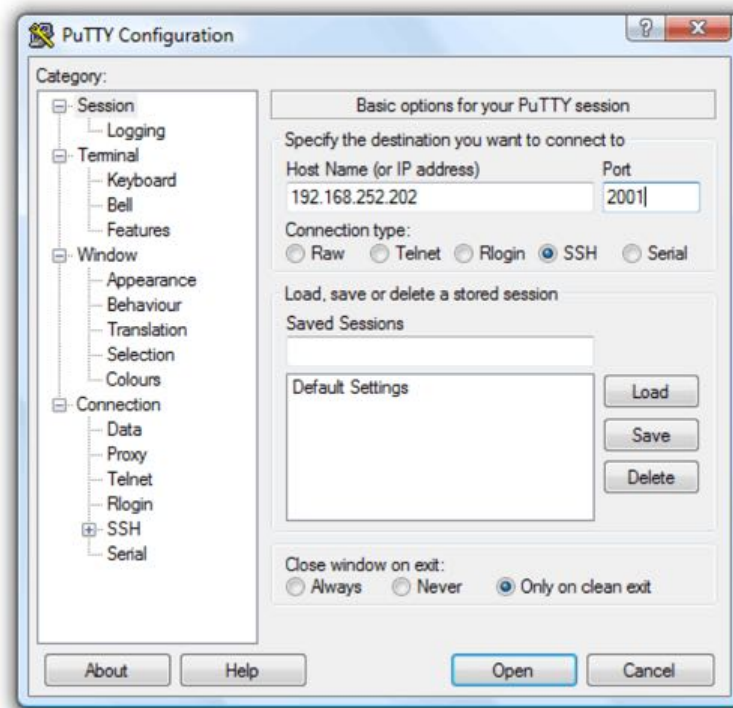
- In the **Windows Features** dialog box, select the **Telnet Client** check box.
- Click **OK**.

The installation may take several minutes.

If remote communications are being tunneled with *SDT Connector*, then Telnet can be used for securely accessing these attached devices.

Note: *In Console Server mode, Users and Administrators can use SDT Connector to set up secure Telnet connections that are SSH tunneled from their client computers to the serial port on the console server. SDT Connector can be installed on Windows PCs and on most Linux platforms and it enables secure Telnet connections to be selected with a simple point-and-click. To use SDT Connector to access consoles on the console server serial ports, you configure SDT Connector with the console server as a gateway, then as a host, and you enable Telnet service on Port 2000 + serial port # (that is Ports 2001–2048). See [chapter 5](#) for more details on using SDT Connector for Telnet and SSH access to devices that are attached to the console server serial ports.*

You can also use communications packages like PuTTY to set a direct Telnet (or SSH) connection to the serial ports.



Note: PuTTY supports Telnet (and SSH). Enter the console server's IP address as the Host Name (or IP address). Select Telnet as the protocol and set the TCP port to 2000 plus the

*physical serial port number (that is a port between 2001 and 2048). Click the **Open** button. You may receive a **Security Alert** that the host's key is not cached: choose **yes** to continue. The login prompt of the remote system connected to the serial port chosen on the console server will now present. You can login as normal and use the host serial console screen.*

Putty can be downloaded from <http://putty.org/>.

Note: In Console Server mode, when you connect to a serial port you connect via pmsHELL. To generate a BREAK on the serial port type the character sequence ~b. If you're doing this over OpenSSH type ~~b.

- Enable or disable SSH access.

It is recommended you use SSH as the protocol where the *User* or *Administrator* connects to the *console server* (or connects through the console server to the attached serial consoles) over the Internet or any other public network. This will provide authenticated SSH communications between the SSH client program on the remote user's computer and the *console server*, so the user's communication with the serial device attached to the *console server* is secure

For SSH access to the consoles on devices attached to the *console server* serial ports, you can use *SDT Connector*. You configure *SDT Connector* with the *console server* as a gateway, then as a host, and you enable SSH service on Port 3000 + serial port #. (That is ports 3001 – 3048). See [chapter 5](#) for more information on using *SDT Connector* for SSH access to devices that are attached to the console server serial ports.

Also you can use common communications packages, like *PuTTY* or *SSHterm* to SSH connect directly to port address IP Address:Port 3000 + serial port #. (That is ports 3001 – 3048).

Alternately SSH connections can be configured using the standard SSH port 22. The serial port being accessed is then identified by appending a descriptor to the username. This syntax supports any of the following descriptors:

```
<username>:<portXX>
<username>:<port-label>
<username>:<ttySX>
<username>:<serial>
```

For example, if a *User* named fred wants to access serial port 2, when setting up *SSHterm* or the *PuTTY* SSH client, instead of typing

```
username = fred
ssh port = 3002
```

type

```
username = fred:port02
```

or

```
username = fred:ttyS1
```

and

```
ssh port = 22.
```

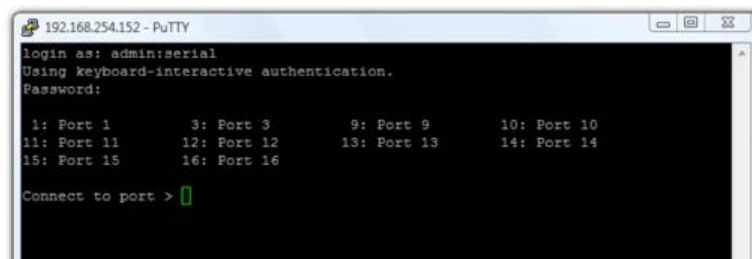
Alternatively, by typing

```
username=fred:serial
```

and

```
ssh port = 22
```

the *User* is presented with a port selection option



This syntax enables *Users* to set up SSH tunnels to all serial ports with only a single IP port 22 having to be opened in their firewall or gateway.

Note: In Console Server mode, when you connect to a serial port you connect via pmshe11. To generate a BREAK on the serial port type the character sequence ~b. If you're doing this over OpenSSH type ~~b.

- Enable or disable *Raw TCP* access.

RAW TCP allows connections directly to a TCP socket. Communications programs like *PuTTY* support RAW TCP. This protocol, however, would usually be used by a custom application

For RAW TCP, the default port address is IP Address:Port 4000 + serial port # (That is ports 4001 – 4048).

RAW TCP also enables the serial port to be tunneled to a remote console server, so two serial port devices can be transparently interconnect over a network (see [chapter 3.1.6](#)).

- Enable or disable *RFC 2217* access.

Enabling *RFC 2217* access enables serial port redirection on that port. For *RFC 2217*, the default port address is IP Address:Port 5000 + serial port # (that is Port #s 5001 – 5048).

Special client software is available for Windows UNIX and Linux that supports *RFC 2217* virtual com ports, so a remote host can monitor and manage remote serially attached devices, as though they were connected to the local serial port (see [chapter 3.6](#) for details).

RFC 2217 also enables the serial port to be tunneled to a remote console server, so two serial port devices can be transparently interconnect over a network (see [chapter 3.1.6](#)).

- Enable or disable *Unauthenticated Telnet*.

Enabling *Unauthenticated Telnet* enables telnet access to the serial port without authentication credentials. When a *user* accesses the *console server* to telnet to a serial port, they are normally given a login prompt. However with unauthenticated telnet they connect directly through to the port without any *console server* login challenge. (If a telnet client does prompt for authentication, any entered data will allow connection.)

This mode is mainly used when you have an external system (such as *conserver*) managing user authentication and access privileges at the serial device level.

Note: only the connection to the console server is unauthenticated. Logging into a device connected to the console server may still require authentication.

For *Unauthenticated Telnet* the default port address is IP Address:Port 6000 + serial port # (that is Port #s 6001 – 6048).

- Enable or disable *Web Terminal*.

Enabling *Web Terminal* enables web browser access to the serial port via **Manage > Devices > Serial** using the Management Console's built in AJAX terminal.

Web Terminal connects as the currently authenticated Management Console user and does not re-authenticate. See [chapter 12.3](#) for more details.

- Enter an *IP Alias* (aliasing for the *Network Interface*, *Management LAN* or *Out-of-Band/Failover*).

A working *IP Alias*, enables access to the serial port using a specific IP address, specified in CIDR format. Each serial port can be assigned one or more IP aliases, configured on a per-network-interface basis.

A serial port can, for example, be made accessible at both 192.168.0.148 (as part of the internal network) and 10.10.10.148 (as part of the Management LAN). It is also possible to make a serial port available on two IP addresses on the same network (for example, 192.168.0.148 and 192.168.0.248).

These IP addresses can only be used to access the specific serial port, accessible using the standard protocol TCP port numbers of the *console server* services. For example, SSH on serial port 3 would be accessible on port 22 of a serial port IP alias (whereas on the *console server's* primary address it is available on port 2003).

This feature can also be configured via the multiple port edit page. In this case the IP addresses are applied sequentially, with the first selected port getting the IP entered and subsequent ones getting incremented, with numbers being skipped for any unselected ports. For example if ports 2, 3 and 5 are selected and the IP alias 10.0.0.1/24 is entered for the Network Interface, the following addresses will be assigned:

Port 2: 10.0.0.1/24

Port 3: 10.0.0.2/24

Port 5: 10.0.0.4/24

- Enable or disable *Encrypt Traffic* and enable or disable *Authenticate*. (These options should be either enabled or disabled as a pair.)

Enabling these two options turns on trivial encryption and authentication of RFC2217 serial communications using Portshare. For strong encryption use VPN.

- Set an *Accumulation Period*.

Once a connection has been established for a particular serial port (such as a RFC2217 redirection or Telnet connection to a remote computer) any incoming characters on that port are forwarded over the network on a character by character basis. The accumulation period changes this by specifying a period of time that incoming characters will be

collected before then being sent as a packet over the network.

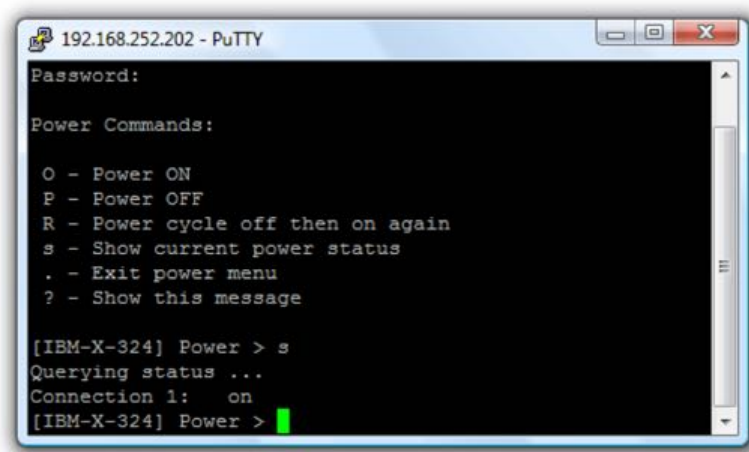
Encrypt Traffic	☐	Enable PortShare Encryption. <i>Warning: This will override standard RFC 2217 and raw TCP behaviour</i>
Authenticate	☐	Enable PortShare Authentication. <i>Warning: This will override standard RFC 2217 and raw TCP behaviour</i>
Authentication Password		Enter password for PortShare authentication
Confirm Password		Re-type the password for confirmation.
Accumulation Period		Collect serial data for a period of time (in milliseconds), then transmit any data received during that time over the network at once.
Escape Character		Customize the character used for sending out-of-band shell commands. <i>The default is: ~</i>
Power Menu	☐	Enable shell power command menu. <i>Connect this port to a Managed Device then use ~p to run power commands.</i>
Single Connection	☐	Limit the port to a single concurrent connection.

- Set a custom *Escape Character*.

This enables you to change the character used for sending escape characters. The default is ~.

- Enable or disable the *Power Menu*.

This setting enables the shell power command so a user can control the power connection to a Managed Device from the command line when they are telnet- or ssh-connected to the device. To operate the Managed Device must be set up with both its Serial port connection and Power connection configured. The command to bring up the power menu is ~p.



- Enable or disable *Single Connection*.

Enabling this setting limits the port to a single connection. If this is enabled and multiple users have access privileges for a particular port, only one user at a time can be accessing that port (that is, port snooping is not permitted).

3.1.3. SDT mode

This Secure Tunneling setting allows port forwarding of RDP, VNC, HTTP, HTTPS, SSH, Telnet and other LAN protocols through to computers which are locally connected to the console server by their serial COM port. However such port forwarding requires a PPP link to be set up over this serial port.



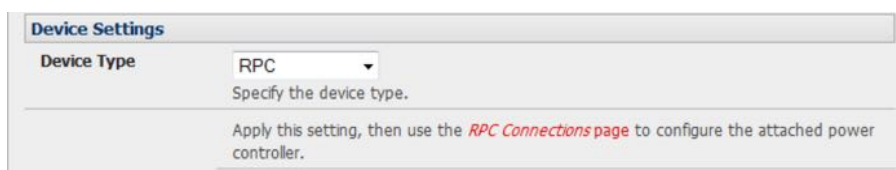
The SDT Settings form contains the following fields:

- SDT Mode:** A radio button. Below it, the text reads: "Enable access over SSH to a host connected to this serial port."
- Username:** A text input field. Below it, the text reads: "The login name for PPP. The default is 'port08'".
- User Password:** A text input field. Below it, the text reads: "The login secret for PPP. The default is 'port08'".
- Confirm Password:** A text input field. Below it, the text reads: "Re-type the password for confirmation."

For configuration details refer to [chapter 5.6](#).

3.1.4. Device (RPC, UPS, EMD) mode

This mode configures the selected serial port to communicate with a serial controlled Uninterruptable Power Supply (UPS), Remote Power Controller / Power Distribution Units (RPC) or Environmental Monitoring Device (EMD).



The Device Settings form contains the following fields:

- Device Type:** A dropdown menu currently showing "RPC". Below it, the text reads: "Specify the device type."
- Below the dropdown, the text reads: "Apply this setting, then use the *RPC Connections* page to configure the attached power controller."

- Select the desired *Device Type* (UPS, RPC or EMD).
- Proceed to the appropriate device configuration page: **Serial & Network > UPS Connections, RPC Connection or Environmental**) as detailed in [chapter 7](#).

3.1.5. Terminal server mode

- Enable *Terminal Server Mode* and set the *Terminal Type* (vt220, vt102, vt100, Linux or ANSI) to enable a *getty* on the selected serial port.



The Terminal Server Settings form contains the following fields:

- Terminal Server Mode:** A radio button. Below it, the text reads: "Enable a TTY login for a local terminal attached to this serial port."
- Terminal Type:** A dropdown menu currently showing "vt220". Below it, the text reads: "The terminal standard to use on this serial port."

The *getty* will then configure the port and wait for a connection to be made. An active connection on a serial device is usually indicated by the Data Carrier Detect (DCD) pin on the serial device being raised. When a connection is detected, the *getty* program issues a login: prompt, and then invokes the login program to handle the actual system login.

Note: Selecting Terminal Server mode will disable Port Manager for that serial port, so data is no longer logged for alerts etc.

3.1.6. Serial bridging mode

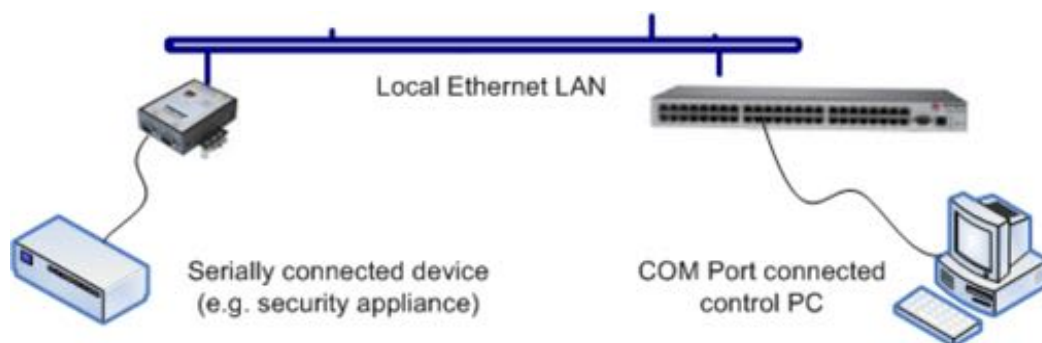
With serial bridging, the serial data on a nominated serial port on one *console server* is encapsulated into network packets and then transported over a network to a second *console server* where it is then represented as serial data. So the two *console servers* effectively act as a virtual serial cable over an IP network.

One *console server* is configured to be the Server. The Server serial port to be bridged is set in Console Server mode with either RFC2217 or RAW enabled (as described in [chapter 3.1.2](#)).

For the Client *console server*, the serial port to be bridged must be set in Bridging Mode.

Serial Bridge Settings	
Serial Bridging Mode	☐ Create a network connection to a remote serial port via RFC-2217.
Server Address	 The network address of an RFC-2217 server to connect to.
Server TCP Port	 The TCP port the RFC-2217 server is serving on.
RFC 2217	☐ Enable RFC 2217 access.
SSH Tunnel	☐ Redirect the serial bridge over an SSH tunnel to the server

- Enable *Serial Bridging Mode* and specify the IP address of the Server *console server* and the TCP port address of the remote serial port (for RFC2217 bridging this will be 5001-5048).
- By default the bridging client will use RAW TCP so you must select RFC2217 if this is the console Server mode you have specified on the server *console server*.



- You may secure the communications over the local Ethernet by enabling SSH however you will need to generate and upload keys (see [chapter 14](#)).

3.1.7. Syslog

In addition to inbuilt logging and monitoring (which can be applied to serial-attached and network-attached management accesses, as covered in [chapter 6](#)) the *console server* can also be configured to support the remote syslog protocol on a per serial port basis.

- Select the *Syslog Facility* and *Syslog Priority* fields to enable logging of traffic on the selected serial port to a syslog server and to appropriately sort and action those logged messages (for example, redirect them or send an alert email).

For example if the computer attached to serial port 3 should never send anything out on its

serial console port, the *Administrator* can set the *Syslog Facility* for that port to local0 (local0 – local7 are meant for site local values), and the *Syslog Priority* to critical. At this priority, if the *console server* syslog server does receive a message, it will automatically raise an alert. See [chapter 6](#) for more.

3.1.8. NMEA streaming

The ACM5004-G-I, ACM5504-5-G(-W)-I, ACM5504-5-LA/LR/LV-I, ACM7000-L and IM4200-G can provide GPS NMEA data streaming from the internal GPS /cellular modem. This data stream presents as a serial data stream on port 5 on the ACM models. For the IM4200-G with an internal cellular modem, the NMEA data stream presents on ports 9/17/33/49 for the IM4208/16/32/48 models.

The Common Settings (baud rate etc.) are ignored when configuring the NMEA “serial port”. However you can specify the Fix Frequency (i.e. this GPS fix rate determines how often GPS fixes are obtained). You can also apply all the Console Server Mode, Syslog and Serial Bridging settings to this port.

Note: The NMEA Streaming menu item should display on the Serial & Network > Serial Port menu. However for earlier revision ACM5004-G-I units you may need to update the setfset settings from the command line.

setfset -r lists all of the current feature set variables.

You look for the factory_opts variable, and then add 3g-gps to it.

For example, factory_opts=rs485,3g,ind.

To update it to 3g-gps, you do the following:

setfset -u factory_opts=rs485,3g-gps,ind.

Then run setfset -r again, and make sure you can see the update.

You can use *pmshell*, *webshell*, *SSH*, *RFC2217* or *RawTCP* to get at the stream:



Opengear User

Syslog Settings

Syslog Facility	Default
Syslog facility to use on logging messages	
Syslog Priority	Default
Syslog priority level to use on logging messages	

Apply

For example, using the *Web Terminal*:

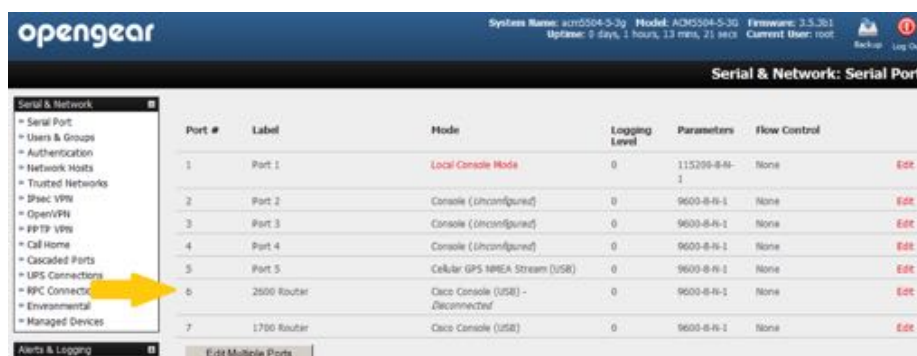


Note: This GPS support is also available for IM4200-G with an internal cellular modem. The NMEA data stream presents on ports 9/17/33/49 for the IM4208/16/32/48 models.

3.1.9. Cisco USB console connection

The ACM5000-, ACM5500-, and IM4200-family console servers support direct USB 2.0 connection to one or two Cisco USB console ports (in addition to the traditional RS-232 serial console port connections).

With such a USB console connection, users can send IOS commands through the USB console port remotely (using a browser and the console server's built-in AJAX terminal) or monitor messages from the Cisco USB console ports and take rule book actions (using the console server's built-in Auto-Response capabilities).



For configuration and control, these USB consoles are presented as new “serial ports”. For example, on an ACM5504-5-G with cellular GPS configured on Port 5 (as shown above), any Cisco USB console ports would present as Port 6 and 7.

For the IM4200-series (without any internal GPS modem functions) any configured Cisco USB console ports would present as follows:

- ports 19 & 10 on the IM4208.
- ports 17 & 18 on the IM4216.
- ports 33 & 34 on the IM4232.
- ports 49 & 50 on the IM4248.

The Common Settings (baud rate etc) are ignored when configuring the Cisco USB “serial port”.

However you can apply all the Console Server Mode, Syslog and Serial Bridging settings to this port.



Note: The Cisco USB console must be manually configured on initial connection. However any USB console disconnection is auto-detected. USB console re-connection on the same physical USB port will also be auto-detected, but only if the console server has been power cycled.

3.1.10. USB consoles

Opengear ACM7000, CM7100 and IM7200 family console servers running firmware 3.16.5 or later support USB console connections to devices from a wide range of vendors, including Cisco, HP, Dell and Brocade. Moreover, and aside from their utility as USB connections, all the USB ports on these console servers can function as plain RS-232 serial ports when a USB-to-serial adapter is connected.

These USB ports are available as regular portmanager ports and are presented numerically in the web UI after all RJ45 serial ports.

The ACM7008-2, for example, has eight RJ45 serial ports on the rear of the console server and four USB ports on the front. In **Serial & Network > Serial Port** these are listed as

port #	connector
1	RJ45
2	RJ45
3	RJ45
4	RJ45
5	RJ45
6	RJ45
7	RJ45
8	RJ45
9	USB
10	USB
11	USB
12	USB

If the particular ACM7008-2 is a cellular model, port #13 — for the GPS — will also be listed.

As a further example, consider the 7216-24U. It has 16 RJ45 serial ports and 24 USB ports on its rear-face as well as two front-facing USB ports and (in the cellular model) a GPS.

The RJ45 serial ports are presented in **Serial & Network > Serial Port** as port numbers 1–16.

The 24 rear-facing USB ports take port numbers 17–40, and the front-facing USB ports are listed at port numbers 41 and 42 respectively. And, as with the ACM7008-2, if the particular 7216-24U is a cellular model, the GPS is presented at port number 43.

The common settings (baud rate etc.) are used when configuring the ports, but some operations (for example, sending serial breaks) may not work depending on the implementation of the underlying USB serial chip.

3.1.11. Link layer discovery protocol (LLDP)

The Link Layer Discovery Protocol (LLDP) is a protocol that allows system administrators to glean information about devices physically connected to managed switches. It is available for use on IM7200, CM7100 and ACM7000 devices.

The LLDP service is enabled through the **System > Services** page. When the service is enabled, the `lldpd` daemon is loaded and runs. The **Service Access** tab controls which network interfaces are monitored by the `lldpd` daemon.

When LLDP is granted access to an interface, it will use that interface even if the interface has been disabled via **System > IP**.

LLDP neighbors are visible through the **Status > LLDP Neighbors** page. This page shows neighbors heard, and also indicates the information that the console manager is sending.

Note: although the LLDP service can be granted access to non-ethernet interfaces (for example, G3, G4 and PSTN dial-up interfaces), it currently ignores non-ethernet interfaces.

The `lldpccli` shell client interacts with and configures the running LLDP service.

Persistent custom configuration changes can be added to the system through configuration files placed in `/etc/config/lldpd.d/`. Custom configuration files — which must have filenames ending with `.conf` — will be read and executed by `lldpccli` when the LLDP service starts.

The `/etc/` directory is read-only on Opengear hardware. Most default configuration files otherwise stored in `/etc/` are, on Opengear hardware, in `/etc/config/`, which is writeable.

The default `lldpd` configuration file — `lldpd.conf` — is stored in `/etc/config/` on Opengear hardware. It is not safe as a store of custom configuration details, however. There are circumstances in which this file is regenerated automatically, in which case all customisations will be lost.

The `etc/config/lldpd.d/` directory, which is also writable and which is created on first boot, is safe to write to. Any Custom LLDP configurations must be stored as `*.conf` files in this directory.

When enabled, LLDP frames issued by an Opengear Console Manager will reveal sensitive information such as hostname, and firmware version.

However, LLDP frames are not passed through by 802.3ab compliant switches, and Opengear Console Managers have the LLDP service disabled by default.

Both `lldpd` and `lldpccli` have standard man pages but, because of space concerns, these pages are not shipped with Opengear hardware.

Both man pages are available on the lldpd project web-site however: `man lldpd` is at <https://vincentbernat.github.io/lldpd/usage.html#lldpd8>; and `man lldpdcli` is at <https://vincentbernat.github.io/lldpd/usage.html#lldpdcli8>.

Note: Opengear uses lldpd 0.9.2.

3.1.12. Configuration over DHCP (ZTP)

Config-over-DHCP is available for all Opengear console managers running firmware release 3.16 or later. Using this feature, Opengear devices can be provisioned during their initial boot from a DHCP server. Provisioning on untrusted networks can be facilitated by providing keys on a USB flash drive.

The typical steps for configuration over a trusted network are:

- Manually configure a same-model Opengear device.
- Save its configuration as an Opengear backup (.opg) file.
- Select **System > Configuration Backup > Remote Backup**.
- Click **Save Backup**.

A backup configuration file — `model-name_iso-format-date_config.opg` — is downloaded from the Opengear device to the local system.

Alternatively, you can save the configuration as an xml file:

- Select **System > Configuration Backup > XML Configuration**.

An editable field containing the configuration file in XML format is presented.

- Click into the field to make it active.
- If you are running any browser on Windows or Linux, right-click and choose **Select All** from the contextual menu or press Control-A. Then right-click and choose **Copy** from the contextual menu or press Control-C.
- If you are using any browser on macOS, choose **Edit > Select All** or press Command-A. Then choose **Edit > Copy** or press Command-C.
- In your preferred text-editor, create a new empty document, paste the copied data into the empty document and save the file. Whatever file-name you choose, it must include the.xml filename suffix.
- Copy the saved .opg or .xml file to a public-facing directory on a file server serving at least one of the following protocols: HTTPS, HTTP, FTP or TFTP.

Note: Only HTTPS can be used if the connection between the file server and a to-be-configured Opengear device travels over an untrusted network.

- Configure your DHCP server to include a 'vendor specific' option for Opengear devices. (This will be done in a DHCP server-specific way.) The vendor specific option should be set to a string containing the URL of the published .opg or .xml file in the step above. The option string must not exceed 250 characters and it must end in either .opg or .xml.
- Connect a new Opengear device (either factory-reset or Config-Erased) to the network and

apply power.

Note: it may take up to 5 minutes for the device to find the .opg or .xml file via DHCP, download and install the file and then reboot itself.

Example ISC DHCP (dhcpd) server configuration

The following is an example DHCP server configuration fragment for serving an .opg configuration image via the ISC DHCP server, dhcpd:

```
option space opengear code width 1 length width 1;
option opengear.config-url code 1 = text;
class "opengear-config-over-dhcp-test" {
    match if option vendor-class-identifier ~~ "^Opengear/";
    vendor-option-space opengear;
    option opengear.config-url "https://example.com/opg/$ \
        {class}.opg";
}
```

Setup when the LAN is untrusted

If the connection between the file server and a to-be-configured Opengear device includes an untrusted network, a two-handed approach can mitigate the issue.

Note: this approach introduces two physical steps where trust can be difficult, if not impossible, to establish completely. First, the custody chain from the creation of the data-carrying USB flash drive to its deployment. Second, the hands connecting the USB flash drive to the Opengear device.

- Generate an X.509 certificate for the Opengear device.
- Concatenate the certificate and its private key into a single file named `client.pem`.
- Copy `client.pem` onto a USB flash drive.
- Set up an HTTPS server such that access to the .opg or .xml file is restricted to clients that can provide the X.509 client certificate generated above.
- Put a copy of the CA cert that signed the HTTP server's certificate – `ca-bundle.crt` – onto the USB flash drive bearing `client.pem`.
- Insert the USB flash drive into the Opengear device before attaching power or network.
- Continue the procedure from 'Copy the saved .opg or .xml file to a public-facing directory on a file server' above using the HTTPS protocol between the client and server.

Prepare a USB drive and create the X.509 certificate and private key

- Generate the CA certificate so the client and server Certificate Signing Requests (CSRs) can be signed.

```
# cp /etc/ssl/openssl.cnf .
# mkdir -p exampleCA/newcerts
# echo 00 > exampleCA/serial
# echo 00 > exampleCA/crlnumber
# touch exampleCA/index.txt
# openssl genrsa -out ca.key 8192
```

```
# openssl req -new -x509 -days 3650 -key ca.key -out demoCA/
cacert.pem -subj /CN=ExampleCA
# cp demoCA/cacert.pem ca-bundle.crt
```

Note: This procedure generates a certificate called ExampleCA but any allowed certificate name can be used. Also, this procedure uses openssl ca. If your organisation has an enterprise-wide, secure CA generation process, that should be used instead.

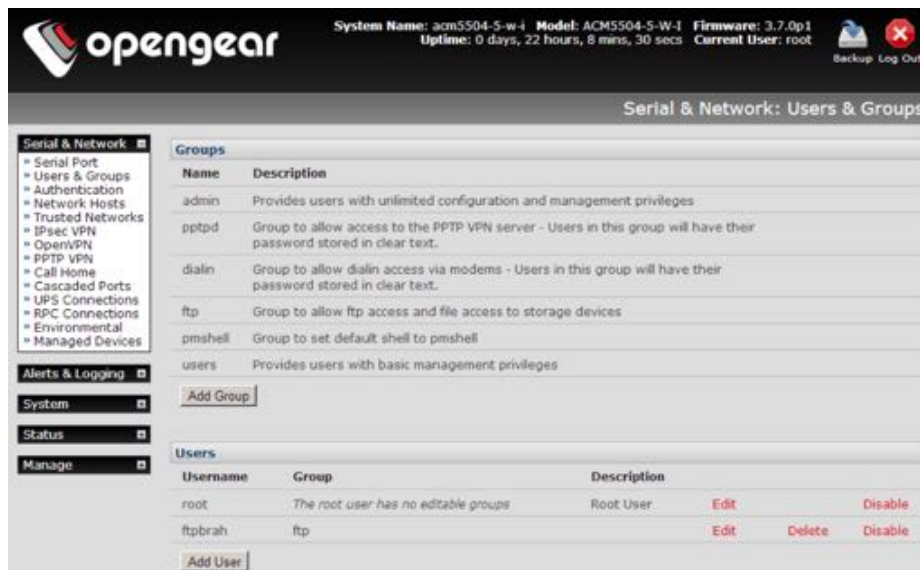
- Generate the client certificate.

```
# openssl genrsa -out client.key 4096
# openssl req -new -key client.key -out client.csr -subj \
/CN=ExampleClient
# openssl ca -days 365 -in client.csr -out client.crt \
-keyfile ca.key -policy policy_anything -batch -notext
# cat client.key client.crt > client.pem
```

- Format a USB flash drive as a single FAT32 volume.
- Move the client.pem and ca-bundle.crt files onto the flash drive's root directory.

3.2. Add & edit users

The *Administrator* uses this menu selection to set up, edit and delete users and to define the access permissions for each of these users.



Users can be authorized to access specified services, serial ports, power devices and specified network-attached hosts. These users can also be given full *Administrator* status (with full configuration and management and access privileges).

To simplify user set up, they can be configured as members of Groups. With firmware V3.5.2 and later there are six Groups set up by default (earlier versions only had admin and user by default):

group	description
admin	Provides users with unlimited configuration and management privileges.

pptpd	Group to allow access to the PPTP VPN server. Users in this group will have their password stored in clear text.
dialin	Group to allow access to the PPTP VPN server. Users in this group will have their password stored in clear text.
ftp	Group to allow ftp access and file access to storage devices.
pmshell	Group to set default shell to pmshell.
users	Provides users with basic management privileges.

Membership of the *admin* group provides the user with full Administrator privileges. The admin user (Administrator) can access the console server using any of the services which have been enabled in System: Services e.g. if only HTTPS has been enabled then the Administrator can only access the console server using HTTPS. However once logged in they can reconfigure the console server settings (e.g. to enable HTTP/Telnet for future access). They can also access any of the connected Hosts or serial port devices using any of the services that have been enabled for these connections. But again the Administrator can reconfigure the access services for any Host or serial port. So only trusted users should have Administrator access

Membership of the *user* group provides the user with limited access to the console server and connected Hosts and serial devices. These Users can access only the Management section of the Management Console menu and they have no command line access to the console server. They also can only access those Hosts and serial devices that have been checked for them, using services that have been enabled

If a user is set up with *pptd*, *dialin*, *ftp* or *pmshell* group membership they will have restricted user shell access to the nominated managed devices but they will not have any direct access to the console server itself. To add this the users must also be a member of the "users" or "admin" groups

The *Administrator* can also set up additional Groups with specific power device, serial port and host access permissions. However users in these additional groups don't have any access to the Management Console menu nor do they have any command line access to the console server itself.

The *Administrator* can also set up users with specific power device, serial port and host access permissions, who are not a member of any Groups. Similarly these users don't have any access to the Management Console menu nor do they have any command line access to the console server itself.

For convenience the SDT Connector "Retrieve Hosts" function retrieves and auto-configures checked serial ports and checked hosts only, even for admin group users

3.2.1. Setup new group

To set up new Groups and new users, and to classify users as members of particular Groups:

- Select **Serial & Network > Users & Groups** to display the configured Groups and Users.
- Click **Add Group** to add a new Group.
- Add a *Group name* and *Description* for each new Group, then nominate the *Accessible Hosts*, *Accessible Ports* and *Accessible RPC Outlet(s)* that you wish any users in this new Group to be able to access.

- Click Ap

- The Administrator can Edit or Delete any added group.

3.2.2. Setup new users

To set up new users, and to classify users as members of particular Groups:

- Select **Serial & Network > Users & Groups** to display the configured Groups and Users.
- Click *Add User* to add a new user.
- Add a *Username* for each new user. You may also include information related to the user (e.g. contact details) in the *Description* field.

Note: the User Name can contain from 1 to 127 alphanumeric characters as well as the following characters: - _ . (hyphen, underscore, and full-stop or period).

- Specify which *Group* (or *Groups*) you wish the user to be a member of.
- Add a confirmed *Password* for each new user.

Note: a user's Password can contain up to 254 characters. There are no restrictions on what characters are allowed in a password. However only the first eight characters are used to make the password hash.

- SSH pass-key authentication can be used. This is more secure than password-based authentication. Paste the public keys of authorized public/private keypairs for this user in the *Authorized SSH Keys* field
- Check *Disable Password Authentication* if you wish to only allow public key authentication for this user when using SSH.

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Serial & Network: Users & Groups

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- IPsec VPN
- OpenVPN
- PPTP VPN
- Call Home
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental
- Managed Devices

Alerts & Logging

- Port Log
- Auto-Response
- SMTP & SMS
- SNMP

System

- Administration
- SSL Certificates
- Configuration Backup
- Firmware
- IP
- Date & Time
- Dial
- Firewall
- Services
- DHCP Server
- Nagios
- Configure Dashboard
- I/O Ports

Status

- Port Access
- Active Users
- Statistics
- Support Report
- Syslog
- UPS Status
- RPC Status
- Environmental Status
- Dashboard

Manage

- Devices
- Port Logs
- Host Logs
- Power
- Terminal

Add a New user

Username
A unique name for the user.

Description
A brief description of the user's role.

Groups
A group with predefined privileges the user will belong to.

- ☐ admin (Provides users with unlimited configuration and management privileges)
- ☐ pptpd (Group to allow access to the PPTP VPN server - Users in this group will have their password stored in clear text.)
- ☐ dialn (Group to allow dialn access via modems - Users in this group will have their password stored in clear text.)
- ☐ ftp (Group to allow ftp access and file access to storage devices)
- ☐ pmshell (Group to set default shell to pmshell)
- ☐ users (Provides users with basic management privileges)
- ☐ testgroup1

Password
The user's authentication secret. *Note: A password may not be required if remote authentication is being used.*

Confirm
Re-enter the user's password for confirmation.

SSH Authorized Keys
Paste the public keys of authorized public/private keypairs to allow pass-key authentication for this user.
This is more secure than password based authentication

Disable Password Authentication
☐ Check to only allow public key authentication for the user when using SSH

Dial-in Options

Enable Dial-Back
☐ Allow an out-going connection to be triggered by logging into this port.

Dial-Back Phone Number
The phone number to call-back when user logs in.

Accessible Host(s)

- Check *Enable Dial-Back* in the **Dial-in Options** menu to allow an out-going dial-back connection to be triggered by logging into this port.
- Enter the *Dial-Back Phone Number* with the phone number to call-back when the user logs in.
- Check specific *Accessible Hosts* and *Accessible Ports* to nominate the serial ports and network connected hosts you wish the user to have access privileges to.
- If there are configured RPCs you can check *Accessible RPC Outlets* to specify which outlets the user is able to control (that is, power on and off).
- Click **Apply**.

The new user will now be able to access the Network Devices, Ports and RPC Outlets you nominated as accessible plus, if the user is a Group member they can also access any other device/port/outlet that was set up as accessible to the Group

Note: there are no specific limits on user number; nor on the number of users per serial port or host. So multiple users (Users and Administrators) can control or monitor a port or host. Similarly there are no specific limits on the group number and users can be a member of a number of Groups (and gain the cumulative access privileges of each Group). A user does not have to be a member of any Groups (but if the User is not even a member of the default user group then cannot use the Management Console to manage ports).

Note: while there are no specific limits, the time to re-configure does increase as the number and complexity increases. The aggregate number of users and groups should be kept under 250.

The Administrator can also edit the access settings for any existing users:

- Select **Serial & Network > Users & Groups** and click *Edit* to modify User access privileges.
- Alternatively click *Delete* to remove the user or *Disable* to temporarily block access.

Note: for more on enabling the SDT Connector so each user has secure tunneled remote RPD/VNC/Telnet/HHTP/HTTPS/SoL access to the network connected hosts see [chapter 5](#).

3.3. Authentication

See [chapter 8.1](#) for authentication configuration details.

3.4. Network hosts

To monitor and remotely access a locally networked computer or device (referred to as a Host) identify the Host and specify the TCP or UDP ports/services used to control that Host.

- Select **Serial & Network > Network Hosts**.

opengear System Name: img4004-5 Model: IMG4004-5 Firmware: 2.7.0p1 Uptime: 0 days, 19 hours, 50 mins, 14 secs Current User: root

Serial & Network: Network Hosts

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental
- Managed Devices

Alerts & Logging

- Port Log
- Alerts
- SMTP & SMS
- SNMP

System

- Administration
- Firmware
- IP
- Date & Time
- Dial

IP Address/DNS Name
The host's IP Address or DNS name.

Host Name
A descriptive name for this host.

Description/Notes
A brief description of the host.

Permitted Services

22/tcp (ssh) - 0
23/tcp (telnet) - 0
80/tcp (http) - 0
443/tcp (https) - 0
1494/tcp (ica) - 0
3389/tcp (rdp) - 0
5900/tcp (vnc) - 0

☒ TCP ☐ UDP Port:
level 0 - Disabled

The TCP services available from this host.

All network-connected Hosts that have been enabled for access present as well as the related access TCP ports/services.

opengear System Name: img4004-5 Model: IMG4004-5 Firmware: 2.7.0p1 Uptime: 0 days, 19 hours, 46 mins, 14 secs Current User: root

Serial & Network: Network Hosts

IP Address/DNS Name	Host Name	Description/Notes	Permitted Services	Device Type		
192.168.0.44	IBM-X-324	Asterisk PBX	22/tcp (ssh) 0, 443/tcp (https) 0		Edit	Delete
192.168.0.70	PowerEdgeR9000-5	Dell mail server	22/tcp (ssh) 0, 443/tcp (https) 0, 5900/tcp (vnc) 0		Edit	Delete
192.168.0.46	ManiUPS	Computer room battery	80/tcp (http) 0	UPS	Edit	Delete
192.168.253.240	PDU-R7D	Baytech PDU	23/tcp (telnet) 0, 80/tcp (http) 0	RPC	Edit	Delete
192.168.0.39	PDU-RSA	PowerWare PDU	22/tcp (ssh) 0, 23/tcp (telnet) 0, 80/tcp (http) 0, 443/tcp (https) 0, 1494/tcp (ica) 0, 3389/tcp (rdp) 0, 5900/tcp (vnc) 0	RPC	Edit	Delete

*Access to the service will be logged.

- Click **Add Host** to enable access to a new Host (or select Edit to update the settings for existing Host).
- Enter the *IP Address* or the *DNS Name* and *Host Name* (up to 254 alphanumeric characters) for the new network connected Host.
- enter a *Description* (this is an optional step).
- Add or edit the *Permitted Services* (or TCP/UDP port numbers) that are authorized to be used in controlling this host.

Only these permitted services will be forwarded through by SDT to the Host. All other services (TCP/UDP ports) will be blocked.

- Set the *Logging Level*.

This specifies the level of information to be logged and monitored for each Host access. See [chapter 6](#) for more.

- If the Host is a PDU or UPS power device or a server with IPMI power control, specify RPC (for IPMI and PDU) or UPS and the Device Type.

The *Administrator* can configure these devices and enable which users have permissions to remotely cycle power etc. (see [chapter 7](#)). Otherwise leave the *Device Type* set to *None*.

- If the col

The screenshot shows the Nagios configuration interface. On the left is a sidebar with a tree view containing 'Nagios', 'Status' (with sub-items: Port Access, Active Users, Statistics, Support Report, Syslog, UPS Status, RPC Status, Environmental Status), and 'Manage' (with sub-items: Devices, Port Logs, Host Logs, Power, Terminal). The main content area is titled 'Device Settings' and contains a 'Device Type' dropdown menu with options 'None', 'UPS', and 'RPC'. Below this is the 'Nagios Settings' section, which includes an 'Enable Nagios' checkbox, a 'Host Name' text field, and 'Nagios Checks' buttons ('New Check', 'Clear check-host-alive', and 'Apply').

you will also be presented with Nagios Settings options to enable nominated services on the Host to be monitored. See Chapter 9 for more.

- Click **Apply**.

This will create the new Host and also create a new Managed Device (with the same name).

3.5. Trusted networks

The **Trusted Networks** facility allows you an nominate specific IP addresses that users (*Administrators* and *Users*) must be located at, to have access to console server serial ports:

The screenshot shows the OpenGear web interface for 'Serial & Network: Trusted Networks'. At the top, system information is displayed: 'System Name: sm4216 Model: 3M4216 Firmware: 2.5.0 Uptime: 2 days, 22 hours, 57 mins, 42 secs Current User: root'. The left sidebar shows a tree view with 'Serial & Network' selected, containing sub-items: Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, and Cascaded Ports. The main content area shows a message 'Changes to configuration succeeded.' and a table with columns 'Network Address', 'Network Mask', and 'Description'. The table contains one entry: '192.168.200.200', '255.255.255.255', and 'Made Up'. Below the table is an 'Add Rule' button. 'Edit' and 'Delete' links are also present next to the table entry.

- Select **Serial & Network > Trusted Networks**.

- Click **Add Rule** to add a new trusted network.

Note: In the absence of Rules, there are no access limitations as to the IP address at which Users or Administrators can be located.

- Select the *Accessible Port(s)* that the new rule is to be applied to.
- Enter the *Network Address* of the subnet to be permitted access.
- Specify the range of addresses that are to be permitted by entering a *Network Mask* for that permitted IP range.

- For example, to permit all users located in the 204.15.5.0 Class C network to connect to the nominated port, would add the following **Trusted Network** rule:

Network IP address: 204.15.5.0
Subnet Mask 255.255.255.0

- To permit only the user located at a specific IP address (in this case 204.15.5.13) to connect:

Network IP address: 204.15.5.13
Subnet Mask 255.255.255.255

- To allow all users operating from within a specific range of IP addresses (in this case the 30 addresses from 204.15.5.129 to 204.15.5.158) to be permitted connection to the nominated port:

Network IP address: 204.15.5.128
Subnet Mask 255.255.255.224

- Click **Apply**.

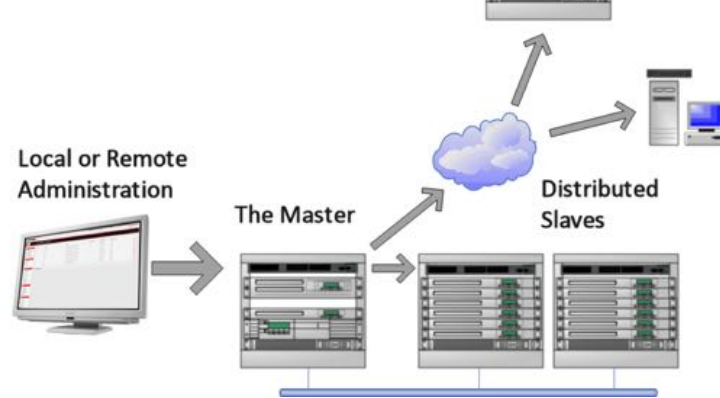
Note: The above Trusted Networks will limit access by Users and Administrators to the console serial ports. However they do not restrict access by the Administrator to the console server itself or to attached hosts. To change the default settings for this access, you will need to edit the IPtables rules as described in [chapter 14](#).

3.6. Serial port cascading

Cascaded Ports enables you to cluster distributed console servers so up to 1000 serial ports

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can be configured and accessed through one IP address and managed through the one Management Console. One *console server*, the Master, controls other console servers as Slave units and all the serial ports on the Slave units appear as if they are part of the Master.

Opengear's clustering connects each Slave to the Master with an SSH connection. This is done using public key authentication so the Master can access each Slave using the SSH key pair (rather than using passwords). This ensures secure authenticated communications between Master and Slaves enabling the Slave *console server* units to be distributed locally on a LAN or remotely around the world.

3.6.1. Automatically generate & upload SSH keys

To set up public key authentication first generate an RSA or DSA key pair and upload them into the master and slave *console servers*. This can be done automatically from the Master.

- Select **System > Administration** on the master's Management Console.
- Check *Generate SSH keys automatically*.

System Name: img4004-5
An ID for this device.

System Description:
The physical location of this device.

System Password:
The secret used to gain administration access to this device.

Confirm System Password:
Re-enter the above password for confirmation.

Apply

SSH RSA Public Key:
Upload a replacement RSA public key file. Browse...

SSH RSA Private Key:
Upload a replacement RSA private key file. Browse...

SSH DSA Public Key:
Upload a replacement DSA public key file. Browse...

SSH DSA Private Key:
Upload a replacement DSA private key file. Browse...

SSH Authorized Keys:
Upload a replacement authorized keys file. Browse...

Generate SSH keys automatically: ☒
Generate SSH keys locally.

Apply

- click **Apply**.

Next select whether to generate keys using RSA and/or DSA (if unsure, select only RSA).

Generating each set of keys will require approximately two minutes and the new keys will destroy any old keys of that type that may previously been uploaded. Also while the new generation is underway on the master functions relying on SSH keys (e.g. cascading) may stop functioning until they are updated with the new set of keys. To generate keys:

System Name: img4004-5
Model: IMG4004-5
Firmware: 2.6.0p6
Uptime: 0 days, 1 hours, 4 mins, 57 secs
Current User: root

System: SSH Keys

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental

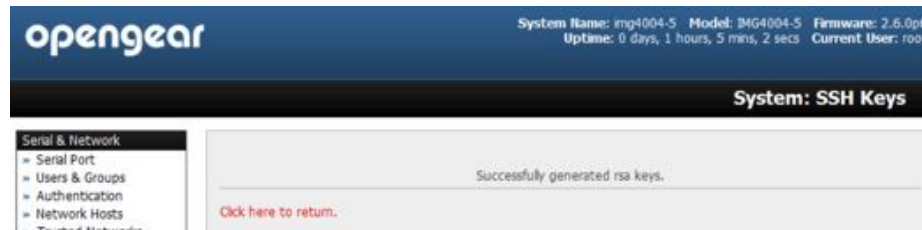
Generating each set of keys will require approximately two minutes. Any old keys of that type will be destroyed. Functions relying on SSH keys (e.g. Cascading) may stop functioning until they are updated with the new set of keys. If unsure, select only RSA.

To generate keys, select RSA and/or DSA:

RSA Keys ☒
Generate RSA Keys

DSA Keys ☐
Generate DSA Keys

- Check RSA Keys, DSA Keys, or both.
- Click **Apply**.



- Once the new keys have been generated, *Click here to return* and the keys will automatically be uploaded to the master and connected slaves.

3.6.2. Manually generate & upload SSH keys

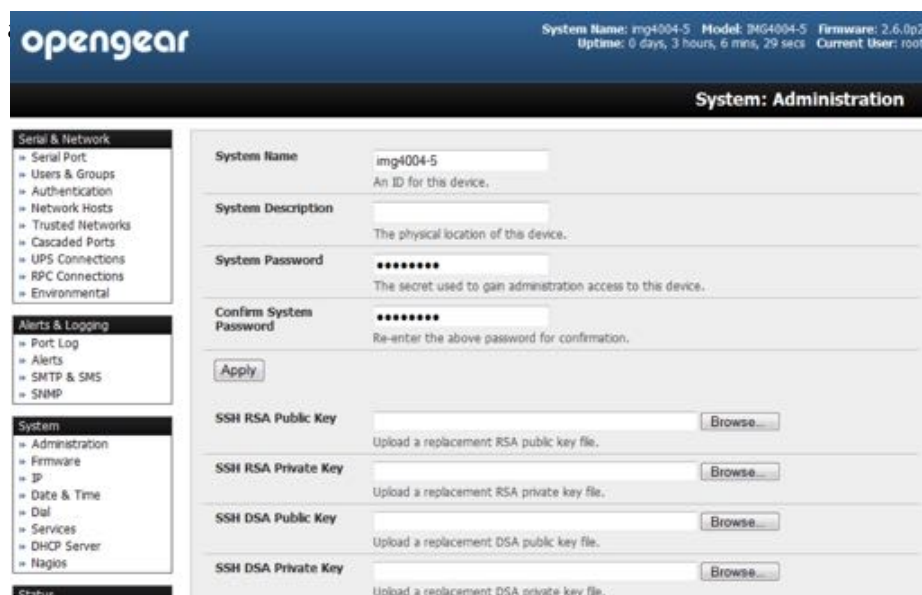
To manually upload the key public and private key pair to the Master console server:

- Select **System > Administration** on the master's Management Console.
- Browse to the location you have stored RSA (or DSA) Public Key and upload it to *SSH RSA (DSA) Public Key*.
- Browse to the stored RSA (or DSA) Private Key and upload it to *SSH RSA (DSA) Private Key*.
- Click **Apply**.

Next, you must register the Public Key as an Authorized Key on the slave. In the simple case with only one master with multiple slaves, you need only upload the one RSA or DSA public key for each slave.

Note: The use of key pairs can be confusing as in many cases one file (Public Key) fulfills two roles – Public Key and Authorized Key. For a more detailed explanation see the Authorized Keys section of [chapter 14.6](#). Also refer to this chapter if you need to use more than one set of Authorized Keys in the slave.

- Select **System > Administration** on the slave's Management Console.
- Browse



Authorized Key.

- Click **Apply**.

The next step is to *Fingerprint* each new slave-master connection. This once-off step will validate that you are establishing an SSH session to who you think you are. On the first connection the Slave will receive a fingerprint from the Master which will be used on all future connections.

- Log in to the master *console server* as *root*.
- Establish an SSH connection to the remote slave host:

```
# ssh remote-host-name
```

Once the SSH connection has been established you will be asked to accept the key. Answer yes and the fingerprint will be added to the list of known hosts. For more detail on Fingerprinting see [chapter 14.6](#).

Note: If you are asked to supply a password, then there has been a problem with uploading keys. The keys should remove any need to supply a password.

3.6.3. Configure the slaves and their serial ports

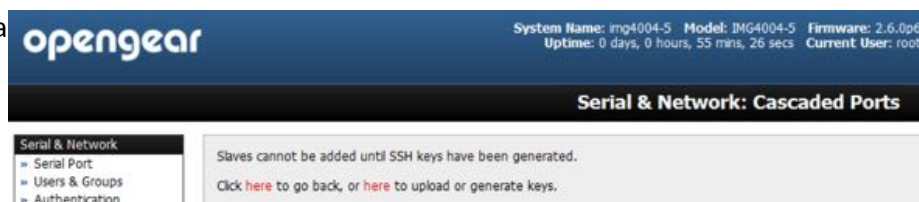
You can now begin setting up the slaves and configuring slave serial ports from the master *console server*.



- Select **Serial & Network > Cascaded Ports** on the master's Management Console.
- Click **Add Slave** to add clustering support.

Note: you cannot add any slaves until you have automatically or manually generated SSH keys.

To define a



- Enter the remote *IP Address* (or *DNS Name*) for the Slave *console server*.
- Enter a brief *Description* and a short *Label* for the slave

Use a convention here that enables effective management of large networks of clustered console servers and the connected devices.

- Enter the full number of serial ports on the slave unit in *Number of Ports*.

- Click **Apply**.

This will establish the SSH tunnel between the master and the new slave.

The **Serial & Network > Cascaded Ports** menu displays all the slaves and the port numbers that have been allocated on the master. If the master console server has 16 ports of its own then ports 1–16 are pre-allocated to the master, so the first slave added will be assigned port number 17 onwards.

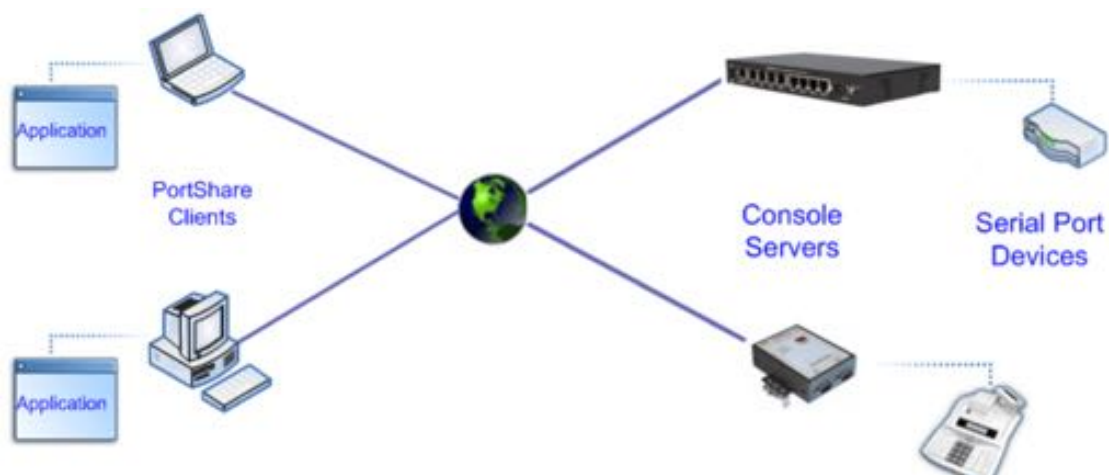
Once you have added all the slave *console servers*, the slave serial ports and the connected devices are configurable and accessible from the master's Management Console menu and accessible through the Master's IP address.

- Select the appropriate **Serial & Network > Serial Port** and *Edit* to configure the serial ports on the slave.
- Select the appropriate **Serial & Network > Users & Groups** to add new users with access privileges to the slave serial ports (or to extend existing users access privileges).
- Select the appropriate **Serial & Network > Trusted Networks** to specify network addresses that can access nominated slave serial ports.
- Select the appropriate **Alerts & Logging > Alerts** to configure slave port *Connection*, *State Change* or *Pattern Match* alerts.
- click **Apply**.

The configuration changes made on the master are propagated out to all the Slaves.

3.6.4. Managing the slaves

The master is in control of the slave serial ports. So for example if change a *User* access privileges or edit any serial port setting on the master, the updated configuration files will be sent out to each slave in parallel. Each slave will then automatically make changes to their local configurations (and only make those changes that relate to its particular serial ports).



You can still use the local slave Management Console to change the settings on any slave serial port (such as alter the baud rates). However these changes will be overwritten next time the master sends out a configuration file update.

Also while the master is in control of all slave serial port related functions, it is not master over the slave network host connections or over the slave console server system itself.

So slave functions such as IP, SMTP & SNMP Settings, Date & Time, DHCP server must be managed by accessing each slave directly and these functions are not over written when configuration changes are propagated from the master. Similarly the slaves Network Host and IPMI settings have to be configured at each slave.

Also the master's Management Console provides a consolidated view of the settings for its own and the entire slave's serial ports, however the master does not provide a fully consolidated view. For example if you want to find out who's logged in to cascaded serial ports from the master, you'll see that **Status > Active Users** only displays those users active on the master's ports, so you may need to write custom scripts to provide this view. This is covered in [chapter 10](#).

3.7. Serial port redirection (PortShare)

Opengear's *PortShare* software delivers the virtual serial port technology your Windows and Linux applications need to open remote serial ports and read the data from serial devices that are connected to your *console server*.

PortShare is supplied free with each console server and you are licensed to install PortShare on one or more computers for accessing any serial device connected to a console server port.

PortShare for Windows

The `portshare_setup.exe` program is included on the CD supplied with your *console server*. A copy can be freely downloaded from the ftp site. Refer to the PortShare User Manual and Quick Start for details on installation and operation.

PortShare for Linux

The *PortShare* driver for Linux maps the console server serial port to a host `tty` port. Opengear has released the `portshare-serial-client` as an open source utility for Linux, AIX, HP-UX, SCO, Solaris and UnixWare. This utility can be freely downloaded from the ftp site.

The *PortShare* serial port redirector allows you to use a serial device connected to the remote console server as if it were connected to your local serial port. The `portshare-serial-client` creates a pseudo `tty` port, connects the serial application to the pseudo `tty` port, receives data from the pseudo `tty` port, transmits it to the *console server* through network and receives data from the *console server* through network and transmits it to the pseudo-`tty` port.

The `.tar` file can be freely downloaded from the ftp site. Refer to the PortShare User Manual and Quick Start for details on installation and operation.

3.8. Managed devices

Managed Devices presents a consolidated view of all the connections to a device that can be accessed and monitored through the console server. To view the connections to the devices:

- Select **Serial & Network > Managed Devices**.

This screen displays all the Managed Device with their Description, Notes and lists of all the configured Connections:

Serial Port # if serially connected.

USB	if USB connected.
IP Address	if network connected.
Power PDU/outlet	if applicable.
UPS connections	if applicable.

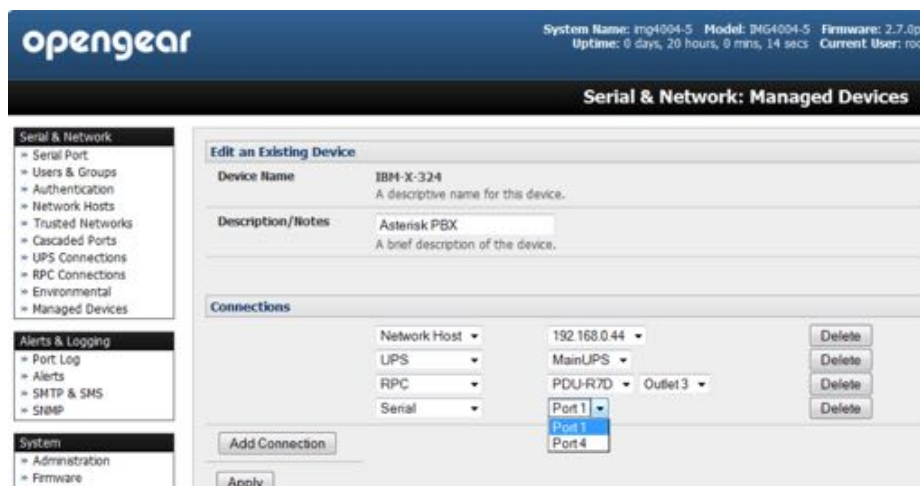


Devices such as servers will commonly have more than one power connections (e.g. dual power supplied) and more than one network connection (for example, for BMC/service processor).

All users can view (but not edit) these Managed Device connections by selecting **Manage > Devices**. Whereas the *Administrator* can edit, add to and delete these Managed Devices and their connections.

To edit an existing device and add a new connection:

- Select **Serial & Network > Managed Devices**.
- Click **Edit**.
- Click **Add Connection**.
- Select the connection type for the new connection (Serial, Network Host, UPS or RPC).
- Select the specific connection from the presented list of configured unallocated hosts/ports/outlets.



To add a new network connected Managed Device:

- The *Administrator* adds a new network connected Managed Device using **Add Host** on the **Serial & Network > Network Host** menu. This automatically creates a corresponding new Managed Device (as covered in [chapter 3.4](#)).
- When adding a new network connected RPC or UPS power device, you set up a Network Host, designate it as RPC or UPS, then go to **RPC Connections** (or **UPS Connections**) to configure the relevant connection.
- A corresponding new Managed Device (with the same *Name* and *Description* as the RPC/UPS Host) is not created until this connection step is completed (see [chapter 8](#)).

Note: the outlet names on a newly created PDU will, by default, be “Outlet 1” and “Outlet 2”. When you connect an particular Managed Device (that draws power from the outlet) the outlet will take up the name of the powered Managed Device.

To add a new serially connected Managed Device:

- Configure the serial port using the **Serial & Network > Serial Port** menu (see [chapter 3.1](#)).
- Select **Serial & Network > Managed Devices**.
- Click **Add Device**.
- Enter a *Device Name* and *Description* for the Managed Device.
- Click **Add Connection** and select *Serial* and the *Port* that connects to the Managed Device.
- click **Add Connection** to add a UPS/RPC power connection or network connection or another serial connection.

The screenshot shows the OpenGear web interface. At the top, the system name is 'mg4004-S', model is 'IMG4004-S', firmware is '2.7.0p1', uptime is '2 days, 1 hours, 29 mins, 38 secs', and the current user is 'admin'. The main heading is 'Serial & Network: Managed Devices'. On the left, there's a sidebar with 'Serial & Network' and 'Alerts & Logging' sections. The 'Serial & Network' section includes links for Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, Cascaded Ports, UPS Connections, RPC Connections, Environmental, and Managed Devices. The 'Alerts & Logging' section includes Port Log, Alerts, SMTP & SMS, and SNMP. The main content area is titled 'Add a New Device'. It has a 'Device Name' field with 'Router' entered, a 'Description/Notes' field with 'Cisco 3640 serial console' entered, and a 'Connections' section. The 'Connections' section has a dropdown menu with 'Serial' selected, a 'Port 2' dropdown, and a 'Delete' button. There are 'Add Connection', 'Delete', and 'Apply' buttons at the bottom.

- Click **Apply**.

Note: To set up a new serially connected RPC UPS or EMD device, you configure the serial port, designate it as a Device then enter a Name and Description for that device in the Serial & Network: RPC Connections (or UPS Connections or Environmental). When applied, this will automatically create a corresponding new Managed Device with the same Name and Description as the RPC/UPS Host (see chapter 7).

Note: the outlet names on the PDU will, by default, be “Outlet 1” and “Outlet 2”. When you connect a particular Managed Device (that draws power from the outlet) the outlet will take up the name of the powered Managed Device.

3.9. IPsec VPN

The ACM7000, ACM5500, ACM5000, CM7100, IM7200 and IM4200 family of advanced console servers include Openswan, a Linux implementation of the IPsec (IP Security) protocols, which can be used to configure a Virtual Private Network (VPN). The VPN allows multiple sites or remote administrators to access the Opengear advanced console server (and Managed Devices) securely over the Internet.



The *administrator* can establish an encrypted authenticated VPN connections between advanced console serves distributed at remote sites and a VPN gateway (such as Cisco router running IOS IPsec) on their central office network.

Users and *administrators* at the central office can then securely access the remote console servers and connected serial console devices and machines on the Management LAN subnet at the remote location as though they were local.

All these remote console servers can then be monitored with a CMS6000 on the central network.

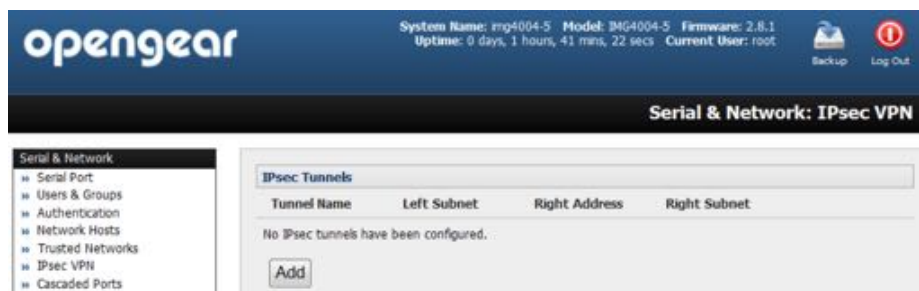
With serial bridging, serial data from controller at the central office machine can be securely connected to the serially controlled devices at the remote sites (see [chapter 3.1.](#))

The road warrior administrator can use a VPN IPsec software client such as TheGreenBow (<https://thegreenbow.com/>) or Shrew Soft (<https://shrew.net/>) to remotely access the advanced console server and every machine on the Management LAN subnet at the remote location.

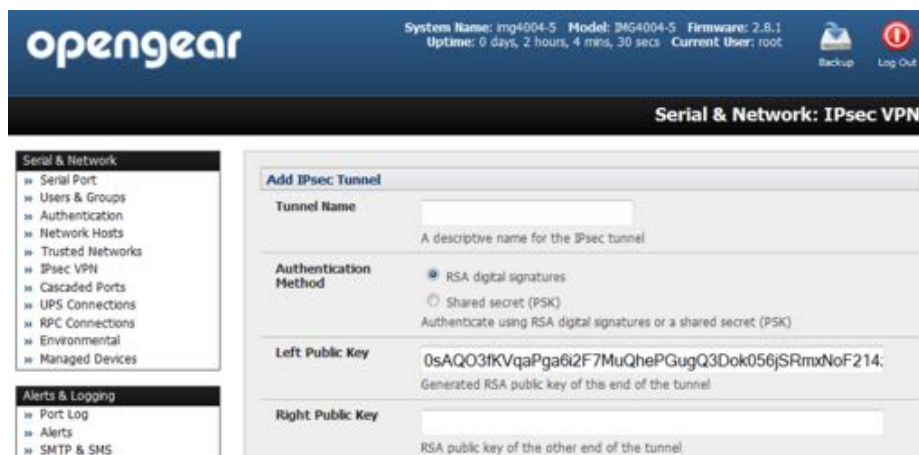
Configuration of IPsec is quite complex so Opengear provides a simple GUI interface for basic set up as described below. However for more detailed information on configuring Openswan IPsec at the command line and interconnecting with other IPsec VPN gateways and road warrior IPsec software see <http://wiki.openswan.org> and <http://opengear.com/faq.html>.

3.9.1. Enable the VPN gateway

- Select **Serial & Networks > IPsec VPN**.
- Click **Add**.
- complete the **Add IPsec Tunnel** screen.



- Enter a descriptive name to identify the added IPsec Tunnel. For example *West-St-Outlet*.
- Select the Authentication Method: either *RSA digital signatures* or a *Shared secret (PSK)*.



If you select RSA you will be asked to click here to generate keys. This will generate an RSA public key for the console server (the *Left Public Key*). You will need to find out the key to be used on the remote gateway, then cut and paste it into the *Right Public Key*.

If you select Shared secret you will need to enter a *Pre-shared secret (PSK)*. The PSK must match the PSK configured at the other end of the tunnel.

- In *Authentication Protocol* select the authentication protocol to be used. Either authenticate as part of ESP (*Encapsulating Security Payload*) encryption or separately using the AH (*Authentication Header*) protocol.
- Enter a *Left ID* and *Right ID*. This is the identifier that the Local host/gateway and remote host/gateway use for IPsec negotiation and authentication.

Each ID must include an @ and can include a fully qualified domain name preceded by @ (for example, left@example.com).

- Enter the public IP or DNS address of this OpenGear VPN gateway as the *Left Address*. You can leave this blank to use the interface of the default route.
- In *Right Address*, if the remote end has a static or dyndns address, enter the public IP or DNS address of the remote end of the tunnel. Otherwise leave this blank.
- If the OpenGear VPN gateway is serving as a VPN gateway to a local subnet (for example, the console server has a Management LAN configured) enter the private subnet details in *Left Subnet*.

Use the CIDR notation, where the IP address number is followed by a slash and the number of 'one' bits in the binary notation of the netmask.

For example 192.168.0.0/24 indicates an IP address where the first 24 bits are used as the network address. This is the same as 255.255.255.0.

If the VPN access is only to the *console server* itself and to its attached serial console devices then leave *Left Subnet* blank.

- If there is a VPN gateway at the remote end, enter the private subnet details in *Right Subnet*.

Again use CIDR notation and leave blank if there is only a remote host.

- Select **Initiate Tunnel** if the tunnel connection is to be initiated from the Left console server end.

This can only be initiated from the VPN gateway (Left) if the remote end was configured with a static (or dyndns) IP address.

- Click **Apply** to save changes.

Note: It is essential the configuration details set up on the advanced console server (referred to as the Left or Local host) exactly matches the set up entered when configuring the Remote

The screenshot shows the Opengear web interface for configuring an IPsec VPN. The top header includes the Opengear logo, system information (System Name: mg4004-5, Model: MG4004-5, Firmware: 2.8.1, Uptime: 0 days, 1 hours, 59 mins, 45 secs, Current User: root), and links for Backup and Log Out. The main title is 'Serial & Network: IPsec VPN'. On the left is a sidebar menu with categories: Serial & Network, Alerts & Logging, System, Status, and Manage. The main content area is titled 'Add IPsec Tunnel' and contains several fields: Tunnel Name (with a description), Authentication Method (radio buttons for RSA digital signatures and Shared secret (PSK)), Generate Keys (with a note and a link), Authentication Protocol (radio buttons for ESP and AH), Left ID and Right ID (with descriptions), Left Address and Right Address (with descriptions), Left Subnet and Right Subnet (with descriptions), and an 'Initiate Tunnel' checkbox. At the bottom is an 'Apply' button.

(Right) host/gateway or software client. Refer to the <http://www.opengear.com/faq.html> for details on configuring these remote ends.

3.10. OpenVPN

The ACM7000, ACM5500, ACM5000, CM7100, IM7200 and IM4200 family of advanced console servers with Firmware v3.2 and later, include OpenVPN. OpenVPN uses the OpenSSL library for encryption, authentication, and certification, which means it uses SSL/TSL (Secure Socket Layer/Transport Layer Security) for key exchange and can encrypt both data and control channels. Using OpenVPN allows for the building of cross-platform, point-to-point VPNs using either X.509 PKI (Public Key Infrastructure) or custom configuration files.

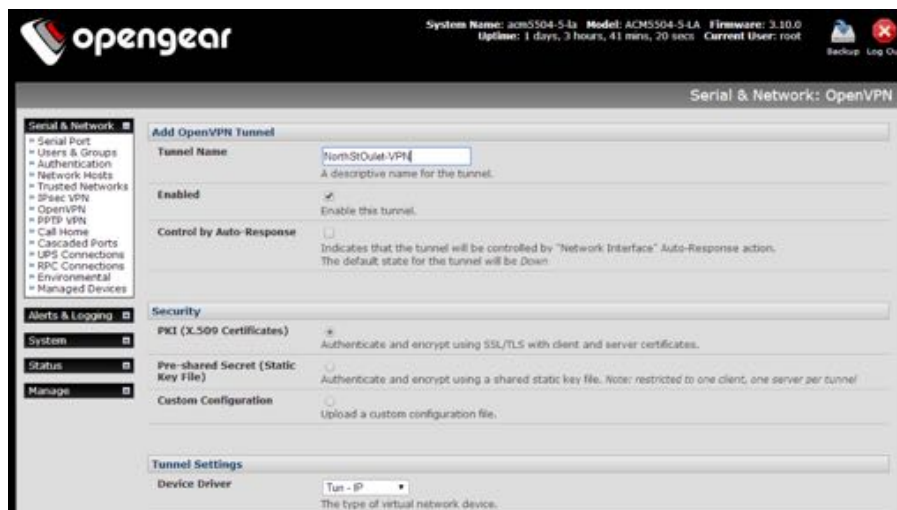
OpenVPN allows secure tunneling of data through a single TCP/UDP port over an unsecured network, thus providing secure access to multiple sites and secure remote administration to a console server over the Internet.

OpenVPN also allows the use of Dynamic IP addresses by both the server and client thus providing client mobility. For example, an OpenVPN tunnel may be established between a roaming windows client and an Opengear advanced console server within a data center.

Configuration of OpenVPN can be complex so Opengear provides a simple GUI interface for basic set up as described below. However for more detailed information on configuring OpenVPN Access server or client refer to the HOW TO and FAQs at <https://openvpn.net/>.

3.10.1. Enable the OpenVPN

- Select **Serial & Networks > OpenVPN**.
- Click **Add**.



- Fill-out the required fields on the **Add OpenVPN Tunnel** screen.
- Enter a descriptive name to identify the added IPsec Tunnel. For example *West-St-Outlet*.



Opengear User

- Select the authentication method to be used.

To authenticate using certificates select *PKI (X.509 Certificates)*.

To authenticate using a custom configuration select *Custom Configuration* to upload custom configuration files.

Note: Custom configurations must be stored in /etc/config.

If you select PKI (public key infrastructure) you will need to establish:

- a separate certificate (also known as a public key).

This Certificate File will be a *.crt file type.

- a Private Key for the server and each client.

This Private Key File will be a *.key file type.

- A master Certificate Authority (CA) certificate and key which is used to sign each of the server and client certificates.

This Root CA Certificate will be a *.crt file type.

For a server you may also need dh1024.pem (Diffie Hellman parameters).

See <http://openvpn.net/easyrsa.html> for a guide to basic RSA key management. For alternative authentication methods see <http://openvpn.net/index.php/documentation/howto.html#auth>. For more information also see <http://openvpn.net/howto.html>.

- Select the **Device Driver** to be used, either *Tun-IP* or *Tap-Ethernet*.

The TUN (network tunnel) and TAP (network tap) drivers are virtual network drivers that support IP tunneling and Ethernet tunneling, respectively. TUN and TAP are part of the Linux kernel.

Add OpenVPN Tunnel	
Tunnel Name	SouthStOutlet-VPN A descriptive name for the OpenVPN tunnel
Device Driver	Tun - IP Select the tap or tun driver to use.
Protocol	UDP Use a UDP or TCP protocol
Tunnel Mode	Server Is this the Client or Server end of the tunnel.
Configuration Method	PKI (X.509 Certificates) Authenticate using certificates or use a custom configuration
Compression	☒ Enable or disable compression
Server Details	
Local Port	 The TCP/IP port to listen on. Default is 1194.
IP Pool Network	10.100.0.0 Network addresses to allocate.
IP Pool Netmask	255.255.255.0 Network mask for IP Pool.
Apply	

- Select either *UDP* or *TCP* as the *Protocol*.

UDP is the default and preferred protocol for OpenVPN.

- In **Tunnel Mode**, nominate whether this is the *Client* or *Server* end of the tunnel.

When running as a server, the advanced console server supports multiple clients connecting to the VPN server over the same port.

- Check or uncheck the **Compression** button to enable or disable compression.

3.10.2. Configure as server or client

- Complete the **Client Details** or **Server Details** depending on the Tunnel Mode selected.

If **Client** has been selected, the *Primary Server Address* will be the address of the OpenVPN Server.

If **Server** has been selected, enter the IP Pool Network address and the IP Pool Network mask for the IP Pool. The network defined by the IP Pool Network address/mask is used to provide the addresses for connecting clients.

Client Details	
Primary Server Address	192.168.250.106 The address of the first server.
Primary Server Port	 The TCP/IP port of the first server. Default is 1194.
Secondary Server Address	 The address of the second server (Optional).
Secondary Server Port	

- Click **Apply**.
- To enter authentication certificates and files, **Edit** the OpenVPN tunnel.

Manage OpenVPN Files				
Configuration File		Browse...	File is not custom	NorthStOutlet-VPN.conf
Root CA Certificate	ear\Testing\Certificates\ca.crt	Browse...	Upload	No file available
Certificate File	ing\Certificates\acm-client.crt	Browse...	Upload	No file available
Private Key File	ing\Certificates\acm-client.key	Browse...	Upload	No file available
Diffie-Hellman File		Browse...	Upload	No file available
Apply				

- Select the **Manage OpenVPN Files** tab. Upload or browse to relevant authentication certificates and files.
- Click **Apply**.

Saved files will be displayed in red on the right-hand side of the Upload button.

- To enable OpenVPN, **Edit** the OpenVPN tunnel.

- Check the **Enabled** button.
- Click **Apply**.

Note: the console server system time must be correct. Otherwise authentication issues can arise.

- Select **Status > Statistics** to verify that the tunnel is operational.

3.10.3. Windows OpenVPN client & server setup

Windows does not come standard with any OpenVPN server or client. This section outlines the installation and configuration of a Windows OpenVPN client or a Windows OpenVPN server and setting up a VPN connection to a console server.

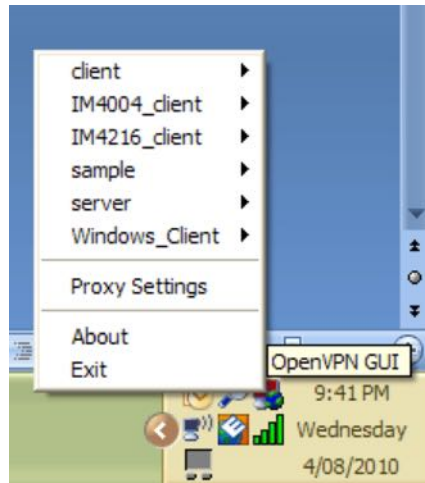
Console servers with firmware V3.5.2 and later will generate Windows client config

automatically from the GUI for Pre-shared Secret (Static Key File) configurations.

Alternately *OpenVPN GUI for Windows* software (which includes the standard OpenVPN package plus a Windows GUI) can be downloaded from <https://openvpn.net/>.

Once installed on the Windows machine, an OpenVPN icon will present in the Notification Area located in the right side of the taskbar.

- Right click on this icon to start (and stop) VPN connections, and to edit configurations and view logs.



When the OpenVPN software is started, the C:\Program Files\OpenVPN\config folder will be scanned for .ovpn files. This folder is rechecked for new configuration files whenever the OpenVPN GUI icon is right-clicked.

So once the OpenVPN client is installed, a configuration file will need to be created.

- Using a text editor, create an xxxx.ovpn file and save in C:\Program Files\OpenVPN\config\. For example, C:\Program Files\OpenVPN\config\client.ovpn.
- An example OpenVPN Windows client configuration file:

```
# description: IM4216_client
client
proto udp
verb 3
dev tun
remote 192.168.250.152
port 1194
ca c:\\openvpnkeys\\ca.crt
cert c:\\openvpnkeys\\client.crt
key c:\\openvpnkeys\\client.key
nobind
persist-key
persist-tun
comp-lzo
```

- An example OpenVPN Windows server configuration file:

```
server 10.100.10.0 255.255.255.0
port 1194
```

```

keepalive 10 120
proto udp
mssfix 1400
persist-key
persist-tun
dev tun
ca c:\\openvpnkeys\\ca.crt
cert c:\\openvpnkeys\\server.crt
key c:\\openvpnkeys\\server.key
dh c:\\openvpnkeys\\dh.pem
comp-lzo
verb 1
syslog IM4216_OpenVPN_Server

```

The Windows client/server configuration file options are:

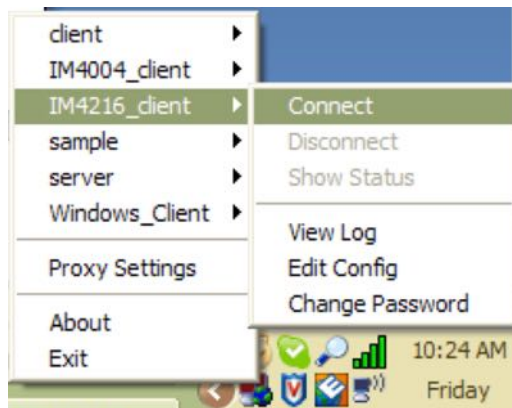
options	description
# <i>comments and notes</i>	Lines beginning with # are ignored by OpenVPN.
client or server	Specify whether this will be a client or server configuration file. In the server configuration file, define the IP address pool and netmask. For example <i>server 10.100.10.0 255.255.255.0</i>
proto [<i>udp tcp</i>]	Set the protocol.
	Client and server must be the same.
mssfix <i>size</i>	Set a packet's maximum size.
	Only useful for UDP if problems occur.
verb <i>level</i>	Set log-file verbosity. Values range from 0–15. 0 = silent except for fatal errors. 3 = medium output logging. Good for general use. 5 = helps with debugging connection problems. 9 = extremely verbose. Excellent for troubleshooting.
dev [<i>tun tap</i>]	Set <i>dev tun</i> to create a routed IP tunnel. Set <i>dev tap</i> to create an Ethernet tunnel.
	Client and server must be the same.
remote <i>host</i>	Set the hostname or IP address of the OpenVPN server.
	Mandatory but a client-only setting.
Port	The UDP or TCP port of the OpenVPN server.
Keepalive <i>ping-value down-value</i>	Uses ping to keep the OpenVPN session alive. For example: Keepalive 10 120 pings the server every ten seconds and assumes the remote peer is down if no ping is received after 120 seconds (two minutes).
http-proxy <i>proxy-server proxy-port-#</i>	If a proxy is required to access a server, enter the proxy-server's hostname or IP address and its port #.

<i>ca file-name</i>	Enter the CA certificate file name and location The same CA certificate can be used by the server and all clients. Ensure each \ in the directory path is escaped. For example <code>c:\openvpnkeys\ca.crt</code> must be entered as <code>c:\\openvpnkeys\\ca.crt</code>
<i>cert file-name</i>	Enter the client's or server's certificate file name and location Each client should have its own certificate and key files. As above, each \ in the directory path must be escaped.
<i>key file-name</i>	Enter the client's or server's key file name and location Each client should have its own certificate and key files. As above, each \ in the directory path must be escaped.
<i>dh file-name</i>	Enter the path to the key with the Diffie-Hellman parameters. A server-only setting.
<i>Nobind</i>	Used when clients do not need to bind to a local address or specific local port number. This is the case in most client configurations.
<i>persist-key</i>	Prevents the reloading of keys across restarts.
<i>persist-tun</i>	Prevents the closing and reopening of TUN/TAP devices across restarts.
<i>cipher [BF-CBC Blowfish AES-128-CBC AES DES-EDE3-CBC Triple DES]</i>	Sets the cryptographic cipher. <i>BF-CBC Blowfish</i> is the default if no cipher is explicitly set. The client and server must use the same settings.
<i>comp-lzo</i>	Enables compression on the OpenVPN link. If enabled it must be set on the client <i>and</i> the server.
<i>syslog</i>	Located in <code>syslog</code> on Linux or Unix. Located in <code>\Program Files\OpenVPN\log\</code> if running as a service on Windows.

To initiate the OpenVPN tunnel following the creation of the client/server configuration files:

- **Right click** on the OpenVPN icon in the Notification Area.
- **Select** the newly created client or server configuration.
- Click **Connect** in the presented sub-menu.
- The log file will display as the connection is established.
- Once established, the OpenVPN icon will display a message notifying of the successful

connection and assigned IP.



This information, as well as the time the connection was established, is available anytime by scrolling over the OpenVPN icon.

Note: An alternate, open-source OpenVPN Windows client can be downloaded from <https://openvpn.net/index.php/open-source/downloads.html>. See <https://openvpn.net/index.php/access-server/docs> for help.



3.11. PPTP VPN

The ACM7000, ACM5500, ACM5000, CM7100, IM7200 and IM4200 family of advanced console servers with Firmware V3.5.2 and later, include a PPTP (Point-to-Point Tunneling Protocol) server. PPTP is typically used for communications over a physical or virtual serial link. The PPP endpoints define a virtual IP address to themselves. Routes to networks can



then be defined with these IP addresses as the gateway, which results in traffic being sent across the tunnel. PPTP establishes a tunnel between the physical PPP endpoints and securely transports data across the tunnel.

The strength of PPTP is its ease of configuration and integration into existing Microsoft infrastructure. It is generally used for connecting single remote Windows clients. If you take your portable computer on a business trip, you can dial a local number to connect to your Internet access service provider (ISP) and then create a second connection (tunnel) into your office network across the Internet and have the same access to your corporate network as if you were connected directly from your office. Similarly, telecommuters can also set up a VPN tunnel over their cable modem or DSL links to their local ISP.

To set up a PPTP connection from a remote Windows client to your Opendgear appliance and local network:

- Enable and configure the PPTP VPN server on your Opendgear appliance.
- Set up VPN user accounts on the Opendgear appliance and enable the appropriate authentication.
- Configure the VPN clients at the remote sites. The client does not require special software as the PPTP Server supports the standard PPTP client software included with Windows NT and later.
- Connect to the remote VPN.

3.11.1. Enable the PPTP VPN server

- Select **PPTP VPN** on the **Serial & Networks** menu.

The screenshot shows the Opendgear web interface for configuring the PPTP VPN server. The interface has a blue header with the Opendgear logo and system information. A left sidebar contains a navigation menu. The main content area is titled 'Serial & Network: PPTP VPN' and contains the following configuration sections:

- PPTP Server**
 - Enable:** A checkbox labeled 'Enable' with the text 'Enable the PPTP server.'
 - Minimum Authentication Required:** Radio buttons for 'None (least secure)', 'PAP', 'CHAP', and 'MSCHAPv2 (most secure)'. A note states: 'The least secure method to use when checking the PPTP user's credentials.'
 - Required Encryption Level:** Radio buttons for 'Only no encryption (also disables compression)', '40bit or 128bit encryption', 'Only 40bit encryption', 'Only 128bit encryption', and 'Any encryption (including none)'. A note states: 'The encryption to require for the PPTP connection.'
 - Local Address:** A text input field with a note: 'IP address to assign to the server's end of the VPN connection.'
 - Remote Addresses:** A text input field with a note: 'Pool of IP addresses to assign to the incoming client's VPN connections e.g. 192.168.1.10-20.'
 - MTU:** A text input field with a note: 'Maximum transmission unit of the PPTP interface. Defaults to 1400.'
 - DNS Server:** A text input field with a note: 'Optional IP address of a DNS server to hand to incoming clients.'
 - WINS Server:** A text input field with a note: 'Optional IP address of a WINS server to hand to incoming clients.'
 - Verbose logging:** A checkbox labeled 'Enable verbose logging to assist in debugging connection problems.'
 - Apply Settings:** A button.
- Authenticated PPTP VPN Connections:** A section with a note: 'Authentication is required to track PPTP connections.'

- Click the *Enable* check box to enable the PPTP Server.
- Select the *Minimum Authentication Required*.

Access is denied to remote users attempting to connect using an authentication scheme weaker than the selected scheme. The schemes are described below, from strongest to weakest.

Encrypted Authentication (MS-CHAP v2). The strongest type of authentication to use. This is the recommended option.

Weakly Encrypted Authentication (CHAP). This is the weakest type of encrypted password authentication to use. It is not recommended that clients connect using this as it provides very little password protection. Also note that clients connecting using CHAP are unable to encrypt traffic.

Unencrypted Authentication (PAP). This is plain text password authentication. When using this type of authentication, the client password is transmitted unencrypted.

None. No encryption at all.

- Select the *Required Encryption Level*.

Access is denied to remote users attempting to connect not using this encryption level. 40 bit or 128 bit encryption is recommended.

- In *Local Address* enter the IP address to assign to the server's end of the VPN connection.
- In *Remote Addresses* enter the pool of IP addresses to assign to the incoming client's VPN connections (e.g. 192.168.1.10-20).

These must be free IP addresses, from the network (typically the LAN) that remote users are assigned while connected to the Opendear appliance.

- Enter the desired value of the Maximum Transmission Unit (MTU) for the PPTP interfaces into the *MTU* field (defaults to 1400).
- In the *DNS Server* field, enter the IP address of the DNS server that assigns IP addresses to connecting PPTP clients.
- In the *WINS Server* field, enter the IP address of the WINS server that assigns IP addresses to connecting PPTP client.
- Enable *Verbose Logging* to assist in debugging connection problems.
- Click **Apply**.

3.11.2. Add a PPTP user

- Navigate to **Serial & Networks > Users & Groups**.
- Complete the fields as covered in [chapter 3.2](#).
- Ensure the *pptpd* Group has been checked, to allow access to the PPTP VPN server.

Note: users in this group will have their password stored in clear text.

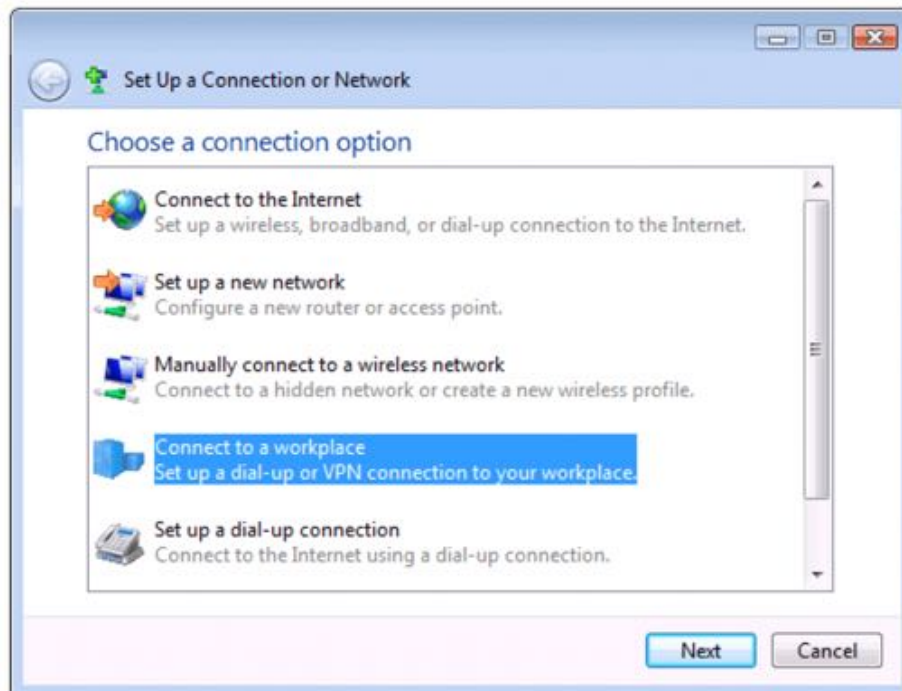
- Keep note of the username and password for when you need to connect to the VPN connection.
- Click **Apply**.

3.11.3. Setup a remote PPTP client

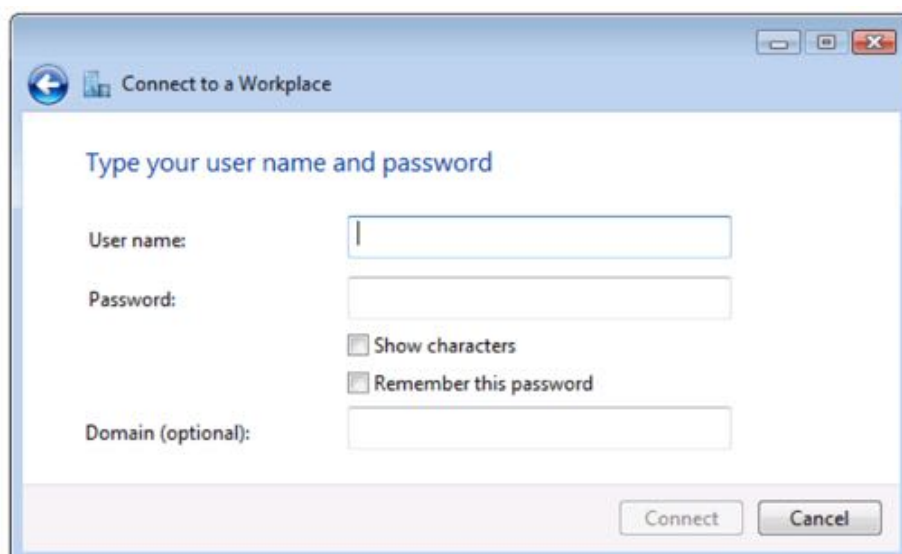
Ensure the remote VPN client PC has Internet connectivity. To create a VPN connection across the Internet, you must set up two networking connections. One connection is for the ISP, and the other connection is for the VPN tunnel to the Opendgear appliance.

Note: This procedure sets up a PPTP client under Windows 7 Professional. The steps may vary slightly depending on your network access or if you are using a different version of Windows.

- Log in to your Windows system with administrator privileges.



- From the **Network & Sharing Center** in the **Control Panel** select **Network Connections** and create a new connection.



- Select **Use My Internet Connection (VPN)** and enter the IP Address of the Opengear appliance.

Note: To connect remote VPN clients to the local network, you need to know the user name and password for the PPTP account you added, as well as the Internet IP address of the Opengear appliance. If your ISP has not allocated you a static IP address, consider using a dynamic DNS service. Otherwise you must modify the PPTP client configuration each time your Internet IP address changes.

3.12. Call home

All console servers with Firmware V3.2 and later, include the *Call Home* feature which initiates the setup of a secure SSH tunnel from the console server to a centralized Lighthouse VM, Lighthouse Standard, Lighthouse Enterprise, CMS6100 or VCMS server (referred to herein as CMS). The console server then registers as a “candidate” on the CMS. Once accepted there it becomes a Managed Console Server.

The CMS will then monitor the Managed Console Server, and administrators can access the remote Managed Console Server, through the CMS. This access is available even when the remote console server is behind a third party firewall or has a private non-routable IP addresses (which is often the case when the console server is connected via a cellular modem connection).

CMS maintains public key authenticated SSH connections to each of its Managed Console Servers. These connections are used for monitoring, commanding and accessing the Managed Console Servers and the Managed Devices connected to the Managed Console Server.

To manage Local Console Servers, or console servers that are reachable from the CMS, the SSH connections are initiated by CMS.

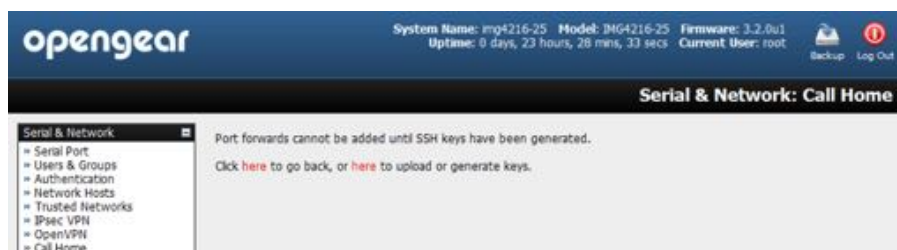
To manage Remote Console Servers, or console servers that are firewalled, not routable, or otherwise unreachable from the CMS, the SSH connections are initiated by the Managed Console Server via an initial Call Home connection.

This ensures secure, authenticated communications and enables Managed Console Servers units to be distributed locally on a LAN, or remotely around the world.

3.12.1. Setup call home candidate

To set up the console server as a Call Home management candidate on the CMS:

- Select **Call Home** on the **Serial & Network** menu.



- If you have not already generated or uploaded an SSH key pair for this console server, you will need to do so before proceeding (see [chapter 2](#)).

- Click **Add**.
- Enter the *IP address* or *DNS name* (for example, the dynamic DNS address) of the CMS.
- Enter the *Password* that you configured on the CMS as the Call Home Password.

- Click **Apply**.

These steps initiate the Call Home connection from the *console server* to the CMS. This creates an SSH listening port on the CMS, and sets the *console server* up as a candidate.

Once the candidate has been accepted on the CMS (as outlined in the [next section](#)) an SSH tunnel to the *console server* is then redirected back across the Call Home connection. The *console server* has now become a Managed Console Server and the CMS can connect to and monitor it through this tunnel.

3.12.2. Accept call home candidate as managed console

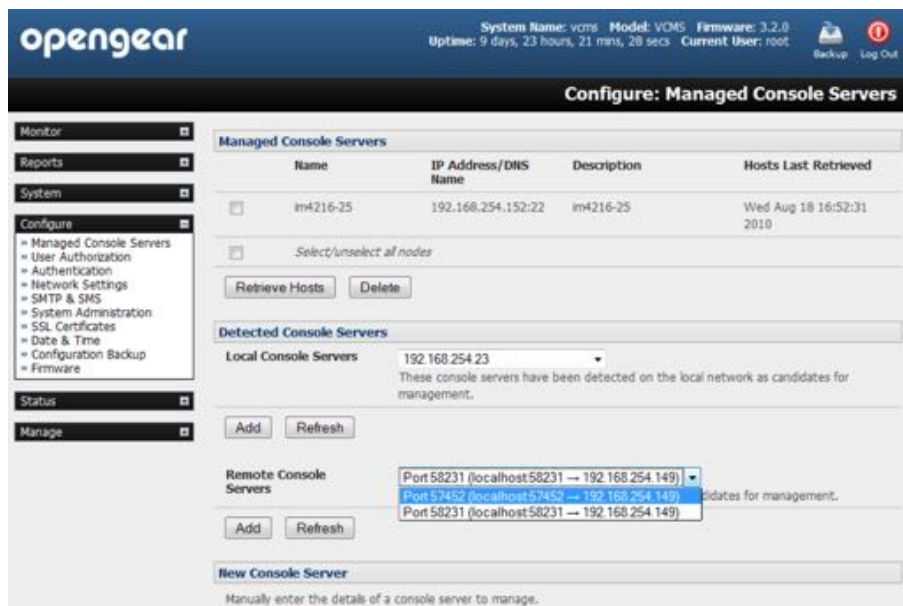
This section gives an overview on configuring the CMS to monitor console servers that are connected via Call Home. For more details refer to the Lighthouse CMS User Manual.

You first must enter a new *Call Home Password* on the CMS. This password is used solely for accepting Call Home connections from candidate *console servers*.

So the CMS can be contacted by the *console server* it must have either a static IP address or — if using DHCP — be configured to use a dynamic DNS service.

The **Configure > Managed Console Servers** screen on the CMS shows the status of local and remote Managed Console Servers and candidates.

The **Managed Console Server** section shows the console servers currently being monitored by the CMS.



The **Detected Console Servers** section shows the *Local Console Servers* drop down list (which lists all the *console servers* which are on the same subnet as the CMS but which not currently being monitored) and the *Remote Console Servers* drop down list (which lists all the *console servers* that have established a Call Home connection but which are not currently being monitored). Put another way, the *Remote Console Servers* drop down list lists CMS candidates.

To update either list, click **Refresh**.

To add a *console server* candidate to the **Managed Console Server** list:

- Select it from the **Remote Console Servers** drop down list.
- click **Add**.
- Enter the *IP Address* and *SSH Port* (if these fields have not been auto-completed).
- Enter a *Description* and unique *Name* for the Managed Console Server you are adding.
- Enter the *Remote Root Password* (that is, the System Password that has been set on this Managed Console Server).

This password is used by the CMS to propagate auto generated SSH keys and then forgotten. It will not be stored.

- Click **Apply**.

The CMS will now set up secure SSH connections to and from the Managed Console Server and will retrieve its Managed Devices, user account details and configured alerts.

3.12.3. Calling home to a generic central SSH server

If you are connecting to a generic SSH server (not a Lighthouse CMS) you may configure Advanced settings.

- Enter the *SSH Server Port* and *SSH User* to authenticate as.
- Enter the details for the SSH port forward(s) to create.

By selecting Listening Server, you may create a Remote port forward from the Server to this unit, or a Local port forward from this unit to the Server.

- Specify a *Listening Port* to forward from.
Leave this field blank to allocate an unused port
- Enter the *Target Server* and *Target Port* that will be the recipient of forwarded connections.
- Click **Add**.

3.13. IP passthrough

IP Passthrough is used to make a modem connection (for example, the Opengear's internal cellular modem) appear like a regular Ethernet connection to a third-party downstream router, allowing the downstream router to use the Opengear's modem connection as a primary or backup WAN interface.

The Opengear provides the modem IP address and DNS details to the downstream device over DHCP and transparently passes network traffic to and from the modem and router.

While IP Passthrough essentially turns an Opengear into a modem-to-Ethernet half bridge, some specific layer 4 services (HTTP/HTTPS/SSH) may still be terminated at the Opengear (Service Intercepts). Also, services running on the Opengear can initiate outbound cellular connections independent of the downstream router.

This allows the Opengear to continue to be used for out-of-band management and alerting and also be managed via Lighthouse, while in IP Passthrough mode.

3.13.1. Downstream router setup

To use failover connectivity on the downstream router (aka Failover to Cellular or F2C), it must have two or more WAN interfaces.

Note: Failover in IP Passthrough context is performed entirely by the downstream router, and the built-in out-of-band failover logic on the Opengear itself is not available while in IP Passthrough mode.

- Connect an Ethernet WAN interface on the downstream router to the Opengear's Network Interface or Management LAN port with an Ethernet cable.
- Configure this interface on the downstream router to receive its network settings via DHCP.
- If failover is required, configure the downstream router for failover between its primary interface and the Ethernet port connected to the Opengear.

3.13.2. IP passthrough pre-requisite pre-configuration steps.

Configure the *Network Interface* and, where applicable, *Management LAN* interfaces with static network settings.

- Click **Serial & Network > IP**.
- For *Network Interface* and, where applicable, *Management LAN*, select *Static* for the

Configuration Method and enter the network settings (see the [chapter 2.3](#) for detailed instructions).

- For the interface connected to the downstream router, you may choose any dedicated private network. This network will only exist between the Opengear and downstream router and will not normally be accessible.
- For the other interface, configure it as you would per normal on the local network.
- For both interfaces, leave *Gateway* blank.

Configure the Opengear modem in Always On Out-of-band mode.

- For a cellular connection, click **System > Dial > Internal Cellular Modem**.
- Select *Enable Dial-Out* and enter carrier details such as APN (see [chapter 4.6](#) for detailed instructions).

3.13.3. IP passthrough certification

To configure IP Passthrough:

- Click **Serial & Network > IP Passthrough**.
- check **Enable**.
- Select the *Opengear Modem* to use for upstream connectivity.
- Optionally, enter the *MAC Address* of the downstream router's connected interface.

Note: if an MAC address is not specified, the Opengear will passthrough to the first downstream device requesting a DHCP address.

- Select the *Opengear Ethernet Interface* to use for connectivity to the downstream router

The screenshot shows the 'IP Passthrough' configuration page. The 'Enable' checkbox is checked. Under 'Modem', 'Internal Cellular Modem' is selected. The 'MAC Address' field contains '74:54:00:00:00:00'. Under 'Interface', 'Management LAN' is selected. The 'Status' section shows 'IP Passthrough' as 'Running', 'External IP Address' as '192.168.1.21', 'Internal MAC Address' as '74:54:00:00:00:00', 'Modem' as 'Enabled (Internal Cellular Modem) Configure', and 'DHCP Server' as 'Running'. The 'Service Intercepts' table has columns for 'Service Name', 'Service Enabled', 'Intercept Enabled', and 'Intercept Port'. The rows are 'HTTP web management' (Service Enabled, Intercept Enabled, Port 443), 'HTTP web management' (Service Enabled, Intercept Enabled, Port 443), and 'Secure Shell' (Service Enabled, Intercept Enabled, Port 22). An 'Apply' button is at the bottom left.

Service Name	Service Enabled	Intercept Enabled	Intercept Port
HTTP web management	Enabled	☒	443
HTTP web management	Enabled	☒	443
Secure Shell	Enabled	☒	22

- Click **Apply**.

3.13.4. Service intercepts

These allow the Opengear to continue to provide services for e.g. out-of-band management when in IP Passthrough mode. Connections to the modem address on the specified intercept port(s) will be handled by the Opengear, rather than being passed through to the downstream router.

- For the required service of HTTP, HTTPS or SSH, check **Enable**.
- Optionally, modify the Intercept Port to an alternate port (for example, 8443 for HTTPS).

This is useful if you want to continue to allow the downstream router to remain accessible via its regular port.

3.13.5. IP passthrough status

- Refresh the page to view the **Status** section.

It displays the modem's External IP Address being passed through, the Internal MAC Address of the downstream router (only populated when the downstream router accepts the DHCP lease), and the overall running status of the IP Passthrough service.

Additionally, you may be alerted to the failover status of the downstream router by configuring a *Routed Data Usage Check* under **Alerts & Logging > Auto-Response**.

3.13.6. Caveats

Some downstream routers may be incompatible with the gateway route. This may happen when IP Passthrough is bridging a 3G cellular network where the gateway address is a point-to-point destination address and no subnet information is available.

The *console server* sends a DHCP netmask of 255.255.255.255. Devices will normally correctly construe this as a 'single host route' on the interface, but as this is an unusual setting for Ethernet, some older downstream devices may have issues.

Intercepts for local services will not work if the Opengear is using a default route other than the modem. As per normal operation, they will also not work unless the service is enabled and access to the service is enabled (see **System > Services > Service Access > Dialout/Cellular**).

Outbound connections originating from *console servers* to remote services are supported (for example, sending SMTP email alerts, SNMP traps, getting NTP time, and IPSec tunnels). There is, however, a miniscule risk of connection failure should both the *console server* and the downstream device try to access the same UDP or TCP port on the same remote host at the same time where they have randomly chosen the same originating local port number.

4.Firewall, failover, & OOB access

The *console server* has a number of out-of-band access capabilities and transparent fail-over features, to ensure high availability. So if there's difficulty in accessing the *console server* through the main network path, all *console server* models provide out-of-band (OOB) access and the Administrator can still access it (and its Managed Devices) from a remote location.

All *console server* models support serially attaching an external dial-up modem and configuring dial-in OOB access. Some models with USB ports support attaching an external USB modem. Some models also come standard with an internal modem. These modems can also be configured for dial-in OOB access.

All *console server* models with an internal or externally attached modem (and V3.4 firmware or later) can be configured for out-dial to be permanently connected .

The advanced console server models can also be configured for transparent out-dial failover. So in the event of a disruption in the principal management network, an external dial-up ppp connection is automatically established.

These advanced *console server* models can also be accessed out-of-band using an alternate broadband link and also offer transparent broadband failover.

Models with an internal cellular modem can be configured for OOB cellular access or for cellular transparent failover or can be configured as a cellular router.

4.1. Dial-up modem connection

To enable dial-in or dial-out you must first ensure there is a modem attached to the *console server*.

All IM4200 and IM7200 models, ACM5508-2-M and ACM5003-M come with an internal modem which can provide for OOB dial-in access. These models will display an Internal Modem Port tab under **System > Dial** as well as the **Serial DB9 Port** tab.

The other CM7100, ACM7000, ACM5500 and ACM5000 models also support external USB modems. The USB modem will be auto-detected and an External USB Modem Port tab will come up under **System > Dial** in addition to the **Serial DB9 Port** tab. All *console server* models support an external modem (any brand) attached via a serial cable to the console/modem port for OOB dial-in access.

The serial ports on the ACM7000, ACM5500 and ACM5000 are, by default, all configured as RJ serial Console Server ports. However Port 1 can be configured to be the Local Console/Modem port.

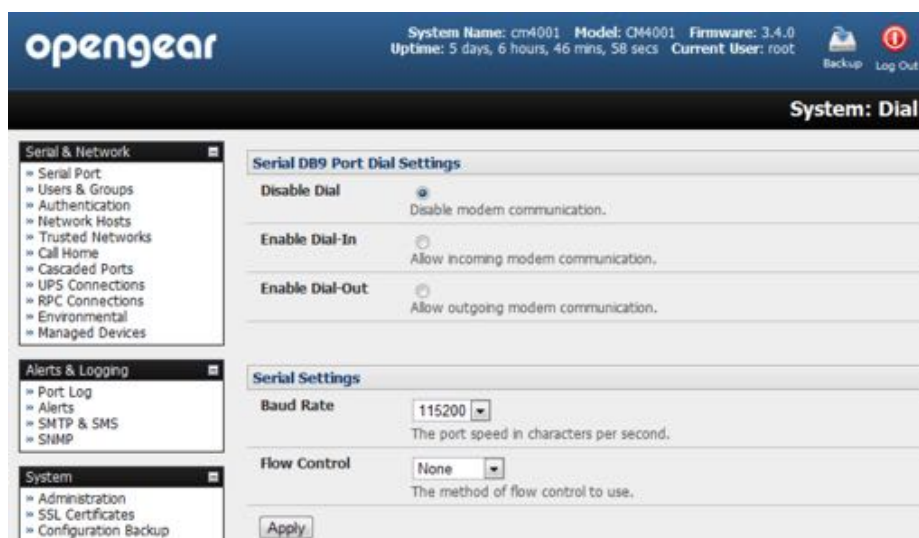
4.2. OOB dial-in access

Once a modem has been attached to the console server you can configure the *console server* for dial-in PPP access. The *console server* will then await an incoming connection from a dial-in at remote site. Next the remote client dial-in software needs to be configured to establish the connection between the *Administrator's* client modem to the dial in modem on the *console server*.

4.2.1. Configure dial-in PPP

Enable PPP access on the internal or externally attached modem:

- Navigate to **System > Dial**.



- In the section appropriate to the port being configured (Serial DB9 Port or Internal Modem Port or External USB Port) Select the *Baud Rate* and *Flow Control* that will communicate with the modem.

By default the modem port on all *console servers* is set with software flow control and the baud rate is set at:

115200 baud for external modems connected to the local console port on CM7100, IM7200 and IM4200 console servers

9600 baud for the internal modem or external USB modem and for external modems connected to the Console serial ports which have been reassigned for dial-in access (on ACM5000, ACM5500 and ACM7000).

When enabling OOB dial-in it is recommended that the Serial Settings be changed to 38400 *Baud Rate* with *Hardware Flow Control*.

Note: you can further configure the console/modem port (e.g. to include modem init strings) by editing /etc/mgetty.config files as described in the [chapter 13](#).

- Check the *Enable Dial-In Access* check box.
- In the *Remote Address* field, enter the IP address to be assigned to the dial-in client.

You can select any address for the Remote IP Address. However it must be in the same network range as the Local IP Address (for example, 200.100.1.12 and 200.100.1.67).

- In the *Local Address* field enter the IP address for the Dial-In PPP Server.

This is the IP address that will be used by the remote client to access console server once the modem connection is established. Again you can select any address for the Local IP Address but it must both be in the same network range as the Remote IP Address.

- The *Default Route* option sets the dialed PPP connection as the default *console server* route.
- The *Custom Modem Initialization* option allows a custom AT string modem initialization string to be entered (e.g. AT&C1&D3&K3).
- Select the *Authentication Type* required.

Access is denied to remote users attempting to connect using an authentication scheme weaker than the selected scheme. The schemes, from strongest to weakest, are:

Encrypted Authentication (MS-CHAP v2). Recommended. The strongest authentication.

Weakly Encrypted Authentication (CHAP). This is the weakest encrypted password authentication to use. Not recommended as it provides very little password protection. Also note that clients connecting using CHAP are unable to encrypt traffic.

Unencrypted Authentication (PAP). This is plain text password authentication. When using this type of authentication, the client password is transmitted unencrypted.

None. No encryption at all.

- Select the *Required Encryption Level*. Access is denied to remote users attempting to connect not using this encryption level. 40 bit or 128 bit encryption is recommended.

Note: Firmware v3.5.2 and later support multiple dial-in users, setup with dialin Group membership. The User name and Password for the dial-in PPP link, and any dial-back phone numbers are configured during User set up. Earlier firmware only supports one PPP dial-in account.

[Chapter 14](#) has Linux command examples to control modem port operation at the shell.

4.2.2. Using SDT connector client

Administrators can use their *SDT Connector* client to set up secure OOB dial-in access to

remote *console servers*. The *SDT Connector* Java client software provides point-and-click secure remote access. OOB access uses an alternate path for connecting to the console server to that used for regular data traffic.

Start an OOB connection in *SDT Connector* by initiating a dial-up connection, or adding an alternate route to the console server. *SDT Connector* allows for maximum flexibility in this regard, by allowing you to provide your own scripts or commands for starting and stopping the OOB connection. See [chapter 5.5](#) for more.

4.2.3. Setup Windows XP or later client

Navigate to **Start Menu > Control Panel**.

Click **Network Connections**.

Click the **New Connection Wizard**.

Select *Connect to the Internet*

Click **Next**.

On the Getting Ready screen select *Set up my connection manually*.

Click **Next**.

On the Internet Connection screen select **Connect using a dial-up modem**.

Click **Next**.

Enter a *Connection Name* (any name you choose)

Enter the *dial-up Phone number* that will connect thru to the *console server* modem.

Enter the *PPP User name* and *Password* you have set up for the *console server*.

4.2.4. Setup earlier Windows clients

For Windows 2000, the PPP client set up procedure is the same as above, except you get to the **Dial-Up Networking Folder** by clicking **Start** and selecting **Settings**. Then click through **Network > Dial-up Connections > Make New Connection**.

4.2.5. Setup Linux clients

The online tutorial <http://yolinux.com/TUTORIALS/LinuxTutorialPPP.html> presents a selection of methods for establishing a dial up PPP connection.

- Command line PPP and manual configuration (which works with any Linux distribution).
- Using the `Linuxconf` configuration tool (for Red Hat compatible distributions).
This configures the scripts `ifup` and `ifdown` to start and stop a PPP connection.
- Using the Gnome control panel configuration tool.
- Using WVDIAL and the Redhat Dialup configuration tool.
- Using the GUI dial program *X-isp*.

Note: for all PPP clients set up TCP/IP as the only protocol enabled; set the Server to assign IP address and do DNS; do not set console server PPP as the default Internet connection.

4.3. Dial-out access

A console server modem, internal or external, can be set in Failover mode (dialing-out after a ping failure) or with always-on dial-out. In either case, if disrupted, the console server tries to re-establish connection.

4.3.1. Always-on dial-out

With firmware v3.4 and later console server modems can be configured for always-on dial-out, with a permanent external dial-up ppp connection.

- Navigate to **System > Dial**.

The screenshot displays the OpenGear web interface for configuring dial-out settings. The top header shows system information: System Name: cm4001, Model: CM4001, Firmware: 3.4.0, Uptime: 5 days, 6 hours, 46 mins, 58 secs, Current User: root. The left sidebar contains a navigation menu with categories like Serial & Network, Alerts & Logging, System, Status, and Manage. The main content area is titled 'System: Dial' and contains several configuration sections. The 'Serial DB9 Port Dial Settings' section has three radio buttons: 'Disable Dial' (disabled), 'Enable Dial-In' (disabled), and 'Enable Dial-Out' (selected). The 'Serial Settings' section has a 'Baud Rate' dropdown set to '115200' and a 'Flow Control' dropdown set to 'None'. The 'Dial-Out Settings - Always On Out-of-Band' section includes input fields for 'Phone Number', 'Username', 'Password', 'Confirm', and 'Custom Modem Initialization', each with a descriptive tooltip. There is also a checkbox for 'Ignore Dial Tone'. At the bottom, the 'Override DNS' section has a checkbox for 'Override returned DNS servers' and two input fields for 'DNS Server 1' and 'DNS Server 2'. An 'Apply' button is located at the bottom left of the configuration area.

- check the *Enable Dial-Out* to allow outgoing modem communications.
- select the *Baud Rate* and *Flow Control* that will communicate with the modem.
- In the **Dial-Out Settings – Always On Out-of-Band** fields enter the access details for the remote PPP server to be called.

The **Override DNS** section is available for PPP Devices such as modems. **Override DNS** allows the use of alternate DNS servers from those provided by your ISP. For example, an alternative DNS may be required for OpenDNS used for content filtering.

To enable Override DNS:

- check the *Override returned DNS Servers* checkbox.
- Enter the IP address of the alternative DNS servers in the *DNS Server 1* and *DNS Server 2* entry fields.
- Click **Apply**.

4.3.2. Failover dial-out

The ACM7000, ACM5500, ACM5000, CM7100, IM7200 and IM4200 series of advanced console servers can be configured so a dial-out PPP connection is automatically set up in the event of a disruption in the principal management network.

The screenshot shows the OpenGear web interface for configuring a dial-out connection. The left sidebar contains navigation menus for Serial & Network, Alerts & Logging, System, Status, and Manage. The main content area is titled 'System: Dial' and has two tabs: 'Serial Console/Port 1' and 'Internal Cellular Modem'. The 'Internal Cellular Modem' tab is selected, showing the 'Internal Cellular Modem Dial Settings' section. This section includes three radio buttons: 'Disable Dial' (disabled), 'Enable Dial-In' (disabled), and 'Enable Dial-Out' (selected). Below this is the 'Dial-Out Settings - Failover - Currently Failover for Network Interface' section, which includes fields for APN, Phone Number, Username, Password, Confirm, Custom Modem Initialization, and Radio Access Technology (set to Automatic). At the bottom is the 'Override DNS' section with a checkbox for 'Override returned DNS servers'.

Note: with firmware v3.0.1 and earlier, only SSH access is enabled on the failover connection. In later firmware versions 3.0.2 and later HTTPS access is also enabled. Once the dial-out PPP connection is established the administrator can connect to the console server via SSH (or HTTPS on console servers running firmware 3.0.2 or later) and fix the problem.

When configuring the principal network connection in **System > IP** specify the *Failover Interface* to be used when a fault has been detected with *Network* or *Network1* (that is, *eth0*). This can be either the *Internal Modem*, *Dial Serial DB9* (if you are using an external modem on the console port), or *USB Modem* (if you are using a plug-on USB modem on an ACM7000, ACM5500 or ACM5000).

- Set the *Probe Addresses* of two sites (the Primary and Secondary) that the IM console server is to ping to determine if *Network* or *Network1* is still operational.
- Navigate to **System > Dial**.
- Select the port to be configured: *Serial DB9 Port*, *PC Card*, or *Internal Modem Port*.

- Select the *Baud Rate* and *Flow Control* that will communicate with the modem.
- Check the *Enable Dial-Out Access* checkbox.
- In the **Dial-Out Settings – Always On Out-of-Band** fields enter the access details for the remote PPP server to be called.

The **Override DNS** section is available for PPP Devices such as modems. **Override DNS** allows the use of alternate DNS servers from those provided by your ISP. For example, an alternative DNS may be required for OpenDNS used for content filtering.

To enable Override DNS:

- check the *Override returned DNS Servers* checkbox.
- Enter the IP address of the alternative DNS servers in the *DNS Server 1* and *DNS Server 2* entry fields.

- Click **Apply**.

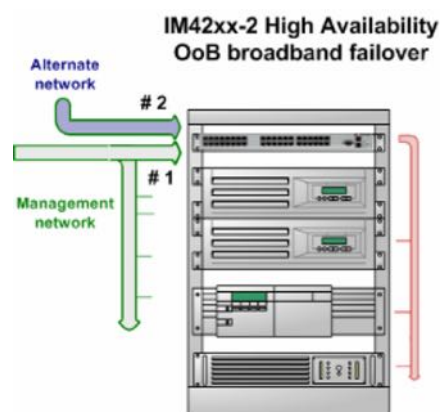
Note: as of firmware v3.1.0 and later, the advanced console server, by default, supports automatic failure-recovery back to the state extant prior to the failover. The advanced console server continually pings probe addresses whilst in original and failover states. The original state will automatically be set as a priority and reestablished following three successful pings of the probe addresses during failover. The failover state will be removed once the original state has been re-established.

4.4. OOB broadband ethernet access

The ACM7000, ACM5500, ACM5000, CM7100, IM7200 and IM4200 family of advanced console servers have a second ethernet port which can be configured for alternate and OOB (out-of-band) broadband access.

console server	label indicating second ethernet port
ACM5004-2, ACM5508-2-I/M and ACM5504-3-P	LAN2
CM7100 and ACM7000	NET2
IM4200-2	Network 2
IM4216-34 and ACM5504-5-G(-W)-I)	ETH-1

With two active broadband access paths to these advanced console servers, in the event you are unable to access through the primary management network (LAN1, Network or Network1) you can still access it through the alternate broadband path.



- Navigate to **System > IP**.
- select *Management LAN Interface* (ACM5004-2, CM7100, IM7200, and IM4200).
- configure the *IP Address*, *Subnet Mask*, *Gateway* and *DNS* with the access settings that relate to the alternate link.

Note: when configuring the principal Network Interface connection, the Failover Interface must be set to None.

4.5. Broadband ethernet failover

The second Ethernet port on the ACM7000, ACM5500, ACM5000, CM7100, IM7200 and IM4200 family of advanced console servers can also be configured for failover to ensure transparent high availability.

- Navigate to **System > IP > Network Interface**.

opengear System Name: img4004-5 Model: IMG4004-5 Firmware: 2.7.0p1 Uptime: 1 days, 0 hours, 50 mins, 44 secs Current User: admin

System: IP

Network Interface Management LAN Interface Out-of-Band/Failover Interface General Settings

IP Settings: Network

Configuration Method ☐ DHCP ☒ Static
The mechanism to acquire IP settings.

IP Address 192.168.252.202
A statically assigned IP address.

Subnet Mask 255.255.255.0
A statically assigned network mask.

Gateway 192.168.252.254
A statically assigned gateway.

Primary DNS 192.168.252.254
A statically assigned primary name server.

Secondary DNS
A statically assigned secondary name server.

Media Auto
The Ethernet media type.

Failover Interface None
None
Management LAN (lan) DISABLED
Out-of-Band/Failover (oobfo)
Serial DB9 Port (sercon) DISABLED
Internal Modem Port (modem01) DISABLED

Primary Probe Address
The address of the second peer to probe for connectivity detection.

Secondary Probe Address
The address of the second peer to probe for connectivity detection.

- Select *Management LAN* from the *Failover Interface* pop-up menu.
- Enter the Primary Probe Address and the Secondary Probe Address.

opengear System Name: img4004-5 Model: IMG4004-5 Firmware: 2.7.0p1 Uptime: 0 days, 23 hours, 18 mins, 49 secs Current User: admin

System: IP

Network Interface Management LAN Interface **Out-of-Band/Failover Interface** General Settings

Disable ☐
Deactivate this network interface.

IP Settings: Out-of-Band/Failover

Configuration Method ☒ DHCP ☐ Static
The mechanism to acquire IP settings.

IP Address
A statically assigned IP address.

Subnet Mask
A statically assigned network mask.

Gateway
A statically assigned gateway.

Primary DNS
A statically assigned primary name server.

Secondary DNS
A statically assigned secondary name server.

Media Auto
The Ethernet media type.

Apply

These are the IP addresses or hostnames of the two hosts (the Primary and Secondary) that

the advanced *console server* is to ping to determine if a Network Interface is still operational.

- Select the **Out-of-Band/Failover Interface** tab.
- Enter the **Out-of-Band/Failover IP Address**, **Subnet Mask**, and **Gateway** values.

These values should be the same as used for the **Network Interface**.

In this mode, the **Management LAN Interface** is available as the transparent back-up port to **Network Interface** for accessing the management network. **Management LAN Interface** will automatically and transparently take over the work of **Network Interface**, in the event **Network Interface** becomes unavailable for any reason.

Note: In console servers running firmware v3.0.1 and earlier, only SSH access is enabled on the failover connection. In later firmware versions 3.0.2 and later HTTPS access is also enabled. Once the dial-out PPP connection is established the administrator can connect to the console server via SSH (or HTTPS on console servers running firmware 3.0.2 or later) and fix the problem.

As of firmware v3.1.0 and later, the advanced *console server*, by default, supports automatic failure-recovery back to the state extant prior to the failover. The advanced *console server* continually pings probe addresses whilst in original and failover states. The original state will automatically be set as a priority and reestablished following three successful pings of the probe addresses during failover. The failover state will be removed once the original state has been re-established.

For firmware versions prior to v3.1.0 the advanced *console server* does not support automatic failure-recovery back to the original state prior to the failover. To restore networking to a recovered state the following command then needs to be run:

```
rm -f /var/run/*-failed-over && config -r ipconfig
```

If required, you can run a custom bash script when the device fails over. It is possible to use this script to implement automatic failure recovery, depending on your network setup. The script to create is:

```
/etc/config/scripts/interface-failover-alert
```

4.6. Cellular modem connection

The ACM7000, ACM5500, ACM5000, IM7200 and IM4200 family of advanced *console servers* support internal cellular modems.

These modems first need to be installed (as documented in [4.6.1](#), [4.6.2](#) and [4.6.3](#) below) and then set up to validate they can connect to the carrier network (as documented [4.6.4](#) and [4.6.5](#) below).

They then can be configured for operation in Always-on cellular router or OOB mode, or in Failover mode (as documented in [4.7](#) below).

4.6.1. Connecting to a GSM HSUPA/UMTS carrier network

Console server models denoted with -G have an internal GSM modem that will connect to any major GSM carrier globally.

Note: before powering on any -G model console server (for example, the ACM5004-G, ACM5004-G-I, ACM55044-5-G-I or the IM4200-X2-G), install the SIM card provided by your cellular carrier and attach the external aerial. Also, The ACM5004-G(-I) and ACM55044-5-G-I have two cellular status LEDs. The SIM LED on top of the unit should go on solid when a SIM card has been inserted and detected.

- Navigate to **System > Dial**.
- Click the **Internal Cellular Modem** tab.

The screenshot shows the OpenGear web interface for configuring the internal cellular modem. The left sidebar contains navigation menus for Serial & Network, Alerts & Logging, System, Status, and Manage. The main content area is titled 'System: Dial' and has two tabs: 'Serial Console/Port 1' and 'Internal Cellular Modem'. The 'Internal Cellular Modem' tab is active, showing the 'Internal Cellular Modem Dial Settings' section. This section includes three radio buttons: 'Disable Dial' (disabled), 'Enable Dial-In' (disabled), and 'Enable Dial-Out' (selected). Below these are the 'Dial-Out Settings - Always On Out-of-Band' fields: APN, Phone Number, Username, Password, Confirm, Custom Modem Initialization, and Radio Access Technology (set to Automatic). At the bottom, there are sections for 'Override DNS' and 'Dynamic DNS'.

- Check the *Enable Dial-Out* radio button in the **Internal Cellular Modem Dial Settings** section.

Your carrier may have provided details for configuring the connection including:

value	description
APN	Access Point Name.

PIN code	If the carrier-provided SIM card is locked, a PIN Code may be required to unlock it.
Phone Number	the dial sequence which establishes the connection. By default this is *99***1#.
Username	Optional.
Password	Optional.
Custom Modem Initialization	Optional AT command sequence to initialize the modem.

- Enter the carrier's APN.

Example APNs include:

carrier	APN
AT&T (USA)	i2gold
T-Mobile (USA)	epc.tmobile.com
Internode (Australia)	internode
Telstra (Australia)	telstra.internet

Note: the APN is, in most cases, the only value needed. The other fields can be left blank.

- If the SIM Card is configured with a PIN Code, unlock the Card by entering the PIN Code.

Note: if the PIN Code is entered incorrectly three times, the PUK Code will be required to unlock the Card.

You may also need to use **Override DNS** to set alternate DNS servers from those provided by your carrier. If this is necessary:

- On **System > Dial > Internal Cellular Modem**, check the *Override returned DNS servers* checkbox.
- Enter the alternative DNS servers in the *DNS Server 1* and *DNS Server 2* fields.
- Click **Apply**.

A radio connection will be established with your cellular carrier.

4.6.2. Connecting to a CDMA EV-DO carrier network

Console server models denoted with **-GV** or **-GS** have an internal CDMA modem and will connect to the Verizon network in North America.

After creating an account with the CDMA carrier, some carriers require an additional step to provision the Internal Cellular Modem, known as *Provisioning*. The ACM5004-GV and IM4200-DAC-X2 support

- Over-the-Air Service Provisioning (OTASP) where modem-specific parameters can be retrieved via a voice call to a special phone number, and
- a manual process where the phone number and other parameters are entered manually.

OTASP

Note: before this can be achieved, a working account and an activated device are required. In this case an activated device is an Opendgear console server which has had its ESN (Electronic

Serial Number) registered with an appropriate plan on your carrier's account.

- Navigate to **System > Dial**.
 - Click the **Internal Cellular Modem** tab.
 - Enter the particular phone number which must be dialed to complete OTASP.
- For example, Verizon uses *22899 and Telus uses *22886.

The screenshot shows the 'System: Dial' configuration page for the 'Internal Cellular Modem'. The left sidebar contains a navigation menu with categories: Serial & Network, Alerts & Logging, System, and Status. The main content area is titled 'Internal Cellular Modem' and contains the 'CDMA Modem Activation' section. This section includes a warning that the modem is not provisioned/activated and provides instructions for activation. It features an 'Activation Phone Number' field with a hint for Verizon (*22899). Below this are fields for 'MSL', 'MDN', and 'MSID' with their respective descriptions. An 'Activate' button is present. The 'Dial-Out Settings - Always On Out-of-Band' section includes an 'Enable' checkbox, a 'Phone Number' field (defaulting to #777), and a 'Custom Modem Initialization' field.

- Click **Activate**.

This initiates the OTASP call.

The process is successful if no errors are displayed and you no longer see the CDMA Modem Activation form.

If OTASP is unsuccessful consult the System Logs at **Status > Syslog** for clues to what went wrong.

- When OTASP has completed enable the Internal Cellular Modem by entering the carrier's phone number

By default, this number is #777.

- click **Apply**.

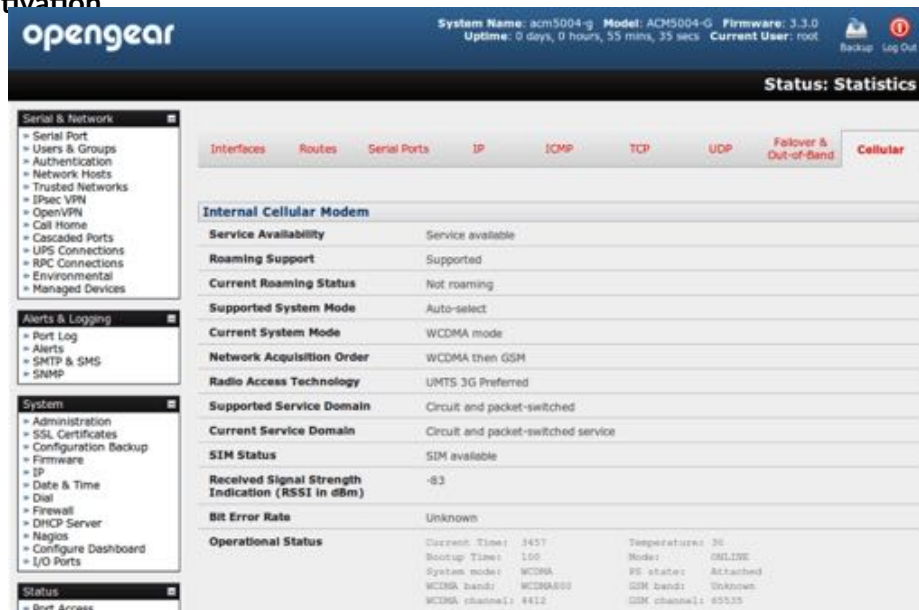
To confirm OTASP success, and to display the modem's current state:

- navigate to **Status> Statistics**.
- click the **Cellular** tab.

The current state of the modem will present.

OTASP success will result in a valid phone number being placed in the *NAM Profile Account MDN* field.

Manual activation



If a carrier does not support OTASP it will be necessary to manually provision the modem.

- Navigate to **System > Dial**.
- Click the **Internal Cellular Modem** tab.

The screenshot shows the 'CDMA Modem Activation' form. The form includes the following fields and instructions:

- Activation Phone Number**: A text input field. Below it, a note states: 'The phone number to dial for OTASP (Over-the-Air Service Provisioning) activation. e.g. *22899 for Verizon'.
- MSL**: A text input field. Below it, a note states: 'The MSL for unlocking the NAM profile. Advanced'.
- MDN**: A text input field. Below it, a note states: 'The Mobile Directory Number to use. Advanced'.
- MSID**: A text input field. Below it, a note states: 'The NAM profile MSID to use. Advanced'.
- Activate**: A button at the bottom of the form.

- Enter the **MSL**, **MDN** and **MSID** values.

These values are specific to your carrier and for manual activation you will have to learn what values your carrier uses in each field.

Verizon, for example, has been known to use an **MSL** of 000000 and the phone number assigned to the OpenGear device as both the **MDN** and **MSID** with no spaces or hyphens. So an assigned phone number of 555-123-1234 is entered in the **MDN** and **MSID** fields as 5551231234.

- Click **Activate**.

If no errors occur you will see the new values entered into the **NAM Profile Account**. To check this:

- navigate to **Status > Statistics**.

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NAM Profile Account	
MDN:	0000003259
MTN:	0000003259
STD:	0
NED:	0

- click the **Cellular** tab.

To connect to your carrier's 3G network:

- navigate to **System > Dial**.
- click the **Internal Cellular Modem** tab.
- enter the appropriate *Phone Number*.

This is usually #777.

- If required by your account plan, enter the supplied *Username* and *Password*.
- Check the *Enable* check-box.
- click **Apply**.

The *Always On Out-of-Band* connection is initiated.

4.6.3. Connecting to a 4G LTE carrier network

Console server models denoted with -LV, -LA, or -LR have an internal modem that will connect to any major 4G LTE carrier globally.

Note: before powering on any -LV, -LA, or -LR model console server, install the SIM card provided by your cellular carrier and attach the external aerial.

- Navigate to **System > Dial**.
- Click the **Internal Cellular Modem** tab.
- Check the *Enable Dial-Out* radio button in the **Internal Cellular Modem Dial Settings** section.



Your carrier may have provided details for configuring the connection including:

value	description
APN	Access Point Name.
PIN code	If the carrier-provided SIM card is locked, a PIN Code is required to unlock it.
Phone Number	the dial sequence to establish the connection. By default this is *99***1#.
Username	Optional.

Password Optional.

- Enter the carrier's APN.

Example APNs include:

carrier	APN
AT&T (USA)	i2gold
T-Mobile (USA)	epc.tmobile.com
Internode (Australia)	internode
Telstra (Australia)	telstra.internet

Note: the APN is, in most cases, the only value needed. The other fields can be left blank.

- If the SIM Card is configured with a PIN Code, unlock the Card by entering the PIN Code.

Note: if the PIN Code is entered incorrectly three times, the PUK Code will be required to unlock the Card.

You may also need to use **Override DNS** to set alternate DNS servers from those provided by your carrier. If this is necessary:

- On **System > Dial > Internal Cellular Modem**, check the *Override returned DNS servers* checkbox.

- Enter the alternative DNS servers in the *DNS Server 1* and *DNS Server 2* fields.
- Click **Apply**.

A radio connection will be established with your cellular carrier.

4.6.4. Verifying the cellular connection

Out-of-band access is enabled by default so the cellular modem connection should now be on. To verify this:

- navigate to **Status > Statistics**.
- select the **Cellular** tab.
- verify the *Mode* is set to *Online*.
- select the **Failover & Out-of-Band** tab.



- verify the *Connection Status* reads as *Connected*.

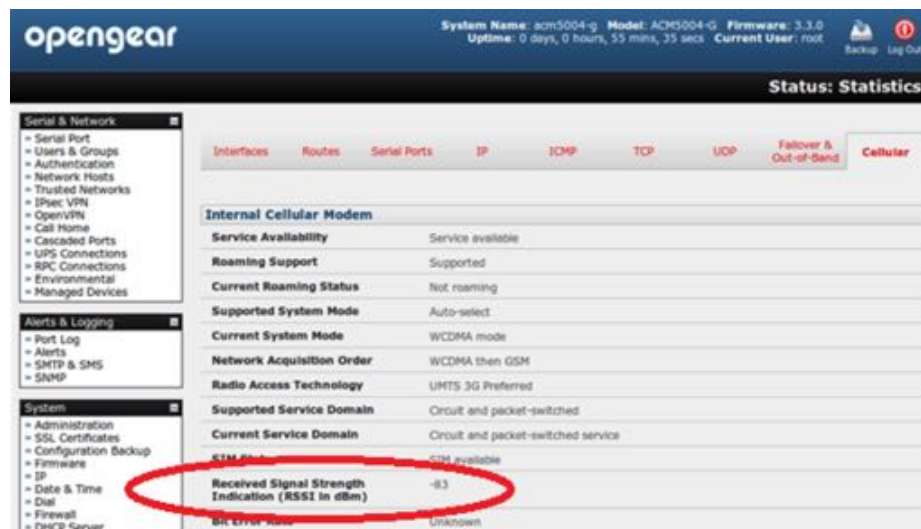
To measure the received signal strength:

- navigate to **Status > Statistics**.

The current state of the cellular modem, including the *Received Signal Strength Indicator (RSSI)*, will present. Note the RSSI coverage value.

value	description	value	description
≤ -100 dBm	unacceptable	-89 to -70 dBm	medium-to-strong
-99 to -90 dBm	weak-to-medium	≥ -69 dBm	very strong

RSSI is a measure of the Radio Frequency (RF) power present in a received radio signal. It is generally expressed in decibel-milliwatts (dBm). The best throughput comes from placing the receiving device in a location with the highest possible RSSI.

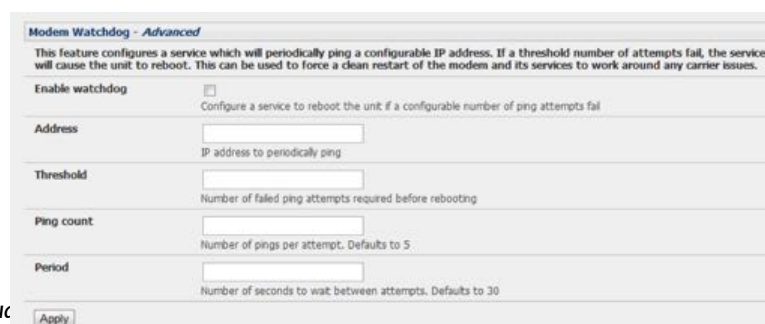


With the cellular modem connection on the connection status is also visible via the LEDs on top of console server.

Note: The ACM5004-G/LR(-I), ACM5504-5-G(-W)-I and ACM5504-5-LA/R/V-I each have two cellular status LEDs. The WWAN LED is OFF when in reset mode or not powered. When powered it will go ON and while searching for service it will flash off briefly every five seconds.

4.6.5. Cellular modem watchdog

As of with firmware V3.5.2u13 and later, when you check the *Enable Dial-Out* check-box at **System > Dial**, you will be given the option to configure a cellular modem watchdog service.



This service will periodically ping a configurable IP address. If a threshold number of consecutive attempts fail, the service will cause the unit to reboot. This can be used to force a clean restart of the modem and its services to work around any carrier issues.

4.6.6. Dual-SIM failover

Some *console server* models (as of 2016/11, the ACM5500-Gx and ACM5500-Lx families) allow you to insert two SIM cards, allowing for selective connection to two carrier networks. The dual-SIM failover feature allows the cell modem to selectively failover to the secondary SIM when communication over the primary SIM fails.

To configure dual-SIM failover:

- navigate to **System > Dial**.
- click the **Internal Cellular Modem** tab.
- in the **SIM Configuration** section, set the *Primary SIM* to either *Bottom Slot* or *Top Slot*.

Choose the slot which contains the SIM from your primary carrier network.

- check the *Enable SIM Failover* checkbox.
- specify how the device will fallback from the failover SIM to the Primary SIM.

There are two options:

On Disconnect. With this option the *console server* will fallback to the Primary SIM only after the connection on the failover SIM has failed its ping test.

On Timeout. With this option, the *console server* will fallback to the Primary SIM after the connection on the failover SIM has been up for the timeout period.

- if *On Timeout* is the selected fallback option, set the *Failback Timeout* value.

The *Failback Timeout* is the number of seconds the failover SIM must be connected before the *console server* switches back to the Primary SIM.

If no number is entered here, the default value of 600 seconds (10 minutes) applies.

- configure each SIM connection with the information necessary (APN, and, if required, the PIN, Phone Number, Username and Password) to enable it to make a successful connection, assuming sufficient signal strength from the cell service provider.

See [4.6.1](#), [4.6.2](#), and [4.6.3](#) above for details.

- enter a *Failback Test IP address* for each SIM.

This IP address is used to ping test the status of the cell modem connection and to determine if SIM failover or fallback is to take place.

- optionally configure DDNS and the Modem Watchdog (see [chapter 4.6.5](#)).

DDNS, when configured, will be applied to the cell modem dial out connection regardless of which SIM is currently in use.

Note: dual-SIM failover is for dial out connections only.

4.6.7. Multi-carrier cellular support

Some cellular carriers require the *console server's* cellular modem to be programmed with carrier-specific firmware to operate on their network. Some *console server* models, however, are equipped with a reprogrammable cellular modem, allowing them to operate on more than one such carrier network.

Note: changes to the cellular modem firmware are unaffected by Opengear firmware upgrades or factory erase/configuration reset operations.

On *console servers* with multi-carrier capability:

- navigate to **System > Dial**.
- select the **Internal Cellular Modem** tab.

The **Internal Cellular Modem Carrier Settings** section (which provides control over which carrier's firmware is installed on the modem) will present.



- select the desired *Carrier* radio button.

The modem's flash memory will have the carrier-specific firmware image installed.

Flashing takes several minutes during which the cellular modem is unavailable. During this time, the page periodically refreshes with status information.

Upon successful completion, the page displays the message: *Cellular Firmware carrier change completed.*

Multi-carrier capable models ship with cellular modem firmware for each supported carrier pre-loaded onto internal non-volatile or USB storage. Periodically, new cellular modem firmware becomes available and is published on the Opengear downloads site.

Note: if your unit's cellular connection is operating correctly, there is typically no need to upgrade its cellular firmware.

On *console servers* with multi-carrier capability, to download and apply new cellular firmware using the Management Console UI:

- navigate to **System > Firmware**.

A section presents showing the local cellular firmware image status and a **Check for Update** button that starts the firmware update process.

The **Cellular Firmware Status** section indicates the date of the last firmware download, and shows a cryptographic fingerprint. This can be used to verify the local files' integrity against the fingerprint published in the Opengear Knowledge Base.

- click the **Check for Update** button.

The Management Console contacts the remote server, <ftp://ftp.opengear.com/>, and displays an update summary.

This summary indicates the local and remote fingerprints for comparison, without altering any local files.

- optionally, expand the **Advanced** section.

This section shows a full list of files to be downloaded or deleted, along with their SHA1 hashes. (Temporary files downloaded during the initial **Check for Updates** may be listed as simple files to copy into place, as they do not have to be re-downloaded.)

- click **Download and Apply**.

Note: the modem will only be flashed if new firmware is available for the currently selected carrier.

During the download and flashing of the firmware, an interstitial screen displays, showing *Currently upgrading cellular modem firmware*. Once completed the status of the firmware update is displayed at **System > Firmware**.

- alternatively, click **Cancel** to reject the update.

It is also possible to control multi-carrier features at the *console server* shell.

- Show currently selected carrier.

```
cellctl -is | egrep "^preferred-carrier" | cut -d " " -f 2
```

- Show current modem firmware version.

```
cellctl -is | egrep "^current-firmware" | cut -d " " -f 2
```

- List available carriers supported on installed modem.

```
/etc/scripts/cell-fw-update -l
```

- Check for availability of firmware updates.

```
/etc/scripts/cell-fw-update -u
```

Output is the remote fingerprint followed by the list of actions that would be taken by `cell-fw-update -d`.

- Download latest firmware for all carriers supported by the modem.

```
/etc/scripts/cell-fw-update -d
```

- Flash modem with latest local firmware for carrier.

```
/etc/scripts/cell-fw-update -c <carrier>
```

<carrier> is one of the carrier identifiers emitted by `cell-fw-update -l`.

This command can be used to switch carriers or to update the firmware of the current carrier.

Note: if the firmware version information on the modem is identical, the modem may reject the update without error.

4.7. Cellular operation

When set up as a *console server*, the 3G cellular modem can be set up to connect to the carrier in one of four mode.

OOB mode. In this mode the dial-out connection to the carrier cellular network is always on, awaiting incoming access from a remote site wanting to access to the console server or attached serial consoles/network hosts.

Failover mode. In this mode a dial-out cellular connection is only established in event of a ping failure.

Cellular router mode. In this mode, the dial-out connection to the carrier cellular network is always on, and IP traffic is routed between the cellular connected network and the console server's local network ports. This is the default mode of operation for ACM5000-G and ACM5500-L and ACM5500-G models.

Circuit Switched Data (CSD) mode. In this dial-in mode, the cellular modem can receive incoming calls from remote modems who dial a special Data Terminating number. This is a 3G-only mode.

4.7.1. OOB access set-up

In this mode the dial-out connection to the carrier cellular network is always on, awaiting any incoming traffic. By default, the only traffic enabled is incoming SSH access to the console server and its serial ports, and incoming HTTPS access to the *console server*. There is a low level of keep alive and management traffic going over the cellular network. Generally, however, the status reports, alerts and other traffic from the site can be carried over the main network.

This mode is typically used for out of band access to remote sites. Consequently, to be directly accessed, the appliance needs to have a Public IP address and it must not have SSH access firewalled. This OOB mode is the default for IM7200 and IM4200 appliances with internal cellular modems. Out-of-band access is enabled by default and the cellular modem connection is always on.

Almost all carriers offer corporate mobile data service/plans with a Public (static or dynamic) IP address. These plans do, however, often have a service fee attached.

With a static Public IP address plan you can try accessing the *console server* using the Public IP Address provided by the carrier. By default, however, only HTTPS and SSH access is enabled on the OOB connection: you can browse to the console server, but you cannot ping it.

With a dynamic Public IP address plan, a DDNS service will need to be configured to allow the remote *administrator* to initiate incoming access. Once this is done you can then also try accessing the *console server* using the allocated domain name.

By default, most providers offer a consumer-grade service which provides dynamic Private IP address assignments to 3G devices. This IP address is not visible across the Internet but generally it is adequate for home and general business use.

To confirm a consumer-grade service:

- Navigate to the **Status > Statistics**.
- Click the **Failover & Out-of-Band** tab.

- In the **Always on Out-of-Band – Internal Cellular Modem (cellmodem)** section, check the value presented for *IP Address*.



If the value is in one of the private IP Address ranges –

10.0.0.0 – 10.255.255.255

172.16.0.0 – 172.31.255.255

192.168.0.0 – 192.168.255.255

– you have a consumer-grade cellular service.

For inbound OOB connection with such a plan you will need to use Call Home with a Lighthouse/VCMS/CMS6110 or set up a VPN.

In Out of Band access mode, the internal cellular modem will continually stay connected. The alternative is to set up Failover mode on the console server as detailed in the [next section](#).

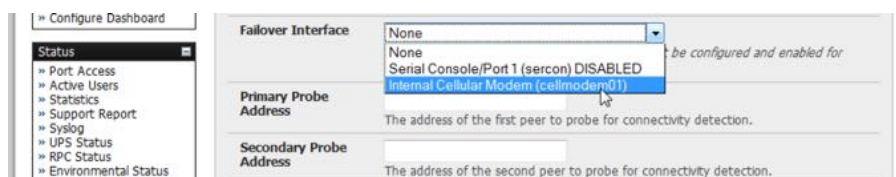
4.7.2. Cellular failover

In this mode a dial-out cellular connection is only established in event of disruption to the main network. The cellular connection normally remains idle and in a low power state. It is only activated in event of a ping failure. This standby mode suits remote sites with expensive power or high cellular traffic costs.

In this mode, the appliance continually pings nominated probe addresses over the main network connection. In the event of ping failure it dials out and sets up a dial-out ppp connection over the cellular modem and access is switched transparently to this network connection. Then when the main network connection is restored, access is switched back.

Once you have configured the carrier connection, the cellular modem can be configured for failover.

This will tell the cellular connection to remain idle in a low power state. If the primary and secondary probe addresses are not available it will bring up the cellular connection and connect back to the cellular carrier.



- Navigate to **System > IP**.

- Select *Internal Cellular Modem (cellmodem01)* from the *Failover Interface* pop-up menu.
- Enter the *Primary Probe Address* and the *Secondary Probe Address*.

These are the two sites the *console server* pings to determine if the principal network is operational.

In event of principal network failure the cellular network connection is activated as the access path to the *console server* and any managed devices.

Note: *only HTTPS and SSH access are enabled on the failover connection. This allows an administrator to connect to the console server to diagnose and correct the network failure without offering third-parties a large attack surface.*

As of firmware v3.1.0, the advanced *console server* supports automatic failure-recovery back to the original state prior to failover by default.

The advanced *console server* continually pings probe addresses whilst in original and failover states. The original state will automatically be set as a priority and re-established following three successful pings of the probe addresses during failover. The failover state will be removed once the original state has been re-established.

For earlier firmware, which does not support automatic failure-recovery, to restore networking to a recovered state the following command then needs to be run:

```
rm -f /var/run/*-failed-over && config -r ipconfig
```

If required, you can run a custom bash script when the device fails over. It is possible to use this script to implement automatic failure recovery, depending on your network setup. The script to create is:

```
/etc/config/scripts/interface-failover-alert
```

To check the connection status:

- navigate to **Status > Statistics**.
- click the **Failover & Out-of-Band** tab.
- Note the **Active Connection** value.



If the *Main Connection* is good, the *Active Connection* value will be *Main*.

If the *Main Connection* is down, the **Out-of-Band/Failover** section displays information relating to a configured Out-of-Band/Failover interface and the status of that connection. The IP Address of the Out-of-Band/Failover interface will be presented in the Out-of-Band/Failover section once the Out-of-Band/Failover connection has been triggered and made.

4.7.3. Cellular routing

Once you have a configured carrier connection, the cellular modem can be configured to route traffic through the *console server*. This requires setting up forwarding and masquerading as detailed in [chapter 4.8](#).

4.7.4. Cellular CSD dial-in

CSD is a legacy form of data transmission developed for TDMA-based mobile phone systems like GSM. CSD uses a single radio time slot to deliver 9.6kb/s data transmission to the GSM Network and Switching Subsystem where it could be connected through the equivalent of a normal modem to the Public Switched Telephone Network (PSTN) allowing direct calls to any dial-up service.

CSD is provided selectively by carriers and it is important you receive a Data Terminating number as part of the mobile service your carrier provides. This is the number which external modems will call to access the *console server*.

Once you have configured carrier connection, the cellular modem can be configured to receive Circuit Switched Data (CSD) calls.

- Navigate to **System > Dial**.
- Click the **Internal Cellular Modem** tab.
- Check the *Enable Dial-In* radio button.
- Enter the required information in the **Dial-In Settings** section.

4.8. Firewalls & forwarding

Console servers with firmware v3.3 and later have basic routing, NAT (Network Address Translation), packet filtering and port forwarding support on all network interfaces.

This enables the console server to function as an Internet or external network gateway, via cellular connections or via other Ethernet networks on two Ethernet port models.

Network Forwarding allows the network packets on one network interface (for example LAN1 aka eth0) to be forwarded to another network interface (for example, LAN2 or dial-out/cellular). So locally networked devices can IP connect through the console server to devices on remote networks.



- Active
- Statistics
- Support Report
- Syslog
- UPS Status
- ISP Status
- Environmental Status
- Dashboard

Manage

- Devices
- Port Logs
- Host Logs
- Power
- Terminal

Password
The secret to use when authenticating the user.

Confirm
Re-enter the user's password for confirmation.

Remote Address
The IP address to assign a dial-in client.

Local Address
The IP address for the dial-in server.

Default Route
☐
The diald connection is to become a default route for the system.

Custom Modem Initialization
An optional AT command sequence to initialize the modem.

Authentication Type

☐ None
☐ PAP
☐ CHAP
☐ MSCHAPv2

The method to use when checking the dial-in users credentials.

Calling Number Filtering
☐
Allow dial in from phone numbers matching the permitted calling number only.

Permitted Calling Number
A complete phone number or regular expression to match against the calling number.

Dynamic DNS

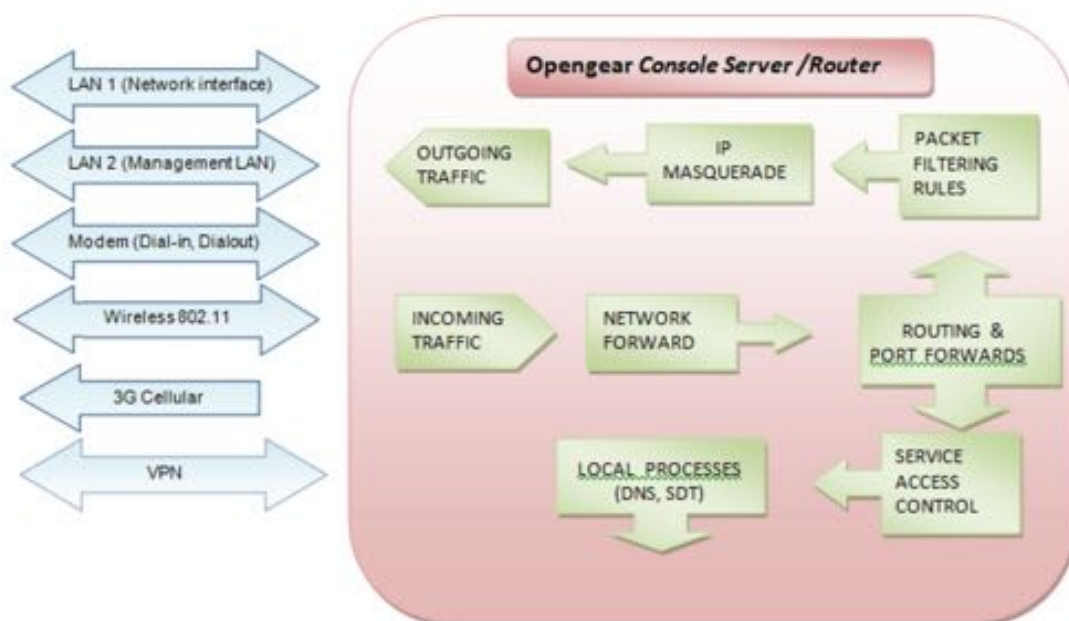
Dynamic DNS

None - DNS disabled

Update a DNS server when IP address is changed.

DNS server
The DNS server to push updates to.

IP Masquerading is used to allow all the devices on your local private network to hide behind and share the one public IP address when connecting to a public network. This type of translation is only used for connections originating within the private network destined for the outside public network, and each outbound connection is maintained by using a different source IP port number.



When using IP Masquerading, devices on the external network cannot initiate connections to devices on the internal network. Port Forwards allows external users to connect to a specific port on the external interface of the console server and be redirected to a specified internal address for a device on the internal network.

With Firewall Rules, packet filtering inspects each packet passing through the firewall and accepts or rejects it based on user-defined rules.

Then Service Access Rules can be set for connecting to the console server/router itself.

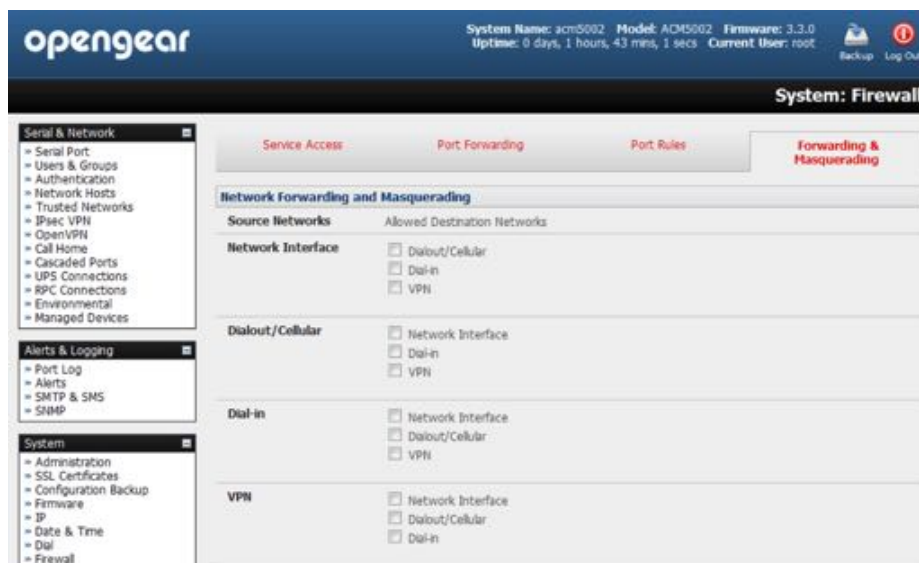
4.8.1. Configuring network forwarding & IP masquerading

To use a *console server* as an Internet or external network gateway requires establishing an external network connection (for example, for the ACM5004-G it means setting up the 3G cellular link as detailed in [chapter 4](#)) and then setting up forwarding and masquerading.

By default, all *console server* models are configured so that they will not route traffic between networks. To use the *console server* as an Internet or external network gateway, forwarding must be enabled so that traffic can be routed from the internal network to the Internet or an external network.

Note: Network forwarding allows the network packets on one network interface (for example, LAN1/eth0) to be forwarded to another network interface (for example LAN2/eth1 or dialout/cellular). Locally networked devices can IP-connect through the console server to devices on a remote network. IP masquerading is used to allow all the devices on your local private network to hide behind and share the one public IP address when connecting to a public network. This type of translation is only used for connections originating within the private network destined for the outside public network, and each outbound connection is maintained by using a different source IP port number.

- Navigate to **System > Firewall**.
- Select the **Forwarding & Masquerading** tab.



- Find the **Source Network** to be routed and tick the relevant **Destination Network**.

For example, to configure a single-Ethernet device such as the ACM5004-G as a cellular router set:

the **Source Network** to **Network Interface**
the **Destination Network** to **Dialout/Cellular**.

IP Masquerading is generally required if the *console server* will be routing to the Internet, or if the external network being routed to does not have routing information about the internal network behind the *console server*.

IP Masquerading performs Source Network Address Translation (SNAT) on outgoing packets, to make them appear like they've come from the *console server* rather than devices on the

internal network.

When response packets come back devices on the external network, the *console server* translates the packet address back to the internal IP, so that it is routed correctly. This allows the console server to provide full outgoing connectivity for internal devices using a single IP Address on the external network.

By default IP Masquerading is disabled for all networks. To enable masquerading:

- navigate to **System > Firewall**.
- select the **Forwarding & Masquerading** tab.
- check *Enable IP Masquerading (SNAT)* on the network interface where masquerading is to be enabled.

4.8.2. Configuring client devices

Client devices on the local network must be configured with Gateway and DNS settings. This can be done statically on each device, or, in IM- and ACM-series devices, using DHCP.

Manual configuration

Manually set a static gateway address (being the address of the *console server*) and set the DNS server address to be the same as used on the external network. That is, if the *console server* is acting as an internet gateway or a cellular router, use the ISP-provided DNS server address.

DHCP configuration

Note: DHCP configuration is only available on IM- and ACM-series devices.

- Navigate to **System > IP**.
- Click the tab of the interface connected to the internal network.

The screenshot displays the OpenGear web interface for configuring a network interface. The top header shows system information: System Name: acm5002, Model: ACM5002, Firmware: 3.3.0, Uptime: 0 days, 4 hours, 5 mins, 44 secs, Current User: root. The main navigation menu on the left includes Serial & Network, Alerts & Logging, and System. The 'System' menu is expanded, showing options like Administration, SSL Certificates, Configuration Backup, Firmware, IP, Date & Time, Dial, Firewall, DHCP Server, Nagios, Configure Dashboard, and I/O Ports. The 'IP' option is selected. The 'System: IP' page has two tabs: 'Network Interface' (selected) and 'General Settings'. Under 'Network Interface', the 'IP Settings: Network' section is active. It shows the 'Configuration Method' set to 'Static'. The 'IP Address' is 192.168.254.35, 'Subnet Mask' is 255.255.255.0, 'Gateway' is 192.168.254.254, and 'Primary DNS' is empty. The 'Secondary DNS' is also empty. The 'Media' is set to 'Auto'. The 'DHCP Server' is set to 'Disabled'. The 'Failover Interface' is set to 'None'.

- To use DHCP, a static address must be set: check that the *IP Address* and *Subnet Mask* fields

have specific and static values entered.

- Click the *Disabled* link adjacent the *DHCP Server* entry.

System > DHCP Server will load.

- Check the *DHCP Server* checkbox.
- Check the *Use interface address as gateway* checkbox.
- Set the *Primary DNS* and *Secondary DNS* addresses to the same addresses as are used on the external network.

That is, if the *console server* is acting as an internal gateway or a cellular router, use the ISP-provided DNS server addresses.

- Enter the *Default Lease* time in seconds.
- Enter the *Maximum Lease* time in seconds.

Least times are the number of seconds a dynamically assigned IP address is valid before the client must request it again.

opengear System Name: acm5002 Model: ACM5002 Firmware: 3.3.0 Uptime: 0 days, 4 hours, 8 mins, 59 secs Current User: root Backup Log Out

System: DHCP Server

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- IPsec VPN
- OpenVPN
- Call Home
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental
- Managed Devices

Alerts & Logging

- Port Log
- Alerts
- SMTP & SMS
- SNMP

System

- Administration
- SSL Certificates
- Configuration Backup
- Firmware
- IP
- Date & Time
- Dial
- Firewall
- DHCP Server
- Nagios
- Configure Dashboard
- I/O Ports

Network Interface

Network DHCP Server Settings (Subnet 192.168.254.0 / 255.255.255.0)

DHCP Server ☒ Enable DHCP Server

Gateway The Default Gateway to assign.

Use interface address as gateway ☒ Use this interface as the DHCP Gateway.

Primary DNS The primary DNS to assign.

Secondary DNS The secondary DNS to assign.

Domain Name The Domain Name to assign.

Default Lease The Default Lease Time.

Maximum Lease The Maximum Lease Time.

Apply

- click **Apply**.

The DHCP server issue IP addresses sequentially from a specified address pool or pools.

- Click **Add** in the *Dynamic Address Allocation Pool* section.

opengear System Name: acm5002 Model: ACM5002 Firmware: 3.3.0 Uptime: 0 days, 4 hours, 24 mins, 55 secs Current User: root Backup Log Out

System: DHCP Server

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- IPsec VPN
- OpenVPN
- Call Home
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental
- Managed Devices

Alerts & Logging

- Port Log
- Alerts
- SMTP & SMS
- SNMP

System

- Administration
- SSL Certificates
- Configuration Backup
- Firmware
- IP
- Date & Time
- Dial
- Firewall
- DHCP Server
- Nagios
- Configure Dashboard
- I/O Ports

Network Interface

Dynamically Allocated Pool

DHCP Pool Start Address 100 The first address in the pool to use for DHCP.

DHCP Pool End Address 150 The last address in the pool to use for DHCP.

Apply

- Enter the *DHCP Pool Start Address*.
- Enter the *DHCP Pool End Address*.
- click **Apply**.

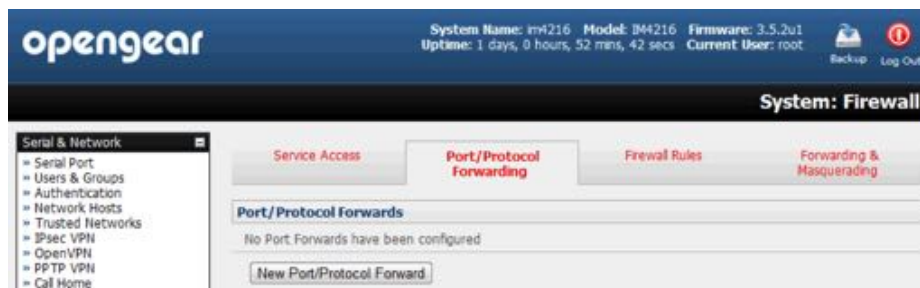
4.8.3. Port & protocol forwarding

When using IP Masquerading, devices on the external network cannot initiate connections to devices on the internal network.

To work around this, Port Forwards can be set up to allow external users to connect to a specific port, or range of ports on the external interface of the *console server* or cellular router. Port forwarding also allows the *console server* or cellular router to redirect data to a specified internal address and port range.

To setup a port and protocol forward:

- navigate to **System > Firewall**.



- click the **Port/Protocol Forwarding** tab.
- Click **New Port/Protocol Forward**.

This screenshot shows the 'Create/Modify Port/Protocol Forward' form within the OpenGear Firewall configuration. The form includes the following fields and descriptions:

- Name:** New Forward Rule (Name for the rule)
- Interface:** Any (The interface that the rule applies to)
- Source Address/Address Range:** (The source IP address or IP address range of the data. This may be left blank. IP address ranges use the format ip/netmask (where netmask is in bits 1-32))
- Destination Address/Address Range:** (The destination IP address/address range to match. This may be left blank. IP address ranges use the format ip/netmask (where netmask is in bits 1-32))
- Input Port Range:** 0 (A port or range of ports. Ranges use the format start-finish. Only valid for TCP and UDP protocols)
- Protocol:** TCP (The protocol of the data)
- Output Address:** (The IP address that the data should be redirected to)
- Output Port Range:** 0 (A port or range of ports. Ranges use the format start-finish. Only valid for TCP and UDP protocols)

A 'Save' button is located at the bottom of the form. The left sidebar is expanded to show the 'System' category, with 'Firewall' selected.

- Fill in the following fields.

field	purpose
Name	Name for the port forward. This should describe the target and the service that the port forward is used to access.
Input Interface	This allows the user to only forward the port from a specific interface. In most cases, this should be left as <i>Any</i> .

For example, to forward port 8443 to an internal HTTPS server on 192.168.10.2, use the following settings:

field	value
Name	<i>Administrator's choice.</i>
Input Interface	<i>Any</i>
Source Address/Address Range	<i>Leave blank.</i>
Destination Address/Address Range	<i>Leave blank.</i>
Input Port Range	8443
Protocol	TCP
Output Address	192.168.10.2
Output Port Range	443

4.8.4. Firewall rules

Firewall rules can be used to block or allow traffic through an interface based on port number, the source IP address, the destination IP address or range, the direction (ingress or egress), the protocol or any combination of these. This can be used to allow custom on-box services,

or block traffic based on policy.

To setup a firewall rule:

- navigate to **System > Firewall**.
- click the **Firewall Rules** tab.

*Note: prior to firmware v3.4 this tab was labeled **Port Rules** and fewer firewall rules could be configured.*

- Click **New Firewall Rule**.
- Fill in the following fields.

field	purpose
Name	Name the rule. This name should describe the policy the firewall rule is being used to implement (for example, <i>Block FTP</i> or <i>Allow Tony</i>).
Interface	Select the interface that the firewall rule will be applied to. Choices include <i>Any</i> , <i>Dialout/Cellular</i> , <i>VPN</i> , <i>Network Interface</i> , and <i>Dial-in</i> .
Port Range	Specify the Port or range of Ports (for example 1000 – 1500) that the rule will apply to. This may be left blank for <i>Any</i> .
Source MAC Address	Specify the source MAC address to be matched. This may be left blank for <i>Any</i> . MAC addresses use the format <i>XX:XX:XX:XX:XX:XX</i> , where <i>XX</i> are hex digits.
Source Address Range	Specify the source IP address (or address range) to match. IP address ranges use the format <i>ip/netmask</i> (where netmask is in bits 1-32). This may be left blank for <i>Any</i> .
Destination Range	Specify the destination IP address/address range to match. IP address ranges use the format <i>ip/netmask</i> (where netmask is in bits 1-32). This may be left blank.
Protocol	Select if the firewall rule will apply to <i>TCP</i> , <i>UDP</i> , <i>TCP and UDP</i> , <i>ICMP</i> , <i>ESP</i> , <i>GRE</i> , or <i>Any</i> .
Direction	Select the traffic direction that the firewall rule will apply to: <i>Ingress</i> = incoming; <i>Egress</i> = outgoing.
Action	Select the action (<i>Accept</i> or <i>Block</i>) to be applied to the packets detected that match the Interface + Port Range + Source Address + Destination Range+ Protocol+ Direction.

For example, to block all SSH traffic from leaving Dialout Interface, use the following settings:

field	value
Name	<i>Administrator's choice.</i>
Interface	<i>Dialout/Cellular</i>
Port Range	<i>22</i>
Source MAC Address	<i>Left blank.</i>

Source Address Range *Left blank (Any).*

Destination Range *Left blank.*

Protocol TCP

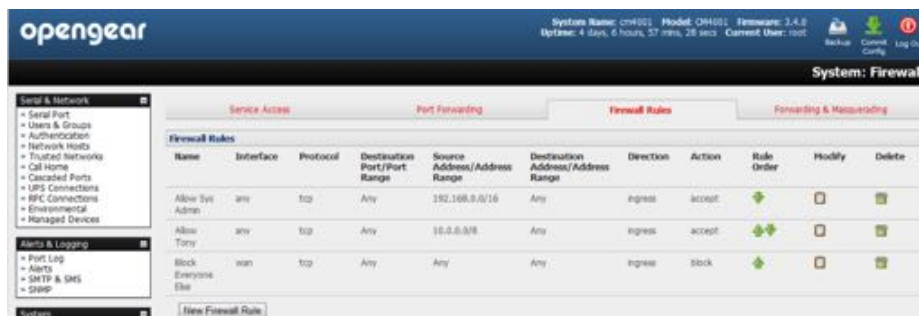
Direction Egress

Action Block

Firewall rules are processed in a set order, from top to bottom. So rule placement is important.

For example with the following rules, all traffic coming in over the Network Interface is blocked except when it comes from two nominated IP addresses (SysAdmin and Tony):

field	allow SysAdmin	allow Tony	Block Everyone Else
Interface	Any	Any	Network Interface
Port Range	Any	Any	Any
Source MAC Address	Any	Any	Any
Source Address Range	SysAdmin's IP address	Tony's IP address	Any
Destination Range	Any	Any	Any
Protocol	TCP	TCP	TCP
Direction	Ingress	Ingress	Ingress
Action	Accept	Accept	Block

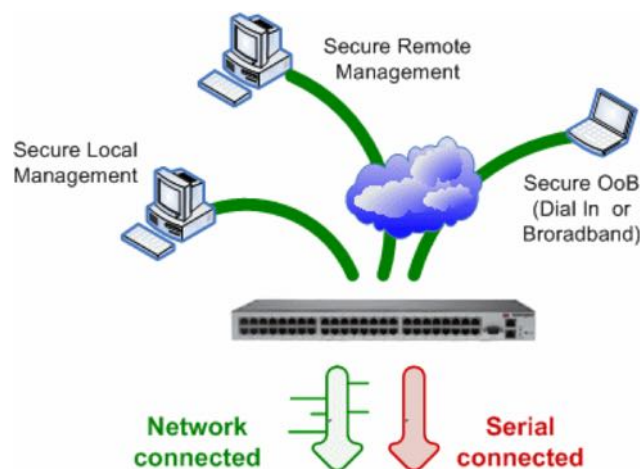


If the *Rule Order* is changed so the *Block Everyone Else* rule was second on the list, Tony's traffic — coming in over the *Network Interface* — would be blocked.

5.SSH tunnels & SDT connector

Each Opengear *console server* has an embedded SSH server and uses SSH tunneling so remote users can securely connect through the console server to Managed Devices using text-based console tools (such as SSH, telnet, SoL) or graphical tools (such VNC, RDP, HTTPS, HTTP, X11, VMware, DRAC, iLO).

The Managed Devices being accessed can be located on the same local network as the console server or they can be attached to the console server via a serial port. The remote User/Administrator connects to the *console server* thru an SSH tunnel via dial-up, wireless or ISDN modem; a broadband Internet connection; the enterprise VPN network or the local network:



To set up the secure SSH tunnel from the Client PC to the console server, you must install (if necessary) and launch SSH client software on the *User's* or *Administrator's* PC.

Opengear recommends you use the SDT Connector client software that is supplied with the *console server* for this. SDT Connector is simple to install and auto-configure and it will provides all your users with point-and-click access to all the systems and devices in the secure network.

With one click, SDT Connector sets up a secure SSH tunnel from the client to the selected console server, then establishes a port forward connection to the target network connected host or serial connected device, then executes the client application that will be used in communicating with the host.

This chapter details the basic SDT Connector operations:

- Configuring the console server for SSH tunneled access to network attached hosts and setting up permitted Services and user access.
- Setting up the SDT Connector client with gateway, host, service and client application details and making connections between the Client PC and hosts connected to the console server.
- Using SDT Connector to browser access the Management Console.
- Using SDT Connector to Telnet or SSH connect to devices that are serially attached to the console server.

The chapter then covers more advanced SDT Connector and SSH tunneling topics:

- Using SDT Connector for out of band access.
- Automatic importing and exporting of configurations.
- Configuring Public Key Authentication.
- Setting up a SDT Secure Tunnel for Remote Desktop.
- Setting up a SDT Secure Tunnel for VNC.
- Using SDT to IP connect to hosts that are serially attached to the console server.

5.1. Configuring for SSH tunnelling to hosts

To set up the *console server* for SSH tunneled access a network attached *host*:

- Add the new host and the permitted services using the **Serial & Network > Network Hosts** menu as detailed in Network Hosts ([chapter 3.4](#)). Only these permitted services will be forwarded through by SSH to the host. All other services (TCP/UDP ports) will be blocked.
- following are some of the TCP Ports used by SDT in the *console server*:

port	application	notes
22	SSH	All SDT tunneled connections.
23	Telnet	On local LAN. Forwarded inside tunnel.
80	HTTP	On local LAN. Forwarded inside tunnel.
3389	RDP	On local LAN. Forwarded inside tunnel.

5900 VNC On local LAN. Forwarded inside tunnel.

73xx RDP over serial From local LAN. xx is the serial port # (eg 7301–7348 on a 48-port console server.

79xx VNC over serial From local LAN. xx is the serial port # (eg 7301–7348 on a 48-port console server.

- Add the new Users using **Serial & Network > Users & Groups** menu as detailed in Network Hosts ([chapter 3.4](#)). Users can be authorized to access the console server ports and specified network-attached hosts.



To simplify configuration, the *Administrator* can first set up Groups with group access permissions, then *Users* can be classified as members of particular Groups.

5.2. SDT connector client configuration

The *SDT Connector* client works with all Opengear console servers. Each of these remote console servers has an embedded OpenSSH based server which can be configured to port forward connections from the *SDT Connector* client to hosts on their local network, as detailed in the previous chapter.

The *SDT Connector* can also be pre-configured with the access tools and applications that will be available to be run when access to a particular host has been established.

SDT Connector can connect to the console server using an alternate OOB access. It can also access the console server itself and access devices connected to serial ports on the console server.

5.2.1. SDT connector client installation

The *SDT Connector* set up program, `SDTConnector Setup-1.n.exe` or `sdtcon-1.n.tar.gz`, is included on the CD supplied with your Opengear console server product. Alternatively a copy can be freely download from [Opengear's website](#).

To install, run the set-up program.

For Windows clients, `SDTConnectorSetup-1.n.exe` application will install *SDT Connector 1.n.exe* and the config file `defaults.xml`. If there is already a config file on

the Windows PC it will not be overwritten. To remove earlier config file run the `regedit` command, search for “SDT Connector” and remove the directory with this name.



For Linux and other Unix clients, `SDTConnector.tar.gz` will install the `sdtcon-1.n.jar` and the config file `defaults.xml`.

Once the installer completes you will have a working SDT Connector client installed on your machine and an icon on your desktop.



To launch the SDT Connector client, double-click this icon.

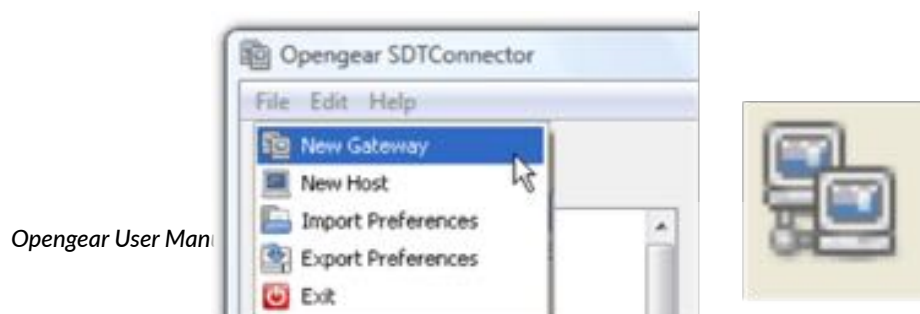
Note: SDT Connector is a Java application so it must have a Java Runtime Environment (JRE) installed. It will install on Windows 2000 and later and on most Linux platforms. Solaris platforms are also supported however they must have Firefox installed. SDT Connector can run on any system with Java 1.4.2 and above installed, but it assumes the web browser is Firefox, and that `xterm -e telnet` opens a telnet window.

To operate SDT Connector, you first need to add new gateways to the client software by entering the access details for each console server (see [chapter 5.2.2](#)) then let the client auto-configure with all host and serial port connections from each console server (see [section 5.2.3](#)) then point-and-click to connect to the Hosts and serial devices (see [chapter 5.2.4](#)).

Alternately you can manually add network connected hosts (see [chapter 5.2.5](#)) and manually configure new services to be used in accessing the console server and the hosts (see [chapter 5.2.6](#)) then manually configuring clients to run on the PC that will use the service to connect to the hosts and serial port devices (see [chapter 5.2.7](#)). SDT Connector can also be set up to make an out-of-band connection to the console server.

5.2.2. Configuring a new gateway in the SDT connector client

To create a secure SSH tunnel to a new console server:



- select **File > New Gateway** or click the **New Gateway** icon.
- enter the IP address or hostname of the *console server*.
- enter the SSH port (typically port 22).

If *SDT Connector* is connecting to a remote console server through the public Internet or a routed network you will need to:

- determine the public IP address of the *console server* or the public IP address of the router or firewall that connects the *console server* to the Internet.

One way to find the public IP address is to access / or / from a computer on the same network as the console server and note the reported IP address.

- Setup port-forwarding for TCP port 22 on any firewall, router or NAT service located between *SDT Connector* and the *console server*.

<http://www.portforward.com/> has port-forwarding instructions for a range of routers. The Open Port Check tool from <http://www.canyouseeme.org/> can be used to check if port-forwarding through a firewall, router or NAT service has been properly configured.

- enter the *Username* and *Password* of a user on the gateway who has been enabled to connect via SSH.
- optionally, enter a *Descriptive Name* to display instead of the IP address or hostname.
- optionally enter desired information in the *Description/Notes* field.

For example: the *console server's* site location; the *console server's* running firmware version; or details on the site's network configuration.

- click **OK**.

The new gateway will appear in the *SDT Connector* home page.

Note: For an **SDT Connector** user to access a **console server** and then access specific hosts or serial devices connected to that **console server**, that user must first be setup on the **console server**, and must be authorized to access the specific ports on the specific hosts (see [chapter 4](#)). Only these permitted services will be forwarded through by SSH to the Host. All other services (TCP/UDP ports) are blocked.

5.2.3. Auto-configure SDT connector client with the user's access privileges

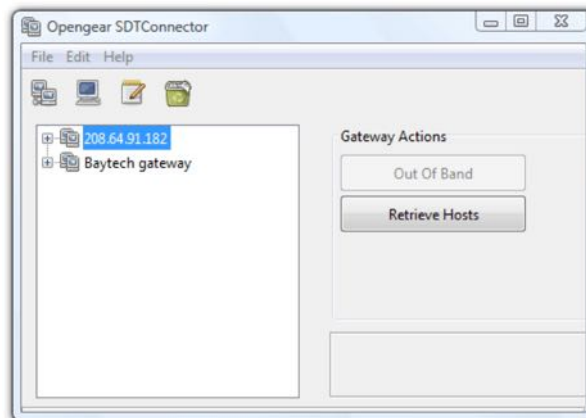
Each user on the *console server* has an access profile which has been configured with those specific connected hosts and serial port devices the user has authority to access, and a specific set of the enabled services for each of these. This configuration can be auto-uploaded into the *SDT Connector* client.

- Select **File > New Gateway** (or click the **New Gateway** icon).
- Click **Retrieve Hosts**.

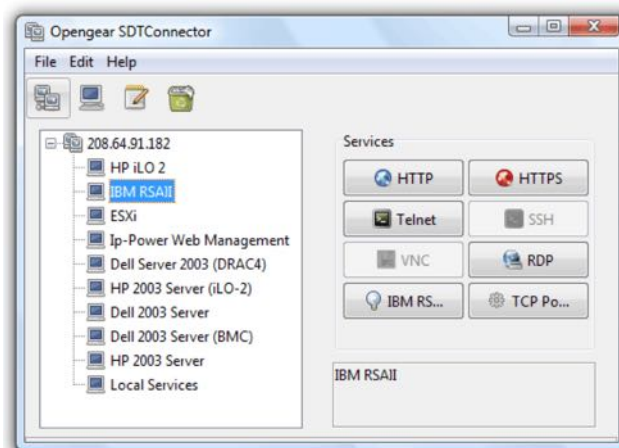
SDT Connector will:

- configure access to network connected Hosts that the user is authorized to access and will, for each of these Hosts, set up the services (for example, HTTPS, IPMI2.0) and the related

IP ports being redirected.



- configure access to the *console server* itself. This is shown as a Local Services host.
- configure access with the enabled services for the serial port devices connected to the *console server*.



Note: Retrieve Hosts auto-configures all classes of user whether they are members of user, admin, some other group, or no group. SDT Connector will not, however, auto-configure the root. Further, it is recommended that root only be used for initial config and for adding an initial admin account to the console server.

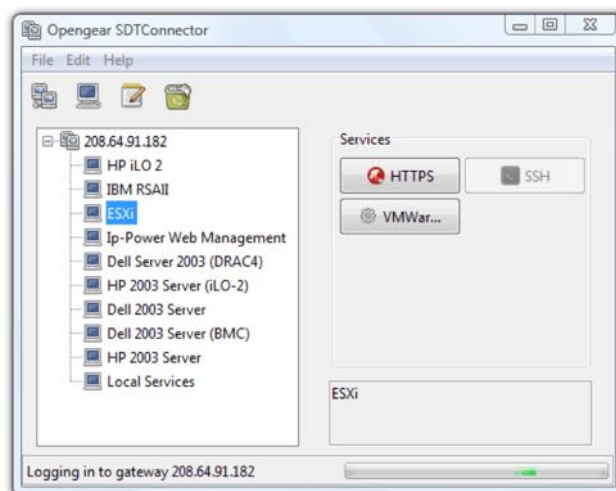
5.2.4. Make an SDT connection through the gateway to a host

- Select the **host** to be accessed.
- Click the **Service** to be used in accessing that host.

The SSH tunnel to the gateway is established, the appropriate ports redirected through to the host, and the appropriate local client application is launched pointing at the local endpoint of the redirection.

The SDT Connector client can be configured with an unlimited number of gateways and each gateway can be configured to port forward to an unlimited number of locally networked Hosts. Similarly there is no limit on the number of SDT Connector clients who can be

configured to access the one Gateway. Nor are there limits on the number of Host connections that an SDT Connector client can concurrently have open through the one Gateway tunnel.

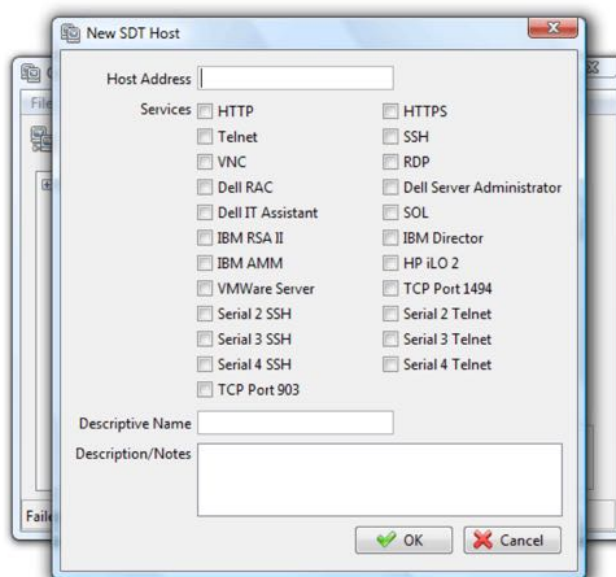


However there is a limit to the number of SDT Connector SSH tunnels that can be open at the one time on a particular Gateway. IM4200, ACM5000 and ACM5500 models each support at least 50 such concurrent connections. So for a site with a IM4200 gateway you can have, at any time up to 50 users securely controlling an unlimited number of network attached computers and appliances (servers, routers, etc.) at that site. ACM7000, IM7200 and CM7100 support many hundreds of simultaneous client tunnels.

5.2.5. Manually adding a host to the SDT connector gateway

For each gateway, you can manually specify the network connected hosts that will be accessed through that console server; and for each host, specify the services that will be used in communicating with the host.

- Select **File > New Host** (or select a gateway and click the **Host** icon).



- Enter the IP address or hostname of the host.

Note: a hostname must be resolvable by the gateway.

- Select which **Services** are to be used in accessing the new host.

A range of service options are pre-configured in the default SDT Connector client (RDP, VNC, HTTP, HTTPS, Dell RAC, VMware etc). If you wish to add services beyond the pre-configured range, proceed to the [next section](#) then return here.

- Optionally, enter a *Descriptive Name* to display instead of the IP address or hostname.
- Optionally enter desired information in the *Description/Notes* field.

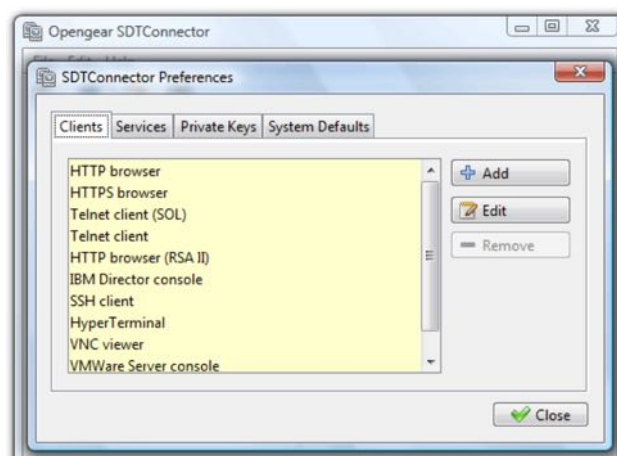
For example: the *console server's* site location; the *console server's* running firmware version; or details on the site's network configuration.

- Click **OK**.

5.2.6. Manually adding new services to the new hosts

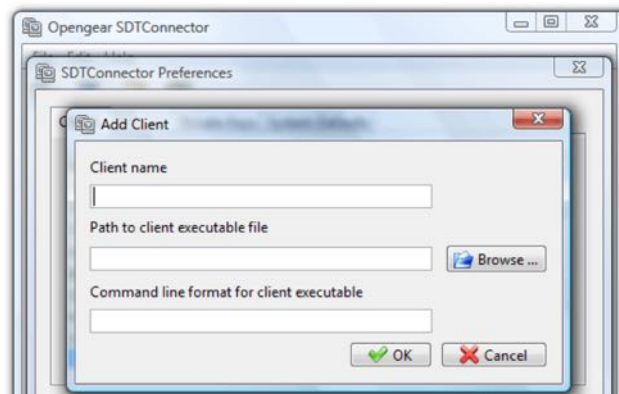
To extend the range of services that can be used when accessing hosts with *SDT Connector*:

- select **Edit > Preferences**.



- click the **Services** tab.
- Click **Add**.
- enter a *Service Name*.
- click **Add**.
- under the **General** tab, enter the TCP Port that this service runs on (for example, port 80 for HTTP).
- optionally, select the client to use to access the local endpoint of the redirection.
- select which client application is associated with the new service.

A range of client application options are pre-configured in the default SDT Connector (RDP client, VNC client, HTTP browser, HTTPS browser, Telnet client etc). However if you wish to add new client applications to this range proceed to the [next section](#) then return here.



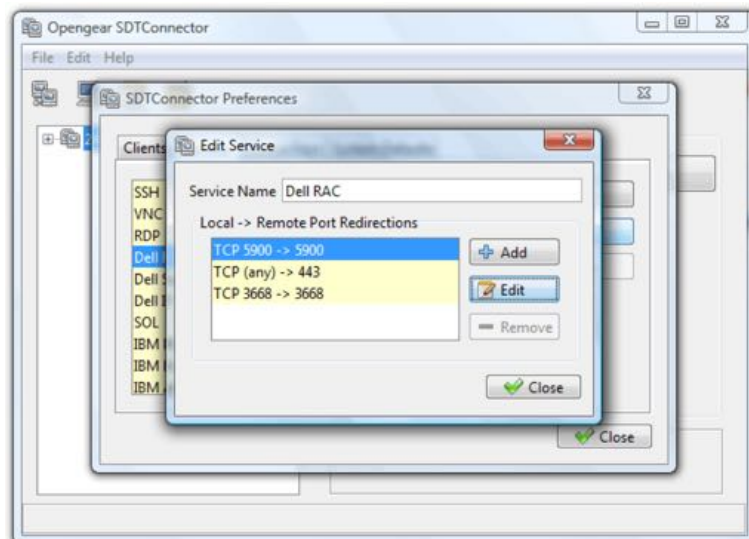
- Click **OK**.
- Click **Close**.

A service typically consists of a single SSH port redirection and a local client to access it. However it may consist of several redirections; some or all of which may have clients associated with them.

An example is the Dell RAC service. The first redirection is for the HTTPS connection to the RAC server. It has a client associated with it (web browser) that is launched immediately upon clicking the button for this service.

The second redirection is for the VNC service that the user may choose to later launch from the RAC web console. It automatically loads in a Java client served through the web browser, so it does not need a local client associated with it.

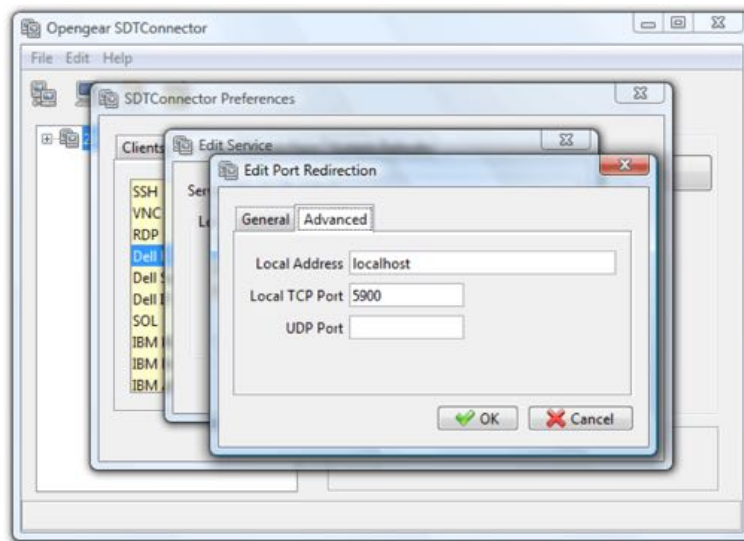
On the Add Service screen you can click **Add** as many times as needed to add multiple new port redirections and associated clients.



You may also specify Advanced port redirection options:

- enter the local address to bind to when creating the local endpoint of the redirection.
It is not usually necessary to change this from *localhost*.

- enter a local TCP port to bind to when creating the local endpoint of the redirection.
If this is left blank, a random port will be selected.



Note: SDT Connector can also tunnel UDP services. SDT Connector tunnels the UDP traffic through the TCP SSH redirection, so in effect it is a tunnel within a tunnel. Enter the UDP port on which the service is running on the host. This will also be the local UDP port that SDT Connector binds as the local endpoint of the tunnel. For UDP services, you still need to specify a TCP port under General. This will be an arbitrary TCP port that is not in use on the gateway. An example of this is the SOL Proxy service. It redirects local UDP port 623 to remote UDP port 623 over the arbitrary TCP port 6667.

5.2.7. Adding a client program to be started for the new service

Clients are local applications that may be launched when a related service is clicked. To add to the pool of client programs:

- select **Edit > Preferences**.
- click the **Client** tab.
- click **Add**.
- enter a *Client name*.
- enter the *Path to the client executable file* or click **Browse** to locate the client application.
- enter a *Command line format for client executable* associated with launching the client.

SDT Connector typically launches a client using command line arguments to point it at the local endpoint of the redirection. Three keywords specify the command line format. When launching the client, SDT Connector substitutes these keywords with appropriate values.

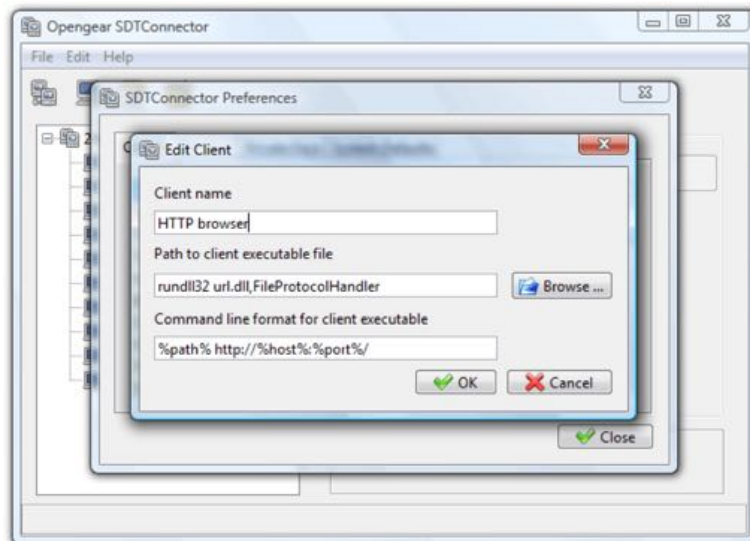
keyword	description
---------	-------------

%path%	The path to the executable file. Takes the previous field value: <i>Path to the client executable file</i> .
--------	--

- %host% The local address to which the local endpoint of the redirection is bound. That is, the Local Address field for the Service redirection Advanced options.
- %port% The local port to which the local endpoint of the redirection is bound. That is the Local TCP Port field for the Service redirection Advanced options.

If *port* is unspecified (Any) an appropriate randomly selected port is substituted.

For example, *SDT Connector* is preconfigured for Windows with an HTTP client that connects to the Windows user's default browser. If there is no default browser Firefox is used.

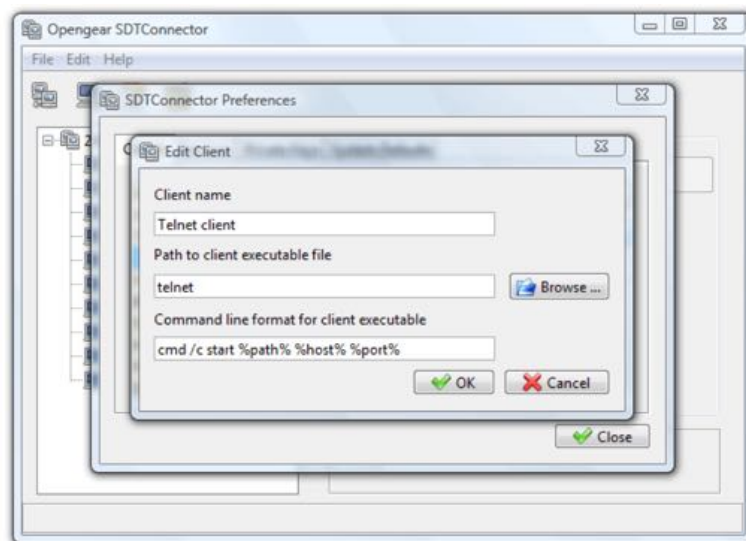


Some clients are launched in a command line or terminal window. The Telnet client for example. In this case, *Path to client executable file* is `telnet` and the *Command line format for client executable* is `cmd /c start %path% %host% %port%`.

- Click **OK**.

5.2.8. Dial-in configuration

If the client is dialing into the *console server's* Local/Console port, setup a dial-in PPP link.



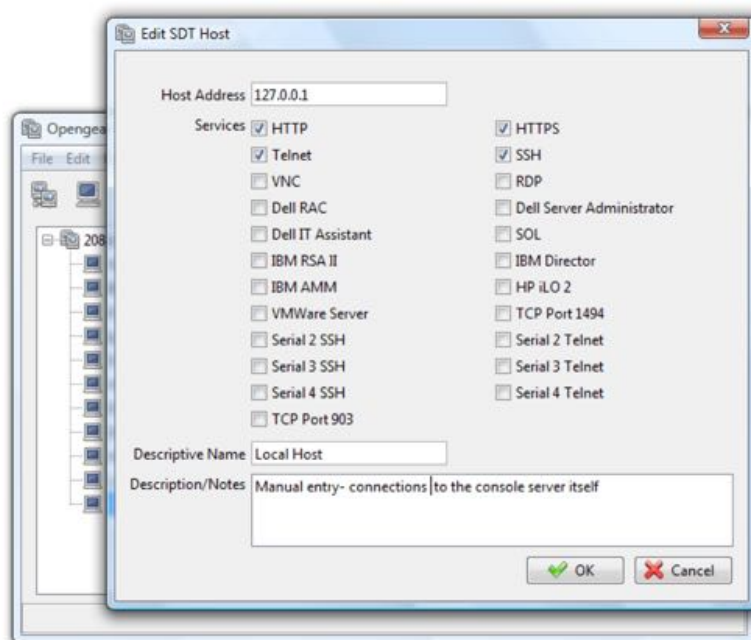
- Configure the *console server* for dial-in access, following the steps in [chapter 4.1](#).
- Set up the PPP client software on the remote computer, following the steps in [chapter 4](#).

Once you have a dial-in PPP connection established, set up the secure SSH tunnel from the remote computer to the *console server*.

5.3. SDT connector to management console

SDT Connector can also be configured for browser access to the gateway's Management Console and for Telnet or SSH access to the gateway's shell. For these connections to the gateway itself, you must configure *SDT Connector* to access the gateway by setting the *console server* up as a host, and then configuring the appropriate services.

- Launch *SDT Connector* on your PC.
- Assuming you have already set up the *console server* as a Gateway in your *SDT Connector* client (with username, password etc) select this newly added Gateway and click the *Host* icon to create a host.
- Alternatively, select **File > New Host**.
- Enter 127.0.0.1 as the *Host Address*.
- Optionally add details in the *Descriptive Name* and *Description/Notes* fields.
- Click **OK**.
- Click the *HTT*



- Click *SSH* or *Telnet* to access the gateway's command line console.

To enable SDT access to the gateway console, you must configure the console server to allow port forwarded network access to itself.

As of firmware v3.3, this can be done using the *console server*'s Management Console.

- Navigate to **System > Firewall**.

- Click the **Service Access** tab.
- Enable *SSH Command Shell* access on the *Network Interface* and on any *Out-of-band Interfaces*.

With firmware versions prior to v3.3, do the following.

- Navigate to **Serial & Network > Network Hosts**.
- Click **Add Host**.
- In the *IP Address/DNS Name* field enter 127.0.0.1.
This is the loopback address.
- Enter *Loopback* in the *Description* field.
- Remove all entries under *Permitted Services* except for those that will be used in accessing the Management Console (80/http or 443/https) or the command line (22/ssh or 23/telnet).
- click **Apply**.

By default, *Administrators* have gateway access privileges. For *Users* to access the gateway Management Console, however, the required access privileges must be granted.

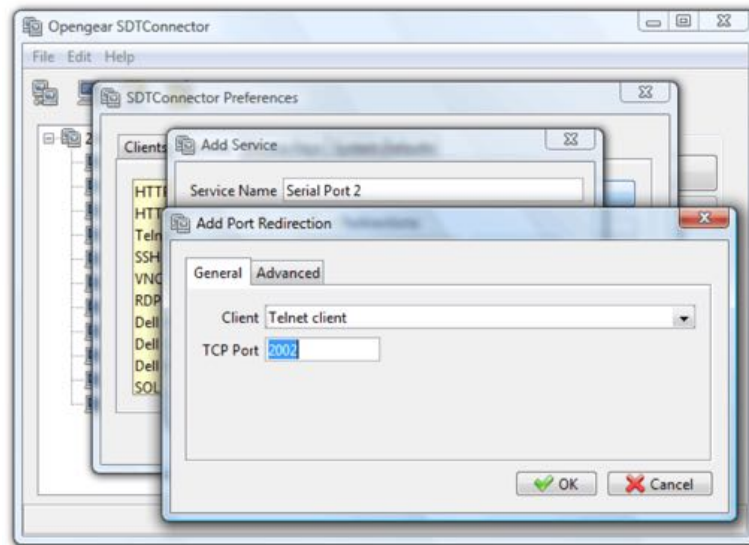
- Navigate to **Serial & Network > Users & Groups**.
- Click **Add User**.
- Enter a *Username*, *Description* and *Password*.
- Select 127.0.0.1 from the *Accessible Host(s)* pop-up menu.
- click **Apply**.

5.4. SDT connector: telnet or SSH connect to serially-attached devices

SDT Connector can also be used to access text consoles on devices that are attached to the *console server's* serial ports. For these connections, configure the *SDT Connector* client software with a *Service* that will access the target gateway serial port, and then set the gateway up as a host.

- Launch *SDT Connector* on your PC.
- Select **Edit > Preferences**.
- Click **Add**.
- Enter *Serial Port 2* as the *Service Name*.
- Click **Add**.
- Select *Telnet* as the *Client*.
- Enter 2002 as the *TCP Port*.
- Click **OK**.
- Close the **Add Service** window.

- Close the **SDTConnector Preferences** window.



- Assuming you have already set up the *console server* as a Gateway in your *SDT Connector* client (with username, password etc) select this newly added Gateway and click the *Host* icon to create a host.
- Alternatively, select **File > New Host**.
- Enter 127.0.0.1 as the *Host Address*.
- Optionally add details in the *Descriptive Name* and *Description/Notes* fields.
- Click **OK**.
- Click the **Serial Port 2** icon for Telnet access to the serial console on the device attached to serial port #2 on the gateway.

To enable *SDT Connector* to access to devices connected to the gateway's serial ports, configure the *console server* to allow port forwarded network access to itself, and enable access to the nominated serial port.

- Navigate to **Serial & Network > Serial Port**.
- Click *Edit* next to the selected Port.
For example, click *Edit* next to *Port 2* if the target device is attached to the second serial port.
- Ensure the port's serial configuration is appropriate for the attached device.
- Set the *Console Server Setting* to *Console Server Mode*.
- click **Apply**.
- Navigate to **Serial & Network > Network Hosts**.
- click **Add Host**.
- In the *IP Address/DNS Name* field enter 127.0.0.1.

This is the loopback address.

- Enter *Loopback* in the *Description* field.
- Remove all entries under *Permitted Services*.
- Select *TCP*.
- Enter *200n* in the *Port* field.

Note: 'n' corresponds to the Serial Port selected in the step above. For Serial Port 2, for example, enter 2002.

- Click **Add**.
- Click **Apply**.

By default, *Administrators* have gateway and serial port access privileges. For *Users* to access the gateway Management Console and the serial port, however, the required access privileges must be granted.

- Navigate to **Serial & Network > Users & Groups**.
- Click **Add User**.
- Enter a *Username*, *Description* and *Password*.
- Select 127.0.0.1 from the *Accessible Host(s)* pop-up menu.
- Select *Port 2* from the *Accessible Port(s)* pop-up menu.
- click **Apply**.

5.5. Using SDT connector for out-of-band connection to the gateway

SDT Connector can also be set up to connect to the *console server* out-of-band (OOB). OOB access uses an alternate path for connecting to the *console server* to that used for regular data traffic. OOB access is useful for when the primary link into the *console server* is unavailable or unreliable.

Typically a *console server's* primary link is a broadband Internet connection or Internet connection via a LAN or VPN, and the secondary out-of-band connectivity is provided by a dial-up or wireless modem directly attached to the *console server*.

So out-of-band access enables you to access the hosts and serial devices on the network, diagnose any connectivity issues, and restore the *console server's* primary link.

In *SDT Connector*, OOB access is configured by providing the secondary IP address of the gateway, and telling *SDT Connector* how to start and stop the OOB connection. Starting an OOB connection may be achieved by initiating a dial up connection, or adding an alternate route to the *console server*. *SDT Connector* allows for maximum flexibility in this regard, by allowing you to provide your own scripts or commands for starting and stopping the OOB connection.

To configure *SDT Connector* for OOB access:

- Choose **File > New Gateway**.

- Click the **Out Of Band** tab.

- Enter the *console server's* Out of Band IP address in the *Secondary Address* field.

The *console server's* Out of Band IP address is the address the *console server* is accessible from when using the Out of Band access route.

- Change the *Port* value if the *console server* is using a port other than the default 22 for SSH access.
- Enter the command or path to a script to start the OOB connection in the *Start Command* field.
- To initiate a pre-configured dial-up connection under Windows, use the following *Start Command* string:

```
cmd /c start "Starting Out of Band Connection" /wait /min rasdial
network_connection login password
```

where *network_connection* is the name of the network connection as displayed in **Control Panel > Network Connections**, *login* is the *console server's* dial-in username, and *password* is the *console server's* dial-in password.

- To initiate a pre-configured dial-up connection under Linux, use the following *Start Command* string:

```
pon network_connection
```

where *network_connection* is the name of the connection.

- Enter the command or path to a script to stop the OOB connection in the *Stop Command* field.
- To stop a pre-configured dial-up connection under Windows, use the following *Stop Command* string:

```
cmd /c start "Stopping Out of Band Connection" /wait /min rasdial
network_connection /disconnect
```

where *network_connection* is the name of the network connection as displayed in **Control Panel > Network Connections**.

- To stop a pre-configured dial-up connection under Linux, use the following *Stop Command* string:

```
poff network_connection
```

To make the OOB connection using *SDT Connector*:

- Select the *console server* to connect to.
- Click the **Out Of Band** button.

The status bar changes color to indicate this *console server* is being accessed using the OOB link rather than the primary link.

When you connect to a service on a host behind the *console server*, or to the *console server* itself, *SDT Connector* will initiate the OOB connection using the provided *Start Command*. The OOB connection isn't stopped (using the provided *Stop Command*) until **Out Of Band** under

Gateway Actions is clicked off, at which point the status bar will return to its normal color.

5.6. Importing and exporting preferences

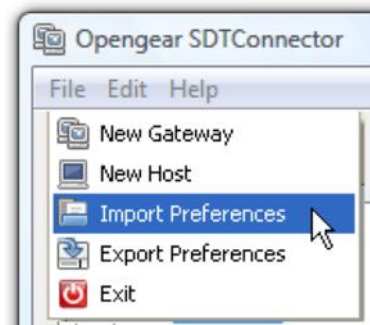
To enable the distribution of pre-configured client config files, *SDT Connector* has an Import and Export facility:

To save a configuration .xml file for backup or for importing into other SDT Connector clients):

- select **File > Export Preferences**.
- select the location to save the configuration file.

To import a configuration:

- select **File > Import Preferences**.



- select the .xml configuration file to be installed.

5.7. SDT connector public key authentication

SDT Connector can authenticate against an SSH gateway using your SSH key pair rather than requiring you to enter your password. This is known as public key authentication.

To use public key authentication with *SDT Connector*, first you must add the public part of your SSH key pair to your SSH gateway.

- Ensure the SSH gateway allows public key authentication.

This is typically the default behavior.

- If you do not already have a public/private key pair for your client PC (the one running *SDT Connector*) generate them now using `ssh-keygen`, *PuTTYgen* or a similar tool.

See [chapter 14.6](#) for details on generating and installing public/private key pairs.

Note: You can use RSA or DSA. In this case, however, leave the passphrase field blank.

- Upload the public part of your SSH key pair (typically named `id_rsa.pub` or `id_dsa.pub`) to the SSH gateway, or otherwise add to `.ssh/authorized keys` in your home directory on the SSH gateway.
- Add the private SSH key (typically named `id_rsa` or `id_dsa`) to *SDT Connector*.
- Click **Edit > Preferences**.

- Select **Private Keys**.
- click **Add**.
- navigate to and select the private key file.
- Click **OK**.

You do not have to add the public SSH key: it is calculated using the private key.

SDT Connector will now use public key authentication when connecting through the SSH console server.

Note: you may have to restart SDT Connector to shut down existing SSH tunnels established using password authentication.

If you have a host behind the console server that you connect to by clicking the SSH button in *SDT Connector* you may wish to configure access to it for public key authentication as well.

This configuration is entirely independent of *SDT Connector* and the SSH console server. You must configure the SSH client that *SDT Connector* launches (for example Putty or OpenSSH) and the host's SSH server for public key authentication. Essentially what you are using is SSH over SSH, and the two SSH connections are entirely separate.

5.8. Setting up SDT for remote desktop access

Microsoft's Remote Desktop Protocol (RDP) enables the system manager to:

- securely access and manages remote Windows computers
- to reconfigure applications and user profiles on Windows computers
- to upgrade a Windows server operating system.
- reboot the machine and more.

Opengear's Secure Tunneling uses SSH tunneling, so this RDP traffic is securely transferred through an authenticated and encrypted tunnel.

SDT with RDP also allows remote Users to connect to Windows XP and later computers and to Windows 2000 Terminal Servers; and to have access to all of the applications, files, and network resources (with full graphical interface just as though they were in front of the computer screen at work).

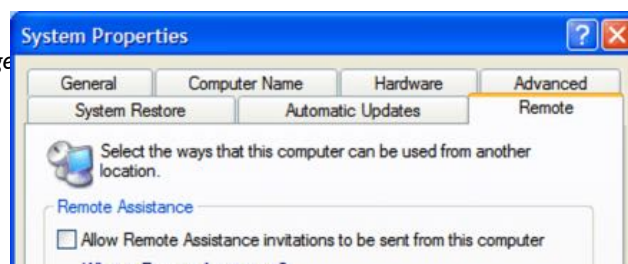
To set up a secure Remote Desktop connection you must enable Remote Desktop on the target Windows computer that is to be accessed and configure the RPD client software on the client PC.

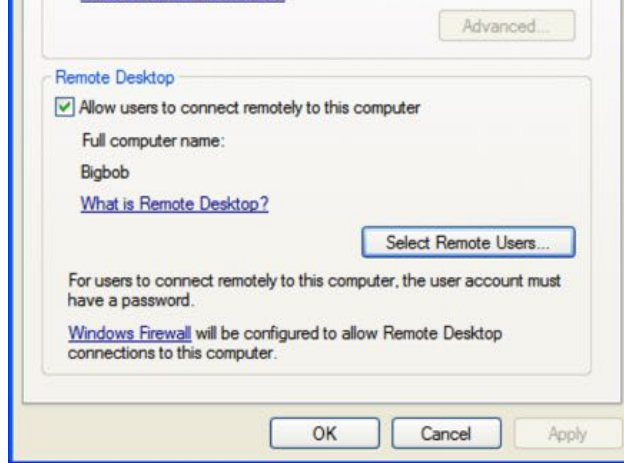
5.8.1. Enable Remote Desktop on the target Windows computer to be accessed

Note: Windows XP Professional and Windows Vista only support one Remote Desktop session and it connects directly to the Windows root console. Windows Server 2003 supports three sessions: the console session and two other general sessions. Windows Server 2008 supports multiple sessions.

To enable Remote Desktop on the Windows computer being accessed:

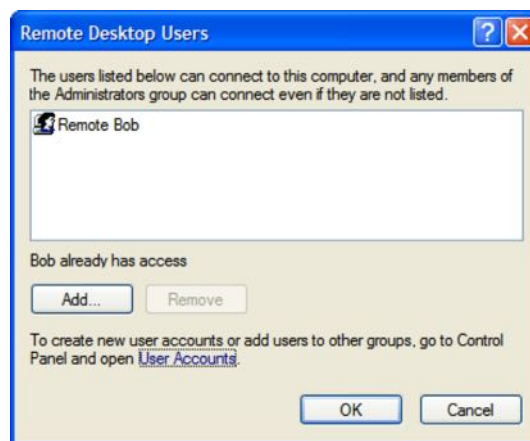
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- navigate to **Start Menu > Control Panel**.
- double-click the **System** icon.
- click the **Remote** tab.
- check the *Allow users to connect remotely to this computer* checkbox.
- click the **Select Remote Users...** button.

The **Remote Desktop Users** window opens.



- Click the **Add...** button to add users to the list of those allowed to remotely access the system using the RDP protocol.
- Click **OK** to close the **Remote Desktop Users** window.
- Click **OK** to close the **System Properties** window.

Windows generates the available user list from local accounts on the target Windows computer. If you need to setup new users to then add them to the **Remote Desktop Users** list:

- navigate to **Start Menu > Control Panel**.
- double-click the **User Accounts** icon.
- create new users as required.

Note: when a remote user connects to the accessed computer via the root console, Remote Desktop automatically locks that computer (so no other user can access the applications and files). When you come back to your computer, you can unlock it by typing CTRL+ALT+DEL.

5.8.2. Configure the Remote Desktop connection client

Once the Client computer is securely connected to the *console server* (either locally, or remotely through an enterprise VPN, a secure SSH internet tunnel or a dial-in SSH tunnel) you can establish the Remote Desktop connection from the Client. To do this enable the Remote Desktop Connection on the remote client PC then point it to the SDT Secure Tunnel port in the console server.

On a Windows client

- Navigate to **Start Menu > Programs > Accessories > Communications**.
- Click **Remote Desktop Connection**.



- Enter the appropriate IP address and port number in *Computer*.

Where there is a local connection or enterprise VPN connection, enter the IP Address of the *console server*, and the port number of the SDT Secure Tunnel for the *console server* serial port that is attached to the Windows computer to be controlled.

For example, if the Windows computer is connected to serial Port 3 on a *console server* located at 192.168.0.50 enter 192.168.0.50:7303.

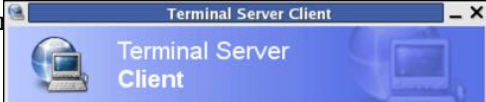
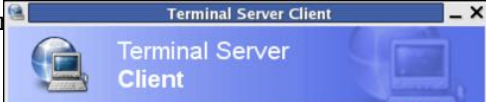
Where there is an SSH tunnel over a dial up PPP connection or over a public internet connection or private network connection, enter localhost as the IP address (that is, 127.0.0.1). For Port Number, enter the source port you created when setting up SSH tunneling/port forwarding (see [chapter 5.1](#)).

- Click **Option**.
- Specify an appropriate color depth in the **Display** section.

For example, for a connection running over a modem, don't set the color depth to greater than 256 colors (8-bit).

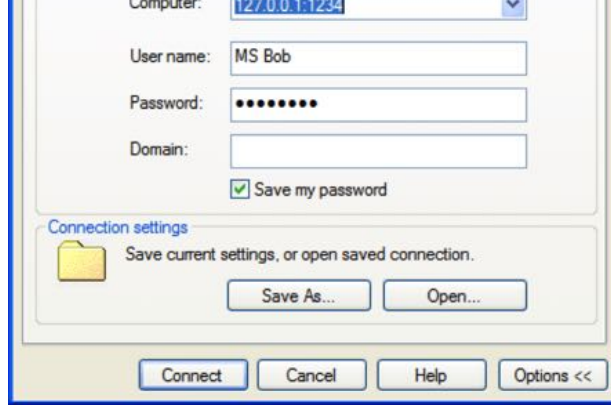
- In **Local Resources** specify the peripherals and ports on the remote Windows computer that are available to be controlled (for example, a directly connected printer or the serial port on the Windows PC).
- Click **Connect**.

On a Linux or UNIX client

- Launch the open source  **Terminal Server Client**  **Example:**

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```
rdesktop -u windows-user-id -p windows-password -g 1200x950 ms-
windows-terminal-server-host-name
```

rdesktop option	description
-a	Color depth. Valid values are 8, 16, and 24.
-r	Device redirection. Redirects remote machine sound to the local device.
-g	Display geometry. Either <i>widthxheight</i> in pixels, or % of local screen.
-p	Sets rdesktop to receive a password prompt from the remote machine.

You can use GUI front end tools such as the GNOME Terminal Services Client `tscclient` to configure and launch the `rdesktop` client.

Using `tscclient` also enables you to store multiple configurations of `rdesktop` for connection to many servers.

On an OS X client

- Download Microsoft's free Remote Desktop Connection client from <https://microsoft.com/en-us/download/details.aspx?id=18140>.

Note: Microsoft Remote Desktop Connection Client for OS X is not supported for use with OS X v10.7 (Lion) or later.

5.9. SDT SSH tunnel for VNC

Alternately, with SDT and Virtual Network Computing (VNC), *Users* and *Administrators* can securely access and control computers running Windows, Linux, macOS, Solaris and UNIX.

There is a range of VNC software available (UltraVNC, RealVNC, TightVNC), both open source and commercial.

To set up a secure VNC connection you must

- install and configure the VNC Server software on the computer to be accessed.
- install and configure the VNC Viewer software on the Viewer PC.

5.9.1. Install & configure the VNC server on the computer to be accessed

Virtual Network Computing (VNC) software enables users to remotely access computers running Linux, macOS, Solaris, UNIX, all versions of Windows and most other operating systems.

VNC Servers

RealVNC Connect, <https://realvnc.com/>, is a multi-platform VNC server that runs on Windows, macOS, Linux, Solaris, HP-UX, AIX, and Raspberry Pi. RealVNC also offers a VNC client, *RealVNC Viewer*, which runs on these platforms as well as iOS, Android, and Chrome.

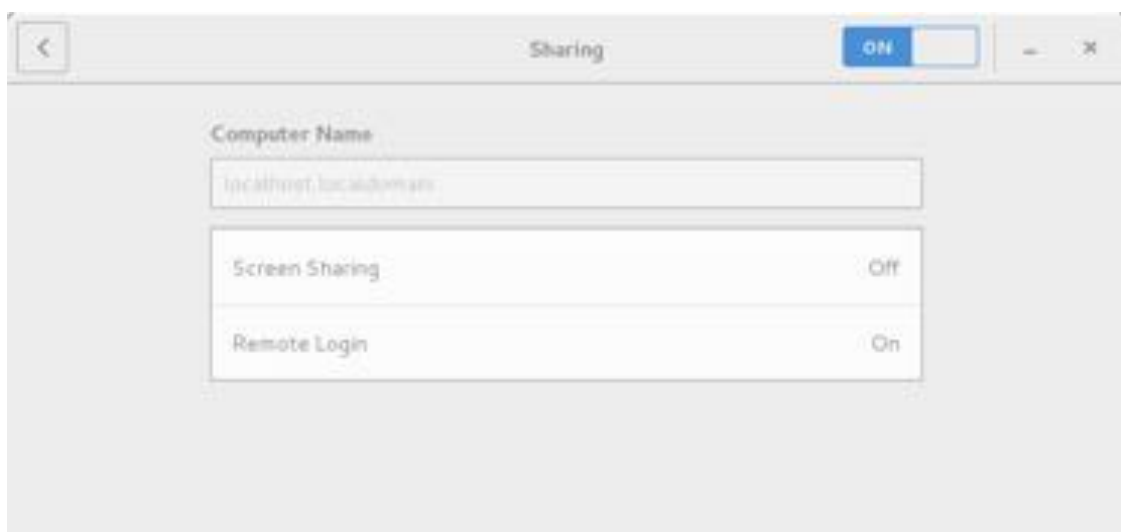
TightVNC, <https://tightvnc.com/>, is a dual-licensed (GPL and commercial) VNC server for Windows. TightVNC also offer a Java-based VNC viewer. It works on any system with Java SE version 1.6 or later installed.

UltraVNC, <http://uvnc.com/>, is a free VN server and viewer for Windows.

Most Linux distributions now ship with VNC servers and viewers pre-installed. If a running Linux instance does not have VNC software installed, it will almost certainly be available for immediate download and install via the distro's secure software repository.

For example, to turn the VNC server on in Centos 7:

- Navigate to **Applications > System Tools > Settings**.
- Click **Sharing**.



- Click **Screen Sharing**.
- Click the **On-Off** control to start the VNC server.

Immediately below the *Screen Sharing* title bar is the vnc-protocol URL the computer is accessible via.



- Click the *Require a password* radio button.
- Create and Enter the *Password* remote clients must enter to view the Centos screen.
- Click the **Close** box in the top right-hand corner of the *Screen Sharing* window.
- Click the **Close** box in the top right-hand corner of the *Sharing* window.

macOS also ships with a VNC server. To turn this server on and make a macOS computer available to VNC clients:

- Choose **Apple Menu > System Preferences**.
- Click the **Sharing icon** (or choose **View > Sharing**).
- Check the *Screen Sharing* checkbox.

The built-in VNC server is now running. Immediately below the text *Screen Sharing: On* is the vnc-protocol URL the computer is accessible via.

- Click the **Computer Settings...** button.
- Check the *VNC viewers may control screen with password* checkbox.
- Create and enter the password said VNC viewer applications will need to supply.
- Click **OK**.

5.9.2. Install, configure & connect the VNC viewer

VNC is platform-independent so a VNC viewer on any operating system can connect to a VNC server on any other operating system.

There are viewers and servers from a wide selection of sources (for example, UltraVNC TightVNC or RealVNC) for most operating systems. There are also a wealth of Java viewers available so that any desktop can be viewed with any Java-capable browser. <http://en.wikipedia.org/wiki/VNC> lists many of the VNC viewers sources.

To make VNC faster, when you set up the VNC viewer:

- if you have a fast enough CPU, set encoding to *ZRLE*.
- decrease the color level (for example, 64-bit).
- disable the background transmission on the server, or use a plain wallpaper.

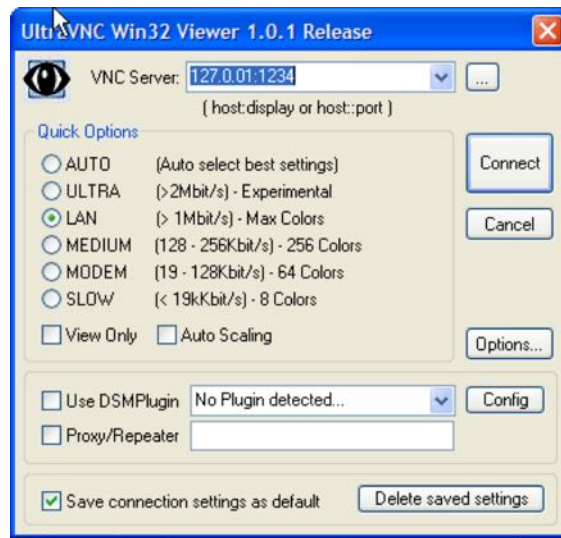
See <http://doc.uvnc.com/> for detailed configuration instructions.

To establish a VNC connection:

- enter the VNC server IP address and port.

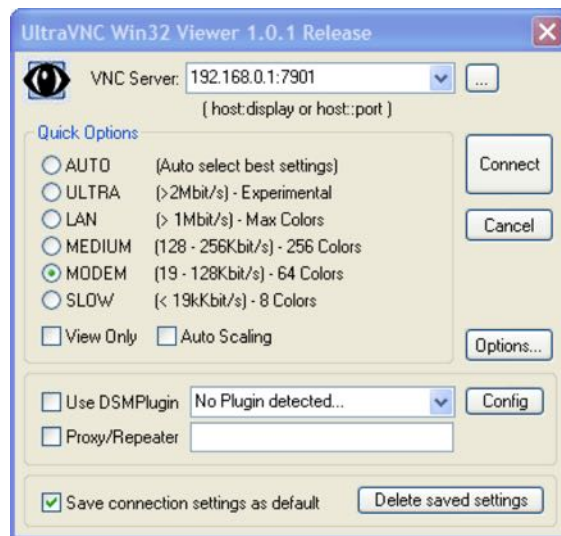
When the VNC viewer is connected to the *console server* via an SSH tunnel, whether over the public Internet, a dial-in connection, or a private network connection, enter *localhost* or *127.0.0.1* as the VNC server's IP address.

The port number is the number entered when setting up SSH tunneling/port forwarding in [section 5.2.6](#). For example: 1234.



When the VNC viewer is connected directly to the *console server* (that is locally or remotely through a VPN or dial in connection) and the VNC server is serially connected to the *console server*, enter the IP address of the *console server* unit with the TCP port that the SDT tunnel will use.

The TCP port will be 7900 plus the physical serial port number (that is 7901 to 7948). All traffic directed to port 79xx on the *console server* is tunneled thru to port 5900 on the PPP connection on serial Port xx.



For example, for a Windows computer using UltraVNC as the viewer connecting to a VNC server which is attached to Port 1 on a *console server* located 192.168.0.1:

- establish the VNC connection by activating the VNC viewer and entering the *Password*.



For background reading on Remote Desktop and VNC access we recommend the following:

The Microsoft Remote Desktop How-To: <http://www.microsoft.com/windowsxp/using/mobility/getstarted/remotedesktop.mspx>.

The Illustrated Network Remote Desktop help page: <http://theillustratednetwork.mvps.org/RemoteDesktop/RemoteDesktopSetupandTroubleshooting.html>.

What is Remote Desktop in Windows XP and Windows Server 2003? by Daniel Petri: http://www.petri.co.il/what's_remote_desktop.htm.

Frequently Asked Questions about Remote Desktop: <http://www.microsoft.com/windowsxp/using/mobility/rdfaq.mspx>.

Secure remote access of a home network using SSH, Remote Desktop and VNC for the home user: <http://theillustratednetwork.mvps.org/RemoteDesktop/SSH-RDP-VNC/RemoteDesktopVNCandSSH.html>.

Taking your desktop virtual with VNC: Red Hat magazine / and /.

Wikipedia's general background article on VNC: <http://en.wikipedia.org/wiki/VNC>.

5.10. Using SDT to IP connect to hosts that are serially-attached to the gateway

Network (IP) protocols like RDP, VNC and HTTP can also be used for connecting to host devices that are serially connected through their COM port to the console server. To do this you must:

- establish a PPP connection between the host and the gateway. See [chapter 5.10.1](#).
- set up Secure Tunneling Ports on the *console server*. See [chapter 5.10.2](#).
- configure SDT Connector to use the appropriate network protocol to access IP consoles on the host devices that are attached to the *console server* serial ports. See [chapter 5.10.3](#).

5.10.1. Establish a PPP connection between the host COM port & console server

- (This step is only necessary for serially-connected computers.) Physically connect the COM port on the host computer that is to be accessed, to the serial port on the *console server*.
- On computers running Linux, UNIX, Solaris and other Unix-like operating systems, establish a PPP connection over the serial port.

The online tutorial at <http://yolinux.com/TUTORIALS/LinuxTutorialPPP.html> presents a selection of methods for establishing a PPP connection using a computer running Linux.

- On computers running Windows, follow the procedure below to set up an advanced network connection between the Windows computer's COM port and the *console server*.

Windows allows for the creation of a simple dial-in service which can be used for a Remote Desktop or VNC or HTTP/X connection to the *console server*.

- Navigate to **Start Menu > Control Panel**.
- Double-click the **Network Connections** icon.
- Click the **New Connection Wizard**.



- Select the *Set up an advanced connection* radio button.
- Select *Accept Incoming Connections* in the **Advanced Connection Options** window.
- click **Next**.
- Select COM1 as the *Connection Device* (that is, the COM port on the computer that is connected to the *console server's* serial port).
- Set the COM port to its maximum baud rate.
- Click **Next**.
- Select *Do not allow virtual private connections* in the **Incoming VPN Connection Options** window.
- Click **Next**.
- Select which users will be allowed to use this connection.
This should be the same users given Remote Desktop access privileges in the earlier step.
- Click **Next**.
- Select TCP/IP in the **Network Connections** window.
- Click **Properties**.
- Select *Specify TCP/IP addresses* in the **Incoming TCP/IP Properties** window.
- Enter IP addresses in the *From* and *To* fields.

Choose any TCP/IP addresses so long as they are addresses which are not used anywhere else on your network.

The *From* address will be assigned to the computer running Windows. The *To* address will be used by the *console server*. For simplicity use the IP address shown in the illustration above:



From 169.134.13.1
To 169.134.13.2

Alternatively, set the advanced connection and access on the computer running Windows to use the *console server* defaults:

From 10.233.111.254
Allow calling computer to specify its own IP address checked.

- Click **OK**.

Another option is to use the *console server*'s default username and password to setup the Remote Desktop user and give this user permission to use the advanced connection to access the computer running Windows.

- The *console server*'s default *Username* is *portXX* where *XX* is the serial port number on the *console server*.
- The *console server*'s default *Password* is *portXX* where *XX* is the serial port number on the *console server*.

For example, for an RDP connection to serial port 2 on the *console server*, setup a Windows user named *port02* with appropriate permissions.

When the PPP connection has been set up, a network icon appears in the Windows task bar.

The above notes describe setting up an incoming connection for Windows XP. The steps are similar for later versions of Windows although the set up screens present slightly differently.

If presented with an **Incoming Connections Properties** window such as above, check the *Always allow directly connected devices such as palmtop computers to connect without providing a password* check box.

Also the option to **Set up an advanced connection** is not available in Windows 2003 if RRAS is configured. If RRAS has been configured enable the null modem connection for the dial-in configuration.

5.10.2. Set up SDT serial ports on console server

To set up RDP (and VNC) forwarding on the *console server* Serial Port that is connected to the Windows computer COM port:

- Navigate to **Serial & Network > Serial Port**.
- click *Edit* for the particular *Serial Port* connected to the Windows computer's COM port.
- Select *SDT Mode* in the **SDT Settings** section.



The screenshot shows the 'SDT Settings' window. At the top, there's a section for 'SDT Mode' with a radio button and the text 'Enable access over SSH to a host connected to this serial port.' Below this are three input fields: 'Username' with the hint 'The login name for PPP. The default is 'port01'', 'User Password' with the hint 'The login secret for PPP. The default is 'port01'', and 'Confirm Password' with the hint 'Re-type the password for confirmation.' Each input field is currently empty.

This will enable port forwarding and SSH tunneling.

Note: Enabling SDT overrides all other configuration protocols on this port.

- enter a *Username* and *User Password*.

If you leave the *Username* and *User Password* fields blank, they both default to portXX where XX is the serial port number. For example, the default username and password for Secure RDP over Port 2 is *port02*.

- Set the *console server's* serial port *Common Settings* (Baud Rate and Flow Control) to the same values as were set up on the Windows computer's COM port.
- click **Apply**.

RDP and VNC forwarding over serial ports is enabled on a per-Port basis. You can add Users who can have access to these ports (or reconfigure User profiles) by navigating to **Serial & Network > User & Groups** as documented in [chapter 3](#).

5.10.3. Set up SDT connector to SSH port forward over the console server serial port

In the *SDT Connector* software running on your remote computer, specify the gateway IP address of your *console server* and specify a username and password for a user you have setup on the *console server* that has access to the desired port.

Next add a New SDT Host.

In the Host address put *portxx* where xx is the port you are connecting to.

For example, for port 3 enter a Host Address of *port03* and then check the RDP Service check box.

5.11. SSH tunnelling using other SSH clients (for example, PuTTY)

SDT Connector, which is supplied with *console servers* is Opengear's recommended SSH client.

There are, however, other SSH client programs that can provide secure SSH connections to *console servers* and connected devices, including:

ssh client	source	description
PuTTY	http://putty.org/	An open-source SSH implementation for Windows.
SSHTerm	http://sourceforge.net/projects/sshtools	A Java-based open-source SSH communications suite.
Tectia SSH	https://ssh.com/products/tectia-ssh/	A commercial SSH client and server.
Reflection for Secure IT	https://www.microfocus.com/products/reflection-secure-it	A commercial SSH client and server.

This section documents the use of the PuTTY client to establish an SSH-tunneled connection to a network-connected device.

- Launch **PuTTY**.

The **PuTTY Configuration** window opens.

- Click *Session* in the **Category** section.
- Enter the IP address of the *console server* to connect to in the *Host Name or IP address* field.

For dial-in connections, this IP address will be the Local Address that you assigned to the *console server* when you set it up as the Dial-In PPP Server.

For Internet or local/VPN connections this will be the public IP address of the *console server*.
- Leave the port number as 22 (unless you've configured the *console server* to run SSH on a port other than the default value of 22).
- Click the *SSH* radio button under *Connection type*.
- Click *Tunnels* in the **Category** section (in the disclosure tree this is in **Connection > SSH**).
- Enter any high, unused port number (for example: 55555) in the *Source port* field under *Add new forwarded port*.
- Enter the *Destination* IP address and port.

If your destination device is network connected to the *console server* and you are connecting using RDP, set the Destination as

managed-device-ipaddress-or-hostname:3389

For example, if, when setting up the Managed Device as Network Host on the *console server* its IP address was sets to

192.168.253.1

or its hostname was set to

accounts.myco.intranet.com

then set the *Destination* to

192.168.523.1:3389

or

accounts.myco.intranet.com:3389

Note: *only devices which have been configured as networked Hosts can be accessed using SSH tunneling (except by the root user who can tunnel to any IP address the console server can route to).*

If your destination computer is serially-connected to the console server, set the *Destination* as

port-label:3389

For example, if the *Label* you specified on the serial port on the console server is *win2k3*, then specify the remote host as

win2k3:3389

Alternatively, set the *Destination* as

portXX:3389

where XX is the SDT-enabled serial port number.

For example, if port 4 on the console server carries the RDP traffic then set the *Destination* to

port04:3389

- Select the *Local* radio button.
- Click **Add**.
- Click **Open**.

A shell prompt window will open prompting you to login as:

- Enter a username and press **Return**.

The shell will return a password prompt.

- Enter the user's password. and press **Return**.

If you are connecting as a *user* in the *users* group you can only SSH tunnel to hosts and serial ports where you have specific access permissions.

If you are connecting as an *administrator* (that is, a user in the *admin* group) then you can connect to any configured host or serial port which has SDT enabled.

To set up the secure SSH tunnel for a HTTP browser connection to the managed device, specify port 80 (rather than port 3389, used for RDP) in the *Destination IP* field.

To set up the secure SSH tunnel from the Client PC to the console server for VNC, configure the VNC port redirection by specifying port 5900 in the *Destination IP* field.

5.12. VNC security

How secure is VNC? VNC access generally allows access to your whole computer, so security is very important. VNC uses a random challenge-response system to provide the basic authentication that allows you to connect to a VNC server. This is reasonably secure and the password is not sent over the network.

However, once connected, all subsequent VNC traffic is unencrypted. So a malicious user could snoop your VNC session. Also there are VNC scanning programs available, which will scan a subnet looking for PCs which are listening on one of the ports which VNC uses.

Tunneling VNC over a SSH connection ensures all traffic is strongly encrypted. Also no VNC port is ever open to the internet, so anyone scanning for open VNC ports will not be able to find your computers. When tunneling VNC over a SSH connection, the only port which you are opening on your console server is the SDT port (port 22).

It may be prudent to tunnel VNC through SSH even when the Viewer PC and the console server are both on the same local network.

6. Alerts, auto-response & logging

This chapter describes the automated response, alert generation and logging features of the *console server*.

The Auto-Response facility extends on the basic Alert facility available in earlier (pre V3.5) firmware revisions. With Auto-Response the console server monitors selected serial ports, logins, the power status and environmental monitors and probes for Check Condition triggers. The *console server* will then initiate a sequence of actions in response to these triggers. To configure Auto-Response you:

- set the general parameters.
- select and configure the *Check Conditions* (the conditions that trigger the response).
- specify the *Trigger Actions* (the action sequence initiated in event of the trigger condition).
- specify the *Resolve Actions* (the actions performed when trigger conditions are resolved).

Also all *console server* models can maintain log records of all access and communications with the console server and with the attached serial devices. A log of all system activity is also maintained as is a history of the status of any attached environmental monitors.

Some models can also log access and communications with network attached hosts and maintain a history of the UPS and PDU power status.

If port logs are to be maintained on a remote server, then the access path to this location need to be configured. Then you need to activate and set the desired levels of logging for each serial and network port and for power and environment UPS (see [chapter 7](#)).

6.1. Configure auto-response

With the Auto-Response facility, a sequence of Trigger Actions is initiated in the event of a specified trigger condition (the *Check Condition*). Subsequent *Resolve Actions* can also be performed when the trigger condition has been resolved.

First set the general parameters that will be applied to all Auto-Responses.

- Navigate to **Alerts & Logging > Auto-Response**.

The screenshot shows the OpenGear web interface for configuring Auto-Responses. The top status bar indicates the system name 'acm5004-2', model 'ACM5004-2', firmware '3.5.1b0', uptime '0 days, 3 hours, 8 mins, 26 secs', and current user 'root'. The sidebar on the left has 'Alerts & Logging' selected. The main content area is titled 'Alerts & Logging: Auto-Response'. It features a 'Configured Auto-Responses' table with one entry: 'Local ping test' using 'net_ping' check type and 'Normal' status. Below the table is a 'New Auto-Response' button. The 'Global Auto-Response Settings' section includes a 'Log Events' checkbox (checked) and a 'Delay after boot' field set to 120 seconds. A 'Save Settings' button is at the bottom.

- Check the *Log Events* checkbox in the **Global Auto-Response Settings** section.
This enables logging of all Auto-Response activities.
- Set the *Delay after boot* time (in seconds) to establish the delay between a *console server* booting and the same *console server* processing events.

To configure a new Auto-Response:

- Select **New Auto-Response** in the **Configured Auto-Response** field.

A new **Auto-Response Settings** page presents.

The screenshot shows the 'Auto-Response Settings' form in the OpenGear web interface. The form includes fields for 'Name' (with a note 'Unique Name for this AutoResponse'), 'Reset Timeout' (set to 0, with a note 'Time in seconds after resolution to delay before this AutoResponse can be triggered again'), 'Repeat Trigger Actions' (checkbox checked, with a note 'Repeat Trigger actions until the check is resolved'), 'Repeat Trigger Action Delay' (set to 300, with a note 'Delay time before repeating trigger actions. The delay starts after the last action is queued'), 'Disable Auto-Response at specific times' (checkbox unchecked, with a note 'Allows Auto-Responses to be periodically disabled based on time and day'), and 'Check Conditions' (a dropdown menu with options: 'Environmental', 'Alarms/Digital Inputs', 'UPS/Power'). A 'Return to Auto-Response List' button is at the bottom right.

- Enter a unique **Name** for the new Auto-Response.
- Specify the **Reset Timeout** for the time in seconds after resolution to delay before this Auto-Response can be triggered again.

- Check **Repeat Trigger Actions** to repeat trigger actions until the check is resolved.
- Enter any required delay time before repeating trigger actions in **Repeat Trigger Action Delay**. This delay starts after the last action is queued.

opengear System Name: m4216 Model: M4216 Firmware: 3.5.2u1 Uptime: 0 days, 0 hours, 32 mins, 26 secs Current User: root Backup Log Out

Alerts & Logging: Auto-Response

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- IPsec VPN
- OpenVPN
- PPTP VPN
- Call Home
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental
- Managed Devices

Alerts & Logging

- Port Log
- Auto-Response
- SMTP & SMS
- SNMP

System

- Administration
- SSL Certificates
- Configuration Backup
- Firmware
- IP
- Date & Time
- Dial
- Firewall
- Preval

Auto-Response Settings

Name: Unique Name for this AutoResponse

Reset Timeout: 0 Time in seconds after resolution to delay before this AutoResponse can be triggered again

Repeat Trigger Actions: ☐ Repeat Trigger actions until the check is resolved

Repeat Trigger Action Delay: 300 Delay time before repeating trigger actions. The delay starts after the last action is queued

Disable Auto-Response at specific times: ☒ Allows Auto-Responses to be periodically disabled based on time and day

Disable Auto-Response between the following times

Day	Start Time	End Time
Sunday	0 : 00	0 : 00
Monday	0 : 00	0 : 00
Tuesday	0 : 00	0 : 00
Wednesday	0 : 00	0 : 00

- Check **Disable Auto-Response at specific times** and you will be able to periodically disable auto-Responses between specified times of day.

6.2. Check conditions

To configure the condition that will trigger the Auto-Response:

- Click on the *Check Condition* type (for example, *Environmental*, *UPS Status* or *ICMP ping*) to be configured as the trigger for this Auto-Response in the **Auto-Response Settings** menu.

6.2.1. Environmental

To configure Humidity or Temperature levels as the trigger event:

opengear System Name: mg4004-5 Model: MG4004-5 Firmware: 3.5.1b1 Uptime: 0 days, 0 hours, 44 mins, 30 secs Current User: root Backup Log Out

Alerts & Logging: Auto-Response

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- IPsec VPN
- OpenVPN
- Call Home
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental
- Managed Devices

Alerts & Logging

- Port Log
- Auto-Response
- SMTP & SMS
- SNMP

System

- Administration
- SSL Certificates
- Configuration Backup
- Firmware
- IP
- Date & Time
- Dial
- Firewall
- DHCP Server
- Nagios
- Preval

Auto-Response Settings

Name: Site43A Unique Name for this AutoResponse

Reset Timeout: 0 Time in seconds after resolution to delay before this AutoResponse can be triggered again

Repeat Trigger Actions: ☐ Repeat Trigger actions until the check is resolved

Check Conditions

Environmental

Environmental Sensor: Temperature is check on

Trigger value for the check: Comm Rack Temperature Humidity CabinetR3 Temperature Humidity

Comparison type: ☐ Above Trigger Value ☐ Below Trigger Value Determines what condition will cause the auto response to trigger

Hysteresis: 0 Hysteresis factor applied to environmental measurements

Save Auto-Response

- Click on *Environmental* as the **Check Condition**.
- In the *Environmental Check* menu, select the specific environmental sensor to be checked for the trigger
- Specify the Trigger value (in °C or °F for temperature and % for humidity) that the check measurement must exceed or drop below to trigger the AutoResponse.
- Select Comparison type as being *Above Trigger Value* or *Below Trigger Value* to trigger
- Specify any *Hysteresis* factor that is to be applied to environmental measurements. For example, if an Auto-Response was set up with a trigger event of a temp reading above 49°C with a *Hysteresis* of 4, then the trigger condition would not be seen as having been resolved till the temperature reading was below 45°C.
- Check **Save Auto-Response**.

Note: before configuring Environmental Checks as the trigger in Auto-Response you will need first to configure the Temperature sensores, the Humidity sensors or both on your ACM5000 or attached EMD.

6.2.2. Alarms & digital inputs

To set the status of any attached Smoke or Water sensors or digital inputs as the trigger event:

- Click on *Alarms/Digital Inputs* as the **Check Condition**.
- In the *Alarms/Digital Inputs Check* menu, select the specific *Alarm/Digital IO Pin* that will trigger the Auto-Response.
- Select *Trigger on Change* to trigger when alarm signal changes, or select to trigger when the alarm signal state changes to either a *Trigger Value* of Open (0) or Closed (1).
- Check **Save Auto-Response**.

Note: before configuring Alarms/Digital Inputs checks in Auto-Response you first must configure the sensor/DIO that is to be attached to your EMD or ACM5000.

6.2.3. UPS & power supply

To use the properties of any attached UPS as the trigger event:

- select *UPS/Power Supply* as the **Check Condition**.
- Select the *UPS Power Device Property* (Input Voltage, Battery Charge %, Load %, Input Frequency Hz or Temperature in °C) to be checked for the trigger.
- specify the *Trigger value that the check* measurement must exceed or drop below to trigger the AutoResponse.
- select the *Comparison type* as being *Above Trigger Value* or *Below Trigger Value* to trigger.
- specify any *Hysteresis* factor to be applied to environmental measurements.

For example, if an Auto-Response is set up with a trigger event of a battery charge below 20% with a Hysteresis of 5 then the trigger condition will not be set to resolved until the

battery charge is above 25%.

The screenshot shows the OpenGear web interface. The top header includes the OpenGear logo, system information (System Name: img4004-5, Model: IMG4004-5, Firmware: 3.5.1b1, Uptime: 0 days, 1 hours, 32 mins, 51 secs, Current User: root), and links for Backup and Log Out. The main title is 'Alerts & Logging: Auto-Response'. The left sidebar has three main sections: 'Serial & Network' (Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, IPsec VPN, OpenVPN, Call Home, Cascaded Ports, UPS Connections, RPC Connections, Environmental, Managed Devices), 'Alerts & Logging' (Port Log, Auto-Response, SMTP & SMS, SNMP), and 'System' (Administration, SSL Certificates, Configuration Backup, Firmware, IP, Date & Time, Dial, Firewall, DHCP Server, Nagios). The 'Auto-Response Settings' form includes: 'Name' (text field), 'Reset Timeout' (text field, 0), 'Repeat Trigger Actions' (checkbox, unchecked), 'Check Conditions' (dropdown menu showing 'UPS Power Check'), 'Power Device Property' (dropdown menu showing 'R2APC'), 'Trigger value for the check' (text field), 'Comparison type' (radio buttons for 'Above Trigger Value' and 'Below Trigger Value'), 'Hysteresis' (text field, 0), and a 'Save Auto-Response' button.

- Check **Save Auto-Response**.

Note: before configuring UPS checks in Auto-Response you first must configure the attached UPS

6.2.4. UPS status

To use the alert state of any attached UPS as the Auto-Response trigger event:

- click on *UPS Status* as the **Check Condition**.
- select the reported *UPS State* to trigger the *Auto-Response* (either On Battery or Low Battery).

The Auto-Response will resolve when the UPS state returns to the *Online* state.

- select which connected UPS Device to monitor.
- Click **Save Auto-Response**.

Note: before configuring UPS state checks in Auto-Response the attached UPS must be configured.

6.2.5. Serial log-in, signal or pattern

To monitor serial ports and check for login/logout or pattern matches for Auto-Response triggers events:

- click on *Serial Login/Logout* as the **Check Condition**.
- in the *Serial Login/Logout Check* menu select *Trigger on Login* (to trigger when any user logs into the serial port) or *Trigger on Logout*.
- specify *Serial Port* to perform check on.
- click on *Serial Signal* as the *Check Condition*.

The above two options can be set individually or together.

- in the *Serial Signal Check* menu select the Signal (CTS, DCD, DSR) to trigger the condition (either on *serial signal change*, or *check level*).
- specify *Serial Port* to perform check on.
- click on *Serial Pattern* as the *Check Condition*.

The above two options can be set individually or together.

- in the *Serial Pattern Check* menu select the PCRE pattern to trigger on and the serial line (TX or RX) and *Serial Port* to pattern check on.

Note: With *Serial Pattern* checks you can nominate to **Disconnect Immediately** all users from the serial port being monitored in the event of a successful pattern match.

The screenshot shows the Opengear web interface for configuring Auto-Response settings. The sidebar on the left contains navigation links: 'Serial & Network', 'Alerts & Logging', 'System', 'Status', and 'Manage'. The main content area is titled 'Alerts & Logging: Auto-Response'. At the top, a message states 'Changes to configuration succeeded.' Below this is the 'Auto-Response Settings' section, which includes fields for 'Name', 'Reset Timeout', 'Repeat Trigger Actions', 'Repeat Trigger Action Delay', and 'Disable Auto-Response at specific times'. At the bottom is the 'Serial Patterns Check' section, which includes a 'Pattern' input field, checkboxes for 'Match on TX', 'Match on RX', and 'Disconnect Immediately', and a 'Serial Port' selection area with checkboxes for 'Port 1' through 'Port 5'. A 'Save Auto-Response' button is located at the bottom of the form.

Note: for devices with an inbuilt cellular modem with GPS enabled, the GPS will be displayed as an additional port and it can be monitored for trigger events. For example, with an ACM5504-5-G-I with 4 serial ports, the GPS will be shown as Port 5.

- Click **Save Auto-Response**.

Note: before configuring serial port checks in Auto-Response the affected serial port must be configured in Console server mode. Also, most serial port checks are not resolvable so resolve actions will not run.

6.2.6. USB console status

Note: USB port labels in the Web interface match the USB port labels printed on a console server with two exceptions. Some console servers include discrete pairs of USB ports which do not have printed labels. In this case, the Web interface denotes them as either Upper or Lower. That is, the Web interface lists them by their physical relationship to each other. Also, some console servers ship with an array of four USB ports. A limited number of these console

servers have labels A – D printed by these ports even though the Web interface will denote them as USB ports 1 – 4.

To monitor USB ports:

- Select *USB Console Status* as the **Check Condition**.
- Check the *Trigger on Connect* checkbox, the *Trigger on Disconnect* checkbox, or both checkboxes to set which actions trigger the Auto-Response.
- Check each USB port to be monitored (or click the *Select/Unselect all Ports* checkbox to select or deselect all USB ports).
- Click the **Save Auto-Response** button.
- Select an option from the *Add Trigger Action* list.
- Enter a unique *Action Name* for the trigger action being created.
- Set an *Action Delay Time*.

By default, this is 0 seconds.

- Enter the specific details of the selected action. For example, the *Send Email* action requires a *Recipient Email Address* and allows for a *Subject* and *Email Text*.
- Click the **Save New Action** button.

Note: USB console status checks are not resolvable. Trigger actions run but Resolve actions do not.

6.2.7. ICMP ping

To use a ping result as the Auto-Response trigger event:

- select *ICMP Ping* as the **Check Condition**.
- specify which *Address to Ping* (that is, the IP address or DNS name to send ICMP pings to).
- specify which *Interface* to send ICMP pings from (for example, the Management LAN or Wireless network).
- set the *Check Frequency*.

This is the time in seconds between checks.

- set the *Number of ICMP Ping packets to send*.
- check **Save Auto-Response**.

6.2.8. Cellular data

This check monitors the aggregate data traffic inbound and outbound through the cellular modem as an Auto-Response trigger event.

- Select *Cellular Data* as the **Check Condition**.

Note: before configuring cellular data checks in Auto-Response, the internal cellular modem must be configured and detected by the console server.

6.2.9. Custom check

This check allows users to run a nominated custom script with nominated arguments whose return value is used as an Auto-Response trigger event:

- Click on *Custom Check* as the **Check Condition**.
- Create an executable trigger check script file.

For example `/etc/config/test.sh`

```
#!/bin/sh
logger "A test script"
logger Argument1 = $1
logger Argument2 = $2
logger Argument3 = $3
logger Argument4 = $4

if [ -f /etc/config/customscript.0 ]; then
    rm /etc/config/customscript.0
    exit 7
fi

touch /etc/config/customscript.0
exit 1
```

Note: refer to the [Opengear FAQ](#) for a sample web page html check and other script file templates.

The screenshot shows the Opengear web interface. The top header displays system information: 'System Name: mp4004-5', 'Model: B4G4004-5', 'Firmware: 3.5.1b1', 'Uptime: 0 days, 2 hours, 37 mins, 42 secs', and 'Current User: root'. The sidebar on the left contains navigation menus for 'Serial & Network', 'Alerts & Logging', 'System', 'Status', and 'Manage'. The main content area is titled 'Alerts & Logging: Auto-Response'. It features two main sections: 'Auto-Response Settings' and 'Custom Check'. The 'Auto-Response Settings' section includes a 'Name' field with the value 'Browser check script', a 'Unique Name for this AutoResponse' field, a 'Reset Timeout' field set to 0, and a 'Repeat Trigger Actions' checkbox which is unchecked. The 'Custom Check' section includes a 'Script Executable' field, a 'Check Frequency' field set to 60, a 'Script Timeout' field set to 0, a 'Successful Return Code' field set to 0, and five 'Argument' fields (Argument 1 to Argument 5). A 'Save Auto-Response' button is located at the bottom of the 'Custom Check' section.

- Enter the *Script Executable* file name.

For example `/etc/config/test.sh`.

- Set the *Check Frequency*.

This is the time, in seconds, between re-running the script.

- Set the *Script Timeout*.

This is the maximum run-time for the script.

- Specify the *Successful Return Code*.

An Auto-Response is triggered if the return code from the script is not this value.

- Enter Arguments that are to be passed to the script.

For example, with a web page html check script, these Arguments might specify the web page address/DNS and user logins.

Check **Save Auto-Response**.

6.2.10. SMS command

An incoming SMS command from a nominated caller can trigger an Auto-Response:

- Select *SMS Command* as the **Check Condition**.



- Set the *Phone number*. For multiple SMS sources comma-separate the numbers.

Note: enter the phone number in international format without the plus-sign (+) prefix.

- Set the *Incoming Message Pattern* to match to create trigger event.

This pattern is a PCRE regular expression.

Note: the SMS command trigger condition can only be set if an internal cellular modem detected.

- Click **Save Auto-Response**.

6.2.11. Log-in & log-out check

To configure Web Log In/Out as the trigger event:

- select *Web UI Authentication* as the **Check Condition**.
- check *Trigger on Login* or *Trigger on Logout* to trigger if a user logs into or out of the Web UI.
- Check *Trigger on Authentication Error* to trigger when Web UI user authentication fails.

System Name: acm5504-S-1a Model: ACM5504-S-1a Firmware: 3.10.0
Uptime: 5 days, 21 hours, 34 mins, 9 secs Current User: root Backup Log Out

Alerts & Logging: Auto-Response

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- IPsec VPN
- OpenVPN
- PPTP VPN
- Call Home
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental
- Managed Devices

Alerts & Logging

- Port Log
- Auto-Response
- SMTP & SMS
- SNMP

System

- Administration
- SSL Certificates
- Configuration Backup
- Firmware
- IP
- Date & Time
- Dial
- Firewall
- Services
- CHCP Server
- Nagios
- Configure Dashboard
- Digital I/O

Status

- Port Access
- Active Users
- Statistics
- Support Report
- Syslog
- UPS Status
- RPC Status
- Environmental Status
- Dashboard

Manage

- Devices
- Port Logs
- MANU: 0 runs

Auto-Response Settings

Name
A test
Unique Name for this AutoResponse

Reset Timeout
0
Time in seconds after resolution to delay before this AutoResponse can be triggered again

Repeat Trigger Actions
☐ Repeat Trigger actions until the check is resolved

Repeat Trigger Action Delay
300
Delay time before repeating trigger actions
The delay starts after the last action is queued

Disable Auto-Response at specific times
☐ Allows Auto-Responses to be periodically disabled based on time and day

Web UI Login/Logout Check

Trigger on Login
☐ Trigger when a user logs into the Web UI

Trigger on Logout
☐ Trigger when a user logs out of the Web UI

Trigger on Authentication Error
☐ Trigger when a user fails to authenticate to the Web UI

This check is not resolvable, Resolve actions will not be run

Save Auto-Response

Return to Auto-Response List

Note: this check is not resolvable. Resolve actions will not, as a consequence, run.

- Click **Save Auto-Response**.

6.2.12. Network interface event

You may wish to configure a change in the network status as the trigger event (e.g. to send an alert or restart a VPN tunnel connection):

- select *Network Interface* as the **Check Condition**.
- select the *Interface* to monitor.
- check the interface *Event* to trigger on.

Note: this check is not resolvable. Resolve actions will not, as a consequence, run.

- Click **Save Auto-Response**.

6.2.13. Routed data usage check

This check monitors the specified input interface for data usage that is being routed through the Opengear and out another interface such as the Internal Cellular Modem.

It is particularly useful in IP Passthrough mode, to detect when the downstream router has failed over and is now routing via the Opengear's modem as a backup connection.

This check may be configured with these parameters:

- the Opengear's incoming *Interface* to monitor.

Routed Data Usage Check	
Interface	Network Interface ▾ The output interface to monitor for routed data usage.
Source MAC Address	Monitor routed data originating from this MAC address only. Optional, leave blank to monitor any/all originating
Source IP Address	Monitor routed data originating from this IP address only. Optional, leave blank to monitor any/all originating
Data Limit	KBytes 100 The amount of data over the specified time period to trigger on
Time Period	Minutes 2 Trigger when the routed data limit is reached within this time period.
Resolve Time Period	Minutes 5 Resolve when no data is routed within this time period.

- an optional *Source MAC address* or *source IP Address*, to monitor traffic from a specific host (for example, the downstream router).
- a *Data Limit* threshold and specified *Time Period*.

The Auto-Response will trigger when the limit is hit in the specified time.

The Auto-Response will resolve if no matching data is routed for the *Resolve Period*.

6.3. Trigger actions

To configure the sequence of actions that is to be taken in the event of the trigger condition:

- for a nominated Auto-Response with a defined *Check Condition*, select an **Add Trigger Action** (for example, *Send Email* or *Run Custom Script*).

This selects the action type to be taken.

- configure the selected action (as detailed in the sections following).

Each action is configured with a nominated *Action Delay Time* which specifies how long (in seconds) after the Auto-Response trigger event to wait before performing the action.

Note: you can add follow-on actions to create a sequence of actions that will be taken in the event of the one trigger condition.

To edit or delete an existing action:

- click the *Modify* or *Delete* icon in the **Scheduled Trigger Action** table.

A message text can be sent with Email, SMS and Nagios actions. This configurable message can include selected values:

value	description
\$AR_TRIGGER_VAL	The trigger value for the check. For example the UPS Status trigger value can be either <i>onbatt</i> or <i>battlow</i> .
\$AR_VAL	The value returned by the check. For example the ups status value can be <i>online</i> , <i>onbatt</i> , or <i>battlow</i> .
\$AR_CHECK_DEV	The name of the device being checked. For example, for Alarm, the alarm name.
\$TIMESTAMP	The current timestamp.

\$HOSTNAME The hostname of the *console server*.

The default message text is:

\$TIMESTAMP: This action was run — Check details: value \$AR_VAL vs trigger value \$AR_TRIGGER_VAL.

6.3.1. Send e-mail

- Select *Send Email* as the **Add Trigger Action**.
- Enter a unique *Action Name*.
- Set the *Action Delay Time*.
- Specify the *Recipient Email Address* to send this email to
For multiple recipients enter comma-separated addresses.
- Enter a *Subject* for the email.
- Edit the *Email Text* message to send.
- click **Save New Action**.

*Note: an SMS alert can also be sent via an SMTP (email) gateway. You will need to specify the Recipient Email Address in the format specified by the gateway provider. For example, for T-Mobile it is **phonenumber@tmomail.net**.*

6.3.2. Send SMS

- Select *Send SMS* as the **Add Trigger Action**.
- Enter a unique *Action Name*.
- Set the *Action Delay Time*.
- Specify the Phone number that the SMS will be sent to.
This must be in international format but without the leading plus (+) sign.
- Edit the Message Text to send
- click **Save New Action**.

Note: the SMS alert can be sent if there is an internal cellular modem attached. Alternatively an SMS alert can also be sent via a SMTP SMS gateway as documented in [chapter 6.5.2](#).

6.3.3. Perform RPC action

- Select *Perform RPC Action* as the **Add Trigger Action**.
- Enter a unique *Action Name*.
- Set the *Action Delay Time*.
- Select a power *Outlet*.
- Specify the *Action* (Power On, Power Off, or Cycle) to be performed.

- click **Save New Action**.

6.3.4. Run custom script

- Select *Run Custom Script* as the **Add Trigger Action**.
- Enter a unique *Action Name*.
- Set the *Action Delay Time*.
- Create a script file to execute when this action is triggered.
- Enter the *Script Executable's* file name.

For example `/etc/config/action.sh`.

- Set the *Script Timeout*.
This is the maximum run-time for the script. Set this at 0 for unlimited time.
- Enter any *Arguments* that are to be passed to the script.
- click **Save New Action**.

6.3.5. Send SNMP trap

- Select *Send SNMP Trap* as the **Add Trigger Action**.
- Enter a unique *Action Name*.
- Set the *Action Delay Time*.

Note: the SNMP Trap actions are valid for Serial, Environmental, UPS and Cellular data triggers.

- click **Save New Action**.

6.3.6. Send Nagios event

- Select *Send Nagios Event* as the **Add Trigger Action**.
- Enter a unique *Action Name*.
- Set the *Action Delay Time*.
- Edit the *Nagios Event Message* text to display on the Nagios status screen for the service.
- Specify the *Nagios Event State* (OK, Warning, Critical, or Unknown) to return to Nagios for this service.
- click **Save New Action**.

*Note: to notify the central Nagios server of Alerts, NSCA must be enabled under **System > Nagios** and Nagios must be enabled for each applicable host or port.*

6.3.7. Perform interface action

- Select *Perform Interface Action* as the **Add Trigger Action**.

- Enter a unique *Action Name*.
- Set the *Action Delay Time*.
- Select the *Interface (Modem or VPN Service)*.
- Select the *Action (Start Interface or Stop Interface)* to be taken.

For example, you may wish to start an IPsec VPN service in response to an incoming SMS message, or set up an OpenVPN tunnel whenever your *console server* fails over to use the cellular connection.

- click **Save New Action**.

*Note: If any IPsec service or OpenVPN tunnel is to be controlled by the **Network Interface Event Action**, the **Control by Auto-Response** checkbox must be checked when configuring that service. Also, if selected, the default state for the VPN tunnel or service will be **Down**.*

6.4. Resolve actions

Actions can also be scheduled to be taken a trigger condition has been resolved.

- For a nominated Auto-Response with a defined trigger Check Condition, click *Add Resolve Action* (for example, *Send Email* or *Run Custom Script*) to select the action type to be taken.

*Note: **Resolve Actions** are configured the same way as **Trigger Actions** except the designated **Resolve Actions** are all executed on resolution of the trigger condition and there are no **Action Delay Times** to set.*

6.5. Configure SMTP, SMS, SNMP & Nagios service for alert notifications

The Auto-Response facility enables remote alerts to be sent as Trigger and Resolve Actions. Before such alert notifications can be sent, you must configure the nominated alert service.

6.5.1. Send e-mail alerts

The *console server* uses SMTP (Simple Mail Transfer Protocol) for sending the email alert notifications. To use SMTP, the *Administrator* must configure a valid SMTP server for sending the email.

- Navigate to **Alerts & Logging > SMTP & SMS > SMTP Server**.
- Enter the IP address of the outgoing mail Server in the *Server* field.
- If this mail server uses a *Secure Connection*, select its type.
- Specify the IP port to use.

The default SMTP Port is 25.

- Optionally enter a *Sender* email address.

This will appear as the *From* address in all email notifications sent from this *console server*.

Note: many SMTP servers check the sender's email address with the host domain name to verify the address as authentic. So it may be useful to assign an email address for the console server such as `consoleserver2@mydomian.com`.

The screenshot shows the OpenGear web interface. The top header includes the OpenGear logo, system information (System Name: acm5002, Model: ACM5002, Firmware: 3.4.0u4, Uptime: 0 days, 0 hours, 23 mins, 28 secs, Current User: root), and links for Backup and Log Out. The main title is 'Alerts & Logging: SMTP & SMS'. The left sidebar has three main sections: 'Serial & Network' (Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, IPsec VPN, OpenVPN, Call Home, Cascaded Ports, UPS Connections, RPC Connections, Environmental, Managed Devices), 'Alerts & Logging' (Port Log, Alerts, SMTP & SMS, SNMP), and 'System' (Administration, SSL Certificates, Configuration Backup, Firmware, IP, Date & Time, Dal, Firewall, DHCP Server, Nagios, Configure Dashboard, I/O Ports). The main content area is titled 'SMTP Server' and contains the following fields:

- Server**: Text input field with label 'The outgoing mail server address.'
- Secure Connection**: Dropdown menu with 'None' selected, label 'If this server uses a secure connection, specify its type.'
- SMTP port**: Text input field with label 'Specify the SMTP port. Default is 25.'
- Sender**: Text input field with label 'The 'from' address which will appear on the sent email.'
- Username**: Text input field with label 'If this server requires authentication, specify the username.'
- Password**: Text input field with label 'If this server requires authentication, specify the password.'
- Confirm**: Text input field with label 'Re-enter the password.'
- Subject Line**: Text input field with label 'If this server requires a specific subject line, specify it here.'

 At the bottom of the main content area is a section titled 'SMS Settings'.

- If the SMTP server requires authentication, enter the required *Username* and *Password*.
- Optionally, enter a Subject Line that will be sent with all email notifications.

Note: some SMTP servers require a non-blank Subject field.

- Click **Apply**.

SMTP is activated.

6.5.2. Send SMS alerts

With any model *console server* you can use email-to-SMS services to send SMS alert notifications to mobile devices. Almost all mobile phone carriers provide an SMS gateway service that forwards email to mobile phones on their networks. There's also a wide selection of SMS gateway aggregators which provide email to SMS forwarding to phones on any carriers.

Alternately if your *console server* has an embedded or externally attached cellular modem you will be given the option to send the SMS directly over the carrier connection.

SMS via e-mail gateway

To use SMTP SMS the Administrator must configure a valid SMTP server for sending the email.

- Navigate to **Alerts & Logging > SMTP & SMS**.
- Select the *SMS Gateway* radio button in the **SMS Settings** section.

An **SMS via Email Gateway** section will appear.

- Enter the IP address of the outgoing SMS gateway *Server*.
- Select a *Secure Connection* (if applicable).

- specify the SMTP port to be used.

The default SMTP Port is 25.

- Optionally enter a *Sender* email address.

This will appear as the *From* address in all email notifications sent from this console server.

Note: some SMS gateway service providers only forward email to SMS when the email has been received from authorized senders. So you may need to assign a specific authorized email address for the console server.

- If the SMTP server requires authentication, enter the required *Username* and *Password*.
- Optionally, enter a *Subject Line* that will be sent with all notifications.

Note: generally the email subject will contain a truncated version of the alert notification message (which is contained in full in the body of the email). However some SMS gateway service providers require blank subjects or require specific authentication headers to be included in the subject line.

- Click **Apply Settings**.

The SMS-SMTP connection is activated.

SMS via cellular modem

To use an attached or internal cellular modem for SMS the *Administrator* must enable SMS.

- Navigate to **Alerts & Logging > SMTP & SMS**.
- Select the *Cellular Modem* radio button in the **SMS Settings** section.
- Check *Receive Messages* to enable incoming SMS messages to be received.

A custom script will be called on receipt of incoming SMS messages.

- You may need to enter the phone number of the carrier's SMS Message Centre
Only enter this if advised by your carrier or by Opendgear support.
- Click **Apply Settings**.
The SMS-SMTP connection is activated.

Note: the option to directly send SMS alerts via the cellular modem was included in the Management GUI as of firmware v3.4. Advanced console servers have had the gateway software (SMS Server Tools 3) embedded since firmware v3.1 however you this could only be accessed from the command line to send SMS messages. see the [Opendgear FAQ](#) for more.

6.5.3. Sends SNMP trap alerts

The *Administrator* can configure the Simple Network Management Protocol (SNMP) agent that resides on the *console server* to send SNMP trap alerts to an NMS management application.

- Navigate to **Alerts & Logging > SNMP**.
- Click the **Primary SNMP Manager** tab.

The **Primary SNMP Manager** and **Secondary SNMP Manager** tabs are used to configure where and how outgoing SNMP alerts and notifications are sent.

If you require your console server to send alerts via SNMP a Primary SNMP Manager must be configured.

Optionally, a second SNMP Network Manager, with its own SNMP settings, can be specified on the **Secondary SNMP Manager** tab.

*Note: console servers can also be configured to provide status information on demand using snmpd. This SNMP agent is configured using the **SNMP Service Detail at Alerts & Logging > SNMP**. See [chapter 14](#) for more.*

- Select the *Manager Protocol*.
SNMP is generally a UDP-based protocol though infrequently it uses TCP instead.
- Enter the host address of the SNMP Network Manager in the *Manager Address* field.
- Enter the TCP/IP port number into the *Manager Trap Port* field
By default this port number is 162.

opengear System Name: acm5004-2 Model: ACM5004-2 Firmware: 3.5.1b0
Uptime: 0 days, 0 hours, 25 mins, 59 secs Current User: root Backup Log Out

Alerts & Logging: SNMP

Serial & Network
 Serial Port
 Users & Groups
 Authentication
 Network Hosts
 Trusted Networks
 IPsec VPN
 OpenVPN
 Call Home
 Cascaded Ports
 UPS Connections
 RPC Connections
 Environmental
 Managed Devices

Alerts & Logging
 Port Log
 Auto-Response
 SMTP & SMS
 SNMP

System
 Administration
 SSL Certificates
 Configuration Backup
 Firmware
 IP
 Date & Time
 Dial
 Firewall
 DHCP Server
 Nagios
 Configure Dashboard
 I/O Ports

Status
 Port Access
 Active Users
 Statistics
 Support Report
 Syslog
 UPS Status
 RPC Status
 Environmental Status
 Dashboard

Manage
 Devices
 Port Logs
 Host Logs
 Power
 Terminal

SNMP Service Details

Primary SNMP Manager

Secondary SNMP Manager

Manager Protocol
 The transport protocol to use to connect to the SNMP Manager.

Manager Address
 The address of the SNMP Manager to receive traps.

Manager Trap Port
 The TCP/UDP port number to send SNMP traps to.

Version
 The SNMP protocol to use for traps.

SNMP v1 & v2c

Community
 The SNMP Community to use for traps.

SNMP v3

Engine ID
 The SNMPv3 Engine ID for the trap manager.

Security Level
☒ noAuthNoPriv
☐ authNoPriv
☐ authPriv
 The SNMPv3 Security Level, 'authPriv' is recommended for enforcing both authentication and encryption.

Username
 The SNMPv3 user to send traps as.

Auth. Protocol
 The SNMPv3 authentication protocol.

Auth. Password
 The SNMPv3 users authentication password.

Confirm Password
 Confirm the SNMPv3 users authentication password.

Privacy Protocol
 The SNMPv3 encryption protocol.

Privacy Password
 The SNMPv3 encryption password.

Confirm Password
 Confirm the SNMPv3 encryption password.

- Select the *Version* to be used.

The console server SNMP agent supports SNMP v1, v2 and v3.

- Enter the *Community* name for SNMP v1 or SNMP v2c.

At a minimum, a community needs to be set for either SNMP v1 or v2c traps to work. An SNMP community is the group to which devices and management stations running SNMP belong. It helps define where information is sent. SNMP default communities are private for Write and public for Read.

- If required, configure *SNMP v3*.

For SNMP v3 messages, the user's details and security level must match what the receiving SNMP Network Manager is expecting. SNMP v3 mandates that the message will be rejected unless the SNMPv3 user sending the trap already exists in the user database on the SNMP Manager. The user database in a SNMP v3 application is actually referenced by a combination of the Username and the Engine ID for the given SNMP application you are talking to.

- Enter the *Engine ID* for the user sending messages.

This is a hex number. For example: 0x8000000001020304.

- Specify the *Security Level*.

The security level has to be compatible with the settings of the remote SNMP Network Manager.

security level	meaning
noAuthNoPriv	No authentication or encryption
authNoPriv	Authentication only. An authentication protocol (SHA or MD5) and password are required.
authPriv	Authentication and encryption. Requires an encryption protocol (DES or AES) and an authentication protocol password.

- Complete the *Username*.

This is the Security Name of the SNMPv3 user sending the message. This field is mandatory and must be completed when configuring the *console server* for SNMPv3.

- If the required *Security Level* is authNoPriv or authPriv, select an *Authentication Protocol* (either SHA or MD5) and an *Authentication Password*.

The password must contain at least 8 characters.

- If the required *Security Level* is authPriv, select a *Privacy Protocol* (DES or AES).

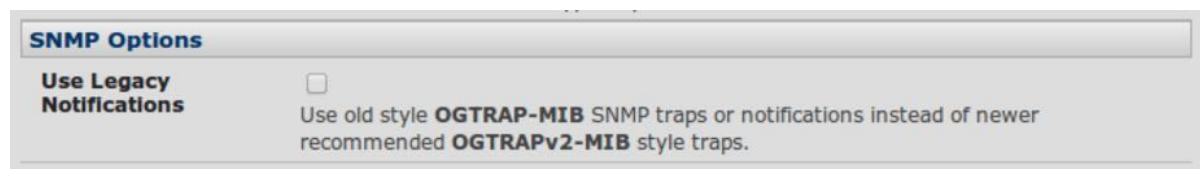
AES is recommended. A password of at least 8 characters must be provided for encryption to work.

- Click **Apply**.

Note: Console servers with firmware v3.0 and later also embed the `net-snmpd` daemon. This daemon can accept SNMP requests from remote SNMP management servers and provides information on alert status, serial port status and device status (see [chapter 14.5](#) for more details). Console servers with firmware earlier than v3.3 can only configure a Primary SNMP server from the Management Console. See [chapter 14.5](#) for details on configuring the `snmptrapd` daemon to send traps/notifications to multiple remote SNMP servers.

As of firmware v3.10.2, new SNMP status and trap MIBs were created to provide more and better structured SNMP status and traps from console servers.

There is an option in **Alerts & Logging > SNMP** to *Use Legacy Notifications* for the SNMP traps.



Setting this option sets the *console server* to SNMP traps that are compatible with those sent in older firmware before the new MIBs were added. Setting this option ensures a firmware upgrade to v3.10.2 or later does not break existing SNMP management.

When upgrading from firmware which does not support the newer SNMP MIBs/traps (that firmware versions before 3.10.2) to firmware that does support the new MIBs/traps:

If the SNMP service was enabled and an SNMP manager was configured before upgrading the firmware, the *console server* will be configured to use the legacy traps after upgrading

If the SNMP service was not enabled or no SNMP manger was configured before the upgrade, the console server will be configured to use the new SNMP traps after the upgrade. This won't have any effect until the SNMP service is turned on and an SNMP manager is configured.

6.5.4. Send Nagios event alerts

To notify the central Nagios server of Alerts, NSCA must be enabled under **System > Nagios** and Nagios must be enabled for each applicable host or port under **Serial & Network > Network Hosts** or **Serial & Network > Serial Ports** (see [chapter 9](#)).

Note: in a Lighthouse CMS centrally managed environment you can check the Nagios alert option. On the trigger condition (for matched patterns, logins, power events and signal changes) an NSCA check warning result will be sent to the central Nagios server. This condition is displayed on the Nagios status screen and triggers a notification, which can then cause the Nagios central server itself to send out an email or an SMS, page, etc.

6.6. Logging

The *console server* can maintain log records of auto-response events. It can also log records of all access and communications events with both the *console server* and with attached serial, network and power devices.

A log of all system activity is also maintained by default, as is a history of the status of any attached environmental monitors.

6.6.1. Log storage

Before activating any Event, Serial, Network or UPS logging, you must specify where those logs are to be saved. These records are stored off-server or in the ACM/IM gateway USB flash memory.

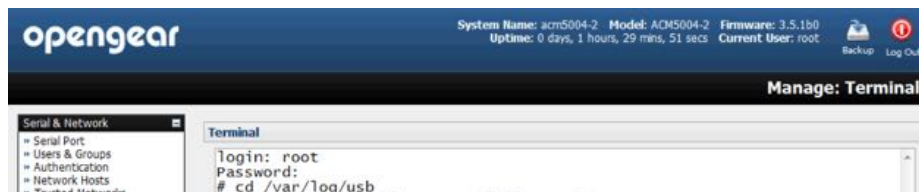
- Navigate to **Alerts & Logging > Port Log**.

The screenshot shows the OpenGear web interface. The top header includes the OpenGear logo, system information (System Name: acm5004-2, Model: ACM5004-2, Firmware: 3.5.1b6, Uptime: 0 days, 1 hour, 8 min, 22 sec, Current User: root), and links for Backup and Log Out. The sidebar on the left has three main sections: 'Serial & Network' (with sub-items like Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, IPsec VPN, OpenVPN, Call Home, Cascaded Ports, UPS Connections, RPC Connections, Environmental, and Managed Devices), 'Alerts & Logging' (with sub-items like Port Log, Auto-Response, SMTP & SMS, and SNMP), and 'System' (with sub-items like Administration, SSL Certificates, Configuration Backup, Firmware, IP, Date & Time, Dial, Firewall, DHCP Server, Nagios, Configure Dashboard, and I/O Ports). The main content area is titled 'Alerts & Logging: Port Log' and contains the 'Remote Log Storage' configuration form. The form includes: 'Server Type' with radio buttons for None, USB Flash Memory, Remote Syslog, NFS, and CIFS (Windows/Samba); 'Server Address' with a text field and a description 'The remote Storage Server address.'; 'Server Path' with a text field and a description 'The directory where to store log in.'; 'Username' with a text field and a description 'The login name required for remote server.'; 'Password' with a text field and a description 'The secret required to access the remote server.'; 'Confirm' with a text field and a description 'Re-type the above secret for confirmation.'; 'Syslog Facility' with a dropdown menu set to 'Daemon' and a description 'The facility field to include in syslog messages.'; and 'Syslog Priority' with a dropdown menu set to 'Info' and a description 'The priority field to include in syslog messages.' At the bottom of the form are 'Apply' and 'Cancel' buttons.

- Specify the *Server Type* to be used.
- add the required server details to enable log server access.

The *Administrator* can view serial, network, and power device logs stored in the console reserve memory (or on a USB-connected flash device) in **Manage > Devices**.

A *User* will only see logs for the Managed Devices they (or their Group) have been given access privileges for (see [chapter 12](#)).



View USB event logs in a web terminal or by `ssh` or `telnet` to the *console server*.

6.6.2. Serial port logging

In *Console Server* mode, activity logs can be maintained of all serial port activity. To specify which serial ports are to have activities recorded and to what level data is to be logged:

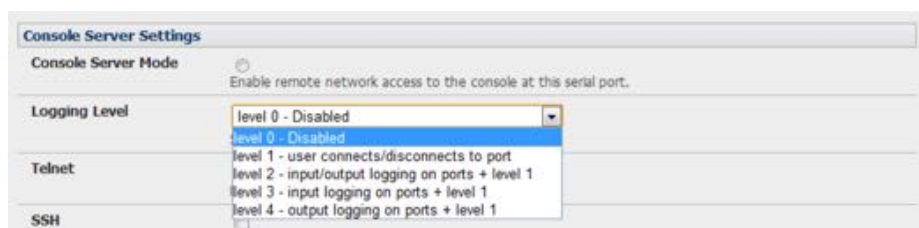
- navigate to **Serial & Network > Serial Port**.
- click *Edit* for the port to be logged.
- Specify the *Logging Level* for each port.

level	user connection events	data transferred to the port	data transferred from the port	hardware flow control changes
0	not logged	not logged	not logged	not logged
1	logged	not logged	not logged	not logged
2	logged	logged	logged	logged
3	logged	not logged	logged	logged
4	logged	logged	not logged	logged

Note: logging levels are not a progression from no logging to all logging. Logging Level 0 is no logging, but Logging Level 4 is not 'more' logging than Logging Level 3: these two levels, for example, are different but 4 is not a more comprehensive amount of logging than 3.

- click **Apply**.

*Note: in addition to the Logs which are transmitted for remote/USB flash storage, a cache of the most recent 8K of logged data per serial port is maintained locally. To view the local cache of logged serial port data select **Manage > Port Logs**.*



6.6.3. Network TCP & UDB port logging

The *console server* supports optional logging of access to and communications with network attached Hosts.

For each Host, when you set up the Permitted Services which are authorized to be used, you also must set up the level of logging that is to be maintained for each service.

- Specify the logging level that is to be maintained for that particular TDC/UDP port/service, on that particular Host:

level what is logged

- 0 Turns off logging for the selected TDC/UDP port to the selected Host.
- 1 Logs all connection events to the port.
- 2 Logs all data transferred to and from the port.

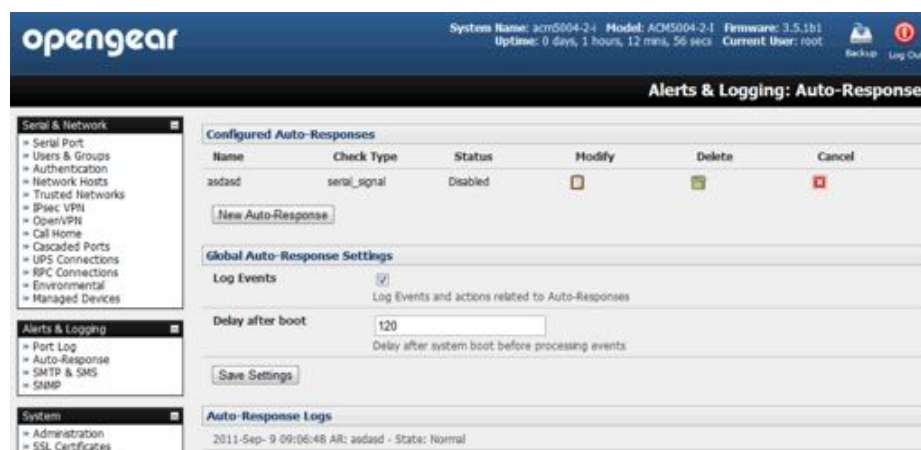
- Click **Add**.
- click **Apply**.

6.6.4. Auto-response event logging

- Navigate to **Alerts & Logging > Auto-Response**.
- In the **Global Auto-Response Settings** section, check the *Log Events* check box.
- Click **Save Settings**.

6.6.5. Power device logging

The *console server* also logs access and communications with network attached hosts and maintain a history of the UPS and PDU power status.



To activate and set the desired levels of logging for UPS and PDU devices see [chapter 7](#).

7. Power, environment, & digital I/O

Opengear *console servers* manage Remote Power Control devices (RPCs including PDUs and IPMI devices) and Uninterruptible Power Supplies (UPSes). They also monitor remote operating environments using Environmental Monitoring Devices (EMDs) and sensors, and can provide digital I/O control.

7.1. Remote power control (RPC)

The *console server* Management Console monitors and controls Remote Power Control (RPC) devices using the embedded PowerMan and Network UPS Tools open source management tools and Opengear's power management software. RPCs include power distribution units (PDUs) and IPMI power devices.

Serial PDUs invariably can be controlled using their command line console, so you could manage the PDU through the console server using a remote Telnet client. Also you could use proprietary software tools no doubt supplied by the vendor. This generally runs on a remote Windows PC and you could configure the *console server* serial port to operate with a serial COM port redirector in the PC (as detailed in [chapter 3](#)).

Similarly, network-attached PDUs can be controlled with a browser (with SDT as detailed in [chapter 5.3](#)) or an SNMP management package or using the vendor supplied control software. Also servers and network-attached appliances with embedded IPMI service processors or BMCs invariably are supplied with their own management tools (like SoL) that provide secure management when connected using with *SDT Connector*.

For simplicity, however, all these devices can now all be controlled through the one window using the Management Console's RPC remote power control tools.

7.1.1. RPC connection

Serial and network connected RPCs must first be connected to, and configured to communicate with, the *console server*.

- For serial RPCs connect the PDU to the selected serial port on the *console server*.
- Navigate to **Serial & Network > Serial Port**.
- Configure the **Common Settings** of that port with the RS232 properties etc required by the PDU (see [chapter 3.1.1](#)).
- Select RPC as the *Device Type*.
- Similarly for each network connected RPC, go to **Serial & Network > Network Hosts** and configure the RPC as a connected Host by specifying its *Device Type* as RPC
- click **Apply**.

The screenshot shows the OpenGear web interface for configuring Network Hosts. The left sidebar contains a tree view with categories: Serial & Network, Alerts & Logging, and System. The main content area is titled 'Serial & Network: Network Hosts'. It contains several input fields: 'IP Address/DNS Name' with the value '192.168.0.54', 'Host Name' with 'PDU-R3C', and 'Description/Notes' with 'Baytech PDU Rack3C'. Below these is a 'Permitted Services' section with a list of services, including '30/tcp (http) - 0' and 'TCP'. At the bottom, there is a 'Device Settings' section where 'Device Type' is set to 'RPC'.

See [chapter 4.4](#) for more on Network Hosts.

- Navigate to **Serial & Network > RPC Connections**.

The RPC connections that have already been configured will present.

The screenshot shows the OpenGear web interface for configuring RPC Connections. The left sidebar is the same as the previous screenshot. The main content area is titled 'Serial & Network: RPC Connections'. It contains a table titled 'Remote Power Controllers' with the following data:

Name	Description	RPC Type	Connected Via	Log Status
PDD-R3A	Power Rack 3A APC	APC 8 Port (APV2.0.0/AD5v2.5.4)	Serial - Port 2	*
PDU-R4A	PDU Rack 4A	SNMP Controlled Baytech	Network - 192.168.252.31 (PDU-R4A)	*

Below the table is an 'Add RPC' button.

- Click **Add RPC**.
- *Connected Via* presents a list of serial ports and network Host connections that you have set up with device type RPC but have yet to connect to a specific RPC device.

- When you select *Connected Via* for a Network RPC connection, the corresponding *Host Name/Description* set up for that connection will be entered as the *Name* and *Description* for the power device.

The screenshot shows the OpenGear web interface. At the top, it displays system information: System Name: mg4004-5, Model: MG4004-5, Firmware: 2.7.0p1, Uptime: 0 days, 0 hours, 28 mins, 1 secs, Current User: root. The main heading is 'Serial & Network: RPC Connections'. On the left, there is a sidebar with navigation links: Serial & Network (Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, Cascaded Ports, UPS Connections, RPC Connections, Environmental, Managed Devices), Alerts & Logging (Port Log, Alerts, SMTP & SMS, SNMP), and System (Administration, Firmware, IO). The main content area has a form titled 'Add RPC'. The 'Connected Via' dropdown is set to 'Network - 192.168.253.240 (PDU-R7D)'. The 'RPC Type' dropdown is set to 'None'. The 'Name' field is populated with 'PDU-R7D' and the 'Description' field is populated with 'Baytech PDU'. The 'Username' field is empty.

- Alternatively if you select Serial connection for *Connected Via*, you will need to enter a Name and Description for the power device.

The screenshot shows the OpenGear web interface. At the top, it displays system information: System Name: mg4004-5, Model: MG4004-5, Firmware: 2.7.0p1, Uptime: 0 days, 0 hours, 39 mins, 15 secs, Current User: root. The main heading is 'Serial & Network: RPC Connections'. On the left, there is a sidebar with navigation links: Serial & Network (Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, Cascaded Ports, UPS Connections, RPC Connections, Environmental, Managed Devices), Alerts & Logging (Port Log, Alerts, SMTP & SMS, SNMP), and System (Administration, Firmware, IO). The main content area has a form titled 'Add RPC'. The 'Connected Via' dropdown is set to 'Serial - Port3'. The 'RPC Type' dropdown is set to 'None'. The 'Name' and 'Description' fields are empty.

- Select the appropriate *RPC Type* for the PDU (or IPMI) being connected.

If you are connecting to the RPC via the network you will be presented with the IPMI protocol options and the SNMP RPC Types currently supported by the embedded Network UPS Tools.

If you are connecting to the RPC by a serial port you will be presented with all the serial RPC types currently supported by the embedded PowerMan and OpenGear's power manager.

- Enter the *Username* and *Password* used to login into the RPC

These login credentials are *not* related to the *Users* and access privileges configured in **Serial & Networks > Users & Groups**.

- If SNMP protocol is selected enter the SNMP v1 or v2c Community for Read/Write access.
By default this would be *private*.
- Check *Log Status*.

Edit RPC	
Name	PDU-R4A A descriptive name for the power device.
Description	PDU Rack 4A A brief description for the power device.
Connected Via	Network - 192.168.252.31 (PDU-R4A) Specify the serial port or network host address for the power device.
RPC Type	SNMP Controlled Baytech Specify the type of the connected power device.
Username	 Specify the login name for the power device.
Password	 Specify the login secret for the power device.
Confirm	 Confirm the login secret for the power device.
SNMP Community	private SNMP v1 or v2c Community for Read/Write access.
Log Status	☒ Periodically log RPC status.
Log Rate	1 Minutes between samples.
Apply	

- Specify the *Log Rate* (minutes between samples) if you wish the status from this RPC to be logged.

These logs can be viewed from **Status > RPC Status**.

- Click **Apply**.

For SNMP PDUs the *console server* will now probe the configured RPC to confirm the RPC Type matches and will report the number of outlets it finds that can be controlled. If unsuccessful it will report *Unable to probe outlets* and you will need to check the RPC settings, the network connection or the serial connection.

For serially connected RPC devices, a new Managed Device (with the same name as given to the RPC) will be created. The *console server* will then configure the RPC with the number of outlets specified in the selected RPC Type or will query the RPC itself for this information.

Note: OpenGear's console servers support the majority of the popular network and serial PDUs. If your PDU is not on the default list then support can be added directly (see [chapter 14](#)) or by having the PDU supported added to either the Network UPS Tools or PowerMan open source projects.

IPMI service processors and BMCs can be configured so all authorized users can use the Management Console to remotely cycle power and reboot computers, even when their operating system is unresponsive. To set up IPMI power control:

- enter the IP address or domain name of the BMC or service processor (for example, a Dell DRAC) in **Serial & Network > Network Hosts**.
- then in **Serial & Network > RPC Connections** specify the *RPC Type* to be IPMI1.5 or 2.0.

7.1.2. RPC access privileges & alerts

Set PDU and IPMI alerts using **Alerts & Logging > Alerts** (see [chapter 6](#)). Assign users to access and control outlets on each RPC via **Serial & Network > User & Groups** (see [chapter 3](#)).

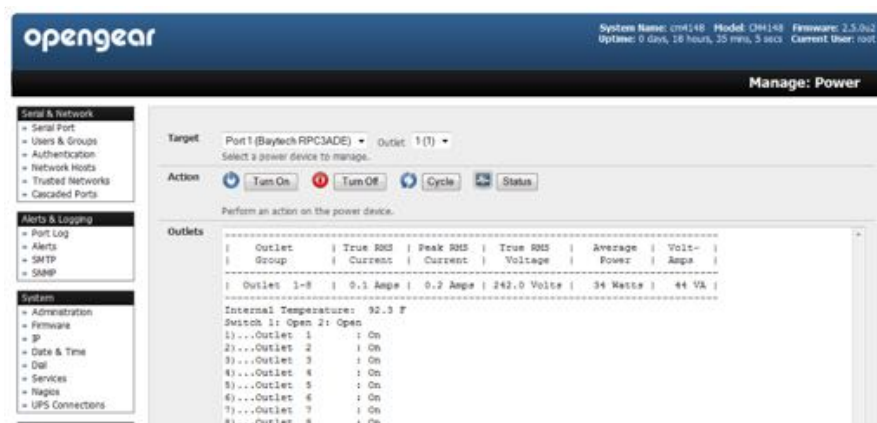
7.1.3. User power management

The Power Manager allows *users* and *administrators* to access and control configured serial- & network-attached PDU power strips, and servers with embedded IPMI processors or BMCs.

- Select **Manage > Power**.



- Select the *Target* power device to be controlled.
- If the RPC supports outlet level control, select the *Outlet* to be controlled.
- Initiate the desired Action by selecting the appropriate icon:



Note: icons will present only for operations that are supported by the Target you have selected.



Turn On.



Turn Off.



Cycle.

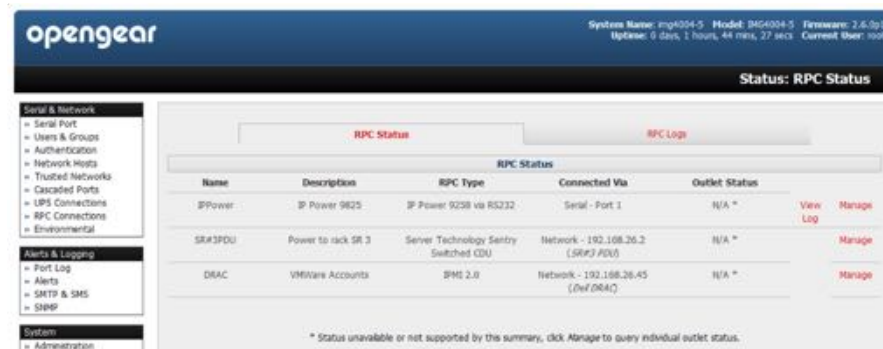


Status.

7.1.4. RPC status

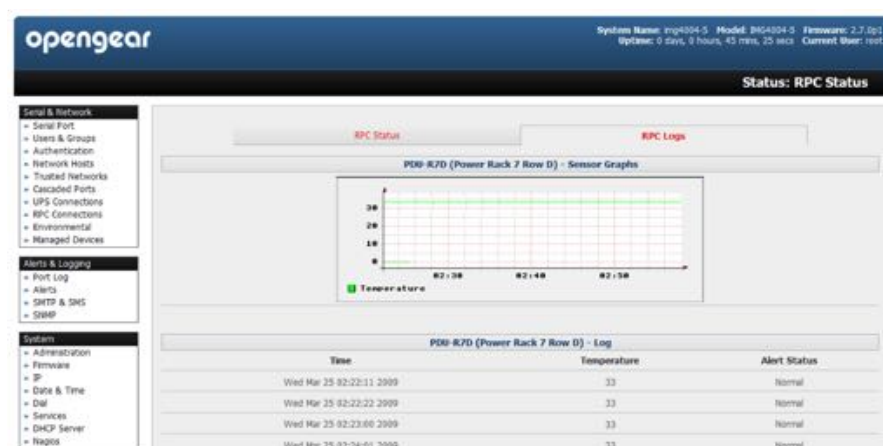
You can monitor the current status of your network and serially connected PDUs and IPMI RPCs.

- Select **Status > RPC Status**.



A table with the summary status of all connected RPC hardware will display.

- Click on **View Log** or select the **RPCLogs** tab.



A table of the history and detailed graphical information on the selected RPC will present.

- Click **Manage** to query or control the individual power outlet.

This will take you to **Manage > Power**.

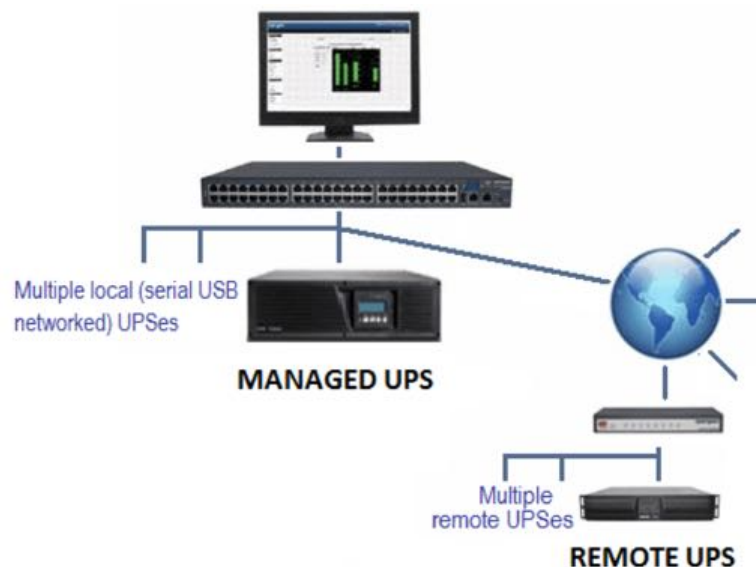
7.2. Uninterruptible power supply (UPS) control

OpenGear console servers can be configured to manage locally and remotely connected UPS hardware using Network UPS Tools.

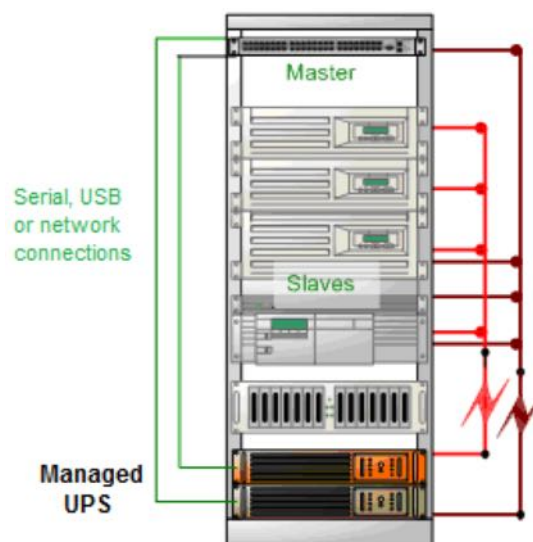
Network UPS Tools (NUT) is a group of open source programs that provide a common interface for monitoring and administering UPS hardware; and ensuring safe shutdowns of the systems which are connected. NUT is built on a networked model with a layered scheme of drivers, server and clients. It is covered in some detail in [chapter 7.2.6](#).

7.2.1. Managed UPS connections

A Managed UPS is a UPS that is directly connected as a Managed Device to the *console server*. It can be connected by serial or USB cable or by the network. The *console server* becomes the master of this UPS, and runs a *upsd* server to allow other computers that are drawing power through the UPS (slaves) to monitor the UPS status and take appropriate action, such as shutdown, in event of low UPS battery.



The *console server* may or may not be drawing power itself through the Managed UPS. When the UPS's battery power reaches critical, the *console server* signals, waits for slaves to shut down, then powers off the UPS.



Serial and network connected UPSes must first be connected to, and configured to communicate with the *console server*.

For serial UPSes attach the UPS to the selected serial port on the *console server*:

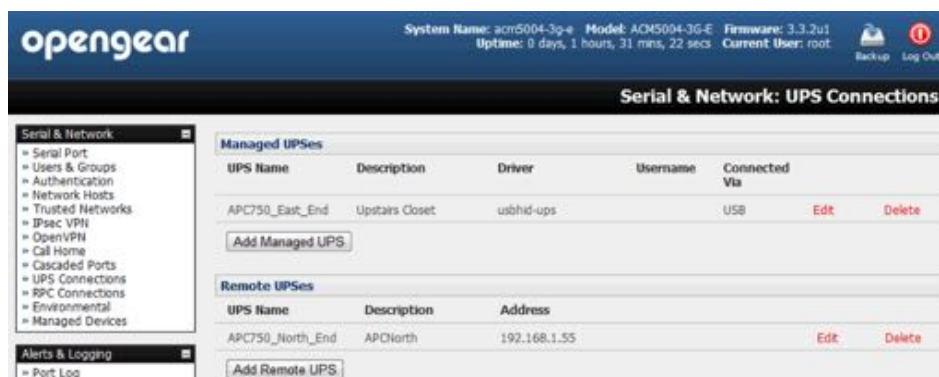
- navigate to **Serial and Network > Serial Port**.

- configure the **Common Settings** of that port with the properties (RS232 etc) required by the UPS (see [chapter 3.1.1](#)).
- select UPS as the *Device Type*.

For each network connected UPS:

- navigate to **Serial & Network > Network Hosts**.
- configure the UPS as a *connected Host* by specifying its *Device Type* as *UPS*.
- click **Apply**.

Note: USB-connected UPS hardware requires no equivalent configuration.



- Navigate to **Serial & Network > UPS Connections**.

The Managed UPSes section will display all UPS connections which have already been configured.

- Click **Add Managed UPS**.
- Select if the UPS will be *Connected Via USB* or over a pre-configured *serial port* or via *SNMP/HTTP/HTTPS* over the preconfigured network Host connection.

Note: when you select a network UPS connection, the corresponding Host Name/Description that you set up for that connection will be entered as the Name and Description for the power device. Alternatively, if you select to Connect Via a USB or serial connection you will need to enter a Name and Description for the power device. These details will also be used to create a new Managed Device entry for the serial/USB connected UPS devices.

- Enter the login details.

This Username and Password is used by slaves of this UPS (that is, other computers that are drawing power through this UPS) to connect to the *console server* to monitor the UPS status so they can shut themselves down when battery power is low.

Monitoring will typically be performed using the upsmon client running on the slave server (see [chapter 7.2.3](#)).

Note: these login credentials are not related to the Users and access privileges configured in Serial Opengear User Manual. Page 196.

& Networks > Users & Groups.

- Select the action to take when UPS battery power becomes critical: Shut down the UPS or Shut down all Managed UPSes or simply Run until failure.

opengear System Name: acm5004-3g-e Model: ACM5004-3G-E Firmware: 3.3.2u1 Uptime: 0 days, 1 hours, 38 mins, 47 secs Current User: root Backup Log Out

Serial & Network: UPS Connections

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- IPsec VPN
- OpenVPN
- Call Home
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental
- Managed Devices

Alerts & Logging

- Port Log
- Alerts
- SMTP & SMS
- SNMP

System

- Administration
- SSL Certificates
- Configuration Backup
- Firmware
- IP
- Date & Time
- Dial
- Firewall
- DHCP Server
- Nagios
- Configure Dashboard
- I/O Ports

Status

- Port Access
- Active Users
- Statistics
- Support Report
- Syslog
- UPS Status
- RPC Status
- Environmental Status
- Dashboard

Manage

- Devices

Edit Managed UPS

Connected Via: USB
The UPS may be connected via USB, serial or network (HTTP, HTTPS or SNMP).

UPS Name: APC750_East_End
The name of this UPS.

Description: Upstairs Closet
An optional description.

Username:
Allow slaves to connect using this username.

Password:
Allow slaves to connect using this password.

Confirm:
Re-enter the password.

On Critical Power: ☒ Shut down this UPS only
☐ Shut down all Managed UPSes
☐ Run until failure
The action to take when battery power becomes critical for this UPS.

Shutdown Order: 0
The order in which this UPS is shut down when any Managed UPS is set to *Shutdown all Managed UPSes*. 0s are shut down first, then 1s, 2s, etc. and -1s are never shut down. Defaults to 0.

Driver: usbhid-ups
The driver for this UPS model, see the [hardware compatibility list](#) for details.

Driver Options

Option	Argument
New Option	

Log Status: ☒
Periodically log UPS status.

Log Rate: 1
Minutes between samples.

the shutdown script `/etc/scripts/ups-shutdown` can be customized so, in the event of a critical power failure (when the UPS battery runs out) you can program the console server to perform last gasp actions before power is lost. See the [Opengear FAQ](#) for details. It is generally simpler, however, to perform such last gasp actions by triggering Auto-Response on the UPS hitting `batt` or `lowbatt`. See [chapter 6](#).

- If you have multiple UPSes and require them to be shut down in a specific order, specify the *Shutdown Order* for this UPS.

This is a whole positive number, a 0 or -1. 0s are shut down first, then 1s, 2s, 3s and so on. -1s are not shut down at all. The default value is 0.

- Select the *Driver* that will be used to communicate with the UPS.

Driver: megatec
The driver for this UPS model, see the [hardware compatibility list](#) for details.
[Click here to add additional drivers.](#)

- Click *New Options* in **Driver Options** if you need to set driver-specific options for your selected NUT driver and hardware combination.

Driver Options

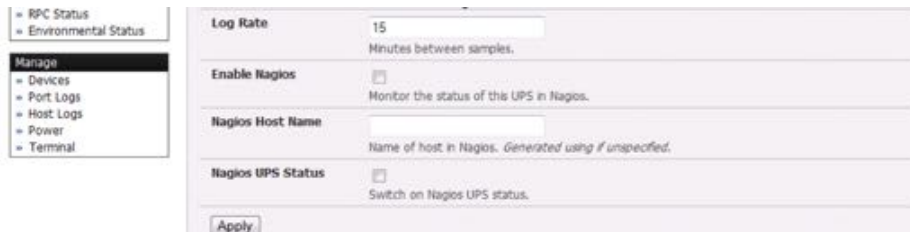
Option	Argument

For more details see <http://www.networkupstools.org/doc>.

- Check *Log Status* and specify the Log Rate (minutes between samples) if you wish the status from this UPS to be logged.

These logs can then be viewed at **Status > UPS Status**.

If you have enabled Nagios services you will be presented with an option for Nagios monitoring.



- Check *Enable Nagios* to enable this UPS to be monitored using Nagios central management.
- Check *Enable Shutdown Script* if this is the UPS providing power to the console server itself.

In the event of a critical power failure you can perform last gasp actions on the console server before power is lost.

This is achieved by placing a custom script in `/etc/config/scripts/ups-shutdown` (you may use the provided `/etc/scripts/ups-shutdown` as a template). This script is only run when the UPS reaches critical battery status.

Click **Apply**.

Note: you can customize the upsmon, upsd and upsc settings for this UPS hardware directly from the command line.

7.2.2. Remote UPS management

A Remote UPS is a UPS that is connected as a Managed Device to some remote console server which is being monitored (but not managed) by your console server.

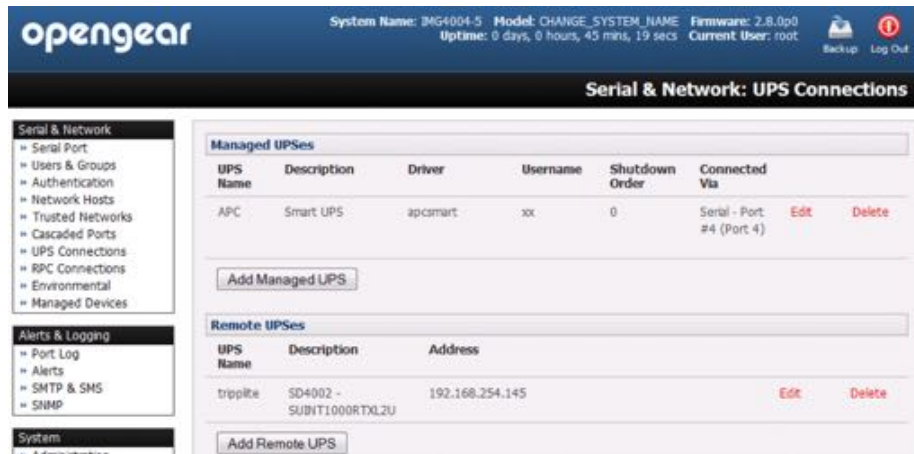
The upsc and upslog clients in the Opengear console server can be configured to monitor remote servers that are running Network UPS Tools managing their locally connected UPSes. These remote servers might be other Opengear console servers or generic Linux servers running NUT. So all these distributed UPSes (which may be spread in a row in a data center, or around a campus property or across the country) can be centrally monitored through the one central console server window.

An example where centrally monitoring remotely distributed UPSes is useful is a campus or large business complex where there's a multitude of computer and other equipment sites spread afar, each with their own UPS supply. Many of these (particularly the smaller sites) will be USB or serially connected.

Having a ACM5000 or ACM5500 at these remote sites allows the systems manager to centrally monitor the power supply status at all sites, centralize alarms, and, consequently, be warned to initiate a call-out or take shut down actions.

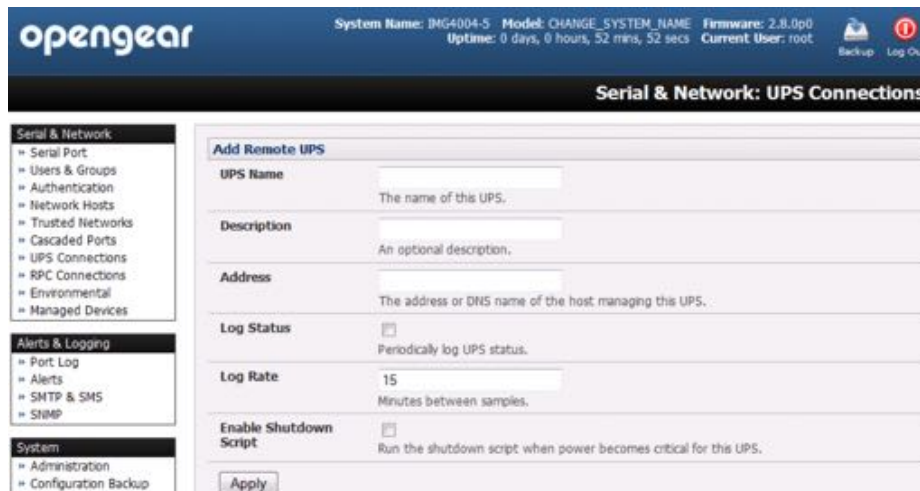
To add a Remote UPS:

- navigate to **Serial & Network > UPS**.



The Remote UPSes section displays all the remote UPS devices being monitored

- click **Add Remote UPS**.



- enter the *UPS Name* of the remote UPS to be remotely monitored.

This name must be the name that the remote UPS was configured with on the remote *console server* as the remote *console server* may itself have multiple UPSes attached that it is managing locally with NUT.

- optionally enter a Description.
- enter the IP Address or DNS name of the remote console server that is managing the remote UPS.

This may be another Opengear *console server* or it may be a generic Linux server running Network UPS Tools.

- check *Log Status*.
- specify the Log Rate (minutes between samples) if you wish the status from this UPS to be logged.

These logs can then be viewed at **Status > UPS Status**.

- check *Enable Shutdown Script* if this remote UPS is the UPS providing power to the console server itself.

In the event the UPS reaches critical battery status the custom script in `/etc/config/scripts/ups-shutdown` is run enabling you to perform any 'last gasp' actions.

click **Apply**.

Note: the Remote UPS feature is supported on all console servers running firmware v2.8 and later. Earlier versions supported a single remote]Monitored UPS which could be set to trigger the console server shutdown script.

7.2.3. Controlling UPS-powered computers

One of the advantages of having a Managed UPS is that you can configure computers that draw power through that UPS to be shut down gracefully in the event of UPS problems.

For Linux computers this can be done by setting up `upsmon` on each computer and directing them to monitor the console server that is managing their UPS.

This will set the specific conditions that will be used to initiate a power down of the computer. For example, non-critical servers may be powered down some seconds after the UPS starts running on battery where more critical servers may not be shut down until a low battery warning is received. Refer to the online NUT documentation for details on how this is done:

<http://eu1.networkupstools.org/doc/2.2.0/INSTALL.html>
<http://linux.die.net/man/5/upsmon.conf>
<http://linux.die.net/man/8/upsmon>

An example `upsmon.conf` entry might look like:

```
MONITOR managedups@192.168.0.1 1 username password slave
```

upsmon.conf portion meaning	
<code>manageup</code>	The UPS Name of the managed UPS.
<code>192.168.0.1</code>	The IP address of the Opendgear console server.
<code>1</code>	Indicates the server has a single power supply attached to this UPS.
<code>username</code>	The username of the managed UPS.
<code>password</code>	The password of the managed UPS.

There are NUT monitoring clients available for Windows computers (for example, [WinNUT](#)).

If you have an RPC (PDU) it is also possible to shut down UPS-powered computers and other equipment without them have a client running (for example, communications and surveillance gear). Set up a UPS alert and use this to trigger a script which controls a PDU to shut off the power (see [chapter 14](#)).

7.2.4. UPS alerts

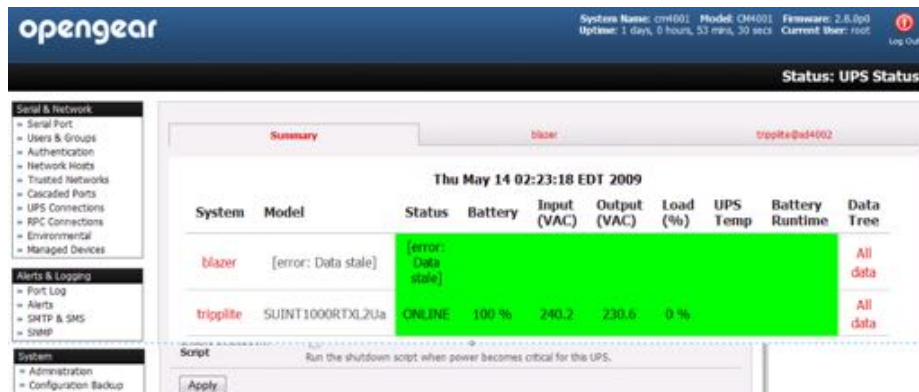
Set UPS alerts using **Alerts & Logging > Alerts**. See [chapter 6](#).

7.2.5. UPS status

You can monitor the current status of your network-connected, serially-connected or USB-connected Managed UPSes and any configured Remote UPSes.

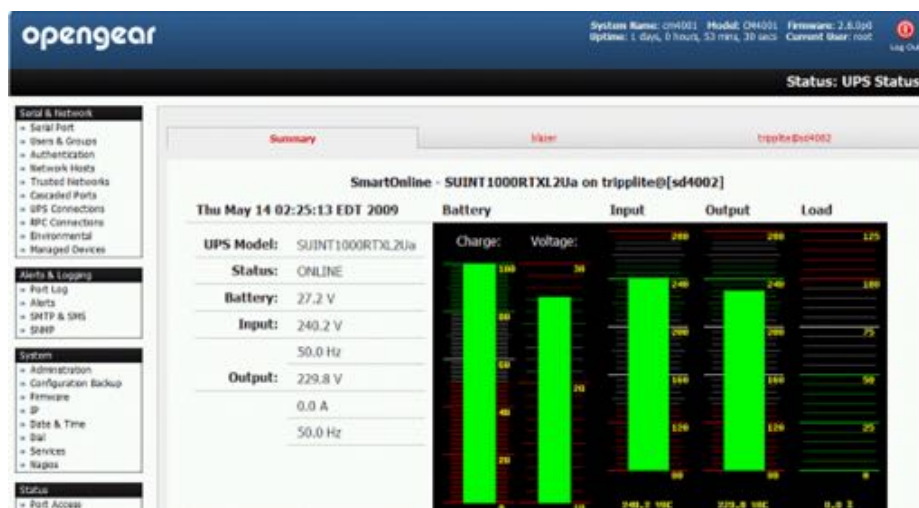
- Navigate to **Status > UPS Status**.

A table with the summary status of all connected UPS hardware will display.



- Click on any given UPS System name in the table.

More detailed graphical information on the select UPS System will present.



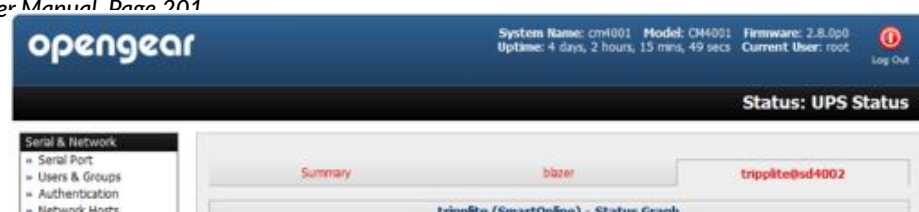
- Click on any given UPS System's **All Data** link in the table.

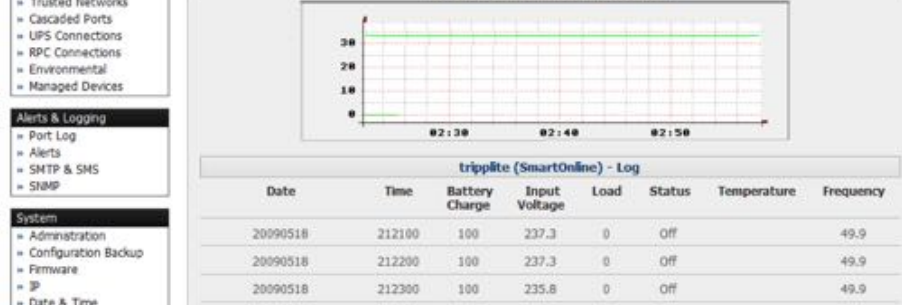
Status and configuration information on the selected UPS System presents.

- Select **UPS Logs**.

Dev UPS	
battery.voltage	: 13.5
driver.name	: bomisp_usb
driver.parameter.pollinterval	: 2
driver.parameter.port	: auto
driver.parameter.shutdown_delay	: 60
driver.version	: 2.2.2
driver.version.internal	: 0.14
input.frequency	: 49.9
input.voltage	: 244
output.current	: 0.1
output.frequency	: 49.9
output.phases	: 1
output.voltage	: 244
output.voltage.nominal	: 240
ups.firmware	: Cent:00:50 Inve:01:50
ups.load	: 7.7
ups.model	: POWERWARE UPS 500VA
ups.power.nominal	: 500
ups.serial	:
ups.status	: OL

The log table of the load, battery charge level, temperature and other status information



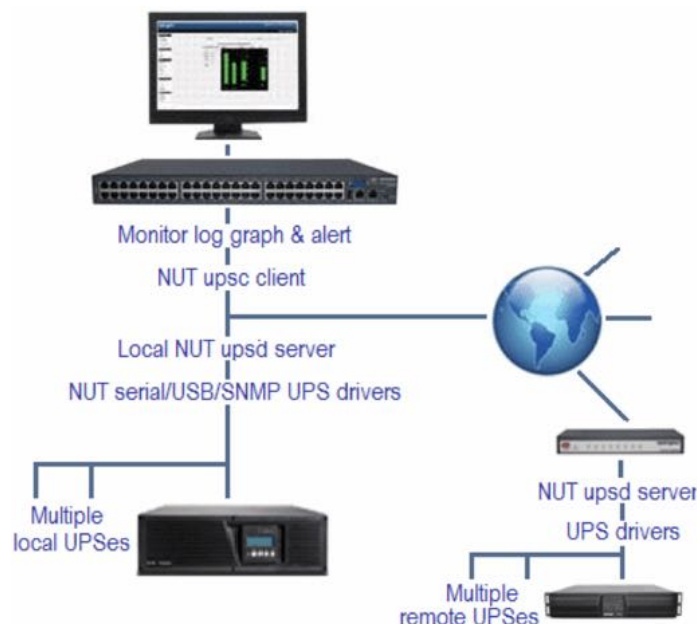


from all the managed and monitored UPS systems is presented.

This information is logged for all UPSes which were configured with *Log Status* checked. The information is also presented graphically.

7.2.6. Overview of Network UPS tools (NUT)

Network UPS Tools (NUT) is built on a networked model with a layered scheme of drivers, server and clients. NUT can be configured using the Management Console as described above, or you can configure the tools and manage the UPSes directly from the command line. This section provides an overview of NUT., Full NUT documentation is available at <http://networkupstools.org/documentation.html>.



The driver programs talk directly to the UPS equipment and run on the same host as the NUT network server (upsd). Drivers are provided for a wide assortment of equipment from most of the popular UPS vendors and understand the specific language of each UPS. They communicate to serial-, USB- and SNMP network- connected UPS hardware and map the communications back to a compatibility layer. This means both an expensive 'smart' protocol UPS and a simple 'power strip' model can be handled transparently.

The NUT network server program upsd is responsible for passing status data from the drivers to the client programs via the network. upsd can cache the status from multiple UPSes and then serve this status data to many clients. upsd also contains access control features to limit the abilities of the clients (for example, so only authorized hosts may monitor or control the UPS hardware).

There are a number of NUT clients that connect to upsd to check on the status of the UPS hardware and do things based on the status. These clients can run on the same host as the NUT server or they can communicate with the NUT server over the network (enabling them to monitor any UPS anywhere).

- The `upsc` client provides a quick way to poll the status of a UPS server. It can be used inside shell scripts and other programs that need UPS data but don't want to include the full interface
- The `upsmon` client enables servers that draw power through the UPS to shutdown gracefully when the battery power reaches critical
- There are also logging clients (`upslog`) and third party interface clients ([Big Sister](#), [Cacti](#), [Nagios](#), Windows and more).

The latest release of NUT (2.7.4) also controls PDU systems. It can do this either natively using SNMP or through a binding to [Powerman](#) (open source software from Livermore Labs that is also embedded in Opengear console servers).

These NUT clients and servers are all embedded in each Opengear console server (with a Management Console presentation layer added). They also run remotely on distributed console servers and other remote NUT monitoring systems. This layered distributed NUT architecture enables:

- Multiple manufacturer support.

NUT can monitor UPS models from 79 different manufacturers and PDUs from a growing number of vendors, all via a unified interface.

- Multiple architecture support.

NUT can manage serial- and USB-connected UPS models with the same common interface. Network-connected USB and PDU equipment can also be monitored using SNMP.

- Multiple clients monitoring the one UPS.

Multiple systems may monitor a single UPS using only their network connections. As well there is a wide selection of client programs which support monitoring UPS hardware via NUT (Big Sister, Cacti, Nagios and more).

- Central management of multiple NUT servers.

A central NUT client can monitor multiple NUT servers that may be distributed throughout the data center, across a campus or around the world.

NUT supports the more complex power architectures found in data centers, communications centers and distributed office environments where: UPSes from many vendors power many systems with many clients; and larger UPSes power multiple devices; and many of these UPSes are, in turn, dual powered.

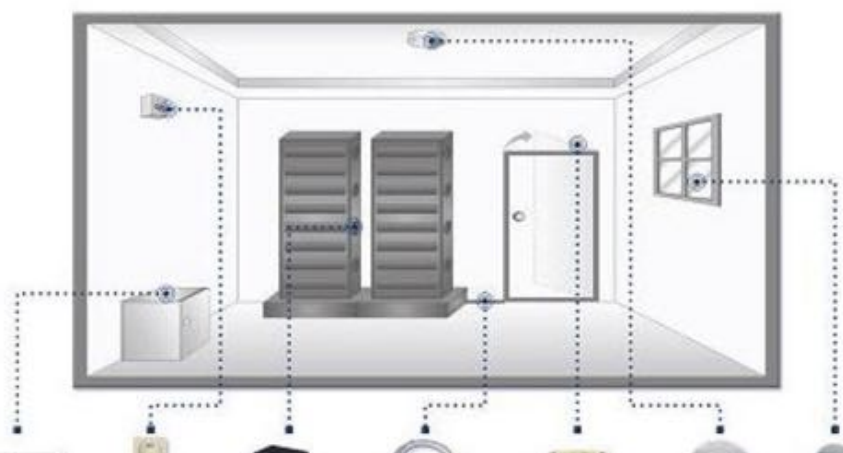
7.3. Environmental monitoring

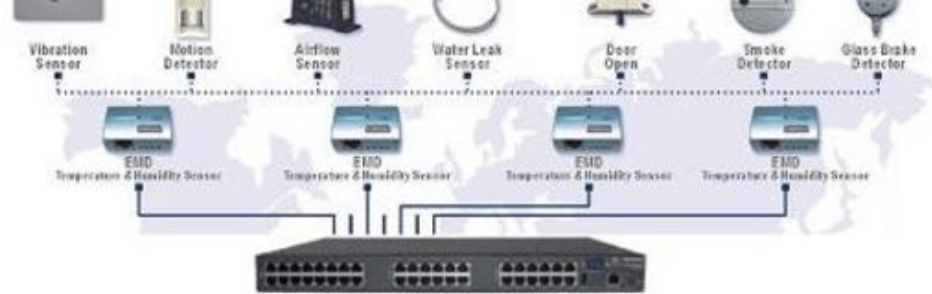
Opengear console servers can be configured to monitor their operating environment.

External E

console

Opengear Us





server serial port. Each *console server* can support multiple EMDs.

Each EMD device has an internal temperature and humidity sensor plus one or two general purpose status sensor ports which can be connected to smoke detectors, water detectors, vibration sensors or open-door sensors.

The ACM5000 and ACM5500 advanced console server models also each have an internal temperature sensor and can optionally be configured to have up to four general purpose status sensor ports (which can be connected to smoke detectors, water detectors, vibration sensors, or open-door sensors) directly connected.

Using the Management Console, *Administrators* can view the ambient temperature (in °C or °F) and humidity (as a percentage) and configure alerts to monitor the status and sensors to automatically send alarms progressively from warning levels to critical.

7.3.1. Connecting the EMD & its sensors

The Environmental Monitor Device (EMD) connects to any serial port on the console server via a special EMD Adapter and standard CAT5 cable. The sensors then screw into the EMD.

Note: the EMD is powered over the serial port connection and communicates using a handshake protocol. It is not an RS232 device and should not be connected without the adapter.



Environmental Monitor Device (EMD)

- Plug the male RJ plug on the EMD Adapter into the EMD.
- Connect the Adapter to the console server serial port using the provided UTP cable.

If the 2 meter (6') UTP cable provided with the EMD is not long enough it can be replaced with a standard Cat5 UTP cable up to 10 meters (33') in length.



EMD adapter

- Screw the bare wires on any smoke detector, water detector, vibration sensor, open-door sensor or general purpose open/close status sensors into the terminals on the EMD.

Note: you can attach two sensors onto the terminals on EMDs that are connected to console servers with Opengear Classic pinouts. However console servers with -01 and -02 pinouts only support attaching a single sensor to each EMD.

EMDs work with Opengear *console servers* only and cannot be connected to standard RS232 serial ports on other appliances.

- Navigate to **Serial & Network > Serial Port**.
- Select *Environmental* as the Device Type.

No particular settings are required.



EMD sensors

Opengear User

Device Settings

Device Type
Environmental
Specify the device type.

Apply this setting, then use the [Environmental/page](#) to configure the attached environmental monitor.

- Click **Apply**.

7.3.2. Connecting sensors to ACM5000s, ACM5500s, & ACM7000s

You can connect EMDs (and their attached environmental sensors) to the ACM5000's serial ports, as detailed [above](#). ACM5000s also supports direct environmental sensor connection.

All ACM5000 models (except the ACM5004-2-I) can be configured with the environmental option -E. Models with this option have a green connector block on the side (marked SENSORS 1 -4) and up to four environmental sensors can be directly attached to this block.

The ACM5004-2-I model is supplied with a green connector block on the side by default. The first two connectors on this block (marked DIO1 and DIO2) can be configured to have external environmental sensors attached.

ACM5508-2-I and ACM5504-5-G-I models also ship with a green connector block on the side. The first two connectors on this block (marked DIO1 and DIO2) can be configured to have external environmental sensors attached.

ACM7000 models ship with an in-built, black, spring cage I/O connector block for attaching environmental sensors and digital I/O devices.

ACM5000-E sensor inputs are four *dry contact* inputs. These are normally open (NO) and sensed as TTL high or digital 1. When activated, external devices (door close, vibration, water, smoke) present a short circuit, the contact *closes to ground* and is read as TTL low or digital 0.

For custom applications the state (closed or open) of non-Opengear dry contact sensors can be sensed through the UI or command line. The sensor pins can also be controlled as outputs: set the pins as TTL high (1) or low (0) as required for their low voltage/low current application.

ACM5000s and ACM5000 -Is have dedicated I/O (DIO1 & DIO2) and output only pins (OUT1 & OUT2), the latter having inverting outputs with higher voltage/current transistor. By default each SENSOR and DIO port is configured as an Input for external environmental sensors.

- To confirm the direction and state configurations for these ports navigate to **System > I/O**.

A table with the summary status of the four digital I/O ports will present.

port label	equivalent hardware label
I/O Port 1	DIO1 or SENSOR1
I/O Port 2	DIO2 or SENSOR2
I/O Port 3	SENSOR3
I/O Port 4	SENSOR4

- Screw the bare wires on a smoke detector, water detector, vibration sensor, open-door sensor or general purpose open/close status sensor into the SENSOR or DIO terminals on the green connector block.

As Inputs, the SENSOR and DIO ports are notionally attached to the internal EMD.

Opengear User

The screenshot shows the Opengear web interface. At the top, the system name is 'les1204a', model is 'LES1204A', and firmware is '3.1.0u1'. The uptime is '1 days, 6 hours, 50 mins, 24 secs' and the current user is 'root'. The main heading is 'System: I/O Ports'. On the left, there is a sidebar with navigation links: 'Serial & Network' (Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, IPsec VPN, Cascaded Ports, UPS Connections, RPC Connections, Environmental, Managed Devices), 'Alerts & Logging' (Port Log, Alerts, SMTP & SMS, SNMP), and 'System' (Administration, Settings). The main content area shows the configuration for 'I/O Port 1' and 'I/O Port 2'. For each port, there are two sections: 'I/O Port 1 default direction' and 'I/O Port 1 default electrical state'. The 'direction' section has radio buttons for 'Input' (selected) and 'Output'. Below this is a text label 'The direction of the I/O port at power-on'. The 'electrical state' section has radio buttons for 'Low' (selected) and 'High'. Below this is a text label 'If the port is configured as an output, this is the electrical state of the port at power-on'.



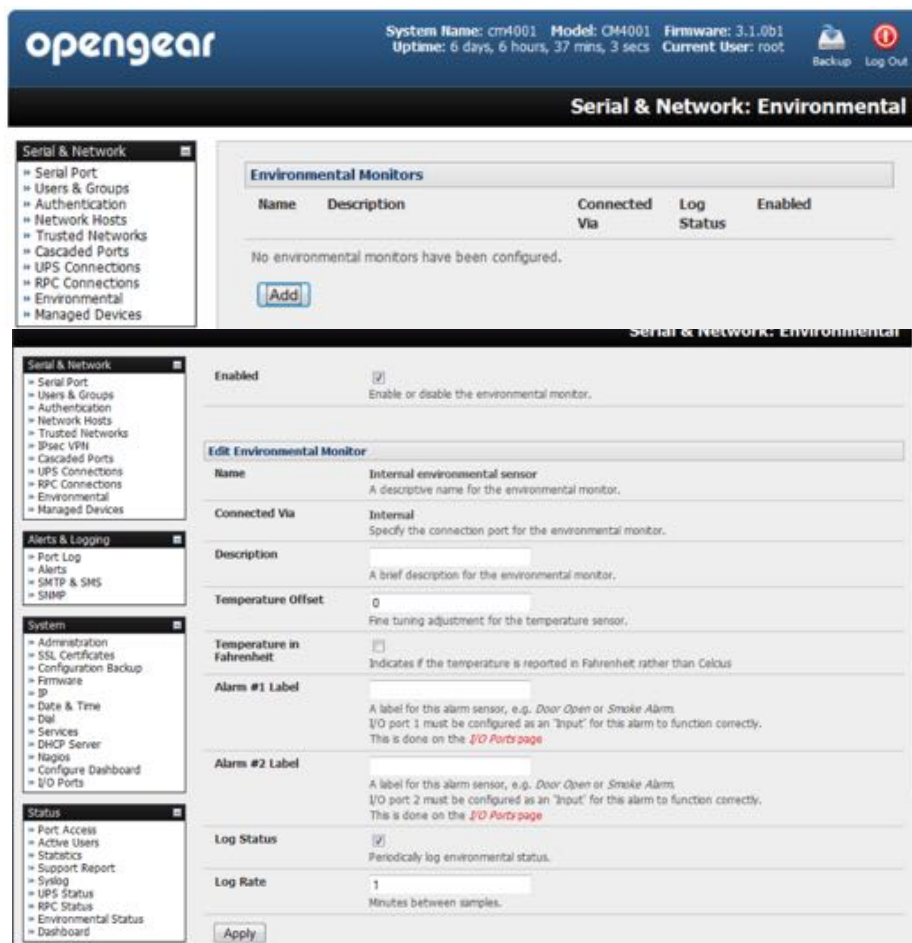
- Navigate to **Serial & Network > Environmental Status**.
- Enable the Internal EMD.
- Configure the attached sensors as alarms.

Details for doing this are covered in the [next section](#).

7.3.3. Adding EMD & configuring the sensors

- Navigate to **Serial & Network > Environmental**.

This will display external EMDs and internal EMD (that is, sensors that may be directly attached to an ACM) that have already been configured.



- To add a new EMD click **Add**.
- enter a *Name*.
- Optionally enter a *Description*.
- Select the pre-configured serial port that the EMD will be *Connected Via*.
- Optionally calibrate the EMD with a *Temperature Offset* (+ or - °C) or *Humidity Offset* (+ or percent).

Note: if you check **Temperature in Fahrenheit** the temperature will be reported in Fahrenheit. Otherwise it will be reported in degrees Celsius.

- Provide Labels for each of the alarm sensors used (for example, Door Open or Smoke Alarm).

The screenshot shows the OpenGear web interface. The top header includes the OpenGear logo, system information (System Name: cm4001, Model: CM4001, Firmware: 3.1.0b1, Uptime: 6 days, 6 hours, 44 mins, 37 secs, Current User: root), and links for Backup and Log Out. The main navigation menu on the left is expanded to 'Serial & Network', which includes options like Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, Cascaded Ports, UPS Connections, RPC Connections, Environmental, and Managed Devices. The 'Environmental' sub-menu is selected, leading to the 'Add Environmental Monitor' form. The form fields include: Name (text input), Connected Via (dropdown menu set to 'Serial - Port#1 (Port 1)'), Description (text input), Temperature Offset (text input), Humidity Offset (text input), Temperature in Fahrenheit (checkbox), Alarm #1 Label (text input), Alarm #2 Label (text input), Log Status (checkbox), and Log Rate (text input set to 15). An 'Apply' button is at the bottom.

- Check **Log Status**.
- Specify the Log Rate (minutes between samples) if you wish the status from this EMD to be logged. These logs can be viewed at Status > Environmental Status.
- Click **Apply**.

This will also create a new Managed Device with the same name.

- For the ACM5000-E select **Serial & Network > Environmental**.

The screenshot shows the OpenGear web interface with the 'Edit Environmental Monitor' form. The top header and navigation menu are similar to the previous screenshot. The 'Environmental' sub-menu is selected, leading to the 'Edit Environmental Monitor' form. The form fields include: Enabled (checkbox), Name (text input set to 'Internal environmental sensor'), Connected Via (dropdown menu set to 'Internal'), Description (text input), Temperature Offset (text input set to 0), Alarm #1 Label (text input set to 'alarm1'), Alarm #2 Label (text input set to 'alarm2'), Alarm #3 Label (text input set to 'alarm3'), and Alarm #4 Label (text input set to 'alarm4').

OpenGear Use

- check *Enabled*.
- Set temperature offsets and label the sensors as described above.

7.3.4. Environmental alerts

Set temperature, humidity and probe status alerts using **Alerts & Logging > Alerts**. See [chapter 6](#).

7.3.5. Environmental status

You can monitor the current status of any and all configured external EMDs and their sensors, and any internal or directly attached sensors.

- Navigate to **Status > Environmental Status**.

System Name: img4004-5 Model: IMG4004-5 Firmware: 2.6.0p2
Uptime: 0 days, 9 hours, 8 mins, 56 secs Current User: root

Status: Environmental Status

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental

Alerts & Logging

- Port Log
- Alerts
- SMTP & SMS
- SNMP

Environmental Status

Name	Description	Sensor Status				Connected Via
		Name	Type	Value	Status	
Comms room	Telco closet	Temperature	Temperature	-0		Serial - Port 3
		Humidity		Humidity		
		Fire warning		Dry Contact		
		Alarm #2		Dry Contact		

View Log

A table with the summary status of all connected EMD hardware will display.

- Click on *View Log* or click the **Environmental Logs** tab.

System Name: img4004-5 Model: IMG4004-5 Firmware: 2.6.0u1
Uptime: 0 days, 0 hours, 15 mins, 10 secs Current User: root

Status: Environmental Status

Serial & Network

- Serial Port
- Users & Groups
- Authentication
- Network Hosts
- Trusted Networks
- Cascaded Ports
- UPS Connections
- RPC Connections
- Environmental

Alerts & Logging

- Port Log
- Alerts
- SMTP & SMS
- SNMP

System

- Administration
- Firmware
- IP
- Date & Time
- Dial
- Services
- DHCP Server
- Nagios

Environmental Logs

EMD (Engineering) - Temperature Graph

EMD (Engineering) - Log

Time	Temperature	Humidity	Alarm #1	Alarm #2	Alert Status
Fri Jan 16 20:37:05 2009	24	51	Open (0)	Open (0)	Normal
Fri Jan 16 20:38:05 2009	24	47	Open (0)	Open (0)	Normal

A table and graphical plot of the log history of the select EMD will present.

7.4. Digital I/O ports

ACM5000 -I models and ACM5500 -I models have four digital interface ports which present on a green connector block on the side of the unit.

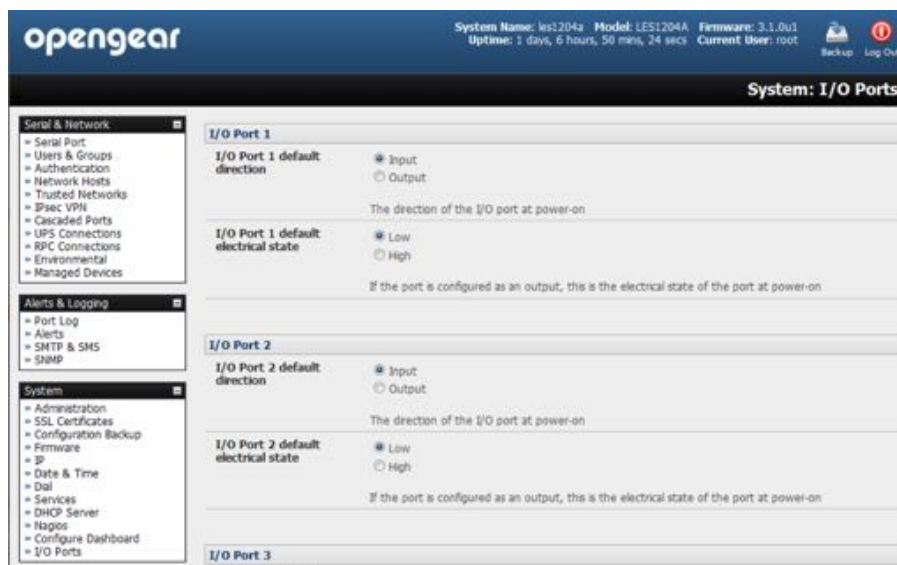
DIO1 and DIO2 are two TTL level digital I/O ports: 5V max @ 20mA.

OUT1 and OUT2 are two High-Voltage digital output ports: >5V to ≤ 30V @100mA.



ACM7000 models ship with an in-built, black, spring cage I/O connector block for attaching environmental sensors and digital I/O devices.

These I/O ports are configured via **System > I/O Ports**. Each port can be configured with a default direction and state.



- Navigate to **System > I/O Ports**.

7.4.1. Digital I/O output configuration

Each of the two digital I/O ports (DIO1 and DIO2) can be configured as an Input or Output port. To use them as digital outputs first configure the port direction on System > I/O Ports.

The DIO1 and DIO2 pins are current limited by the chip to 20mA and accept 5V levels, so they cannot, for example, drive a relay.

You can change the output states using the `ioc` command line utility. The following text is the `ioc` help text (also available by running `ioc --help`):

```
-p pin_num  pin number (1 to 4)
-d pin_dir  pin direction (0 = output 1 = input)
-v pin_val  pin electrical value in output mode \
            (0 = low 1 = high)
-r          reset pins to all inputs and low
-g          displays the pin directions and current values
-l          load pin configuration from configlity
```

For example, to set pin 1 to a low output, type:

```
ioc -p 1 -d 0 -v 0
```

To pulse one of these outputs, use a script like the following:

```
ioc -p 1 -d 0 -v 1
sleep 1
ioc -p 1 -d 0 -v 0
```

This sets the output high for 1 second, then returns it to low (assuming the initial state is low).

7.4.2. Digital I/O input configuration

When either of the two digital I/O (DIO1 & DIO2) outlets is configured as an *Input* on the **System > I/O Ports**, it can be used to monitor the current status of any attached sensor.

When configured as inputs (the factory default) these first two ports are notionally attached to an internal EMD. To configure them as alarms, go to the **Status > Environmental Status** and edit and enable the Internal EMD.

Note: the low voltage circuits in DIO1 and DIO2 should not be wired to voltages greater than 5V DC.

Alternatively, these input ports can be monitored using the `ioc` command line utility (as detailed in [7.4.1](#) above).

7.4.3. High-voltage outputs

OUT1 and OUT2 (internally, DIO3 & DIO4) outlets are wired as high voltage outputs. The way these outputs are expected to be used is to pull a power connected line to ground (that is, the OUT1 and OUT2 transistors are open collector).

The I/O port header includes a 12v reference line (VIN) which can be used to detect the line state change.

For example, to light a 12v LED using the high voltage outputs, connect the positive leg of the LED to the 12v reference, and the negative leg to output pin 4. Due to the way that the I/O port is connected internally, the output has to be set *high* to pull the output to ground.

The following command will switch on the led:

```
ioc -p 4 -d 0 -v 1
```

OUT1 and OUT2 transistors can operate with a supply of >5V to <= 30V @100mA. This

means to drive a relay circuit you must guarantee it doesn't provide more than 100mA when set to 1.

7.4.4. DIO SNMP status

As of firmware v3.9, there is a SNMP status table which reports on the status of the digital IO ports.

The table's OID is OG-STATUSv2-MIB::ogEmdDioTable. Performing an snmpwalk on this table on a console server with DIO produces something like the following (the specifics will vary depending on device status):

```
$ snmpwalk -v2c -c public -M $MIBSDIR -m ALL t5:161
1.3.6.1.4.1.25049.16.5
OG-STATUS-MIB::ogDioStatusName.1 = STRING: DIO 1
OG-STATUS-MIB::ogDioStatusName.2 = STRING: DIO 2
OG-STATUS-MIB::ogDioStatusName.3 = STRING: DIO 3
OG-STATUS-MIB::ogDioStatusName.4 = STRING: DIO 4
OG-STATUS-MIB::ogDioStatusType.1 = INTEGER: ttlInputOutput(0)
OG-STATUS-MIB::ogDioStatusType.2 = INTEGER: ttlInputOutput(0)
OG-STATUS-MIB::ogDioStatusType.3 = INTEGER: highVoltageOutput(1)
OG-STATUS-MIB::ogDioStatusType.4 = INTEGER: highVoltageOutput(1)
OG-STATUS-MIB::ogDioStatusDirection.1 = INTEGER: input(1)
OG-STATUS-MIB::ogDioStatusDirection.2 = INTEGER: input(1)
OG-STATUS-MIB::ogDioStatusDirection.3 = INTEGER: input(1)
OG-STATUS-MIB::ogDioStatusDirection.4 = INTEGER: input(1)
OG-STATUS-MIB::ogDioStatusState.1 = INTEGER: low(0)
OG-STATUS-MIB::ogDioStatusState.2 = INTEGER: high(1)
OG-STATUS-MIB::ogDioStatusState.3 = INTEGER: high(1)
OG-STATUS-MIB::ogDioStatusState.4 = INTEGER: high(1)
OG-STATUS-MIB::ogDioStatusCounter.1 = Counter64: 0
OG-STATUS-MIB::ogDioStatusCounter.2 = Counter64: 0
OG-STATUS-MIB::ogDioStatusCounter.3 = Counter64: 0
OG-STATUS-MIB::ogDioStatusCounter.4 = Counter64: 0
OG-STATUS-MIB::ogDioStatusTriggerMode.1 = INTEGER:
risingFallingEdge(3)
OG-STATUS-MIB::ogDioStatusTriggerMode.2 = INTEGER:
risingFallingEdge(3)
OG-STATUS-MIB::ogDioStatusTriggerMode.3 = INTEGER:
risingFallingEdge(3)
OG-STATUS-MIB::ogDioStatusTriggerMode.4 = INTEGER:
risingFallingEdge(3)
```

8.Authentication

The *console server* platform is a dedicated Linux computer, and it embodies a myriad of popular and proven Linux software modules for networking, secure access (OpenSSH), secure communications (OpenSSL) and sophisticated user authentication (PAM, RADIUS, TACACS+, Kerberos and LDAP).



This chapter details how the *Administrator* can use the Management Console to establish remote AAA authentication for all connections to the *console server* and attached serial and network host devices.

This chapter also covers establishing a secure link to the Management Console using HTTPS and using OpenSSL and OpenSSH for establishing secure Administration connection to the *console server*.

More details on RSA SecurID and working with Windows IAS can be found in the FAQs at <https://opengear.zendesk.com/>.

8.1. Authentication configuration

Authentication can be performed locally, or remotely using an LDAP, Radius, Kerberos or TACACS+ authentication server. The default authentication method for the *console server* is *Local*.

Any authentication method that is configured will be used for authentication of any user who attempts to log in through Telnet, SSH or the Web Manager to the *console server* and any connected serial port or network host devices.

The *console server* can be configured to the default (*Local*) or an alternate authentication method (*TACACS*, *RADIUS*, *LDAP* or *Kerberos*) with the option of a selected order in which local and remote authentication is to be used.

- **Local/TACACS/RADIUS/LDAP/Kerberos**

Tries local authentication first, falling back to remote if local fails.

- **TACACS/RADIUS/LDAP/Kerberos Local**

Tries remote authentication first, falling back to local if remote fails.

- **TACACS/RADIUS/LDAP/Kerberos Down/Local**

Tries remote authentication first, falling back to local if the remote authentication returns an error condition (e.g. the remote authentication server is down or inaccessible).

8.1.1. Local authentication

- Navigate to Serial and Network > Authentication.
- Check *Local*.
- Click **Apply**.

8.1.2. TACACS authentication

Perform the following procedure to configure the TACACS+ authentication method to be used whenever the *console server* or any of its serial ports or hosts is accessed.

- Select **Serial and Network > Authentication**.
- check *TACAS*, *LocalTACACS*, *TACACSLocal* or *TACACSDownLocal*.
- Enter the *Server Address* (IP or host name) of the remote Authentication/Authorization server.

Multiple remote servers may be specified in a comma separated list. Each server is tried in succession.

- Session accounting is on by default. If session accounting information is not wanted, check the Disable Accounting checkbox.

TACACS+	
Authentication and Authorization Server Address	test-services.test.bne.opengear.c Comma separated list of remote authentication and authorization servers.
Disable Accounting	☐ Do not send session accounting information.
Accounting Server Address	 Comma separated list of accounting remote accounting servers. If unset, authentication and authorization server addresses will be used.
Server Password	***** The shared secret allowing access to the authentication server
Confirm Password	*****
TACACS Login Method	☐ PAP ☐ CHAP ☐ Login The method used to authenticate to the server. Defaults to PAP. To use DES encrypted passwords, select Login
TACACS Group Membership Attribute	 The TACACS attribute that is used to indicate group memberships. Defaults to: groupname#n
TACACS Service	 The service to authenticate with. This determines which set of attributes are returned by the server. Defaults to raccess
Default Admin Privileges	☐ Enable to give all TACACS authenticated users admin privileges. Use Remote Groups must be ticked for the privileges to be granted
Ignore Privilege Level	☐ Leave disabled to give TACACS authenticated users with priv-lvl of 12 or greater admin privileges, and priv-lvl of 15 full serial port access.

One reason for not wanting session accounting: if the authentication server does not respond to accounting requests, said request may introduce a delay when logging in.

- In addition to multiple remote servers you can also enter for separate lists of Authentication/Authorization servers and Accounting servers.

If no Accounting servers are specified, the Authentication/Authorization servers are used instead.

- Enter and confirm the *Server Password*.
- Select the method to be used to authenticate to the server (defaults to PAP).
To use DES encrypted passwords, select *Login*.
- If required, enter the *TACACS Group Membership Attribute* to be used to indicate group memberships (defaults to *groupname#n*).
- If required, specify *TACACS Service* to authenticate with.
This determines which set of attributes are returned by the server (defaults to *raccess*).
- If required, check *Default Admin Privileges* to give all TACAS+ authenticated users admin privileges.
Use Remote Groups must also be ticked for these privileges to be granted.
- The *TACACS Privilege Level* feature only applies to TACACS remote authentication.

When *Ignore Privilege Level* is enabled, the `priv-lvl` setting for all of the users defined on the TACACS AAA server will be ignored.

*Note: An Opendgear device normally interprets a user with a TACACS `priv-lvl` of 12 or above as an admin user. There is a special case where a user with a `priv-lvl` of 15 is also given access to all configured serial ports. When the **Ignore Privilege Level** option is enabled (that is, it is checked in the UI) there are no escalations of privileges based on the `priv-lvl` value from the TACACS server. Also: if the only thing configured for one or more TACACS users is the `priv-lvl` (for example, no specific port access or group memberships are set), then enabling this feature will revoke access to the **console server** for those users as they won't be a member of any groups, even if the *Retrieve Remote groups* option in the **Authentication** menu is enabled.*

- Click **Apply**.

TACAS+ remote authentication will now be used for all user access to console server and serially or network attached devices.

The Terminal Access Controller Access Control System (TACACS+) security protocol is a protocol developed by Cisco. It provides detailed accounting information and flexible administrative control over the authentication and authorization processes.

TACACS+ allows for a single access control server (the TACACS+ daemon) to provide authentication, authorization, and accounting services independently. Each service can be tied into its own database to take advantage of other services available on that server or on the network, depending on the capabilities of the daemon.

8.1.3. RADIUS authentication

The Remote Authentication Dial-In User Service (RADIUS) protocol was developed by Livingston Enterprises as an access server authentication and accounting protocol.

The RADIUS server can support a variety of methods to authenticate a user.

When it is provided with the username and original password given by the user, it can support PPP, PAP or CHAP, UNIX login, and other authentication mechanisms.

More information on configuring remote RADIUS servers can be found <https://freeradius.org/> and <https://cisco.com/c/en/us/support/docs/security-vpn/remote-authentication-dial-user-service-radius/12433-32.html>.

Perform the following procedure to configure the RADIUS authentication method to be used whenever the *console server* or any of its serial ports or hosts is accessed:

- Select **Serial & Network > Authentication** and check *RADIUS*, *LocalRADIUS*, *RADIUSLocal* or *RADIUSDownLocal*.
- Enter the *Server Address* (IP or host name) of the remote *Authentication and Authorization* server.

Multiple remote servers may be specified in a comma separated list. Each server is tried in succession.

- Session accounting is on by default. If session accounting information is not wanted, check the *Disable Accounting* checkbox.

One reason for not wanting session accounting: if the authentication server does not respond to accounting requests, said request may introduce a delay when logging in.

RADIUS	
Authentication and Authorization Server Address	autotest-services.test.bne.openg Comma separated list of remote authentication and authorization servers. Custom ports can be specified for each address (e.g. 192.168.0.1:5555).
Disable Accounting	☐ Do not send session accounting information.
Accounting Server Address	 Comma separated list of remote accounting servers. If unset, authentication and authorization server addresses will be used. Custom ports can be specified for each address (e.g. 192.168.0.1:5555).
Server Password	***** The shared secret allowing access to the authentication server
Confirm Password	*****

- In addition to multiple remote servers, you can also enter separate lists of *Authentication and Authorization servers* and *Accounting servers*.

If no *Accounting servers* are specified, the *Authentication and Authorization servers* are used instead.

- Enter the *Server Password*.
- Click **Apply**.

RADIUS remote authentication will now be used for all user access to console server and serially or network attached devices.

8.1.4. LDAP authentication

The Lightweight Directory Access Protocol (LDAP) is based on the X.500 standard, but significantly simpler and more readily adapted to meet custom needs. The core LDAP specifications are all defined in RFCs. LDAP is a protocol used to access information stored in an LDAP server.

With firmware v3.11 and later, LDAP authentication now supports OpenLDAP servers, using the POSIX -style schema for user and group definitions.

Performing simple authentication against any LDAP server (AD or OpenLDAP) is straight forward, as they both follow the common LDAP standards and protocols. The harder part is configuring how to get the extra data about the users (for example, the groups they are in).

On an Opengear device, we may be configured to look at group information from an LDAP server for authentication and authorization. This group information is potentially stored in a number of different ways. Active Directory has one method, and OpenLDAP has two other methods.

Active Directory method

Each entry for a user will have multiple *memberOf* attributes. Each *memberOf* value is the full DN of the group they belong to. (The entry for the user will be of objectClass *user*.)

OpenLDAP/POSIX method 1

Each entry for a user must have a *gidNumber* attribute. This will be an integer value, which is the user's primary group (for example, mapping to the `/etc/passwd` file, with the group ID field).

To determine which group this is, search for an entry in the directory that has that group ID, which will give the group name. (The users are of objectClass *posixAccount*, and the groups are of objectClass *posixGroup*.)

OpenLDAP/POSIX method 2

Each group entry in the group tree of objectClass *posixGroup* may have multiple *memberUid* attributes. These represent secondary groups (for example, mapping to the `/etc/groups` file). Each attribute would contain a username.

To cater for all these possibilities, the `pam_ldap` module has been modified to do group lookups for each of these three styles. This allows us to have a relatively generic configuration, and not be concerned with how the LDAP directory is set up.

There are only two parameters that need to be configured, based on what the user wishes to look up: the LDAP username and group membership attributes.

To clarify to the user what parameters to use, the descriptions for these fields have been updated to prompt the user for common or likely attributes. For example, the two configuration fields have descriptions as follows:

LDAP Username Attribute: the LDAP attribute that corresponds to the login name of the user (commonly 'sAMAccountName' for Active Directory, and 'uid' for OpenLDAP).

LDAP Group Membership Attribute: the LDAP attribute that indicates group membership in a user record (commonly 'memberOf' for Active Directory, and unused for OpenLDAP).

The screenshot shows a configuration window titled "LDAP" with the following fields and descriptions:

- Server Address:** `openldap`. Description: Comma separated list of servers.
- LDAP Base DN:** `dc=opengear,dc=com`. Description: The distinguished name of the search base. For example: `dc=my-company,dc=com`.
- LDAP Bind DN:** `cn=admin,dc=opengear,dc=com`. Description: The distinguished name to bind to the server with. The default is to bind anonymously.
- Bind DN Password:** `*****`. Description: Password for the Bind DN user.
- Confirm Password:** `*****`.
- LDAP Username Attribute:** `uid`. Description: The LDAP attribute that corresponds to the login name of the user (commonly 'sAMAccountName' for Active Directory, and 'uid' for OpenLDAP).
- LDAP Group Membership Attribute:** (empty). Description: The LDAP attribute that indicates group membership in a user record (commonly 'memberOf' for Active Directory, and unused for OpenLDAP).
- LDAP Console Server Group DN:** `cn=MyGroup,ou=Groups,dc=opengear,dc=com`. Description: The distinguished name of a group on the server which, if set, all users must belong to for any access the console server.
- LDAP Basic Management Group DN:** (Currently empty). Description: The distinguished name of a group on the server whose members will be given users group access.
- LDAP Administration Group DN:** (Currently empty). Description: The distinguished name of a group on the server whose members will be given admin group access.

Note: The `libldap` library is particularly fussy about ensuring SSL connections are using certificates signed by a trusted CA. Consequently it is often not easy to set up a connection to an LDAP

server using SSL. See <https://opengear.zendesk.com/entries/29959515-LDAP-over-SSL> for more.

Perform the following procedure to configure the LDAP authentication method to be used whenever the console server or any of its serial ports or hosts is accessed:

- navigate to **Serial & Network > Authentication**.
- check *LDAP* or *LocalLDAP* or *LDAPLocal* or *LDAPDownLocal*.
- enter the *Server Address* (IP or host name) of the remote Authentication server.

Multiple remote servers may be specified in a comma separated list. Each server is tried in succession.

- check the *Server Protocol* checkbox to select if SSL is to be used or enforced for communications with the LDAP server.

Console servers running firmware v3.11 and above offer three options for LDAPS (LDAP over SSL):

LDAP over SSL preferred will attempt to use SSL for authentication. If it fails, it will fall back to LDAP without SSL.

LDAP over SSL may fail due to certificate errors or the LDAP server not being contactable on the LDAPS port.

LDAP over SSL only. This setting will configure the Opengear device to only accept LDAP over SSL. If LDAP over SSL fails you will only be able to log into the console server as root.

LDAP (no SSL) only. This setting will configure the Opengear device to only accept LDAP without SSL. If LDAP without SSL fails you will only be able to log into the console server as root.

- Check the *Ignore SSL Certificate Error* check box if you wish to ignore SSL certificate errors, allowing LDAP over SSL to work regardless of these errors.

This allows you to use any certificate, self-signed or otherwise, on the LDAP server without having to install any certificates on the *console server*.

If this setting is not checked, you must install the CA (certificate authority) certificate with which the LDAP server's certificate was signed, onto the *console server*. For example, the LDAP server is serving with a certificate signed using the certificate *myCA.crt*.

Note: The certificate must be in CRT format and *myCA.crt* must be installed onto the **console server** at */etc/config/ldaps_ca.crt*. The filename must be *ldaps_ca.crt*. Copy the file to this location and filename manually using *scp* or the like. For example:

```
scp /local/path/to/myCA.crt  
rt root@console_server:/etc/config/ldaps_ca.crt
```

- Enter the *Server Password*.
- Click **Apply**.

LDAP remote authentication will now be used for all user access to console server and serially or network attached devices

Further information on configuring remote RADIUS servers can be found at the following sites: http://ldapman.org/articles/intro_to_ldap.html, <http://ldapman.org/servers.html>, <http://linuxplanet.com/linuxplanet/tutorials/5050/1/>, and <http://linuxplanet.com/linuxplanet/tutorials/5074/4/>.

8.1.5. RADIUS & TACACS user configuration

Users may be added to the local console server appliance. If they are not added and they log in via remote AAA, a user will be added for them. This user will not show up in the Opendgear configurators unless they are specifically added, at which point they are transformed into a completely local user. The newly added user must authenticate off of the remote AAA server, and will have no access if it is down.

If a local user logs in, they may be authenticated or authorized from the remote AAA server, depending on the chosen priority of the remote AAA. A local user's authorization is the union of local and remote privileges.

Example 1

User Tim is locally added, and has access to ports 1 and 2. He is also defined on a remote TACACS server, which says he has access to ports 3 and 4. Tim may log in with either his local or TACACS password, and will have access to ports 1 through 4. If TACACS is down, he will need to use his local password, and will only be able to access ports 1 and 2.

Example 2

User Ben is only defined on the TACACS server, which says he has access to ports 5 and 6. When he attempts to log in a new user will be created for him, and he will be able to access ports 5 and 6. If the TACACS server is down he will have no access.

Example 3

User Paul is defined on a RADIUS server only. He has access to all serial ports and network hosts.

Example 4

User Don is locally defined on an appliance using RADIUS for AAA. Even if Don is also defined on the RADIUS server he will only have access to those serial ports and network hosts he has been authorized to use on the appliance.

If a *no local AAA* option is selected, then root will still be authenticated locally.

Remote users may be added to the `admin` group via either RADIUS or TACACS. Users may have a set of authorizations set on the remote TACACS server. Users automatically added by RADIUS will have authorization for all resources, whereas those added locally will still need their authorizations specified.

LDAP has not been modified, and will still need locally defined users.

Note: to interact with RADIUS, TACACS+ and LDAP with console server firmware v2.4.2 and earlier user accounts on the local console server must also be set up. All resource authorizations must be added to the local appliance. With this release, if remote AAA is selected, it is used for password checking only. Root is always authenticated locally. Changes to PAM configurations will be destroyed next time the authentication configurator is run.

8.1.6. Group support with remote authentication

All console servers allow remote authentication via RADIUS, LDAP and TACACS+. With firmware v3.2 and later, RADIUS and LDAP can provide additional restrictions on user access based on group information or membership. For example, with remote group support, users can belong to a local group that has been setup to have restricted access to serial ports, network hosts and managed devices.

Remote authentication with group support works by matching a local group name with a remote group name provided by the authentication service. If the list of remote group names returned by the authentication service matches any local group names, the user is given permissions as configured in the local groups.

To enable group support to be used by remote authentication services:

- navigate to **Serial & Network > Authentication**.
- select the relevant *Authentication Method*.

Serial & Network: Authentication

Authentication Method

- ☐ Local
- ☐ LocalTACACS
- ☐ TACACS
- ☐ TACACSLocal
- ☐ TACACSDownLocal
- ☐ LocalRADIUS
- ☒ RADIUS
- ☐ RADIUSLocal
- ☐ RADIUSDownLocal
- ☐ LocalLDAP
- ☐ LDAP
- ☐ LDAPLocal
- ☐ LDAPDownLocal

Use Remote Groups ☒ Use group membership information provided by remote authentication services

Session lifetime Session lifetime in minutes. The default setting is 20 minutes.

- check the *Use Remote Groups* checkbox.

8.1.7. Remote groups with RADIUS authentication

- Enter the *RADIUS Authentication and Authorization Server Address* and *Server Password*.
- Click **Apply**.
- Edit the Radius user's file to include group information and restart the Radius server.

When using RADIUS authentication, group names are provided to the *console server* using the `Framed-Filter-Id` attribute. This is a standard RADIUS attribute, and may be used by other devices that authenticate via RADIUS.

To interoperate with other devices using this field, the group names can be added to the end of any existing content in the attribute, in the following format:

```
:group_name=testgroup1,users:
```

This example sets the remote user as a member of `testgroup1` and `users`, if these groups exist on the *console server*. Groups that do not exist on the *console server* are ignored.

Add a New group

Groups
A group with predefined privileges the user will belong to.

Description
A brief description of the groups role.

Accessible Host(s)

☒ ubuntu (ntp.ubuntu.com)
☒ baytech (192.168.254.245)

Accessible Port(s)

☒ Select/Unselect all Ports.

☐ Port 1 ☒ Port 2 ☒ Port 3

Accessible RPC Outlet(s)

☒ baytech

☒ Select/Unselect all outlets.

☒ Outlet 1 ☒ Outlet 2 ☒ Outlet 3 ☒ Outlet 4
☒ Outlet 5 ☒ Outlet 6 ☒ Outlet 7 ☒ Outlet 8

When setting the Framed-Filter-Id, the system may also remove the leading colon for an empty field. To work around this, add some dummy text to the start of the string. For example:

```
dummy:group_name=testgroup1,users:
```

If no group is specified for a user — for example *AmandaJones* — then the user will have limited console access, with no user interface or serial port access.

Default groups available on the *console server* include *admin* for administrator access and *users* for general user access.

```
TomFraser      Cleartext-Password := "FraTom70"
                Framed-Filter-Id=":group_name=admin:"

AmandaJones    Cleartext-Password := "JonAma83"

FredWhite      Cleartext-Password := "WhiFre62"
                Framed-Filter-Id=":group_name=testgroup1,users:"

JanetLong      Cleartext-Password := "LonJan57"
                Framed-Filter-Id=":group_name=admin:"
```

Additional local groups such as *testgroup1* can be added via **Users & Groups > Serial & Network**.

8.1.8. Remote groups with LDAP authentication

Unlike RADIUS, LDAP has built in support for group provisioning, which makes setting up remote groups easier. The *console server* will retrieve a list of all the remote groups that the user is a direct member of, and compare their names with local groups on the *console server*.

Note: spaces in an LDAP group name will be converted to underscores.

For example, in an existing Active Directory setup, a group of users may be part of the *UPS Admin* and *Router Admin* groups.

On the *console server*, these users will be required to have access to a group *Router_Admin*, with access to port 1 (connected to the router), and another group, *UPS_Admin*, with access to port 2 (connected to the UPS).

Once LDAP is setup, users that are members of each group will have the appropriate permissions to access the router and UPS.

Currently, the only LDAP directory service that supports group provisioning is Microsoft Active Directory. Support is planned for OpenLDAP at a later time.

To enable group information to be used with an LDAP server:

- Complete the fields for standard LDAP authentication including *LDAP Server Address*, *Server Password*, *LDAP Base DN*, *LDAP Bind DN* and *LDAP User Name Attribute*.
- Enter *memberOf* for *LDAP Group Membership Attribute* as group membership is currently only supported on Active Directory servers.
- If required, enter the group information for *LDAP Console Server Group DN*, *LDAP Administration Group DN*, or both.

A user must be a member of the *LDAP Console Server Group DN* group to gain access to the console and user interface. For example, the user must be a member of *MyGroup* on the Active Server to gain access to the *console server*.

Additionally, a user must be a member of the *LDAP Administration Group DN* in order to gain *administrator* access to the console server. For example, the user must be a member of *AdminGroup* on the Active Server to receive administration privileges on the console server.

LDAP	
Server Address	192.168.254.18 Comma separated list of remote servers.
Server Password	***** The shared secret allowing access to the authentication server.
Confirm Password	***** Re-enter the above password for confirmation.
LDAP Base DN	cn=Users,dc=opengear,dc=com The distinguished name of the search base. For example: dc=my-company,dc=com
LDAP Bind DN	cn=Administrator,cn=Users,dc=com The distinguished name to bind to the server with. The default is to bind anonymously.
LDAP Username Attribute	sAMAccountName The LDAP attribute corresponding to the login name. On Active Directory servers, the attribute is sAMAccountName
LDAP Group Membership Attribute	memberOf The LDAP attribute that is used to indicate group memberships. On Active Directory servers, the attribute is memberOf
LDAP Console Server Group DN	cn=MyGroup,cn=Users,dc=com The distinguished name of a group existing on the server which all users with access to the console server must belong to.
LDAP Administration Group DN	cn=AdminGroup,cn=Users,dc=com The distinguished name of a group existing on the server whose members will be given admin access

- Click **Apply**.
- Ensure the LDAP service is operational and group names are correct within the Active Directory.

*Note: When you are using remote groups with LDAP remote auth, you need to have corresponding local groups on the console server. Where the LDAP group names can contain upper case and space characters, however, the local group name on the console server must be all lower case and the spaces replaced with underscores. For example, a remote group on the LDAP server may be **My Ldap Access Group**. The corresponding local group on the console server must be **my_ldap_access_group**. The local group on the console server must specify what the group member is granted access to for any group membership to be effective.*

8.1.9. Remote groups with TACACS+ authentication

When using TACACS+ authentication, there are two ways to grant a remotely authenticated user privileges. The first is to set the `priv-lvl` and `port` attributes of the `raccess` service to 12. See [chapter 8.2](#) for more.

Additionally, or alternatively, group names can be provided to the *console server* using the `groupname` custom attribute of the `raccess` service.

An example Linux `tac-plus` config snippet might look like:

```
user = myuser {
    service = raccess {
        groupname="users"
        groupname1="routers"
        groupname2="dracs"
    }
}
```

You may also specify multiple groups in one comma-delimited. Fore example

```
groupname="users,routers,dracs"
```

Note: the maximum length of the attribute value string is 255 characters.

To use an attribute name other than "groupname", set the **Authentication > TACACS+ > TACACS Group Membership Attribute**.

8.1.10. Idle timeout

You can specify the time the console server waits before it terminates an idle `ssh`, `pmshell` or web connection.

- Navigate to **Serial & Network > Authentication**.

Web Management Session Timeout		Web Management Console session idle timeout in minutes. The default setting is 20 minutes.
CLI Management Session Timeout		CLI Management Console session idle timeout in minutes. The default setting is to never expire.
Console Server Session Timeout		Serial console server session idle timeout in minutes. The default setting is to never expire.

- set a *Web Management Session Timeout* in minutes.

This specifies the browser console session idle timeout. The default setting is 20 minutes.

- Set a *CLI Management Session Timeout* in minutes.

This specifies the ssh console session idle timeout. The default setting is to never expire.

- Set a *Console Server Session Timeout* in minutes.

This specifies the pmshe11 serial *console server* session idle timeout. The default setting is to never expire.

8.1.11. Kerberos authentication

Kerberos authentication can be used with UNIX and Windows (Active Directory) Kerberos servers. This form of authentication does not provide group information, so a local user with the same username must be created, and permissions set.

Note: Kerberos is sensitive to time differences between the Key Distribution Center (KDC) authentication server and the client device. Make sure that NTP is enabled, and the time zone is set correctly on the console server.

When authenticating against Active Directory, the Kerberos Realm will be the domain name, and the Master KDC will be the address of the primary domain controller.

8.1.12. Authentication testing

Console servers running firmware V3.5.2u3 or later include the **Serial & Network > Authentication > Authentication Testing** tab

This tab enables the connection to the remote authentication server to be tested.

8.2. Pluggable authentication modules (PAM)

Console servers support RADIUS, TACACS+ and LDAP for two-factor authentication via PAM

(Pluggable Authentication Modules). PAM is a flexible mechanism for authenticating users. Nowadays a number of new ways of authenticating users have become popular. The challenge is that each time a new authentication scheme is developed; it requires all the necessary programs (login, ftpd etc.) to be rewritten to support it.

PAM provides a way to develop programs that are independent of authentication scheme. These programs need 'authentication modules' attached to them at run-time in order to work. Which authentication module is attached is dependent on the local system setup and is at the discretion of the local *Administrator*.

The *console server* family supports PAM to which we have added the following modules for remote authentication:

module	binary	source
RADIUS	pam_radius_auth	https://freeradius.org/pam_radius_auth/
TACACS+	pam_tacplus	https://github.com/jeroennijhof/pam_tacplus
LDAP	pam_ldap	http://padl.com/OSS/pam_ldap.html

Further modules can be added as required.

Changes made to files in `/etc/config/pam.d/` will persist, even if the authentication configurator is run.

- Users added on demand.

When a user attempts to log in, but does not already have an account on the console server, a new user account will be created. This account will have no rights, and no password set. They will not appear in the Opengear configuration tools.

Automatically added accounts will not be able to log in if the remote servers are unavailable

- Admin rights granted over AAA.

Users may be granted Administrator rights via networked AAA.

For TACACS a `priv-lvl` of 12 or above indicates an *administrator*.

For RADIUS, *administrators* are indicated via the Framed Filter ID. See the example configuration files below for example.

- Authorization via TACACS, LDAP or RADIUS for using remote groups.

See [chapter 8.1.6](#).

- Authorization via TACACS for both serial ports and host access.

Permission to access resources may be granted via TACACS by indicating an Opengear Appliance and a port or networked host the user may access. See the example configuration files below for example.

TACACS example

```
user = tim {
  service = raccess {
    priv-lvl = 11
    port1 = acm7004/port02
```

```

}
global = cleartext mit
}

```

RADIUS example

```

paul Cleartext-Password: = "luap"
    Service-Type = Framed-User,
    Fall-Through = No,
    Framed-Filter-Id = ":group_name=admin:"

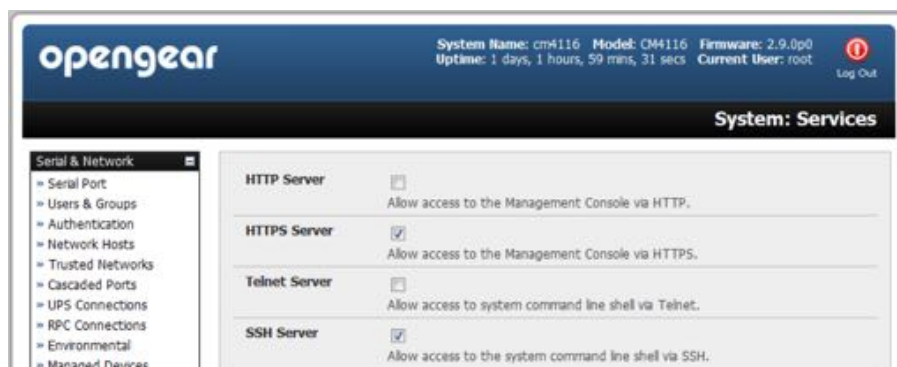
```

The list of groups may include any number of entries separated by a comma. If the admin group is included, the user will be made an *Administrator*.

If there is already a `Framed-Filter-Id`, add the list of `group_names` after the existing entries, including the separating colon `:`.

8.3. SSL certificate

The *console server* uses the Secure Socket Layer (SSL) protocol for encrypted network traffic between itself and a connected user.



During connection establishment the console server has to expose its identity to the user's browser using a cryptographic certificate. The default certificate that comes with the console server device upon delivery is for testing purpose only and should not be relied on for secured global access.

Note: *system administrators must not rely on the default certificate as the secured global access mechanism for use through Internet.*

- Switch to your preferred browser.
- enter `https://ip-address-or-hostname-of-console-server-here/`.

Your browser may respond with a message that verifies the security certificate is valid but notes that it is not necessarily verified by a certifying authority.

- To proceed you need to click **yes** if you are using Internet Explorer or select *accept this certificate permanently (or temporarily)* if you are using Mozilla Firefox.
- The Management Console login will present.
- Enter an *Administrator's* username and password as normal.

Note: it is recommended you generate and install a new base64 X.509 certificate that is unique for each particular console server.

The screenshot shows the OpenGear web interface for configuring SSL certificates. The top header displays system information: System Name: om4116, Model: OM4116, Firmware: 2.9.0p0, Uptime: 1 days, 1 hours, 33 mins, 26 secs, Current User: root, and a Log Out button. The main title is 'System: SSL Certificates'. The left sidebar has three expandable sections: 'Serial & Network' (with sub-items like Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, Cascaded Ports, UPS Connections, RPC Connections, Environmental, and Managed Devices), 'Alerts & Logging' (with sub-items like Port Log, Alerts, SMTP & SMS, and SNMP), and 'System' (with sub-items like Administration, SSL Certificates, Configuration Backup, Firmware, IP, Date & Time, Dial, Services, Nagios, and Configure Dashboard). The main content area contains a form with the following fields: 'Common name' (text input, description: 'The full canonical name for this device.'), 'Organizational unit' (text input, description: 'The group overseeing this device.'), 'Organization' (text input, description: 'The name of the organization to which the device belongs.'), 'Locality/City' (text input, description: 'The City where the organization is located.'), 'State/Province' (text input, description: 'The State or Province where the organization is located.'), 'Country' (dropdown menu, currently set to 'AD', description: 'The country where the organization is located.'), 'Email' (text input, description: 'The email address of a contact person for this device.'), 'Challenge Password' (text input, description: 'An optional (dependant on CA) password.'), 'Confirm Password' (text input, description: 'Confirmation of the challenge password.'), and 'Key Length (bits)' (dropdown menu, currently set to '512', description: 'Length of generated key in bits.'). A 'Generate CSR' button is located at the bottom of the form.

To generate a new base64 X.509 certificate, the *console server* must be enabled to generate a new cryptographic key and the associated Certificate Signing Request (CSR) that needs to be certified by a Certification Authority (CA).

A certification authority verifies that you are the person who you claim you are, and signs and issues a SSL certificate to you. To create and install a SSL certificate for the console server:

- Navigate to **System > SSL Certificate**.
- Fill out the presented fields.

Common name: the network name of the *console server* once it is installed in the network. Usually the fully qualified domain name. It is identical to the name used to access the *console server* with a web browser (without the "http://" prefix). If the name given here and the actual network name differ, the browser will pop up a security warning when the console server is accessed using https.

Organizational Unit: this field is used for specifying to which department within an organization the console server belongs.

Organization: the name of the organization to which the console server belongs.

Locality/City: the city where the organization is located.

State/Province: the state or province where the organization is located.

Country: the two-letter ISO code designating the country where the organization is located.

For example, *DE* for Germany and *US* for the the United States of America.

*Note: the country code must be entered in **ALL CAPS**.*

Email: the email address of the person responsible for the console server and its security.

Challenge Password: some certification authorities require a challenge password to authorize later changes on the certificate (for example, revocation of the certificate).

Confirm Challenge Password: confirmation of the *Challenge Password*.

Key length: this is the length of the generated key in bits. 1024 Bits are supposed to be sufficient for most cases. Longer keys may result in slower response time of the console server during connection establishment.

- click **Generate CSR**.

The Certificate Signing Request (CSR) generation is initiated.

- Click **Download** to copy the CSR to your administration machine.
- Send the saved CSR string to a Certification Authority (CA). for certification.

You will get the new certificate from the CA after a more or less complicated traditional authentication process (depending on the CA).

- Upload the certificate received from your CA to the *console server* using the **Upload** button.

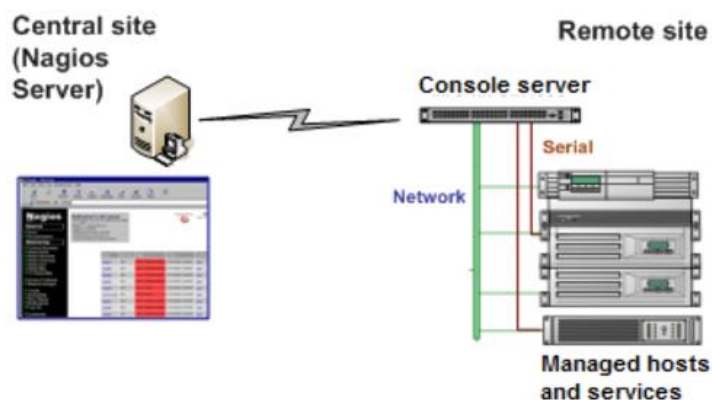
After completing these steps the *console server* has its own certificate that is used for identifying the console server to its users.

Note: Information on issuing certificates and configuring HTTPS from the command line can be found in [chapter 14](#).

9.Nagios integration

Nagios is a powerful, highly extensible open source tool for monitoring network hosts and services. The core Nagios software package will typically be installed on a server or virtual server, the central Nagios server.

Console servers operate in conjunction with a central/upstream Nagios server to provide distributed monitoring of attached network hosts and serial devices. They embed the NSCA (Nagios Service Checks Acceptor) and NRPE (Nagios Remote Plug-in Executor) add-ons – this allows them to communicate with the central Nagios server, eliminating the need for a dedicated slave Nagios server at remote sites.



The console server products all support distributed monitoring. Even if distributed monitoring is not required, the Console servers can be deployed locally alongside the Nagios monitoring

host server, to provide additional diagnostics and points of access to managed devices.

*Note: If you have an existing Nagios deployment, you may wish to use the **console server** gateways in a distributed monitoring server capacity only. If this case and you are already familiar with Nagios, skip ahead to [chapter 9.3](#).*

9.1. Nagios overview

Nagios provides central monitoring of the hosts and services in your distributed network. Nagios is freely downloadable, open source software. This section offers a quick background of Nagios and its capabilities. A complete overview, FAQ and comprehensive documentation is available at <https://nagios.org/>.

Nagios forms the core of many leading commercial system management solutions such as GroundWork, <https://gwos.com/>.

Nagios does take some time to install and configure. Once it is up and running, however, it provides an outstanding network monitoring system. With Nagios you can:

- display tables showing the status of each monitored server and network service in real time
- use a wide range of freely available plug-ins to make detailed checks of specific services. For example, don't just check a database is accepting network connections, check that it can actually validate requests and return real data.
- Display warnings and send warning e-mails, pager or SMS alerts when a service failure or degradation is detected.
- Assign contact groups who are responsible for specific services in specific time frames.

9.2. Configuring Nagios distributed monitoring

To activate the *console server* Nagios distributed monitoring:

Nagios integration must be enabled and a path established to the central/upstream Nagios server.

If the *console server* is to periodically report on Nagios monitored services, then the NSCA client embedded in the console server must be configured. The NSCA program enables scheduled check-ins with the remote Nagios server and is used to send passive check results across the network to the remote server.

If the Nagios server is to actively request status updates from the *console server*, then the NRPE server embedded in the console server must be configured. The NRPE server is the Nagios daemon for executing plug-ins on remote hosts.

Each of the Serial Ports and each of the Hosts connected to the *console server* which are to be monitored must have Nagios enabled and any specific Nagios checks configured.

Lastly the central/upstream Nagios monitoring host must be configured.

9.2.1. Enable Nagios on the console server

- Navigate to **System > Nagios**.

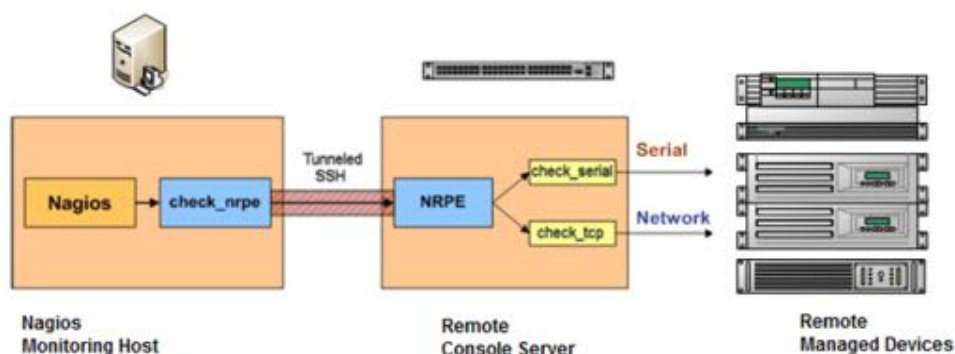
Enabled	☐	Switch on the Nagios service.
Nagios Host Name		Name of this system in Nagios. Generated from System Name if unspecified.
Nagios Host Address		Address for Nagios to find this device at. Defaults to Network 1 IP if set.
Nagios Server Address		Address of the upstream server.
Disable SDT Nagios Extensions	☐	Don't show sdt:// links in service status.
SDT Gateway Address		External address of this system, shown in sdt:// links. Defaults to Nagios Host Address.
Prefer NRPE	☐	Use NRPE instead of NSCA whenever possible. Defaults to prefer NSCA.

- Check *Enabled*.
- Enter the *Nagios Host Name* the *console server* will be referred to in the Nagios server.
This is generated from the local System Name (**System > Administration**) if unspecified.
- In *Nagios Host Address*, enter the address or hostname the upstream Nagios server uses to reach the *console server*. This defaults to the 1st network port: *Network (1)* (**System > IP**).
- In *Nagios Server Address* enter the IP address or DNS name that the *console server* will use to reach the upstream Nagios monitoring server.
- Check the *Disable SDT Nagios Extensions* option to disable *SDT Connector* integration with your Nagios server at the head end. Only check to run vanilla Nagios monitoring.
- If not, enter the IP address or DNS name the SDT Nagios clients will use to reach the console server in *SDT Gateway Address*.
- Check *Prefer NRPE* to use NRPE when possible (that is, for all communication except alerts).

When NRPE and NSCA are both enabled, NSCA is the preferred method for communicating with the upstream Nagios server.

9.2.2. Enable NRPE monitoring

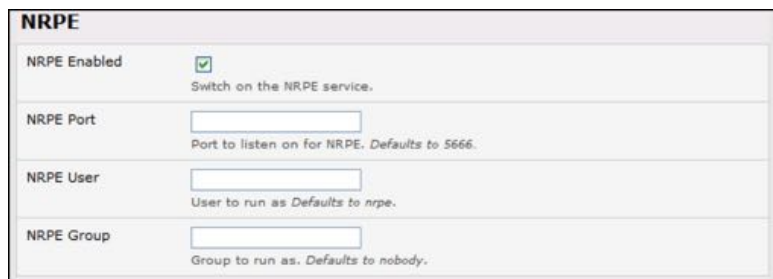
Enabling NRPE allows you to execute plug-ins (such as `check_tcp` and `check_ping`) on the remote *console server* to monitor serial or network attached remote servers.



This will offload CPU load from the upstream Nagios monitoring machine which is especially valuable if you are monitoring hundreds or thousands of hosts.

To enable NRPE:

- Select **System > Nagios**.



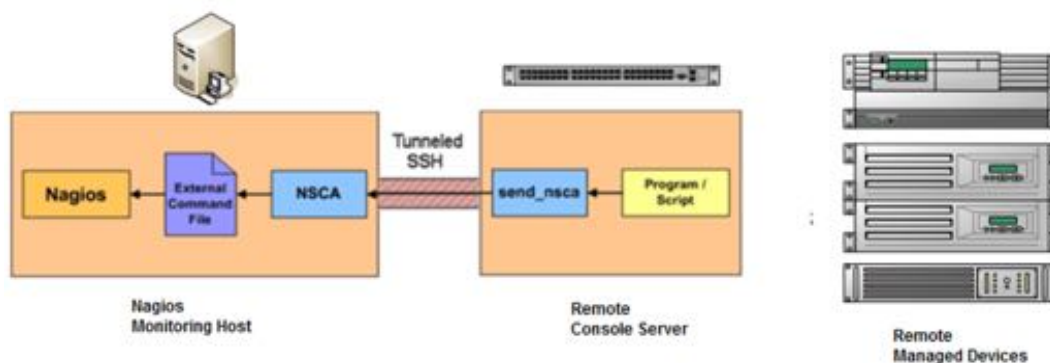
The screenshot shows the 'NRPE' configuration page. It has a title 'NRPE' and a section 'NRPE Enabled' with a checked checkbox and the text 'Switch on the NRPE service.' Below this are three input fields: 'NRPE Port' with a hint 'Port to listen on for NRPE. Defaults to 5666.', 'NRPE User' with a hint 'User to run as Defaults to nrpe.', and 'NRPE Group' with a hint 'Group to run as. Defaults to nobody.'

- Check *NRPE Enabled*.
 - Enter the details of the user connection to the upstream Nagios monitoring server.
- Refer the sample Nagios configuration example below for details of configuring specific NRPE checks.

By default the console server will accept a connection between the upstream Nagios monitoring server and the NRPE server with SSL encryption, without SSL, or tunneled through SSH. The security for the connection is configured at the Nagios server.

9.2.3. Enable NSCA monitoring

NSCA is the mechanism that allows you to send passive check results from the remote console server to the Nagios daemon running on the monitoring server.



To enable NSCA:

- Navigate to **System > Nagios**.
- Check the *NSCA Enabled* checkbox.
- Select the *NSCA Encryption* to be used from the drop down menu.
- Enter an *NSCA Secret* password.
- Specify an *NSCA Interval* (in minutes).

NSCA

NSCA Enabled ☒ Schedule check-ins with the NSCA server.

NSCA Encryption Type of encryption.

NSCA Secret Password for NSCA.

NSCA Confirm Re-enter password for NSCA.

NSCA Interval Check-in frequency in minutes.

NSCA Port Port to connect to. Defaults to 5667.

NSCA User User to run as Defaults to nsca.

NSCA Group Group to run as. Defaults to nobody.

For more on configuring specific NSCA checks, see the [sample Nagios configuration](#) below.

9.2.4. Configure selected serial ports for Nagios monitoring

The individual serial ports connected to the *console server* to be monitored must be configured for Nagios checks. See [chapter 3.4](#) for details on enabling Nagios monitoring for Hosts that are network connected to the *console server*.

To enable Nagios to monitor on a device connected to the console server serial port:

- navigate to **Serial & Network > Serial Port**.
- click *Edit* on the serial Port # to be monitored.

Nagios Settings

Enable Nagios ☐ Switch Nagios on for this port

Host Name Name of host in Nagios. Defaults to host name if unset

Port Log ☐ Switch on Nagios port logging

Serial Status ☐ Switch on Nagios serial status

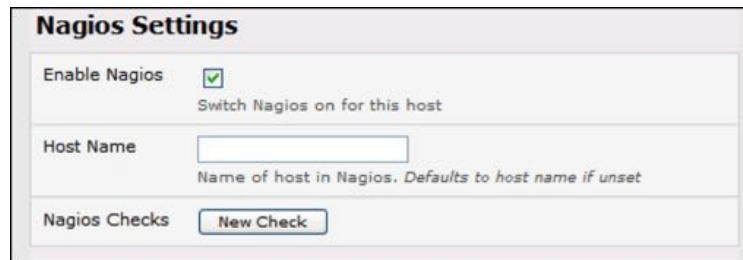
- check the *Enable Nagios* checkbox.
- specify the *Host Name* of the device on the upstream server.
- check the checkboxes of the Nagios checks to be run on this port.

Serial Status monitors the handshaking lines on the serial port. *Check Port* monitors the data logged for the serial port.

9.2.5. Configure selected network ports for Nagios monitoring

The individual network hosts connected to the *console server* to be monitored must also be configured for Nagios checks.

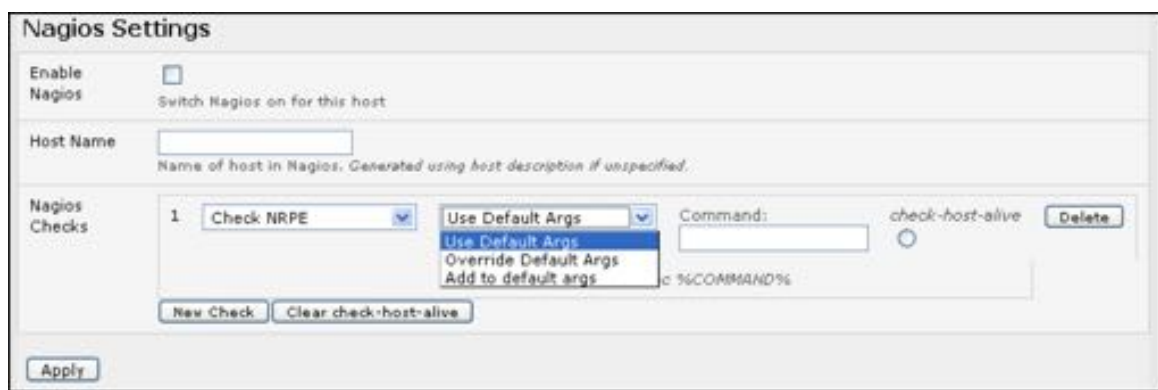
- Navigate to **Serial & Network > Network Port**.
- Click *Edit* on the Network Host to be monitored



The image shows a 'Nagios Settings' form. It has three main sections: 1. 'Enable Nagios' with a checked checkbox and the text 'Switch Nagios on for this host'. 2. 'Host Name' with an empty text input field and the text 'Name of host in Nagios. Defaults to host name if unset'. 3. 'Nagios Checks' with a 'New Check' button.

- Check the *Enable Nagios* checkbox.
- Specify the *Host Name* of the device as it will appear on the upstream Nagios server.
- Click **New Check** to add a specific check which will be run on this host.
- Select *Check Permitted TCP* or *Check Permitted UDP* to monitor a service that you have previously added as a permitted service.
- Alternatively, select *Check TCP* or *Check UDP* to specify a service port that you wish to monitor, but do not wish to allow external (*SDT Connector*) access to.
- The *Nagios Check* nominated as the *check-host-alive* check is the check used to determine whether the network host itself is up or down.

Typically this will be *Check Ping*, although in some cases the host will be configured not to respond to pings.



The image shows the 'Nagios Settings' form with the 'Nagios Checks' section expanded. It shows a table with one row: 1 | Check NRPE | Use Default Args | Command: | check-host-alive | Delete. A dropdown menu is open for 'Check NRPE' with options: Use Default Args, Use Default Args, Override Default Args, and Add to default args. Below the table are buttons for 'New Check' and 'Clear check-host-alive'. At the bottom is an 'Apply' button.

- You can deselect *check-host-alive*.
If *check-host-alive* check is de-selected, the host will always be assumed to be up.
- If required, customize the selected *Nagios Checks* to use custom arguments.
- Click **Apply**.

9.2.6. Configure the upstream Nagios monitoring host

For configuring the upstream server refer to the Nagios documentation, at <https://nagios.org/documentation/>.

The section entitled Distributed Monitoring steps through what you need to do to configure NSCA on the upstream server (under Central Server Configuration)

NRPE Documentation has recently been added which steps through configuring NRPE on the upstream server <http://nagios.sourceforge.net/docs/nrpe/NRPE.pdf>

At this stage, Nagios at the upstream monitoring server has been configured, and individual serial port and network host connections on the console server configured for Nagios monitoring. If NSCA is enabled, each selected check will be executed once over the period of the check interval. If NRPE is enabled, then the upstream server will be able to request status updates under its own scheduling.

9.3. Advanced distributed monitoring configuration

9.3.1. Sample Nagios configuration

An example configuration for Nagios is listed below. It shows how to set up a remote *console server* to monitor a single host, with both network and serial connections.

For each check it has two configurations: one for NRPE and one for NSCA.

In practice, these would be combined into a single check which used NSCA as a primary method, falling back to NRPE if a check was late. For details see the Nagios documentation — at <https://nagios.org/documentation/> — on Service and Host Freshness Checks.

```
; Host definitions
;
; Opendgear console server

define host {
    use                generic-host
    host_name          opengear
    alias              Console server
    address            192.168.254.147
}

; Managed Host
define host {
    use                generic-host
    host_name          server
    alias              server
    address            192.168.254.227
}

; NRPE daemon on gateway
define command {
    command_name       check_nrpe_daemon
    command_line       $USER1$/check_nrpe -H \
                      192.168.254.147 -p 5666
}
```

```

}

define service {
    service_description    NRPE Daemon
    host_name              opengear
    use                    generic-service
    check_command           check_nrpe_daemon
}

; Serial Status
define command {
    command_name           check_serial_status
    command_line           $USER1$/check_nrpe -H \
                          192.168.254.147 -p 5666 -c \
                          check_serial_$HOSTNAME$
}

define service {
    service_description    Serial Status
    host_name              server
    use                    generic-service
    check_command           check_serial_status
}

define service {
    service_description    serial-signals-server
    host_name              server
    use                    generic-service
    check_command           check_serial_status
    active_checks_enabled  0
    passive_checks_enabled 1
}

define servicedependency {
    name                   opengear_nrpe_daemon_dep
    host_name              opengear
    dependent_host_name    server
    dependent_service_description Serial Status
    service_description    NRPE Daemon
    execution_failure_criteria w,u,c
}

; Port Log
define command {
    command_name           check_port_log
    command_line           $USER1$/check_nrpe -H \
                          192.168.254.147 -p 5666 -c \
                          port_log_$HOSTNAME$
}

define service {
    service_description    Port Log
    host_name              server

```

```

    use                                generic-service
    check_command                      check_port_log
}

define service {
    service_description                port-log-server
    host_name                          server
    use                                generic-service
    check_command                      check_port_log
    active_checks_enabled              0
    passive_checks_enabled            1
}

define servicedependency {
    name                               opengear_nrpe_daemon_dep
    host_name                          opengear
    dependent_host_name                server
    dependent_service_description      Port Log
    service_description                NRPE Daemon
    execution_failure_criteria         w,u,c
}

; Ping
define command {
    command_name                       check_ping_via_opengear
    command_line                       $USER1$/check_nrpe -H \
                                      192.168.254.147 -p 5666 -c \
                                      host_ping_${HOSTNAME$}
}

define service {
    service_description                Host Ping
    host_name                          server
    use                                generic-service
    check_command                      check_ping_via_opengear
}

define service {
    service_description                host-ping-server
    host_name                          server
    use                                generic-service
    check_command                      check_ping_via_opengear
    active_checks_enabled              0
    passive_checks_enabled            1
}

define servicedependency {
    name                               opengear_nrpe_daemon_dep
    host_name                          opengear
    dependent_host_name                server
    dependent_service_description      Host Ping
    service_description                NRPE Daemon
}

```

```

    execution_failure_criteria    w,u,c
}

; SSH Port
define command {
    command_name                check_conn_via_opengear
    command_line                 $USER1$/check_nrpe -H \
                                192.168.254.147 -p 5666 -c \
                                host_$HOSTNAME$_$ARG1$_$ARG2$
}

define service {
    service_description          SSH Port
    host_name                    server
    use                          generic-service
    check_command                 check_conn_via_opengear!tcp!22
}

define service {
    service_description          host-port-tcp-22-server
                                ; host-port-<protocol>-<port>-<host>
    host_name                    server
    use                          generic-service
    check_command                 check_conn_via_opengear!tcp!22
    active_checks_enabled        0
    passive_checks_enabled       1
}

define servicedependency {
    name                         opengear_nrpe_daemon_dep
    host_name                    opengear
    dependent_host_name          server
    dependent_service_description SSH Port
    service_description          NRPE Daemon
    execution_failure_criteria    w,u,c
}

```

9.3.2. Basic Nagios plug-ins

Plug-ins are compiled executables or scripts that can be scheduled to be run on the *console server* to status check a connected host or service. This status is communicated to the Nagios server which uses the results to monitor the status of the network. *Console servers* are preconfigured with a selection of checks that are part of the Nagios plug-ins package.

plug-in	description and notes
check_tcp	Used to check open ports on network hosts.
check_udp	Used to check open ports on network hosts.
check_ping	Used to check network host availability.
check_nrpe	Used to execute arbitrary plug-ins in other devices.
check_serial_signals	Used to monitor handshaking lines on serial ports. Opengear-specific.
check_port_log	Used to monitor the data logged for a serial port. Opengear-specific.

9.3.3. Additional plug-ins

Additional Nagios plug-ins (listed below) are available for all CM7100-, IM7200- and IM4200-series devices.

check_apt	check_by_ssh	check_clamd	check_apt	check_by_ssh	check_clamd
check_dig	check_dns	check_dummy	check_fping	check_ftp	check_game
check_hpjd	check_http	check_imap	check_jabber	check_ldap	check_load
check_mrtg	check_mrtgtraf	check_nagios	check_nntp	check_nntp	check_nt
check_ntp	check_nwstat	check_overcr	check_ping	check_pop	check_procs
check_real	check_simap	check_smtp	check_snmp	check_spop	check_ssh
check_ssmt	check_swap	check_tcp	check_time	check_udp	check_ups
check_users					

These plug-ins from the Nagios plug-ins package can be downloaded from <ftp://ftp.opengear.com/>. There also are bash scripts which can be downloaded and run (primarily `check_log.sh`).

To configure additional checks, the downloaded plug-in program must be saved in the `tftp` addins directory on the USB flash drive and the downloaded text plug-in file saved in `/etc/config/`.

To enable these additional plug-ins:

- navigate to **Serial & Network > Network Port**.
- click *Edit* for the Network Host to be monitored.
- select *New Checks*.

The additional check options will have been included in the updated Nagios Checks list, and you can again customize the arguments.

If you need other plug-ins to be loaded into the CM7100, IM7200 or IM4200 firmware:

- If the plug-in is a Perl script, it must be rewritten. The *console server* does not support Perl at this point.

If you do require Perl support, please make a feature request to support@opengear.com.

- Individual compiled programs may be generated using `gcc` for ARM.

Again contact support@opengear.com for details.

9.3.4. Number of supported devices

Ultimately the number of devices that can be supported by any particular console server is a function of the number of checks being made, and how often they are performed. Access method will also play a part. The table below shows the performance of three of the *console server* models (1/2-port, 8-port and 16/48 port):

NSCA tests	no encryption	3DES	SSH
1 check	~ 0.5 sec	~ 0.5 sec	~ 0.5 sec
100 sequential checks	100.0 sec	100.0 sec	100.0 sec

10 sequential checks, batched upload	1.5 sec	2.0 sec	1.0 sec
100 sequential checks, batched upload	7.0 sec	11.0 sec	6.0 sec
NRPE tests	no encryption	3DES	tunneled over SSH
1 check	0.1 sec	0.3 sec	0.1 sec
10 simultaneous checks	1.0 sec	3.0 sec	1.3 sec
max simultaneous checks before timeouts	no encryption	3DES	SSH tunnel
1-port and 2-port	30	20	25
8-port	30	20	25
16-port and 48-port	30	25	35

The results were from running tests 5 times in succession with no timeouts on any runs. However there are a number of ways to increase the number of checks you can do:

Usually when using NRPE checks, an individual request will need to set up and tear down an SSL connection. This overhead can be avoided by setting up an SSH session to the console server and tunneling the NRPE port. This allows the NRPE daemon to be run securely without SSL encryption, as SSH will take care of the security.

When the console server submits NSCA results it staggers them over a certain time period (e.g. 20 checks over 10 minutes will result in two check results every minute). Staggering the results like this means that in the event of a power failure or other incident that causes multiple problems, the individual freshness checks will be staggered too.

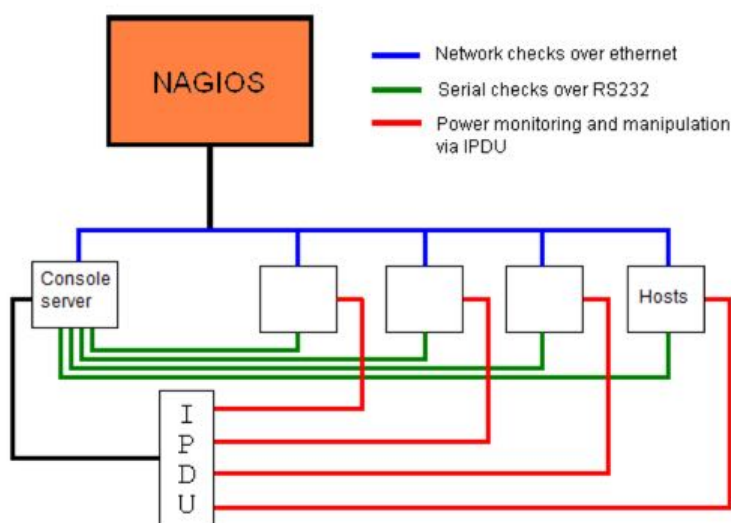
NSCA checks are also batched. So in the previous example the two checks per minute will be sent through in a single transaction.

9.3.5. Distributed monitoring usage scenarios

Below are a number of distributed Nagios monitoring scenarios.

Local office

In this scenario, the *console server* is set up to monitor the console of each managed device. It can be configured to make a number of checks, either actively at the Nagios server's request,

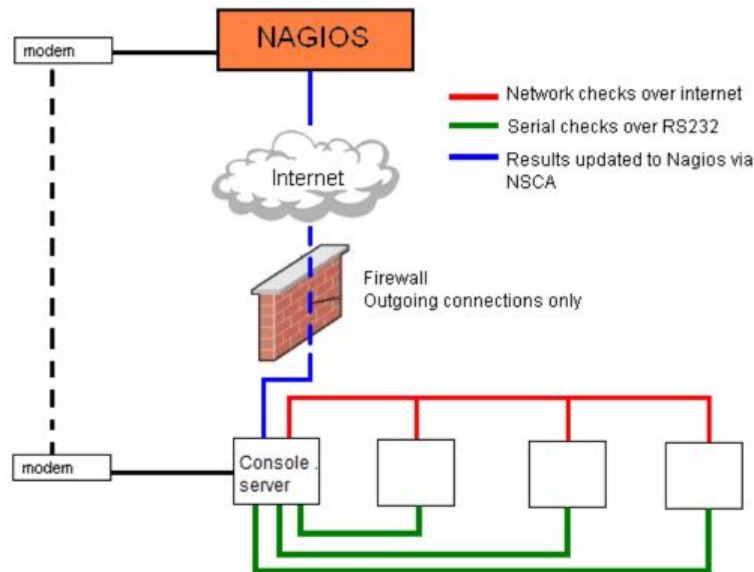


or passively at preset intervals, and submit the results to the Nagios server in a batch.

The console server may be augmented at the local office site by one or more Intelligent Power Distribution Units (IPDUs) to remotely control the power supply to the managed devices.

Remote site

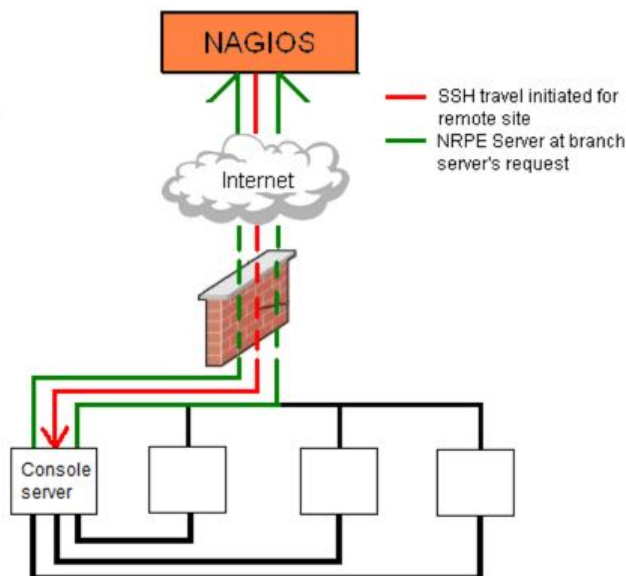
In this scenario the *console server* NRPE server or NSCA client can be configured to make active checks of configured services and upload to the Nagios server waiting passively. It can also be configured to service NRPE commands to perform checks on demand.



In this situation, the *console server* will perform checks based on both serial and network access.

Remote site with restrictive firewall

In this scenario the role of the *console server* will vary. One aspect may be to upload check results through NSCA.



Another may be to provide an SSH tunnel to allow the Nagios server to run NRPE commands.

Remote site with no network access

In this scenario the *console server* allows dial-in access for the Nagios server.

Periodically, the Nagios server will establish a connection to the *console server* and execute any NRPE commands, before dropping the connection.

10. System management

This chapter documents how the *Administrator* can perform a range of general *console server* system administration and configuration tasks such as:

- applying Soft and Hard Resets to the gateway.
- re-flashing the Firmware.
- configuring the Date, Time and NTP.
- setting up Backup of the configuration files.
- delayed configuration commits.
- configuring the console server in FIPS mode.

System administration and configuration tasks that are covered elsewhere include

- [chapter 2.2](#) resetting the system.
- [chapter 2.3](#) setting the *console server's* System IP Address.
- [chapter 2.4](#) Setting the Services permitted to access the *console server*.
- [chapter 4](#) Setting up OOB Dial-in.
- [chapter 11](#) Configuring the Dashboard.

10.1. System administration & reset

The *Administrator* can reboot or reset the gateway to default settings.

To affect a *soft* reset:

- navigate to **System > Administration**
- Select *Reboot*.
- click **Apply**.

The *console server* reboots with all settings (for example, the assigned network IP address) preserved. However this *soft* reset disconnects all users and ends any SSH sessions that had been established.

A *soft* reset will also be affected when you switch OFF power from the *console server*, and then switch the power back ON.

Note: if you cycle the power and the unit is writing to flash you could corrupt or lose data. The software reboot is the safer option.

To affect a *hard* reset or *hard* erase:

- Push the **Erase** button on the rear panel gently twice within a few seconds period while the unit is powered on..

A ball point pen or bent paper clip is a suitable tool for performing this procedure. Do not use a graphite pencil.

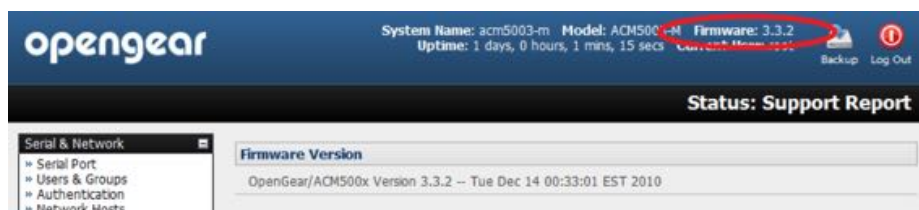
This will reset the *console server* back to its factory default settings and clear the console server's stored configuration information (for example, the unit's IP address will be reset to 192.168.0.1).

You will be prompted to log in and must enter the default administration username and password:

Username:	root
Password:	default

10.2. Firmware upgrades

Before upgrading you should ascertain if you are already running the most current firmware in your Opengear device. Your Opengear device will not allow you to upgrade to the same or an earlier version.



- The *Firmware* version is displayed in the header of each page.
- Alternately selecting **Status > Support Report** reports the *Firmware Version*.

- To upgrade, download the latest firmware image from <ftp://ftp.opengear.com/> or <http://opengear.com/firmware/>.

For ACM5000 family download `acm500x.flash`.

For ACM5500 family download `acm500x.flash`.

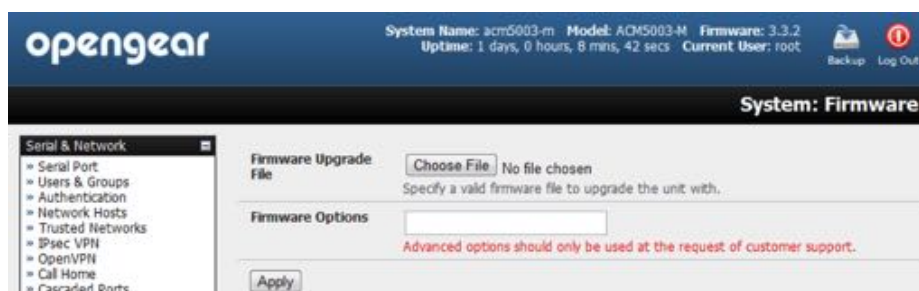
For ACM7000 family download `acm700x.flash`.

For CM7116/7132/7148-2 download `cm71xx.flash`.

For IM4216-34 and IM4208/16/32/48-2 download `im42xx.flash`.

For IM7208/16/32/48-2 download `im72xx.flash`.

- Save the firmware image file on to a system on the same subnet as the Opengear device.



- Also download and read the Release Notes file for the latest information.
- Select **System > Firmware** on the system to be upgraded.
- Specify the address and name of the downloaded firmware upgrade file, or browse the local subnet and locate the downloaded file.
- Click **Apply**.

The Opengear device will undertake a soft reboot and commence upgrading the firmware. This process will take several minutes.

- After the firmware upgrade has completed, click **here** to return to the Management Console. Your Opengear device will have retained all its pre-upgrade configuration information.

10.3. Date & time configuration

It is important to set the local Date and Time in your Opengear appliance as soon as it is configured. Features such as Syslog and NFS logging use the system time for time-stamping log entries, while certificate generation depends on a correct Timestamp to check the validity period of the certificate.

Your Opengear appliance can synchronize its system time with a remote Network Time Protocol (NTP) server. NTP uses Coordinated Universal Time (UCT) for all time synchronizations so it is not affected by different time zones. However you do need to specify your local time zone so the system clock shows correct local time.

- Select **System > Date & Time**.

- Set your appropriate region in the *Time Zone* selection box and click **Set Time**.

Note: With Version 3.2.0 firmware the Time Zone can also be set to UTC, which replaced Greenwich Mean Time as the World standard for time in 1986.

Configuring NTP ensures the Opengear appliance clock is kept extremely accurate once an Internet connection has been established.

- Select the *Enable NTP* checkbox in the **Network Time Protocol** section of the **System > Date & Time** page.
- Enter the IP address of the remote **NTP Server**.
- If your external NTP server requires authentication, specify the *NTP Authentication Key* and the *Key Index* to use when authenticating with the NTP server
- Click **Apply NTP Settings**.

If remote NTP is not used, the time can be set manually:

- Enter the *Year*, *Month*, *Day*, *Hour* and *Minute* using the **Date and Time** selection boxes
- Check **Set Time**.

Opengear appliances have an internal, battery-backed hardware clock. Whether set manually, or set by an NTP server, the hardware clock is automatically updated. The clock's battery maintains the time and date across reboots and when the appliance is powered down.

With the NTP peering model, the Opengear appliance can share its time information with other devices connected to it, so all devices can be time synchronized. To do this, tick *Enable NTP* on the **Time and Date** page, and ensure that the appropriate networks are selected on the **Service Access** page.

System: Services						
Service Settings			Service Access			
Services	Service Enabled	Network Interface	Management LAN	Dialout/Cellular	Dial-in	VPN
NTP Server	Enabled	☐	☒	☐	☒	☒

Opengear User Manual, Page 240.

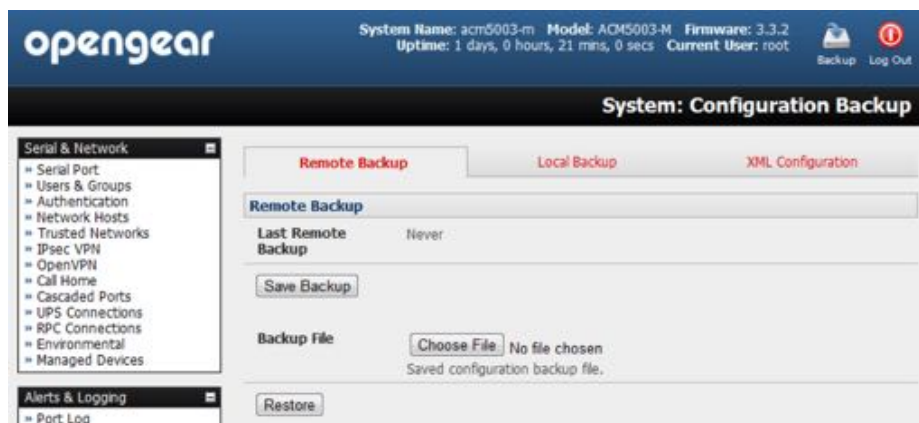
10.4. Backup configuration

It is recommended you back up the console server configuration whenever you make significant changes (such as adding new Users or Managed Devices) or before performing a firmware upgrade.

- Select **System > Configuration Backup** or click the Backup icon.



Note: configuration files can also be backed up from the command line (see [chapter 13](#)).



With all *console servers* you can save the backup file remotely on your PC and you can restore configurations from remote locations:

- Navigate to **System > Configuration Backup**.
- Click the **Remote Backup** tab.
- Click **Save Backup** in the Remote Backup section.

The config backup file — `system-name_date_config.opg` — will be downloaded to your PC and saved in the location you nominate.

To restore a remote backup:

- Navigate to **System > Configuration Backup**.
- Click the **Remote Backup** tab.
- Click **Browse** in the Remote Backup section.
- Select the backup file you wish to restore.
- Click **Restore**
- Click **OK**.

Note: this will overwrite all the current configuration settings in your console server.

With some *console servers* you can save the backup file locally onto the USB storage. To do this your *console server* must support USB and you must have an internal or external USB flash drive installed.

To backup and restore using USB:

- Ensure the USB flash drive is the only USB device attached to the *console server*.
- Navigate to **System > Configuration Backup**.
- Select the **Local Backup** tab.
- click *click here to proceed*.

This will set a Volume Label on the USB storage device.

This preparation step is only necessary the first time, and will not affect any other information you have saved onto the USB storage device. However it is recommended that you back up any critical data from the USB storage device before using it with your console server. If there are multiple USB devices installed you will be warned to remove them.



- To back up to the USB enter a brief **Description** of the backup in the **Local Backup** menu and select **Save Backup**.
- The **Local Backup** menu will display all the configuration backup files you have stored onto the USB flash drive.
- To restore a backup from the drive, select **Restore** on the particular backup you wish to restore and click **Apply**.

After saving a local configuration backup, you may choose to use it as the alternate default configuration. When the *console server* is reset to factory defaults, it will then load your alternate default configuration instead of its factory settings.

To set an alternate default configuration:

- check *Load On Erase*
- click **Apply**.

Note: Before selecting **Load On Erase** ensure you have tested your alternate default configuration by clicking **Restore**.

If your alternate default configuration causes the *console server* to become unbootable, recover your unit to factory settings.

If the configuration is stored on an external USB storage device, unplug the storage device and reset to factory defaults as per [chapter 10.1](#).

If the configuration is stored on an internal USB storage device, reset to factory defaults using a specially-prepared USB storage device.

This specially-prepared USB storage device:

- must be formatted with a Windows FAT32/VFAT file system on the first partition or the entire disk.

Most USB thumb drives are sold already formatted this way.

- The file system must have the volume label OPG_DEFAULT.
- Insert this USB storage device into an external USB port on the console server and reset to factory defaults as per [chapter 10.1](#).
- After recovering your console server, ensure the problematic configuration is no longer selected for *Load On Erase*.

10.5. Delayed configuration commit

This mode allows the grouping or queuing of configuration changes and the simultaneous application of these changes to a specific device. For example, changes to authentication methods or user accounts may be grouped and run once to minimize system downtime. To enable:

- Navigate to **System > Administration**.
- Check the *Delayed Config Commits* checkbox.
- Click **Apply**.

The screenshot shows the OpenGear System Administration web interface. The top header displays system information: System Name: cm4116, Model: CM4116, Firmware: 3.2.0, Uptime: 0 days, 1 hours, 31 mins, 40 secs, Current User: root. There are icons for Backup and Log Out. The main navigation menu on the left includes Serial & Network, Alerts & Logging, System (with sub-items like Administration, SSH Certificates, Configuration Backup, Firmware, IP, Date & Time, Dial, Services, Nagios, and Configure Dashboard), Status, and Manage. The 'System: Administration' section is active. It contains fields for System Name (cm4116), System Description (cm4116_testing), System Password, and Confirm System Password. The 'Delayed Config Commits' checkbox is checked, with a note: 'Config changes are queued, and must be explicitly applied.' Below this is an 'Apply' button. At the bottom, there are fields for SSH RSA Public Key, SSH RSA Private Key, and SSH DSA Public Key, each with a 'Browse' button.

The **Commit Config** icon will present in top right-hand corner of the screen between the **Backup** and **Log Out** icons.



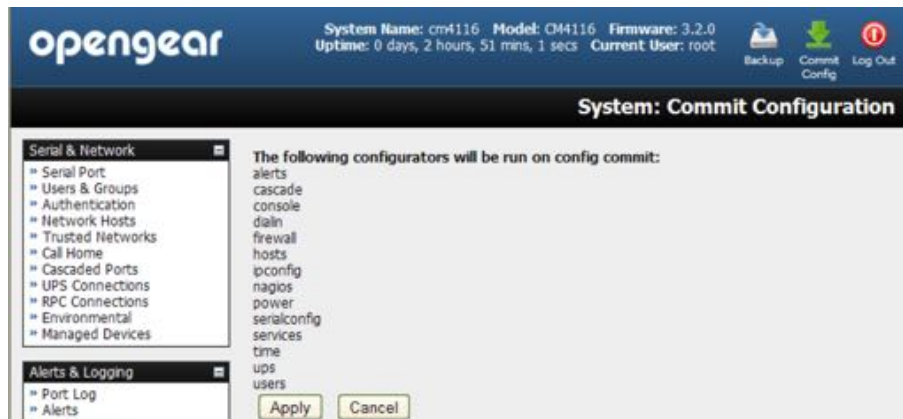
To queue, then run, configuration changes:

- Apply all the required changes to the configuration.

For example, modify user accounts, amend authentication method, enable OpenVPN tunnel or modify system time.

- Click the **Commit Config** button.

This will generate the **System > Commit Configuration** screen displaying all the configurators to be run.



- Click **Apply**.

All the configurators in the queue will run.

- Alternatively, click **Cancel**.

All the queued configuration changes will be lost.

To disable the Delayed Configuration Commits mode:

- uncheck the *Delayed Config Commits* checkbox under **System > Administration**.
- click **Apply**.
- click the **Commit Config** button in top right-hand corner of the screen the **System > Commit Configuration** screen displays.
- Click **Apply**.

The *systemsettings* configurator runs.



The **Commit Config** button will no longer be displayed in the top right-hand corner of the screen and configurations will no longer be queued.

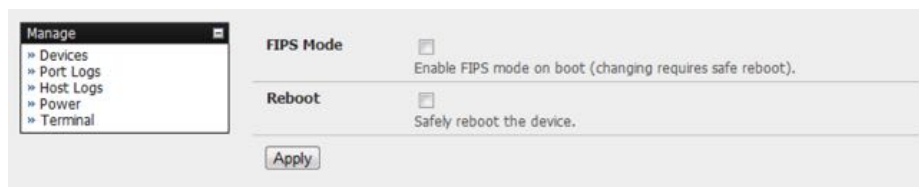
10.6. FIPS mode

The ACM7000, ACM5500, ACM5000, CM7100, IM7200 and IM4200 family of advanced console servers all use a FIPS 140-2 validated embedded cryptographic module.

Note: The US National Institute of Standards and Technology (NIST) publishes the FIPS (Federal Information Processing Standard) standards. FIPS 140-1 and FIPS 140-2 are both technical standards and worldwide de-facto standards for cryptographic module implementation. They are issued by NIST for use government-wide. NIST develops FIPS when there are government requirements, such as for security and interoperability, and no acceptable industry options. Opendgear advanced console servers use an embedded OpenSSL cryptographic module validated to FIPS 140-2 standards and in receipt of Certificate #1051.

When configured in FIPS mode, all SSH, HTTPS and SDT Connector access to all services on the console server use the embedded FIPS-compliant module. To connect your browser or client must also be using FIPS-approved cryptographic algorithms or the connection will fail.

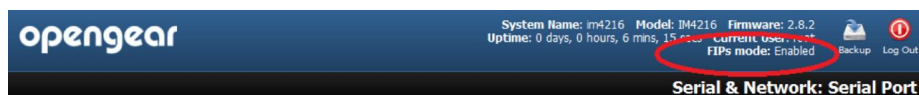
- Select **System > Administration**.
- Check *FIPS Mode*
This will enable FIPS mode after a safe reboot
- Check *Reboot* to safely reboot the console server.



- Click **Apply**.

The console server reboots. It will take several minutes to reconnect as secure browser communications are validated.

When reconnected it will display *FIPS mode: Enabled* in the Management Console banner.



To enable FIPS mode from the command line, login and run these commands:

```
config -s config.system.fips=on
touch /etc/config/FIPS
chmod 444 /etc/config/FIPS
flatfsd -b
```

The final command saves to flash and reboots the unit. The unit will take a few minutes to boot into FIPS mode.

To disable FIPS mode from the shell, run these commands:

```
config -d config.system.fips
rm /etc/config/FIPS
flatfsd -b
```

11. Status reports

This chapter documents the Dashboard feature and the status reports that are available:

- Port Access and Active Users
- Statistics.
- Support Reports.
- Syslog.
- Dashboard.

Other status reports that are covered elsewhere include:

- [chapter 7.1](#) RPC Status.
- [chapter 7.2](#) UPS Status.
- [chapter 7.3](#) Environmental Status.

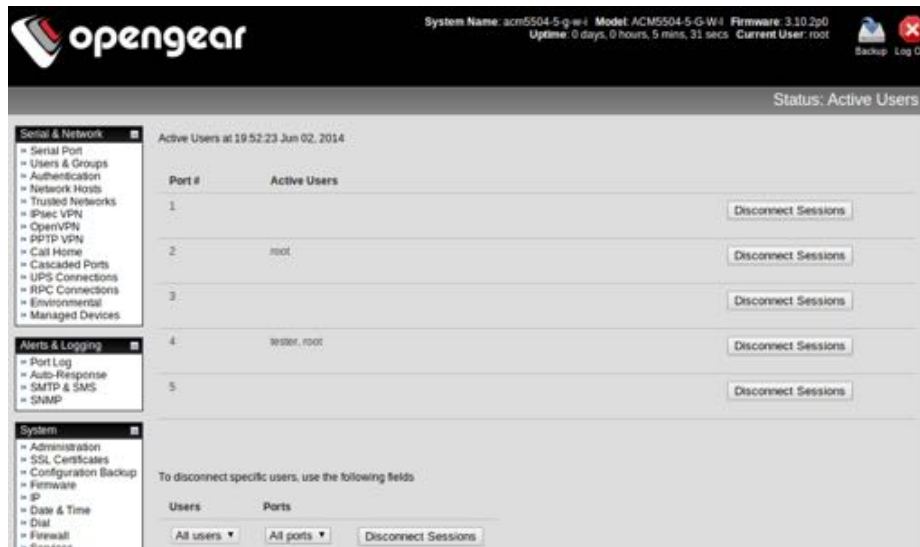
11.1. Port access & active users

The *Administrator* can see which Users have access privileges with which serial ports:

- Select **Status > Port Access**.

The *Administrator* can also see the current status of *Users* who have active sessions on those ports:

- Select **Status > Active Users**.



With Firmware V3.11 and later the **Status > Active Users** menu has been extended to enable *Administrators* to selectively terminate serial sessions. Connection types *telnet*, *SSH*, *raw TCP* and *unauthenticated telnet* can be disconnected. However you cannot disconnect an RFC2217 session

The *root* user, or any user in the admin group, can access the **Active Users** page, which shows a snapshot of the connected sessions, at the time indicated by the timestamp displayed at the top of the page. Note that this page only shows the local console ports, and does not include any cascaded ports.

There are **Disconnect Sessions** buttons along the right hand side of the table listing active users. These buttons disconnect all sessions from the Port they correspond to. If the port is not set up in *Console Server* mode, the user will see a pop up error informing them that they need to configure the port as *Console Server* mode before they can connect and disconnect.

After the buttons have been pressed, the selected sessions will be disconnected, and the number of disconnect sessions will be displayed to the user.

To allow more detailed control of who to disconnect, there is a table at the bottom of the page with drop down lists for all connected users and all connected ports that allow the user to choose who to disconnect. So if you wish to disconnect the user *tester* from all ports, choose *tester* in the **Users** box, and *All ports* in the **Ports** box then click **Disconnect Sessions**.

Note: you can also disconnect serial sessions from the command line using the --disconnect option with the pmusers command.

11.2. Statistics

The Statistics report provides a snapshot of the status, current traffic and other activities and operations of your *console server*.

- Select **Status > Statistics**.

Detailed statistics reports can be found by selecting the various tabs.

For example if you have an ACM5504-5-G-W-I configured with a wireless LAN connection the Wireless screen will display all the locally accessible wireless LANs.



You can see the SSID and Encryption/Authentication settings for the desired access point.

Channel	SSID	BSSID	Encryption	Authentication	Signal Strength	Mode	Type
3	OpengearDev	00:0e:8e:01:08:20	WPA2PSK/TKIP	100	11b/g	NONE	Infrastructure
6	OpengearOffice	00:13:46:5a:9d:d5	WPA1PSK/WPA2PSK/TKIP/AES	34	11b/g	NONE	Infrastructure
6	PVH-Wireless	90:1b:11:ec:8a:38	WEP	70	11b/g/n	BELOW	Infrastructure
7	BigPond8423	00:1f:b3:0d:35:49	WPA2PSK/TKIP	50	11b/g	NONE	Infrastructure
8	877W-WLAN-AP	00:22:90:23:b0:30	WPA2PSK/TKIP	60	11b/g	NONE	Infrastructure
11	CRO	00:0f:b5:d9:92:78	WPA2PSK/TKIP	39	11b/g	NONE	Infrastructure

Also when you have successfully connected the SSID of this access point will then be shown in the Wireless ESSID field of ra0 (shows above as "" which is not connected).

11.3. Support reports

The **Support Report** provides status information that assists the OpenGear technical support team to solve any problems you may experience with your *console server*. With email support requests, generate a **Support Report** when the issue is occurring, and attach it as text.

- Select **Status > Support Report**.

A status snapshot presents.

- Save the file as a text file and attach it to your support email.

Note: For console servers running firmware v3.11 and above, for devices where the serial number can be retrieved, there is now a Feature Set section displaying the serial number. ACM5000, ACM5500, ACM7000, CM7100 and IM7200 can display their serial number. For devices not supporting this feature there is no change to the support report.

Note: There is also a new cli command on all devices called `show serial` which does nothing

```
Feature Set
Model: ACM5004-2
Serial number: 50000096021390
Serial port count: 4
Pinout: cisco
Console: shared
Power: external/dc
Ethernet: dual
Factory options: none
Internal sensors: 1/0
MAC address for eth0: 00:13:C6:00:B3:E6
MAC address for eth1: 00:13:c6:00:b3:e7
```

more than return the serial number if it is available or 'No serial number information available'. The command exists on all devices so **Lighthouse** bulk commands can be run on many console servers and obtain as many serial numbers as possible in one operation.

11.4. Syslog

The console server's Linux system logger maintains a record of all system messages and errors:

- Select **Status > Syslog**.

The syslog record can be redirected to a remote Syslog Server:

- Enter the remote *Syslog Server Address* and *Syslog Server Port* details.
- click **Apply**.

The console also maintains a local Syslog. To view this local Syslog file:

- Select **Status > Syslog**.

The screenshot shows the 'Status: Syslog' page in the OpenGear web interface. The top navigation bar includes 'Serial & Network', 'Alerts & Logging', and 'System'. The 'Alerts & Logging' section is expanded, showing 'Port Log', 'Alerts', 'SMTP & SMS', and 'SNMP'. The 'System' section is also expanded, showing 'Administration', 'SSL Certificates', 'Configuration Backup', 'Firmware', 'IP', and 'Date & Time'. The main content area is divided into 'Remote System Logging' and 'Local System Logging'. The 'Remote System Logging' section has fields for 'Syslog Server Address' and 'Syslog Server Port', both with 'Specify' instructions. The 'Local System Logging' section has a 'Match Pattern' field with a 'Specify' instruction. Below these are 'Apply' buttons. The bottom section displays a list of log entries, including kernel messages and network-related events.

To find specific information in the local Syslog file, a pattern matching filter tool is provided.

- Specify the **Match Pattern** that is to be searched for
- Click **Apply**.

The Syslog will present with only those entries that include the specified pattern.

11.5. Dashboard

The Dashboard provides the administrator with a summary of the status of the console server





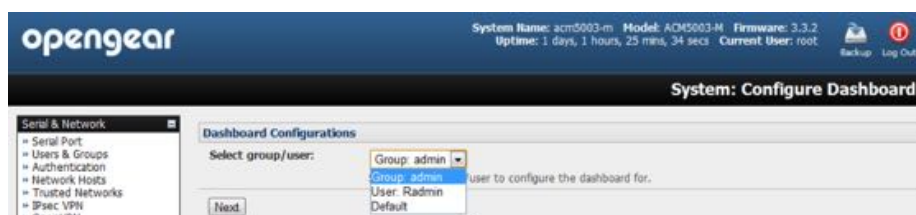
and its Managed Devices.

Custom dashboards can be configured for each user group.

11.5.1. Configuring the Dashboard

Only the *root* user and users who are members of the *admin* group can configure and access the dashboard. To configure a custom dashboard:

- Select **System > Configure Dashboard**.
- Select the user (or group) you are configuring this custom dashboard layout for.



You can configure a custom dashboard for any admin user or for the admin group or you can reconfigure the default dashboard.

The **Status > Dashboard** screen is the first screen displayed when admin users (other than *root*) log into the console manager.

If you log in as *john*, and *john* is member of the *admin* group and there is a dashboard layout configured for *john*, then you will see the dashboard for *john* on log-in and each time you click on the **Status > Dashboard** menu item.

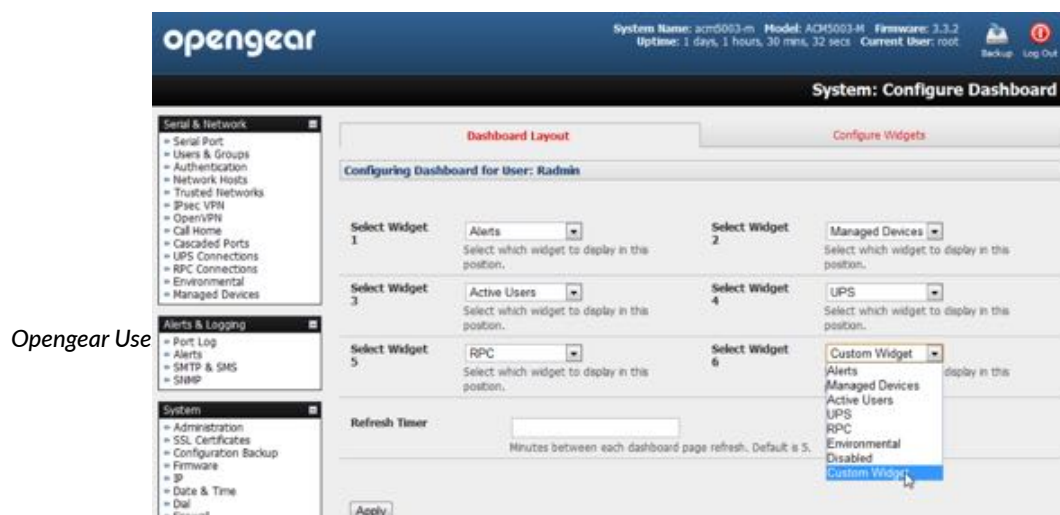
If there is no dashboard layout configured for *john* but there is an *admin* group dashboard configured then you will see the *admin* group dashboard instead. If there is no user-specific dashboard or *admin* group dashboard configured, the default dashboard is displayed.

Note: The *root* user does not have its own dashboard.

The Dashboard displays a configurable number of widgets. These widgets include status for major subsystems such as *conma*, *Auto-Response*, *Managed Devices* and *cellular*.

The *admin* user can configure which of these widgets is to be displayed where:

- Go to the **Dashboard layout** panel and select which widget is to be displayed in each of the *Widget Slots*.
- Click **Apply**.



Note: Dashboard configuration is stored in /etc/config/config.xml. Each configured dashboard will increase the size of this file. If this file gets too big, you can run out of memory space on the console server.

11.5.2. Creating custom widgets for the Dashboard

To run a custom script in a dashboard widget create a file called widget-`<name>.sh` in the folder `/etc/config/scripts/`. You can have as many custom dashboard files as you want.

Put any code inside this file. When configuring the dashboard, choose widget-`<name>.sh` from the dropdown list. The dashboard runs and displays the script's output inside the widget.

The best way to format the output is to send HTML back to the browser using echo:

```
echo '<table>'
```

You can run any command and its output will be displayed in the widget window directly.

Below is an example script. It writes the current date to a file, and then echo's HTML code back to the browser. The HTML code gets an image from a URL and displays it in the widget.

```
#!/bin/sh
date >> /tmp/test
echo '<table>'
echo '<tr><td> This is my custom script running </td></tr>'
echo '<tr><td>'
echo ''
echo '</td></tr>'
echo '</table>'
exit 0
```

12. Management

The console server has a small number of **Manage** reports and tools that are available to both *Administrators* and *Users*:

- Access and control authorized devices.
- View serial port logs and host logs for those devices.
- Use SSH or the Web Terminal to access serially attached consoles.
- Control of power devices (where authorized).

All other Management Console menu items are available to *Administrators* only.

12.1. Device management

Note: The Manage Devices UI has been significantly updated as of firmware version 3.12.

To display Managed Devices and their grouped serial, network and power connections:

- select **Manage > Devices** or click the **Manage Devices** icon in the top right of the UI.
- *admin*-group users are presented with a list of all configured Managed Devices and their constituent connections. *user*-group users only see the Managed Devices where, for each Related Connection, they have been explicitly permitted access.

The *Status* column displays the current most salient status for each Related Connection (for example, Active Users for serial connections, and power status for RPC outlet connections) with links to detailed status.

Manage: Devices				
Managed Devices		Serial		
Device Name	Description/Notes	Related Connections	Status	Actions
SPD	Uems Rack Environment	SPD (SPD)	No Alerts, View: Summary Logs	
PGU	CyberPower PGU	RPC (PGU)	View: Summary Logs	
UPS	APC UPS	UPS (UPS)	Online, View: Summary Logs	
Switch	Cisco Switch	Serial (Port 3 (Switch)) APC (POU Outlet 3 (Switch))	No Active Users, View: Logs ● Off - 4 min ago	Connect: via SSH via Web Terminal Power: Turn On Turn Off Cycle
Router	Cisco Router	Serial (Port 2 (Router)) APC (POU Outlet 2 (Router))	1 Active User, View: Logs ● Off - 4 min ago	Connect: via SSH via Web Terminal Power: Turn On Turn Off Cycle
Windows Server	Windows Server 2012	Network Host (Backup)	View: Logs	
Linux Server	Ubuntu 12.04	Network Host (raman)	View: Logs	
Office Switch	TP-Link Switch	Serial (Port 5 (Office Switch)) APC (POU Outlet 5 (Office Switch))	No Active Users, View: Logs ● On - 4 min ago	Connect: via SSH via Web Terminal Power: Turn On Turn Off Cycle
Switch Server	Dell PowerEdge	Network Host (A 8.2.1) APC (POU Outlet 7 (Switch Server))	View: Logs ● Off - 2 min ago	Power: Turn On Turn Off Cycle

- The links in the **Actions** column are used to control the Managed Device (for example, to connect to a console session or power cycle. Power actions are not performed until the action has been confirmed via pop-up message.)
- alternatively, select the **Serial** tab for an ungrouped view of permitted serial port connections for the current user.
- An additional **Signals** column displays the current state of the serial pins.

Manage: Devices				
Managed Devices		Serial		
Port #	Port Label	Status	Signals	Actions
1	Switch	No Active Users, View: Logs	RTS DTR	Connect: via SSH via Web Terminal
2	Router	1 Active User, View: Logs	RTS DTR	Connect: via SSH via Web Terminal
3	UPS		No signal data available	
4	PGU	No Active Users, View: Logs	RTS DTR	Connect: via SSH via Web Terminal
5	Office Switch	No Active Users, View: Logs	RTS DTR	Connect: via SSH via Web Terminal
6	Port 6	No Active Users	No signal data available	
7	Port 7	No Active Users	No signal data available	
8	SPD		No signal data available	
9	Port 9	No Active Users	No signal data available	
10	Port 10	No Active Users	No signal data available	
11	Port 11	No Active Users	No signal data available	
12	Port 12	No Active Users	No signal data available	
13	Port 13	No Active Users	No signal data available	
14	Port 14	No Active Users	No signal data available	
15	Port 15	No Active Users	No signal data available	
16	Port 16	No Active Users	RTS DTR	Connect: via SSH
17	Port 17	No Active Users	RTS DTR	

Note: To use the **Connect > via SSH** links, your computer's operating system must recognize the `ssh://` URI scheme and have a protocol handler configured (for example, an SSH client like SecureCRT).

12.2. Port & host logs

Administrators and **Users** can view and download logs of data transferred to and from connected devices.

- Select **Manage > Port Logs**.
- Select the *serial Port #* to be displayed.

To display Host logs:

- select **Manage > Host Logs**.
- Select the *Host* to be displayed.

12.3. Terminal connection

There are two methods for accessing the *console server* command line and devices attached to the console server serial ports from a web browser.

The *Web Terminal* service uses AJAX to enable the browser to connect to the console server using HTTP or HTTPS, as a terminal without additional client installation on the user's PC. Browser access is available to users who are a member of the *admin* or *users* groups.

The *SDT Connector* service launches a pre-installed *SDT Connector* client on the user's PC to establish SSH access, then uses pre-installed client software on the client PC to connect to the *console server*.

12.3.1. Web terminal

The AJAX based *Web Terminal* service may be used to access the console server command line or attached serial devices.

Note: Any communication using the Web Terminal service using HTTP is unencrypted and not secure. The Web Terminal connects to the command line or serial device using the same protocol that is being used to browse to the OpenGear Management Console. If you browse using an https:// URL (this is the default), the Web Terminal connects using HTTPS.

To enable the *Web Terminal* service for the console server:

- Select **System > Firewall**.
- Check **Enable Web Terminal**.
- Click **Apply**.

Enable Web Terminal	☒	Allow web browser access to the system command line shell via Manage -> Terminal.
Alternate Telnet Base		A secondary TCP port range for Telnet access to serial ports. This is in addition to the default port 2000
Alternate SSH Base		A secondary TCP port range for SSH access to serial ports. This is in addition to the default port 3000
Alternate Raw TCP Base		A secondary TCP port range for Raw TCP access to serial ports. This is in addition to the default port 4000
Alternate RFC-2217 Base		A secondary TCP port range for RFC-2217 access to serial ports. This is in addition to the default port 5000
Alternate Unauthenticated Telnet Base		A secondary TCP port range for Unauthenticated Telnet access to serial ports. This is in addition to the default port 6000

Administrators can now communicate with the console server shell from their browser.

- Select **Manage > Terminal** to display the *Web Terminal* from which you can log in to the console server command line.



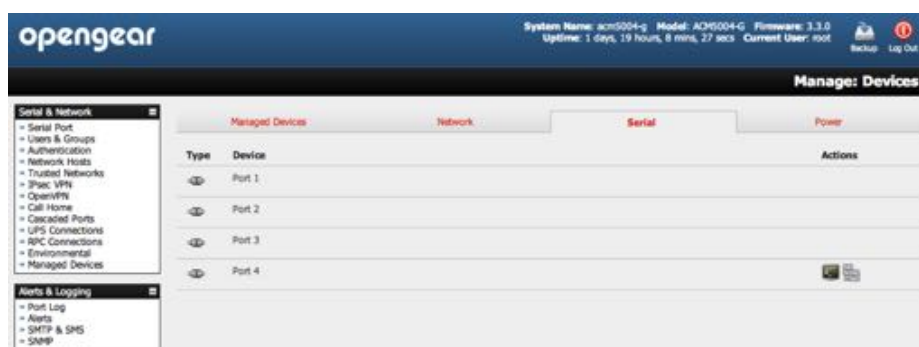
To enable the Web Terminal service for each serial port you want to access:

- Select **Serial & Network > Serial Port**.
- click **Edit**.
- Ensure the serial port is in *Console Server Mode*.
- Check *Web Terminal*.
- Click **Apply**.

Console Server Settings	
Console Server Mode	☒ Enable remote network access to the console at this serial port.
Logging Level	level 3 - input logging on ports + level 1 Specify the detail of data to log.
Telnet	☒ Enable Telnet access.
SSH	☒ Enable SSH access.
Raw TCP	☐ Enable raw TCP access.
RFC 2217	☐ Enable RFC 2217 access.
Unauthenticated Telnet	☐ Enable Telnet access without requiring the user to provide credentials.
Web Terminal	☒ Enable web browser access via Manage -> Devices -> Serial.

Administrator and *Users* can communicate directly with serial port attached devices from their browser:

- Select **Manage > Devices**.
- Select the **Serial** tab.
- Under the *Action* column, click the **Web Terminal** icon to display the Web Terminal, connected directly to the attached serial device.

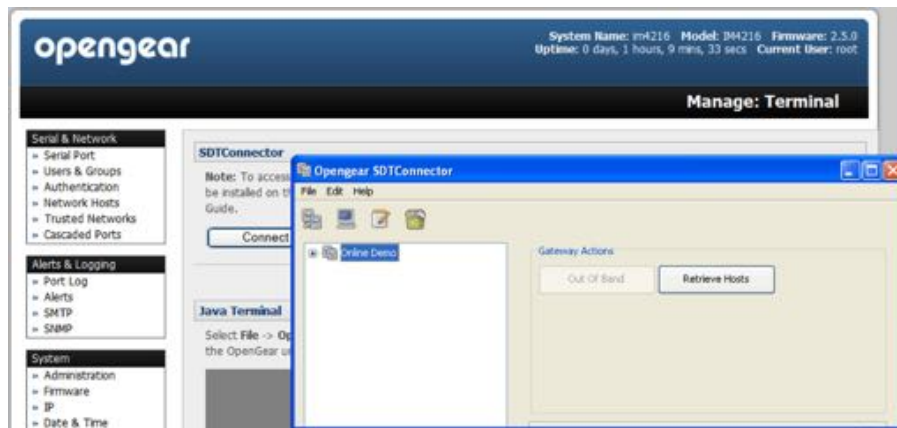


Note: The Web Terminal feature was introduced in firmware v3.3. Earlier releases had an open source jcterm java terminal applet which could be downloaded into your browser to connect to the console server and attached serial port devices. However jcterm had some JRE compatibility issues and is no longer supported.

12.3.2. SDT connector access

Administrators and Users can communicate directly with the *console server* command line and with devices attached to the *console server* serial ports using *SDT Connector* and their local telnet client.

- Select **Manage > Terminal**.
- Click **Connect to SDT Connector**.



This activates the *SDT Connector* client on the computer you are browsing and loads your local telnet client to connect to the command line or serial port using SSH.

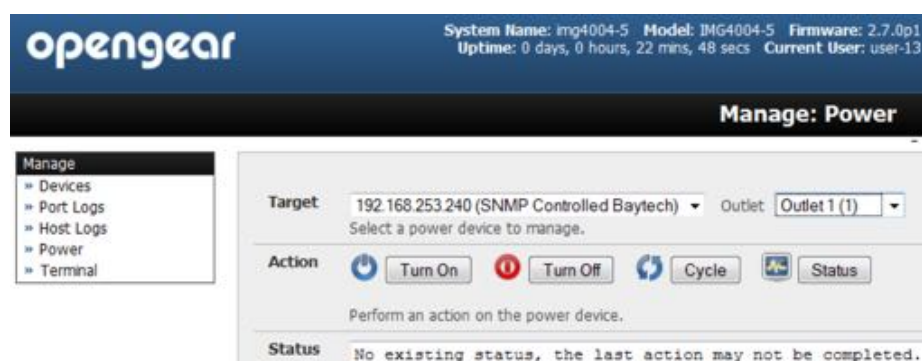
Note: SDT Connector must be installed on the computer you are browsing from and the console server must be added as a gateway, as detailed in [chapter 5](#).

12.4. Power management

Administrators and Users can access and manage the connected power devices.

- Select **Manage > Power**.

This enables the user to **Turn On**, **Turn Off**, or **Cycle** the power on any power outlet on any PDU the user has been given access privileges to.



See [chapter 7](#) for details.

13. Configuration from the command line

For those who prefer to configure their *console server* at the Linux command line level, rather than use a browser and the Management Console, this chapter describes using command line access and the config tool to manage the *console server*, configure the ports and so on.

This chapter walks thru command line configuration to deliver the functions provided otherwise using the Management Console GUI.

For advanced and custom configurations and for details using other tools and commands see [chapter 14](#).

When displaying a command, the convention used in the rest of this chapter is to use single quotes (') for user-defined values (for example, descriptions and names). Element values without single quotes should be typed exactly as shown.

After the initial section on accessing the config command the menu items in this document follow the same structure as the menu items in the web GUI.

13.1. Accessing config from the command line

The *console server* runs a standard Linux kernel and embeds a suite of open source applications. So if you do not want to use a browser and the Management Console tools, you are free to configure the console server and to manage connected devices from the command line using standard Linux and Busybox commands and applications such as `ifconfig`, `gettyd`, `stty`, `powerman`, `nut` etc. However without care these configurations may not withstand a *power-cycle-reset* or *reconfigure*.

So Opengear provides a number of custom command line utilities and scripts to make it

simple to configure the *console server* and ensure the changes are stored in the console server's flash memory etc.

In particular the `config` utility allows manipulation of the system configuration from the command line. With `config` a new configuration can be activated by running the relevant configurator, which performs the action necessary to make the configuration changes live.

To access `config` from the command line:

- Power up the *console server* and connect the “terminal” device.

If you are connecting using the serial line, plug a serial cable between the console server local DB-9 console port and terminal device. Configure the serial connection of the terminal device you are using to 115200bps, 8 data bits, no parity and one stop bit.

If you are connecting over the LAN, interconnect the Ethernet ports and direct your terminal emulator program to the IP address of the console server (192.168.0.1 by default).

- Log on to the *console server* by pressing **Return** a few times.

The console server will request a username and password.

- Enter the username *root* and the password *default*.

The command line prompt appears:

```
#
```

Note: This chapter is not intended to teach you Linux. We assume you already have a certain level of understanding before you execute kernel-level Linux commands.

The config tool

```
config [-ahv] [-d id] [-g id] [-p path] [-r configurator] [-s  
id=value] [-P id]
```

The `config` tool is designed to perform multiple actions from one command if need be, so if necessary options can be chained together.

The `config` tool allows manipulation and querying of the system configuration from the command line. Using `config` the new configuration can be activated by running the relevant configurator which performs the action necessary to make the configuration changes live.

The custom user configuration is saved in the `/etc/config/config.xml` file. This file is transparently accessed and edited when configuring the device using the Management Console browser GUI. Only the root user can configure from the shell.

By default, the `config` elements are separated by a `.` character (a full-stop or period). The root of the `config` tree is called `<config>`. To address a specific element place a `.` between each node or branch. For example, to access and display the description of `user1` type:

```
# config -g config.users.user1.description
```

The root node of the `config` tree is `<config>`. To display the entire `config` tree, type:

```
# config -g config
```

To display the help text for the `config` command, type:

```
# config -h
```

The config application resides in the /bin directory. The environmental variable called PATH contains a route to the /bin directory. This allows a user to simply type config at the command prompt instead of the full /bin/config path.

options	description
-a --run-all	Run all registered configurators. This performs every configuration synchronization action pushing all changes to the live system
-h --help	Display a brief usage message.
-v --verbose	Log extra debug information.
-d --del=id	Remove the given configuration element specified by a . separated identifier.
-g --get=id	Display the value of a configuration element
-p --path=file	Specify an alternate configuration file to use. The default file is located at /etc/config/config.xml.
-r --run=configurator	Run the specified registered configurator. Registered configurators are listed below.
-s --set=id=value	Change the value of configuration element specified by a . separated identifier.
-e --export=file	Save active configuration to file.
-i --import=file	Load configuration from file.
-t --test-import=file	Pretend to load configuration from file.
-S --separator=char	The pattern to separate fields with. The default is .
-P --password=id	Prompt user for a value. Hash the value, then save it in id.

The registered configurators are:

alerts	ipconfig
auth	nagios
cascade	power
console	serialconfig
dhcp	services
dialin	slave
eventlog	systemsettings
hosts	time
ipaccess	ups
	users

There are three ways to delete a config element value. The simplest way is use the delete-node script detailed later in [chapter 14](#). You can also assign the config element to "" (null), or delete the entire config node using -d:

```
# /bin/config -d 'element name'
```

All passwords are saved in plaintext except the user passwords and the system passwords, which are encrypted.

The config command does not verify whether the nodes edited/added by the user are valid. This means that any node may be added to the tree. If a user were to run the following command:

```
# /bin/config -s config.fruit.apple=sweet
```

the configurator will not complain, but this command is clearly useless. When the configurators are run (to turn the `config.xml` file into live config) they will simply ignore this `<fruit>` node. *Administrators* must make sure of the spelling when typing config commands. Incorrect spelling for a node will not be flagged.

Most configurations made to the XML file will be immediately active. To make sure that all configuration changes are active, especially when editing user passwords, run all the configurators:

```
# /bin/config -a
```

For information on backing up and restoring the configuration file see [chapter 14](#).

13.1.1. Serial port configuration

The first set of configurations that needs to be made to any serial port are the RS232 common settings. For example to setup serial port 5 to use the following properties:

Baud Rate	9600
Parity	None
Data Bits	8
Stop Bits	1
Label	Myport
Log level	0
Protocol	RS232
Flow control	None

To do this use the following commands:

```
# config -s config.ports.port5.speed=9600
# config -s config.ports.port5.parity=None
# config -s config.ports.port5.charsize=8
# config -s config.ports.port5.stop=1
# config -s config.ports.port5.label=myport
# config -s config.ports.port5.loglevel=0
# config -s config.ports.port5.protocol=RS232
# config -s config.ports.port5.flowcontrol=None
```

The following command will synchronise the live system with the new configuration:

```
# config -r serialconfig
```

property	supported values
baud rates	50
	75
	110
	134
	150
	200
	300
	600
	1200
	1800
	2400
	4800
	9600
	19200
	38400
	57600
	115200
	230400
parity values	None
	Odd
	Even
	Mark
	Space
data-bits	8
	7
	6
	5
stop-bits	1
	1.5
	2
flow-control	Hardware
	Software
	None

Additionally, before any port can function properly, the mode of the port needs to be set. Any port can be set to run in one of the five possible modes (see [chapter 3](#) for details):

- Console Server mode
- Device mode
- SDT mode
- Terminal server mode
- Serial bridge mode

All these modes are mutually exclusive.

Console Server mode

The command to set the port in portmanager mode:

```
# config -s config.ports.port5.mode=portmanager
```

To set the following optional config elements for this mode:

Data accumulation period	100 ms
Escape character	% (default is ~)
log level	2 (default is 0)
Shell power command menu	Enabled
RFC2217 access	Enabled
Limit port to 1 connection	Enabled
SSH access	Enabled
TCP access	Enabled
telnet access	Disabled
Unauthorized telnet access	Disabled

Run the following commands.

```
# config -s config.ports.port5.delay=100
# config -s config.ports.port5.escapechar=%
# config -s config.ports.port5.loglevel=2
# config -s config.ports.port5.powermenu=on
# config -s config.ports.port5.rfc2217=on
# config -s config.ports.port5.singleconn=on
# config -s config.ports.port5.ssh=on
# config -s config.ports.port5.tcp=on
# config -d config.ports.port5.telnet
# config -d config.ports.port5.unauthtel
```

Device mode

For a device mode port, set the port type to either ups, rpc, or enviro:

```
# config -s config.ports.port5.device.type=[ups | rpc | enviro]
```

For port 5 as a UPS port:

```
# config -s config.ports.port5.mode=reserved
```

For port 5 as an RPC port:

```
# config -s config.ports.port5.mode=powerman
```

For port 5 as an Environmental port:

```
# config -s config.ports.port5.mode=reserved
```

SDT mode

To enable access over SSH to a host connected to serial port 5:

```
# config -s config.ports.port5.mode=sdt
# config -s config.ports.port5.sdt.ssh=on
```

To configure a username and password when accessing this port with Username = user1 and Password = secret:

```
# config -s config.ports.port#.sdt.username=user1
# config -s config.ports.port#.sdt.password=secret
```

Terminal server mode

Enable a TTY login for a local terminal attached to serial port 5:

```
# config -s config.ports.port5.mode=terminal
# config -s config.ports.port5.terminal=\
[vt220 | vt102 | vt100 | linux | ansi]
```

The default terminal is vt220.

Serial bridge mode

Create a network connection to a remote serial port via RFC-2217 on port 5:

```
# config -s config.ports.port5.mode=bridge
```

Optional configurations for the network address of RFC-2217 server of 192.168.3.3 and TCP port used by the RFC-2217 service = 2500:

```
# config -s config.ports.port5.bridge.address=192.168.3.3
# config -s config.ports.port5.bridge.port=2500
```

To enable RFC-2217 access:

```
# config -s config.ports.port5.bridge.rfc2217=on
```

To redirect the serial bridge over an SSH tunnel to the server: #

```
config -s config.ports.port5.bridge.ssh.enabled=on
```

Syslog settings

Additionally, the global system log settings can be set for any specific port, in any mode:

```
# config -s config.ports.port#.syslog.facility='facility'
# config -s config.ports.port#.syslog.priority='priority'
```

argument	supported values
facility	Default local 0-7 auth authpriv cron daemon ftp kern lpr mail news user uucp

priority	Default
	warning
	notice
	Info
	error
	emergency
	debug
	critical
	alert

13.1.2. Adding and removing users

First, determine the total number of existing Users:

```
# config -g config.users.total
```

This command should display

```
config.users.total 1.
```

Note: if you see config.users.total this means you have 0 Users configured.

Your new User will be the existing total plus 1. So if the previous command gave you 0 then you start with user number 1, if you already have 1 user your new user will be number 2 etc.

Assuming the previous command did return config.users.total 1., to add a user with Username=John, Password=secret and Description=mySecondUser issue the commands:

```
# config -s config.users.total=2
# config -s config.users.user2.username=John
# config -s config.users.user2.description=mySecondUser
# config -P config.users.user2.password
```

Note: the -P parameter will prompt the user for a password, and encrypt it. In fact, the value of any config element can be encrypted using the -P parameter, but only encrypted user passwords and system passwords are supported. If any other element value were to be encrypted, the value will become inaccessible and will have to be re-set.

To add this user to specific groups (admin/users):

```
# config -s config.users.user2.groups.group1='groupname'
# config -s config.users.user2.groups.group2='groupname2'
# [etc...]
```

To give this user access to a specific port:

```
# config -s config.users.user2.port1=on
# config -s config.users.user2.port2=on
# config -s config.users.user2.port5=on
# [etc...]
```

To remove port access:

```
# config -s config.users.user2.port1=''
```

Note: the port1 value is left blank.

or simply:

```
# config -d config.users.user2.port1
```

The port number can be anything from 1 to 48, depending on the available ports on the specific console server.

For example, assume we have an RPC device connected to port 1 on the console server and the RPC is configured. To give this user access to RPC outlet number 3 on the RPC device, run the 2 commands below:

```
# config -s config.ports.port1.power.outlet3.users.user2=John
# config -s config.ports.port1.power.outlet3.users.total=2
```

The last command sets the total number of users with access to this outlet. If more users are given access, increment `config.ports.port1.power.outlet3.users.total` accordingly.

To give this user access to network host 5 (assuming the host is configured):

```
# config -s config.sdt.hosts.host5.users.user1=John
# config -s config.sdt.hosts.host5.users.total=1
```

The last command sets the total number of users having access to host.

To give another user called *Peter* access to the same host:

```
# config -s config.sdt.hosts.host5.users.user2=Peter
# config -s config.sdt.hosts.host5.users.total=2
```

The last command sets the total number of users having access to host.

To edit any of the user element values, use the same approach as when adding user elements. That is, use the `-s` parameter. If any of the config elements do not exist, they will automatically be created.

To delete the user called John, use the delete-node script:

```
# ./delete-node config.users.user2
```

The following command will synchronize the live system with the new configuration:

```
# config -r users
```

13.1.3. Adding and removing user groups

The console server is configured with a few default user groups (only two of these groups are visible in the Management Console GUI). To find out how many groups are already present:

```
# config -g config.groups.total
```

Assume this value is six. Make sure to number any new groups you create from seven onwards.

To add a custom group to the configuration with Group name=Group7, Group description=MyGroup and Port access= 1,5 issue the commands:

```
# config -s config.groups.group7.name=Group7
```

```
# config -s config.groups.group7.description=MyGroup
# config -s config.groups.total=7
# config -s config.groups.group7.port1=on
# config -s config.groups.group7.port5=on
```

Assume we have an RPC device connected to port 1 on the *console server*, and the RPC is configured. To give this group access to RPC outlet number 3 on the RPC device, run the two commands below:

```
# config -s config.ports.port1.power.outlet3.groups.group1=Group7
# config -s config.ports.port1.power.outlet3.groups.total=1
```

The second command sets the total number of groups that have access to this outlet. If more groups are given access to this power outlet, then increment the `config.ports.port1.power.outlet3.groups.total` element accordingly.

To give this group access to network host 5:

```
# config -s config.sdt.hosts.host5.groups.group1=Group7
# config -s config.sdt.hosts.host5.groups.total=1
```

The second command sets the total number of groups with access to host.

To give another group called Group8 access to the same host:

```
# config -s config.sdt.hosts.host5.groups.group2=Group8
# config -s config.sdt.hosts.host5.groups.total=2
```

The second command sets the total number of groups with access to host.

To delete the group called Group7, use the following command:

```
# rmuser Group7
```

*Note: the **rmuser** script is a generic script to remove any config element from config.xml correctly. However, any dependencies or references to this group will not be affected. Only the group details are deleted. The administrator is responsible for going through config.xml and removing group dependencies and references manually, specifically if the group had access to a host or RPC device.*

The following command will synchronize the live system with the new configuration:

```
# config -a
```

13.1.4. Authentication

To change the type of authentication for the console server:

```
# config -s config.auth.type='authtype'
```

'authtype' can be:

```
Local
LocalTACACS
TACACS
TACACSLocal
TACACSDownLocal
```

```
LocalRADIUS
RADIUS
RADIUSLocal
RADIUSDownLocal
LocalLDAP
LDAP
LDAPLocal
LDAPDownLocal
```

To configure TACACS authentication:

```
# config -s config.auth.tacacs.auth_server='comma-separated-list'
```

comma-separated-list is a list of remote authentication and authorization servers.

```
# config -s config.auth.tacacs.acct_server='comma-separated-list'
# config -s config.auth.tacacs.password='password'
```

comma-separated-list is a list of remote accounting servers. If unset, the Authentication and Authorization Server Address will be used.

To configure RADIUS authentication:

```
# config -s config.auth.radius.auth_server='comma-separated-list'
# config -s config.auth.radius.acct_server='comma-separated-list'
# config -s config.auth.radius.password='password'
```

In the first command, comma-separated-list is a list of remote authentication and authorization servers.

In the second command, comma-separated-list is a list of remote accounting servers. If unset, Authentication and Authorization Server Address will be used.

To configure LDAP authentication:

```
# config -s config.auth.ldap.server='comma separated list'
# config -s config.auth.ldap.basedn='name'
# config -s config.auth.ldap.binddn='name'
# config -s config.auth.radius.password='password'
```

In the first command, comma-separated-list is a list of remote servers

In the second command name is the distinguished name of the search base. For example: dc=my-company,dc=com.

In the third command name is the distinguished name to bind to the server with. The default is to bind anonymously.

The following command will synchronize the live system with the new configuration:

```
# config -r auth
```

13.1.5. Network hosts

To determine the total number of currently configured hosts:

```
# config -g config.sdt.hosts.total
```

Assume the value returned is 3. If you add another host, increment the total number of hosts from 3 to 4:

```
# config -s config.sdt.hosts.total=4
```

If the output is `config.sdt.hosts.total`, 0 hosts are configured.

Add power device host

To add a UPS/RPC network host with the following details:

setting	value
IP address or DNS name	192.168.2.5
Host name	remoteUPS
Description	UPSroom3
Type	UPS
Allowed services	ssh port 22 and https port 443
Log level for services	0

Issue the following commands:

```
# config -s config.sdt.hosts.host4.address=192.168.2.5
# config -s config.sdt.hosts.host4.name=remoteUPS
# config -s config.sdt.hosts.host4.description=UPSroom3
# config -s config.sdt.hosts.host4.device.type=ups
# config -s config.sdt.hosts.host4.tcpports.tcpport1=22
# config -s config.sdt.hosts.host4.tcpports.tcpport1.loglevel=0
# config -s config.sdt.hosts.host4.udpports.udpport2=443
# config -s config.sdt.hosts.host4.udpports.udpport2.loglevel=0
```

`loglevel` can have a value of 0 or 1.

The default services that should be configured are: 22/tcp (ssh), 23/tcp (telnet), 80/tcp (http), 443/tcp (https), 1494/tcp (ica), 3389/tcp (rdp), 5900/tcp (vnc).

Add other network host

To add any other type of network host with the following details:

setting	value
IP address or DNS name	192.168.3.10
Host name	OfficePC
Description	MyPC
Allowed services	ssh port 22 and https port 443
Log level for services	1

Issue the commands below. If the Host is not a PDU or UPS power device or a server with IPMI power control then leave the device type blank:

```
# config -s config.sdt.hosts.host4.address=192.168.3.10
# config -s config.sdt.hosts.host4.description=MyPC
# config -s config.sdt.hosts.host4.name=OfficePC
# config -s config.sdt.hosts.host4.device.type=' '
# config -s config.sdt.hosts.host4.tcpports.tcpport1=22
```

```
# config -s config.sdt.hosts.host4.tcpports.tcpport1.loglevel=1
# config -s config.sdt.hosts.host4.udpports.tcpport2=443
# config -s config.sdt.hosts.host4.udpports.tcpport2.loglevel=1
```

Note: type should be left blank.

If you want to add the new host as a managed device, make sure to use the current total number of managed devices + 1, for the new device number.

To get the current number of managed devices:

```
# config -g config.devices.total
```

Assuming we already have one managed device, our new device will be device 2. Issue the following commands:

```
# config -s config.
devices.device2.connections.connection1.name=192.168.3.10
# config -s config.
devices.device2.connections.connection1.type=Host
# config -s config. devices.device2.name=OfficePC
# config -s config. devices.device2.description=MyPC
# config -s config.devices.total=2
```

The following command will synchronize the live system with the new configuration:

```
# config -hosts
```

13.1.6. Trusted networks

You can further restrict remote access to serial ports based on the source IP address. To configure this via the command line you need to do the following:

Determine the total number of existing trusted network rules (if you have no existing rules) you can assume this is 0

```
# config -g config.portaccess.total
```

This command should display

```
config.portaccess.total 1
```

If you see `config.portaccess.total` you have 0 rules configured.

Your new rule will be the existing total plus 1. If the previous command gave you 0 start with rule number 1. If you already have 1 rule your new rule will be number 2. And so on.

Assuming you have a previous rule in place, if you want to restrict access to serial port 5 to computers from a single class C network (for example, 192.168.5.0) issue the following commands to add a trusted network:

```
# config -s config.portaccess.rule2.address=192.168.5.0
# config -s "config.portaccess.rule2.description=foo bar"
# config -s config.portaccess.rule2.netmask=255.255.255.0
# config -s config.portaccess.rule2.port5=on
# config -s config.portaccess.total=2
```

The following command will synchronize the live system with the new configuration:

```
# config -r serialconfig
```

13.1.7. Cascaded ports

To add a new slave device with the following settings:

setting	value
IP address or DNS name	192.168.0.153
Description	Office 42
Label	cm7116-5
Number of ports	16

Issue the following commands:

```
# config -s config.cascade.slaves.slave1.address=192.168.0.153
# config -s "config.cascade.slaves.slave1.description=Office 42"
# config -s config.cascade.slaves.slave1.label=cm7116-5
# config -s config.cascade.slaves.slave1.ports=16
```

The total number of slaves must also be incremented. If this is the first slave being added, type:

```
# config -s config.cascade.slaves.total=1
```

Increment this value when adding more slaves.

Note: if a slave is added using the CLI, the master SSH public key will need to be manually copied to every slave device before cascaded ports will work (see [chapter 3](#)).

The following command will synchronize the live system with the new configuration:

```
# config -r cascade
```

13.1.8. UPS connections

Managed UPSes

Before adding a managed UPS, make sure that at least 1 port has been configured to run in 'device mode', and that the device is set to 'ups'.

To add a managed UPS with the following values:

setting	value
Connected via	Port 1
UPS name	My UPS
Description	Room 5 UPS
Username to connect to UPS	user2
Password to connect to UPS	A-secret-for-2.
shutdown order	2 (0 shuts down first
Driver	genericups
Driver option	option

Driver argument	argument
Logging	Enabled
Log interval	2 minutes
Run script when power is critical	Enabled

Run the following commands

```
# config -s config.ups.monitors.monitor1.port=/dev/port01
# config -s "config.ups.monitors.monitor1.name=My UPS"
# config -s "config.ups.monitors.monitor1.description=Room 5 UPS"
# config -s config.ups.monitors.monitor1.username=user2
# config -s config.ups.monitors.monitor1.password=A-secret-for-2.
# config -s config.ups.monitors.monitor1.sdorder=2
# config -s config.ups.monitors.monitor1.driver=genericups
# config -s
config.ups.monitors.monitor1.options.option1.opt=option
# config -s
config.ups.monitors.monitor1.options.option1.arg=argument
# config -s config.ups.monitors.monitor1.options.total=1
# config -s config.ups.monitors.monitor1.log.enabled=on
# config -s config.ups.monitors.monitor1.log.interval=2
# config -s config.ups.monitors.monitor1.script.enabled=on
```

With regards the first command above, if the port number is higher than 9 (eg port 13) enter the command as follows:

```
# config -s config.ups.monitors.monitor1.port=/dev/port13
```

Also, make sure to increment the total monitors:

```
# config -s config.ups.monitors.total=1
```

Assuming there are already 2 managed devices configured, the 5 commands below will add the UPS to Managed Devices.

```
# config -s
"config.devices.device3.connections.connection1.name=My UPS"
# config -s
"config.devices.device3.connections.connection1.type=UPS Unit"
# config -s "config.devices.device3.name=My UPS"
# config -s "config.devices.device3.description=Room 5 UPS"
# config -s config.devices.total=3
```

To delete this managed UPS:

```
# config -d config.ups.monitors.monitor1
```

Note: decrement monitors.total when deleting a managed UPS.

Remote UPSes

To add a remote UPS with the following details (assuming this is our first remote UPS):

setting	value
UPS name	oldUPS

Description	Room 2 UPS
Address	192.168.50.50
Log status	Disabled
Log rate	240 seconds
Run shutdown script	Enabled

```
# config -s config.ups.remotes.remotel.name=oldUPS
# config -s "config.ups.remotes.remotel.description=Room 2 UPS"
# config -s config.ups.remotes.remotel.address=192.168.50.50
# config -d config.ups.remotes.remotel.log.enabled
# config -s config.ups.remotes.remotel.log.interval=240
# config -s config.ups.remotes.remotel.script.enabled=on
# config -s config.ups.remotes.total=1
```

The following command will synchronize the live system with the new configuration:

```
# config -a
```

13.1.9. RPC connections

You can add an RPC connection from the command line but it is not recommended because of dependency issues.

Before adding an RPC, the Management Console GUI code makes sure that at least 1 port has been configured to run in *device mode*, and that the device is set to *rpc*. The CLI-based approach does not do this.

To add an RPC with the following values:

setting	value
RPC type	APC 7900
Connected via	Port 2
UPS name	MyRPC
Description	Room 5 RPC
Login name for device	rpclogin
Login password for device	A-secret-for-2.
SNMP community	v1 or v2c
Logging	enabled
Log interval	600 seconds
Number of power outlets	4

Run the following commands:

```
# config -s config.ports.port2.power.type=APC 7900
# config -s config.ports.port2.power.name=MyRPC
# config -s "config.ports.port2.power.description=Room 5 RPC"
# config -s config.ports.port2.power.username=rpclogin
# config -s config.ports.port2.power.password=A-secret-for-2.
# config -s config.ports.port2.power.snmp.community=v1
# config -s config.ports.port2.power.log.enabled=on
# config -s config.ports.port2.power.log.interval=600
```

```
# config -s config.ports.port2.power.outlets=4
```

The following five commands are used by the Management Console to add the RPC to Managed Devices:

```
# config -s
config.devices.device3.connections.connection1.name=myRPC
# config -s
"config.devices.device3.connections.connection1.type=RPC Unit"
# config -s config.devices.device3.name=myRPC
# config -s "config.devices.device3.description=Room 5 RPC"
# config -s config.devices.total=3
```

The following command will synchronize the live system with the new configuration:

```
# config -a
```

13.1.10.Environmental

To configure an environmental monitor with the following details:

setting	value
Monitor name	Envi4
Monitor description	Room 5 monitor
Temperature offset	2
Humidity offset	5
Enable alarm 1?	yes
Alarm 1 label	door alarm
Enable alarm 2?	yes

Run the following commands:

```
# config -s config.ports.port3.enviro.name=Envi4
# config -s "config.ports.port3.enviro.description=Room 5 monitor"
# config -s config.ports.port3.enviro.offsets.temp=2
# config -s config.ports.port3.enviro.offsets.humid=5
# config -s config.ports.port3.enviro.alarms.alarm1.alarmstate=on
# config -s config.ports.port3.enviro.alarms.alarm1.label=door
alarm
# config -s config.ports.port3.enviro.alarms.alarm2.alarmstate=on
# config -s config.ports.port3.enviro.alarms.alarm2.label=window
alarm
# config -s config.ports.port3.enviro.alarms.total=2
# config -s config.ports.port3.enviro.log.enabled=on
# config -s config.ports.port3.enviro.log.interval=120
```

It is important to assign alarms.total=2 even if they are off.

To get the total number of managed devices:

```
# config -g config.devices.total
```

Use the returned total +1 for the new device when adding this environmental monitor to Managed devices as per the following:

```
# config -s config.  
devices.device5.connections.connection1.name=Envi4  
# config -s "config.  
devices.device5.connections.connection1.type=EMD Unit"  
# config -s config.devices.device5.name=Envi4  
# config -s "config.devices.device5.description=Room 5 monitor"  
# config -s config.devices.total=5
```

The following command will synchronize the live system with the new configuration:

```
# config -a
```

13.1.11.Managed devices

To add a managed device: (see [chapter 7](#) for more):

```
# config -s "config.devices.device8.name=8"  
# config -s "config.devices.device8.description=the-8th-device"  
# config -s  
"config.devices.device8.connections.connection1.name=8"  
# config -s  
config.devices.device8.connections.connection1.type=type  
# config -s config.devices.total=8
```

type can be serial, Host, UPS, or RPC.

To delete the above managed device:

```
# config -d config.devices.device8
```

Note: the config.devices.total total must also be decremented when deleting a managed device.

The following command will synchronize the live system with the new configuration:

```
# config -a
```

13.1.12.Port log

To configure serial/network port logging:

```
# config -s config.eventlog.server.address=remote-server-ip  
# config -s config.eventlog.server.logfacility=facility  
# config -s config.eventlog.server.logpriority=priority
```

facility and priority can take a specific range of values:

variable	allowed values
facility	Daemon Local 0-7 Authentication Kernel User Syslog Mail News UUCP
priority	Info Alert Critical Debug Emergency Error Notice Warning

Assume the remote log server needs a username `name1` and password `A-secret-for-2`.

```
# config -s config.eventlog.server.username=name1
# config -s config.eventlog.server.password=A-secret-for-2.
```

To set the remote path as `/opengear/logs` to save logged data:

```
# config -s config.eventlog.server.path=/opengear/logs
# config -s config.eventlog.server.type=[none|syslog|nfs|cifs|usb]
```

If the server type is set to `usb`, none of the other values need to be set. The mount point for storing on a remote USB device is `/var/run/portmanager/logdir`.

The following command will synchronize the live system with the new configuration:

```
# config -a
```

13.1.13.Alerts

You can add an email, SNMP or NAGIOS alert by following the steps below.

The general setting for all alerts

Assume this is our second alert, and we want to send email alerts to `john@opengear.com` and sms alerts to `peter@opengear.com`:

```
# config -s config.alerts.alert2.description=MySecondAlert
# config -s config.alerts.alert2.email=john@opengear.com
# config -s config.alerts.alert2.email2=peter@opengear.com
```

To use NAGIOS to notify of this alert

```
# config -s config.alerts.alert2.nasca.enabled=on
```

To use SNMP to notify of this alert

```
# config -s config.alerts.alert2.snmp.enabled=on
```

To increment the total alerts:

```
# config -s config.alerts.total=2
```

Below are the specific settings depending on the type of alert required.

Connection alert

To trigger an alert when a user connects to serial port 5 or network host 3:

```
# config -s config.alerts.alert2.host3=hostname
# config -s config.alerts.alert2.port5=on
# config -s config.alerts.alert2.sensor=temp
# config -s config.alerts.alert2.signal=DSR
# config -s config.alerts.alert2.type=login
```

Signal alert

To trigger an alert when a signal changes state on port 1:

```
# config -s config.alerts.alert2.port1=on
# config -s config.alerts.alert2.sensor=temp
# config -s config.alerts.alert2.signal=[DSR | DCD | CTS]
# config -s config.alerts.alert2.type=signal
```

Pattern match alert

To trigger an alert if the regular expression `.*0.0% id` is found in serial port 10's character stream.

```
# config -s "config.alerts.alert2.pattern=.*0.0% id"
# config -s config.alerts.alert2.port10=on
# config -s config.alerts.alert2.sensor=temp
# config -s config.alerts.alert2.signal=DSR
# config -s config.alerts.alert2.type=pattern
```

UPS power status alert

To trigger an alert when myUPS (on localhost) or thatUPS (on remote host 192.168.0.50) power status changes between on line, on battery and low battery.

```
# config -s config.alerts.alert2.sensor=temp
# config -s config.alerts.alert2.signal=DSR
# config -s config.alerts.alert2.type=ups
# config -s config.alerts.alert2.ups1=myUPS@localhost
# config -s config.alerts.alert2.ups2=thatUPS@192.168.0.50
```

Environmental and power sensor alert

```
# config -s config.alerts.alert2.enviro.high.critical=critical-
value
# config -s config.alerts.alert2.enviro.high.warning=warning-value
# config -s config.alerts.alert2.enviro.hysteresis=value
# config -s config.alerts.alert2.enviro.low.critical=critical-
value
```

```
# config -s config.alerts.alert2.enviro.low.warning=warning-value
# config -s config.alerts.alert2.enviro1=Enviro-sensor-name
# config -s config.alerts.alert2.outlet#=RPCname.outlet#
# config -s config.alerts.alert2.rpc#=RPC-name
# config -s config.alerts.alert2.sensor=[temp|humid|load|charge]
# config -s config.alerts.alert2.signal=DSR
# config -s config.alerts.alert2.type=enviro
# config -s config.alerts.alert2.ups1=UPSname@hostname
```

alert2.outlet# increments sequentially with each added outlet. The second outlet# refers to the specific RPC power outlets.

Example 1: to configure a temperature sensor alert for a sensor called SensorInRoom42.

```
# config -s config.alerts.alert2.sensor=temp
# config -s config.alerts.alert2.enviro.high.critical=60
# config -s config.alerts.alert2.enviro.high.warning=50
# config -s config.alerts.alert2.enviro.hysteresis=2
# config -s config.alerts.alert2.enviro.low.critical=5
# config -s config.alerts.alert2.enviro.low.warning=10
# config -s config.alerts.alert2.enviro1=SensorInRoom42
# config -s config.alerts.alert2.signal=DSR
# config -s config.alerts.alert2.type=enviro
```

Example2: to configure a load sensor alert for outlets 2 and 4 for an RPC called RPCInRoom20:

```
# config -s config.alerts.alert2.outlet1=RPCInRoom20.outlet2
# config -s config.alerts.alert2.outlet2=RPCInRoom20.outlet4
# config -s config.alerts.alert2.enviro.high.critical=300
# config -s config.alerts.alert2.enviro.high.warning=280
# config -s config.alerts.alert2.enviro.hysteresis=20
# config -s config.alerts.alert2.enviro.low.critical=50
# config -s config.alerts.alert2.enviro.low.warning=70
# config -s config.alerts.alert2.rpc1=RPCInRoom20
# config -s config.alerts.alert2.sensor=load
# config -s config.alerts.alert2.signal=DSR
# config -s config.alerts.alert2.type=enviro
```

Alarm sensor alert

The commands below set an alert for doorAlarm and windowAlarm, two alarms connected to an environmental sensor called SensorInRoom3. Both alarms are disabled on Mondays from 08:15 to 14:30.

```
# config -s config.alerts.alert2.alarm1=SensorInRoom3.alarm1
# config -s config.alerts.alert2.alarm1=SensorInRoom3.alarm2
# config -s config.alerts.alert2.alarmrange.mon.from.hour=8
# config -s config.alerts.alert2.alarmrange.mon.from.min=15
# config -s config.alerts.alert2.alarmrange.mon.until.hour=14
# config -s config.alerts.alert2.alarmrange.mon.until.min=30
# config -s config.alerts.alert2.description='description'
```

```
# config -s config.alerts.alert2.sensor=temp
# config -s config.alerts.alert2.signal=DSR
# config -s config.alerts.alert2.type=alarm
```

To enable an alarm for the entire day:

```
# config -s config.alerts.alert2.alarmrange.mon.from.hour=0
# config -s config.alerts.alert2.alarmrange.mon.from.min=0
# config -s config.alerts.alert2.alarmrange.mon.until.hour=0
# config -s config.alerts.alert2.alarmrange.mon.until.min=0
```

The following command will synchronize the live system with the new configuration:

```
# config -r alerts
```

13.1.14.SMTP & SMS

To set-up an SMTP mail or SMS server with the following details:

smtp or sms server setting	value
Outgoing server address	mail.opengear.com
Secure connection type	SSL
Sender	john@opengear.com
Server username	john
Server password	A-little-secret-for-2.
Subject line	SMTP alerts

Run the following commands:

```
# config -s config.system.smtp.server=mail.opengear.com
# config -s config.system.smtp.encryption=SSL
# config -s config.system.smtp.sender=John@opengear.com
# config -s config.system.smtp.username=john
# config -s config.system.smtp.password=A-little-secret-for-2.
# config -s config.system.smtp.subject=SMTP alerts
```

To set-up an SMTP SMS server with the same details as above:

```
# config -s config.system.smtp.server2=mail.opengear.com
# config -s config.system.smtp.encryption2=SSL
# config -s config.system.smtp.sender2=john@opengear.com
# config -s config.system.smtp.username2=john
# config -s config.system.smtp.password2=A-little-secret-for-2.
# config -s config.system.smtp.subject2=SMTP alerts
```

In both setups, the value for encryption can be SSL, TLS or None.

The following command will synchronize the live system with the new configuration:

```
# config -a
```

13.1.15.SNMP

To set-up the SNMP agent on the device:

```
# config -s config.system.snmp.protocol=[UDP | TCP]
# config -s config.system.snmp.trapport=port-number
# config -s config.system.snmp.address=NMS-IP-network-address
# config -s config.system.snmp.community=community-name
# config -s config.system.snmp.engineid=ID
# config -s config.system.snmp.username=username
# config -s config.system.snmp.password=password
# config -s config.system.snmp.version=[1 | 2c | 3]
```

The default port number is 162.

The community value can only be set on v1 and v2c.

The engineid, username, and password values can only be set on v3.

The following command will synchronize the live system with the new configuration:

```
# config -r auth
```

13.1.16.Administration

To change the administration settings to:

system setting	value
System name	og.example.com
System password (root account password)	A-simple-little-secret-for-2.
Description	Device in office 2

Run the following commands:

```
# config -s config.system.name=og.example.com:
# config -P config.users.user1.password
# config -s "config.system.location="Device in office 2"
```

The second command has an interactive aspect. The -P parameter will prompt the user for a password. Enter the desired string and press Return: config will accept and encrypt the string.

Note: any config element value can be encrypted using the -P parameter. Only encrypted user passwords and system passwords are supported, however. If any other element value is encrypted, the value becomes inaccessible and will have to be re-set.

An alternative to the second command above is:

```
# /etc/scripts/user-mod -P root
```

The following command will synchronize the live system with the new configuration:

```
# config -r auth
```

13.1.17.IP settings

To configure the primary network interface with the following static settings:

Network interface setting value	
IP address	192.168.0.23
Netmask	255.255.255.0
Default gateway	192.168.0.1
DNS server 1	192.168.0.1
DNS server 2	192.168.0.2

```
# config -s config.interfaces.wan.address=192.168.0.23
# config -s config.interfaces.wan.netmask=255.255.255.0
# config -s config.interfaces.wan.gateway=192.168.0.1
# config -s config.interfaces.wan.dns1=192.168.0.1
# config -s config.interfaces.wan.dns2=192.168.0.2
# config -s config.interfaces.wan.mode=static
# config -s config.interfaces.wan.media=<value>
```

In the last command, the available options for <value> are: Auto, 100baseTx-FD, 100baseTx-HD, 10baseT-HD, and 10baseT-FD.

To configure the management LAN interface, use the same commands as above but replace `config.interfaces.wan` with `config.interfaces.lan`.

To enable bridging between all interfaces:

```
# config -s config.system.bridge.enabled=on
```

To enable IPv6 for all interfaces:

```
# config -s config.system.ipv6.enabled=on
```

To enable the management LAN interface run the following command:

```
# config -d config.interfaces.lan.disabled
# config -r ipconfig
```

Note: not all devices have a management LAN interface.

To configure a failover device in case of an outage:

```
# config -s config.interfaces.wan.failover.address1=ip-address
# config -s config.interfaces.wan.failover.address2=ip-address
# config -s config.interfaces.wan.failover.interface=<interface>
```

In the last command, the available options for <interface> are: eth1, console, modem

Network interfaces can also be configured automatically:

```
# config -s config.interfaces.wan.mode=dhcp
# config -s config.interfaces.lan.mode=dhcp
```

Either of the following commands will synchronize the live system with the new configuration:

```
# /bin/config --run=ipconfig
# config -r ipconfig
```

13.1.18.Date & time settings

To enable NTP using a server at pool.ntp.org issue the following commands:

```
# config -s config.ntp.enabled=on
# config -s config.ntp.server=pool.ntp.org
```

Alternatively, you can manually change the clock settings.

To change running system time:

```
# date MMDDhhmm[CC]YY.ss
# /bin/hwclock --systohc
```

The first command sets a new system time.

Note: the date command uses a US-style order with month (MM) listed before day (DD). Also, although the thousands and hundreds column in the Gregorian Year are theoretically optional, it is strongly recommended that these values be set explicitly.

The second command saves this new system time to the hardware clock.

Alternatively, to first change the hardware clock and then set the system time to the newly set hardware time :

```
# /bin/hwclock --set --date=MMDDhhmm[CC]YY.ss
# /bin/hwclock --hctosys
```

To change the timezone:

```
# config -s config.system.timezone=US/Eastern
```

The following command will synchronize the live system with the new configuration:

```
# config -r time
```

13.1.19.Dial-in settings

To enable dial-in access on the DB9 serial port from the command line with the following attributes:

setting	value
Local IP address	172.24.1.1
Remote IP address	172.24.1.2
Authentication type	MSCHAPv2
Serial port baud rate	115200
Serial port flow control	Hardware
Custom modem initialization	ATQ0V1H0
Callback phone number	0800223665
User to dial as	user1
Password for user	A-little-secret-for-2.

Run the following commands:

```
# config -s config.console.ppp.localip=172.24.1.1
```

```
# config -s config.console.ppp.remoteip=172.24.1.2
# config -s config.console.ppp.auth=MSCHAPv2
# config -s config.console.speed=115200
# config -s config.console.flow=Hardware
# config -s config.console.initstring=ATQ0V1H0
# config -s config.console.ppp.enabled=on
# config -s config.console.ppp.callback.enabled=on
# config -s config.console.ppp.callback.phone1=0800223665
# config -s config.console.ppp.username=user1
# config -s config.console.ppp.password=A-little-secret-for-2.
```

To make the dialed connection the default route:

```
# config -s config.console.ppp.defaultroute=on
```

Supported values for settings that are not fixed or user-created are as follows:

setting	supported values
Authentication type	None, PAP, CHAP, and MSCHAPv2.
Serial port baud rate	9600, 19200, 38400, 57600, 115200, and 230400
Parity values	None, Odd, Even, Mark, and Space
Data bits values	5, 6, 7, and 8
Stop-bit values	1, 1.5, and 2
Serial port flow control	Hardware, Software, and None

If you do not wish to use out-of-band dial-in access the procedure for enabling start-up messages on the console port is documented in [chapter 14.3.2](#).

The following command will synchronize the live system with the new configuration:

```
# config -a
```

13.1.20.DHCP server

To enable the DHCP server on the console management LAN, with the following settings:

DHCP server setting	value
Default lease time	200000 seconds
Maximum lease time	300000 seconds
DNS server 1	192.168.2.3
DNS server 2	192.168.2.4
Domain name	company.com
Default gateway	192.168.0.1
IP pool 1 start address	192.168.0.20
IP pool 1 end address	192.168.0.100
Reserved IP address	192.168.0.50
MAC to reserve IP for	00:1e:67:82:72:d9
Name to identify this host	John-PC

Run the following commands:

```
# config -s config.interfaces.lan.dhcpd.enabled=on
# config -s config.interfaces.lan.dhcpd.defaultlease=200000
# config -s config.interfaces.lan.dhcpd.maxlease=300000
# config -s config.interfaces.lan.dhcpd.dns1=192.168.2.3
# config -s config.interfaces.lan.dhcpd.dns2=192.168.2.4
# config -s config.interfaces.lan.dhcpd.domain=company.com
# config -s config.interfaces.lan.dhcpd.gateway=192.168.0.1
# config -s
config.interfaces.lan.dhcpd.pools.pool1.start=192.168.0.20
# config -s
config.interfaces.lan.dhcpd.pools.pool1.end=192.168.0.100
# config -s config.interfaces.lan.dhcpd.pools.total=1
# config -s
config.interfaces.lan.dhcpd.staticips.staticip1.ip=192.168.0.50
# config -s
config.interfaces.lan.dhcpd.staticips.staticip1.mac=00:1e:
67:82:72:d9
# config -s
config.interfaces.lan.dhcpd.staticips.staticip1.host=John-PC
# config -s config.interfaces.lan.dhcpd.staticips.total=1
```

The following command will synchronize the live system with the new configuration:

```
# config -r auth
```

13.1.21.Services

You can manually enable or disable network servers from the command line. For example, if you wanted to guarantee the following server configuration:

service	state
HTTP server	enabled
HTTPS server	disabled
Telnet server	disabled
SSH server	enabled
SNMP server	disabled
Respond to ICMP echo requests (Ping replies)	disabled
TFTP server	enabled

Run the following commands:

```
# config -s config.services.http.enabled=on
# config -d config.services.https.enabled
# config -d config.services.telnet.enabled
# config -s config.services.ssh.enabled=on
# config -d config.services.snmp.enabled
# config -d config.services.pingreply.enabled
# config -s config.services.tftp.enabled=on
```

These services run on default port numbers as follows:

service	default port number
Telnet	2000
SSH	3000
TCP	4000
RFC2217	5000
unauthtel (Unauthorised Telnet)	6000

To set secondary port ranges for any service the following syntax applies:

```
# config -s config.services.<service>.portbase=<number>
```

For example: to set all these services to run on a port number that is ten higher than their default, run the following commands:

```
# config -s config.services.telnet.portbase=2010
# config -s config.services.ssh.portbase=3010
# config -s config.services.tcp.portbase=4010
# config -s config.services.rfc2217.portbase=5010
# config -s config.services.unauthtel.portbase=6010
```

The following command will synchronize the live system with the new configuration:

```
# config -r auth
```

13.1.22.Nagios

To configure NAGIOS with the following settings:

setting	value	notes
NAGIOS host name	cm7116	Name of this system.
NAGIOS host address	192.168.0.1	Address of this system.
NAGIOS server address	192.168.0.10	Address of upstream NAGIOS server
Enable SDT for NAGIOS ext	Enabled	
SDT gateway address	192.168.0.1	Defaults to host address.
Prefer NRPE over NSCA	Disabled	Defaults to disabled.

Run the following commands:

```
# config -s config.system.nagios.enabled=on
# config -s config.system.nagios.name=cm7116
# config -s config.system.nagios.address=192.168.0.1
# config -s config.system.nagios.server.address=192.168.0.10
# config -s config.system.nagios.sdt.disabled=on
# config -s config.system.nagios.sdt.address=192.168.0.1
# config -s config.system.nagios.nrpe.prefer=' '
```

The fifth command disables SDT for Nagios extensions.

To configure NRPE with following settings:

setting	value	notes
NRPE port	5600	Port to listen on for nrpe. Defaults to 5666.
NRPE user	user1	User to run as. Defaults to nrpe.
NRPE group	group1	Group to run as. Defaults to nobody.
Allow command arguments	Enabled	

Run the following commands:

```
# config -s config.system.nagios.nrpe.enabled=on
# config -s config.system.nagios.nrpe.port=5600
# config -s config.system.nagios.user=user1
# config -s config.system.nagios.nrpe.group=group1
# config -s config.system.nagios.nrpe.cmdargs=on
```

To configure NSCA with the following settings:

setting	value	notes
NSCA encryption	BLOWFISH	can be None, XOR, DES, TRIPLEDES, CAST-256, BLOWFISH, TWOFISH, RIJNDAEL-256, SERPENT, GOST
NSCA password	secret	
NSCA check-in interval	2 minutes	
NSCA port	5650	Defaults to 5667
User to run as	user1	Defaults to nsca
Group to run as	group1	Defaults to nobody

Run the following commands

```
# config -s config.system.nagios.nsca.enabled=on
# config -s config.system.nagios.nsca.encryption=BLOWFISH
# config -s config.system.nagios.nsca.secret=secret
# config -s config.system.nagios.nsca.interval=2
# config -s config.system.nagios.nsca.port=5650
# config -s config.system.nagios.nsca.user=user1
# config -s config.system.nagios.nsca.group=group1
```

The following command will synchronize the live system with the new configuration:

```
# config -r auth
```

14. Advanced configuration

Opengear *console servers* run the embedded Linux operating system. *Administrator* class users can configure the *console server* and monitor and manage attached serial console and host devices from the command line using Linux commands and the config utility (as described in [chapter 13](#)).

The Linux kernel in the console server also supports GNU bash shell scripts, enabling the *Administrator* to run custom scripts. This chapter presents a number of useful scripts and scripting tools including

- `delete-node`, which is a general script for deleting users, groups, hosts, UPS's etc.
- `ping-detect`, which will run specified commands when a specific host stops responding to ping requests.

This chapter then details how to perform advanced and custom management tasks using Opengear commands, Linux commands and the open source tools embedded in the console server:

- `portmanager` serial port management.
- raw data access to the ports and modems.
- `iptables` modifications and updating IP filtering rules.
- retrieving status information using SNMP and modifying SNMP with `net-snmpd`.
- public key authenticated SSH communications.

- SSL, configuring HTTPS and issuing certificates.
- using pmpower for NUT and PowerMan power device management.
- using IPMItools.
- CDK custom development kit.
- sms server tools.
- disabling multicasting.

14.1. Custom scripting

The *console server* supports GNU bash shell commands (see [appendix 1](#)) enabling the Administrator to run custom scripts.

14.1.1. Custom script to run when booting

The `/etc/config/rc.local` script runs whenever the system boots. By default this script file is empty. You can add any commands to this file if you want them to be run at boot time. For example, if you want to display hello world, add the following to `rc.local`:

```
#!/bin/sh
echo "Hello World!"
```

If this script has been copied from a Windows machine you may need to run the following command on the script before bash can run it successfully:

```
# dos2unix /etc/config/rc.local
```

Another scenario would be to call another custom script from the `/etc/config/rc.local` file, ensuring that your custom script will run whenever the system is booted.

14.1.2. Running custom scripts when alerts are triggered

Whenever an alert gets triggered, specific scripts get called. These scripts all reside in `/etc/scripts/`. Below is a list of the default scripts that get run for each applicable alert.

- For a connection alert (when a user connects or disconnects from a port or network host):
`/etc/scripts/portmanager-user-alert` (for port connections).
`/etc/scripts/sdt-user-alert` (for host connections).
- For a signal alert (when a signal on a port changes state):
`/etc/scripts/portmanager-signal-alert`
- For a pattern match alert (when a specific regular expression is found in the serial ports character stream):
`/etc/scripts/portmanager-pattern-alert`
- For a UPS status alert (when the UPS power status changes between on line, on battery, and low battery):
`/etc/scripts/ups-status-alert`

- For an environmental, power and alarm sensor alerts (temperature, humidity, power load and battery charge alerts):

```
/etc/scripts/environmental-alert
```

- For an interface failover alert:

```
/etc/scripts/interface-failover-alert
```

All these scripts do a check to see whether you have created a custom script to run instead. The code that does this check is shown below (an extract from the file `/etc/scripts/portmanager-pattern-alert`):

```
# If there's a user-configured script, run it instead
scripts[0]="/etc/config/scripts/pattern-alert.${ALERT_PORTNAME}"
scripts[1]="/etc/config/scripts/portmanager-pattern-alert"
for (( i=0 ; i < ${#scripts[@]} ; i++ )); do
    if [ -f "${scripts[$i]}" ]; then
        exec /bin/sh "${scripts[$i]}"
    fi
done
```

This code shows that there are two alternative scripts that can be run instead of the default one. This code first checks whether a file — `/etc/config/scripts/pattern-alert.${ALERT_PORTNAME}` — exists.

Note: The variable `${ALERT_PORTNAME}` must be replaced with `port01` or `port13` or whichever port the alert should run for.

If this file cannot be found, the script checks whether the file `/etc/config/scripts/portmanager-pattern-alert` exists.

If either of these files exists, the script calls the `exec` command on the first file that it finds and runs that custom file/script instead.

As an example, you can copy the `/etc/scripts/portmanager-pattern-alert` script file to `/etc/config/scripts/portmanager-pattern-alert`:

- `# cd /`
- `# mkdir /etc/config/scripts`

Note: this command assumes the directory created does not already exist.

- `# cp /etc/scripts/portmanager-pattern-alert \`
`/etc/config/scripts/portmanager-pattern-alert`

The next step is to edit the new script file.

- Open the file `/etc/config/scripts/portmanager-pattern-alert` using `vi` (or other text editor).
- remove the lines that check for a custom script (the code from above).

This will prevent the new custom script from repeatedly calling itself.

After these lines have been removed, edit the file, or add any additional scripting to the file.

14.1.3. Example script: power cycling on pattern match

If for example we had an RPC (PDU) connected to port 1 on a *console server* and also have some telecommunications device connected to port 2 and which is powered by the RPC outlet 3. Now assume the telecom device transmits a character stream *Emergency* out on its serial console port every time that it encounters some specific error, and the only way to fix this error is to power cycle the telecom device.

The first step is to setup a pattern-match alert on port 2 to check for the pattern *Emergency*.

Next we need to create a custom script to deal with this alert:

```
# cd /
# mkdir /etc/config/scripts
/* if the directory does not already exist */
# cp /etc/scripts/portmanager-pattern-alert \
    /etc/config/scripts/portmanager-pattern-alert
```

Note: make sure to remove the if statement (which checks for a custom script) from the new script, in order to prevent an infinite loop.

The `pmpower` utility is used to send power commands to RPC device in order to power cycle our telecom device:

```
# pmpower -l port01 -o 3 cycle
```

The RPC is on serial port 1. The telecom device is powered by RPC outlet 3.

We can now append this command to our custom script. This will guarantee that our telecom device will be power cycled every time the console reads the *Emergency* character stream on port 2.

14.1.4. Example script: multiple e-mail notifications on each alert

If you desire to send more than one email when an alert triggers, you have to create a replacement script using the method described above and add the appropriate lines to your new script.

Currently, there is a script `/etc/scripts/alert-email` which gets run from within all the alert scripts (for example `portmanager-user-alert` or `environmental-alert`). The `alert-email` script is responsible for sending the email. The line which invokes the email script looks as follows:

```
/bin/sh /etc/scripts/alert-email $suffix &
```

If you wish to send another email to a single address or the same email to many recipients, edit the custom script appropriately. You can follow the examples in any of the seven alert scripts listed above. Consider the `portmanager-user-alert` script. If you need to send the same alert email to more than one email address, find the lines in the script responsible for invoking the `alert-email` script, then add the following lines below the existing lines:

```
export TOADDR="emailaddress@domain.com"
/bin/sh /etc/scripts/alert-email $suffix &
```

These two lines assign a new email address to `TOADDR` and invoke the `alert-email` script in the background.

14.1.5. Deleting configuration values from the CLI

The `delete-node` script is provided to help with deleting nodes from the command line. The `delete-node` script takes one argument, the node name you want to delete (for example `config.users.user1` or `config.sdt.hosts.host1`).

`delete-node` is a general script for deleting any node you desire (users, groups, hosts, UPS's etc) from the command line. The script deletes the specified node and shuffles the remainder of the node values.

For example if we have five users configured and we use the script to delete user 3, then user 4 will become user 3, and user 5 will become user 4.

This creates an obvious complication as this script does **not** check for any other dependencies that the node being deleted may have had. So you are responsible for making sure that any references and dependencies connected to the deleted node are removed or corrected in the `config.xml` file.

The script treats all nodes the same. The syntax to run the script is

```
# ./delete-node {node name}
```

so to remove, for example, user 3:

```
# ./delete-node config.users.user3
```

The delete-note script

```
# !/bin/bash
# User must provide the node to be removed. eg "config.users.user1"
# Usage: delete-node {full node path}

if [ $# != 1 ]
then
    echo "Wrong number of arguments"
    echo "Usage: delnode {full '.' delimited node path}"
    exit 2
fi

# test for spaces
TEMP=`echo "$1" | sed 's/.* */N/'`
if [ "$TEMP" = "N" ]
then
    echo "Wrong input format"
    echo "Usage: delnode {full '.' delimited node path}"
    exit 2
fi

# testing if node exists
TEMP=`config -g config | grep "$1"`
if [ -z "$TEMP" ]
then
    echo "Node $1 not found"
    exit 0
fi
```

```

# LASTFIELD: last field in the node path. eg "user1"
# ROOTNODE: upper level of the node. eg "config.users"
# NUMBER: integer value extracted from LASTFIELD e.g. "1"
# TOTALNODE: node name for the total e.g. "config.users.total"
# TOTAL: value of the total number of items before deleting eg "3"
# NEWTOTAL: modified total i.e. TOTAL-1
# CHECKTOTAL checks if TOTAL is the actual total items in .xml

LASTFIELD=${1##*.}
ROOTNODE=${1%.*}
NUMBER=`echo $LASTFIELD | sed 's/^[a-zA-Z]*//g`
TOTALNODE=`echo ${1%.*} | sed 's/\(.*\)\/\1.total/'`
TOTAL=`config -g $TOTALNODE | sed 's/.*/ //`
NEWTOTAL=$(( $TOTAL - 1 ])

# Make backup copy of config file
cp /etc/config/config.xml /etc/config/config.bak
echo "backup of /etc/config/config.xml saved in /etc/config/
config.bak"

if [ -z $NUMBER ] # test whether a singular node is being \
                  # deleted e.g. config.sdt.hosts
then

    echo "Deleting $1"
    config -d "$1"

    echo Done
    exit 0

elif [ $NUMBER = $TOTAL ] # Test if only one item exists
then
    echo "only one item exists"
    # Deleting node
    echo "Deleting $1"
    config -d "$1"

    # Modifying item total.
    config -s "$TOTALNODE=0"

    echo Done
    exit 0

elif [ $NUMBER -lt $TOTAL ] # more than one item exists
then

    # Modify the users list so user numbers are sequential
    # by shifting the users into the gap one at a time...

    echo "Deleting $1"

    LASTFIELDTEXT=`echo $LASTFIELD | sed 's/[0-9]//g`
    CHECKTOTAL=`config -g $ROOTNODE.$LASTFIELDTEXT$TOTAL`

    if [ -z "$CHECKTOTAL" ]

```

```

then

    echo "WARNING: "$TOTALNODE" greater than number of items"
fi

COUNTER=1
while [ $COUNTER != $((TOTAL-NUMBER+1)) ]
do
    config -g $ROOTNODE.$LASTFIELDTEXT$( (NUMBER+COUNTER)) \
    | while read LINE
    do
        config -s \
        "`echo "$LINE" | sed -e "s/$LASTFIELDTEXT$( (NUMBER+ \
        COUNTER))/$LASTFIELDTEXT$( (NUMBER+COUNTER-1))/" \
        -e 's / /=/'`"
    done
    let COUNTER++
done

# deleting last user
config -d $ROOTNODE.$LASTFIELDTEXT$TOTAL

# Modifying item total.
config -s "$TOTALNODE=$NEWTOTAL"

echo Done
exit 0

else
    echo "error: item being deleted has an index greater than total
items. Increase the total count variable."
    exit 0
fi

```

14.1.6. Power cycle any device upon a ping request failure

The ping-detect script is designed to run specified commands when a monitored host stops responding to ping requests.

The first parameter taken by the ping-detect script is the hostname or IP address of the device to ping. Any other parameters are then regarded as a command to run whenever the ping to the host fails. ping-detect can run any number of commands.

Below is an example using ping-detect to power cycle an RPC (PDU) outlet whenever a specific host fails to respond to a ping request. ping-detect is run from /etc/config/rc.local to make sure that the monitoring starts whenever the system boots.

We assume we have a serially controlled RPC connected to port01 on a *console server* and have a router powered by outlet 3 on the RPC and the router has an internal IP address of 192.168.22.2. The following instructions will show you how to continuously ping the router and, when the router fails, to respond to a series of pings, the *console server* will send a command to RPC outlet 3 to power cycle the router, and write the current date/time to a file.

- Copy the ping-detect script to /etc/config/scripts/ on the *console server*.

- Open `/etc/config/rc.local` using `vi` (or another text editor).
- Add the following line to `rc.local`:

```
/etc/config/scripts/ping-detect 192.168.22.2 /bin/bash -c \
"pmpower -l port01 -o 3 cycle && date" > /tmp/output.log &
```

The above command will cause the `ping-detect` script to continuously ping the host at 192.168.22.2, which is the router. If the router crashes it will no longer respond to ping requests. If this happens, the two commands `pmpower` and `date` will run. The output from these commands is sent to the file `/tmp/output.log` so that we have some kind of record. The `ping-detect` is also run in the background using the `&`.

The `rc.local` script is only run by default when the system boots. You can manually run the `rc.local` script or the `ping-detect` script if desired.

The above is just one example of using the `ping-detect` script. The idea of the script is to run any number of commands when a specific host stops responding to ping requests. Here are details of the `ping-detect` script itself.

The ping-detect script

```
# !/bin/sh
# Usage: ping-detect HOST [COMMANDS...]
# This script takes 2 types of arguments: hostname/IPaddress
# to ping, and the commands to run if the ping fails 5 times
# in a row. This script can only take one host/IPaddress per
# instance. Multiple independent commands can be sent to the
# script. The commands will be run one after the other.
#
# PINGREP is the entire reply from the ping command
# LOSS is the percentage loss from the ping command
# $1 must be the hostname/IPaddress of device to ping
# $2... must be the commands to run when the pings fail.

COUNTER=0
TARGET="$1"
shift
# loop indefinitely:
while true
do
    # ping the device 10 times
    PINGREP=`ping -c 10 -i 1 "$TARGET" `
    # get the packet loss percentage
    LOSS=`echo "$PINGREP" | grep "%" | \
sed -e 's/.* \([0-9]*\)% .*/\1/'`
    if [ "$LOSS" -eq "100" ]
    then
        COUNTER=`expr $COUNTER + 1`
    else
        COUNTER=0
        sleep 30s
    fi
    if [ "$COUNTER" -eq 5 ]
```

```

then
    COUNTER=0
    "$@"
    sleep 2s
fi
done

```

14.1.7. Running custom scripts when a configurator is invoked

A configurator is responsible for reading the values in `/etc/config/config.xml` and making the appropriate changes live. Some changes made by the configurators are part of the Linux configuration itself such as user passwords or `ipconfig`.

Currently there are nineteen configurators, each one responsible for a specific group of config. For example, the `users` configurator makes the user configurations in the `config.xml` file live. To see all the available configurators type the following from a command line prompt:

```
# config
```

When a change is made using the Management Console web GUI the appropriate configurator is automatically run. This can be problematic. If another *user* or *administrator* makes a change using the Management Console the configurator could possibly overwrite any custom CLI/linux configurations you may have set.

The solution is to create a custom script that runs after each configurator has run. So after each configurator runs it will check whether that appropriate custom script exists. You can then add any commands to the custom script and they will be invoked after the configurator runs.

The custom scripts must be in the correct location:

```
/etc/config/scripts/config-post-
```

To create an alerts custom script:

```

# cd /etc/config/scripts
# touch config-post-alerts
# vi config-post-alerts

```

This script could be used to recover a specific backup config or overwrite a config or make copies of config files etc.

14.1.8. Backing-up the configuration and restoring using a local USB stick

The `/etc/scripts/backup-usb` script has been written to save and load custom configuration using a USB flash disk. Before saving a configuration locally, you must prepare the USB storage device for use. To do this, disconnect all USB storage devices except for the storage device you wish to use.

Usage:

```
/etc/scripts/backup-usb COMMAND [FILE]
```

command	notes
check-magic	Check volume label.
set-magic	Set volume label.
save <i>file</i>	Save configuration to USB.
delete <i>file</i>	Delete a configuration tarball from USB.
list	List available config backups on USB
load <i>file</i>	Load a specific config from USB.
load-default	Load the default configuration.
set-default <i>file</i>	Set which file becomes the default.

The first thing to do is to check if the USB disk has a label:

```
# /etc/scripts/backup-usb check-magic
```

If this command returns *Magic volume not found*, then run the following command:

```
# /etc/scripts/backup-usb set-magic
```

To save the configuration:

```
# /etc/scripts/backup-usb save config-20May
```

To check if the backup was saved correctly:

```
# /etc/scripts/backup-usb list
```

If this command does not display ** config-20May* then there was an error saving the configuration.

The `set-default` command takes an input file as an argument and renames it to `default.opg`. This default configuration remains stored on the USB disk. The next time you want to load the default config, it will be sourced from the new `default.opg` file. To set a config file as the default:

```
# /etc/scripts/backup-usb set-default config-20May
```

To load this default:

```
# /etc/scripts/backup-usb load-default
```

To load any other config file:

```
# /etc/scripts/backup-usb load {filename}
```

The `/etc/scripts/backup-usb` script can be executed directly with various *commands* or called from other custom scripts you may create. However it is recommended that you do not customize the `/etc/scripts/backup-usb` script itself.

14.1.9. Backing-up the configuration off-box

If you do not have a USB port on your *console server* you can back up the configuration to an off-box file. Before backing up you need to arrange a way to transfer the backup off-box. This could be via an NFS share, a Samba (Windows) share to USB storage or copied off-box via the network. If backing up directly to off-box storage, make sure it is mounted.

/tmp is not a good location for the backup except as a temporary location before transferring it off-box. The /tmp directory will not survive a reboot. The /etc/config directory is not a good place either: it will not survive a restore.

Backup and restore should be done by the root user to ensure correct file permissions are set. The config command is used to create a backup tarball:

```
# config -e <Output File>
```

The tarball will be saved to the indicated location. It will contain the contents of the /etc/config/ directory in an uncompressed and unencrypted form.

Example nfs storage:

```
# mount -t nfs 192.168.0.2:/backups /mnt # config -e /mnt/ \
cm7116.config
# umount /mnt/
```

Example transfer off-box via scp:

```
# config -e /tmp/cm7116.config
# scp /tmp/cm7116.config username@192.168.0.2:/backups
```

The config command is also used to restore a backup:

```
# config -i <Input File>
```

This will extract the contents of the previously created backup to /tmp, and then synchronize the /etc/config directory with the copy in /tmp.

One problem that can crop up here is that there is not enough room in /tmp to extract files to. The following command will temporarily increase the size of /tmp:

```
# mount -t tmpfs -o remount,size=2048k tmpfs /var
```

If restoring to either a new unit or one that has been factory defaulted, it is important to make sure that the process generating SSH keys is either stopped or completed before restoring configuration. If this is not done, then a mix of old and new keys may be put in place.

SSH uses these keys to avoid man-in-the-middle attacks, logging in may be disrupted.

14.2. Advanced PortManager

Opengear's portmanager manages *console server* serial ports. It routes network connections to serial ports, checks permissions, and monitors and logs all data flowing to and from ports.

14.2.1. PortManager commands

pmshell

The pmshell command behaves similarly to standard tip or cu commands, but all serial port access is directed via the portmanager.

For example, to connect to port 8 via the portmanager:

```
# pmshell -l port08
```

pmshell commands

Once connected, the `pmshell` command supports a subset of the `~` escape commands that `tip` and `cu` support. For SSH you must prefix the escape with an additional `~` character. That is, over SSH use the `~~` escape sequence.

Firmware v3.5.2 and later includes the `pmshell` chooser escape command. You can now use `~m` (or `~~m` over SSH) from connected serial port to drop back to `pmshell`.

For *console servers* running firmware v3.11.0 and later, `pmshell` has a set of key sequences built in to access things like the power menu, return to the serial port selection menu and so on.

command over ssh		notes
<code>~b</code>	<code>~~b</code>	Generates a BREAK on the connected-to serial port.
<code>~h</code>	<code>~~h</code>	Generates a history on the connected-to serial port. Depends on port logging being enabled.
<code>~p</code>	<code>~~p</code>	Opens the power menu for the connected-to serial port. Said port must be configured for an RPC.
<code>~m</code>	<code>~~m</code>	Connect to the port menu. Goes back to the serial port selection menu.
<code>~?</code>	<code>~~?</code>	Shows the pmshell help message.
<code>~</code>	<code>~~</code>	Quits pmshell.
<code>~rts=[x]</code>	<code>~~rts=[x]</code>	Sets RTS to [x].
<code>-signals</code>	<code>-signals</code>	Shows all signals: 3DSR=1, DTR=1, CTS=1, RTS=1, DCD=0.
<code>-getline</code>	<code>-getline</code>	Reads a line of text from the serial port.

Extra controls (key sequences) can be added to the built in set of key sequences and can be configured per serial port. You can have all ports behave the same or selectively add control sequences to ports. The controls can be different from port to port for the same function.

For example, you could configure `pmshell` such that when you are using serial port 2, pressing `Ctrl+p` would take you straight to the power menu for that port.

The `pmshell` control commands are configurable only via the command line.

*Note: The pmshell help message is **not** updated with information about any custom control command keys that are configured.*

There is a helper script which will configure a control command on a range of serial ports to eliminate the cumbersome task of entering the configuration command for every port. You will still need to use this script once per control function (see below) but there are only six of these.

per port control command config parameters	notes
<code>config.ports.portX.ctrlcode.break</code>	Generates a BREAK.
<code>config.ports.portX.ctrlcode.portlog</code>	View history
<code>config.ports.portX.ctrlcode.power</code>	open power menu
<code>config.ports.portX.ctrlcode.chooser</code>	connect to port menu
<code>config.ports.portX.ctrlcode.quit</code>	exit pmshell
<code>config.ports.portX.ctrlcode.help</code>	show help message

As an example, to configure `Ctrl+p` to open the power menu when using serial port 3, enter

the following in the console server's command shell:

```
config -s config.ports.port3.ctrlcode.power=16
killall -HUP portmanager
```

The first command sets the power menu command to listen for Ctrl+p. *Decimal 16* is the character code sent when you press Ctrl+p in the serial port session (see the control codes table immediately below).

The second command — `killall -HUP portmanager` — tells portmanager to reload the configuration so that the new control code will take effect. Rebooting the device would also work.

There is a script to set serial control codes on a range of ports so that bulk port configuration can be performed more easily. For example to set the power menu control code to CTRL-P (keycode 16) on ports 4 to 10 inclusive, enter the following at the command line:

```
/etc/scripts/set-serial-control-codes 4 10 power 16
```

This sets the power menu control key to Ctrl+p.

Note: If you've not configured anything on a particular serial port in the included range, configuration for that port will be skipped.

control code	decimal	control code	decimal	control code	decimal
ctrl+a	1	ctrl+j	10	ctrl+s	19
ctrl+b	2	ctrl+k	11	ctrl+t	20
ctrl+c	3	ctrl+l	12	ctrl+u	21
ctrl+d	4	ctrl+m	13	ctrl+v	22
ctrl+e	5	ctrl+n	14	ctrl+w	23
ctrl+f	6	ctrl+o	15	ctrl+x	24
ctrl+g	7	ctrl+p	16	ctrl+y	25
ctrl+h	8	ctrl+q	17	ctrl+z	26
ctrl+i	9	ctrl+r	18		

pmchat

The `pmchat` command is similar to the standard `chat` command, but all serial port access is directed via the portmanager.

For example, to run a chat script via the portmanager:

```
# pmchat -v -f /etc/config/scripts/port08.chat < /dev/port08
```

For more information on using `chat` and `pmchat` you should consult the utility's manual page, via the `man chat` command on any Linux or UNIX (including macOS) system, or via the web, including at <https://linux.die.net/man/8/chat>.

pmusers

The `pmusers` command is used to query the portmanager for active user sessions.

For example, to detect which users are currently active on which serial ports:

```
# pmusers
```

This will output nothing if there are no active users currently connected to any ports. If users are connected it will respond with a sorted list of usernames per active port. For example:

```
Port 1:
  user1
  user2
Port 2:
  user1
Port 8:
  user2
```

The above output indicates that a user named `user1` is actively connected to ports 1 and 2, while `user2` is connected to both ports 1 and 8.

With firmware v3.11 and later the `pmusers` command is extended with the `--disconnect` option. This allows an *administrator* or *root* to disconnect console server sessions from the command line. The following connection types can be disconnected:

```
telnet
SSH
Raw TCP
Unauthorized Telnet
```

The `--disconnect` option cannot disconnect an RFC2217 session.

If the `--disconnect` option is specified, the `pmusers` command goes into disconnect mode where you can specify users with `-u` and ports with `-l` (by label) or `-n` (by name).

By default the command will prompt the user before actually disconnecting the matching sessions. This can be overridden with the `--no-prompt` argument.

Some example `pmuser` sessions:

```
# pmusers --disconnect
Disconnect all users from all ports? (y/n)
y
5 sessions were disconnected

# pmusers --disconnect -u robertw
Disconnect user robertw from all ports? (y/n)
y
1 session was disconnected

# pmusers --disconnect -u robertw -n 5
Disconnect user robertw from port 5 (BranchRouter01)? (y/n)
y
No sessions were disconnected

# pmusers --disconnect -n 5
Disconnect all users from port 5 (BranchRouter01)? (y/n)
y
2 sessions were disconnected

# pmusers --disconnect -u robertw -u pchunt -n 4 -n 6
Disconnect users robertw, pchunt from ports 4, 6? (y/n)
```

```

y
10 sessions were disconnected

# pmusers --disconnect -u tester --no-prompt
No sessions were disconnected

```

portmanager daemon

There is normally no need to stop and restart the daemon. To restart the daemon normally, just run the command:

```
# portmanager
```

Supported command line options are:

option	purpose
-nodaemon	Force portmanager to run in the foreground
--loglevel={debug info warn error alert}	Set the level of debug logging
-c /etc/config/portmanager.conf	Change which configuration file it uses

signals

Sending a SIGHUP signal to the portmanager will cause it to re-read its configuration file.

14.2.2. External scripts & alerts

The portmanager has the ability to execute external scripts on certain events.

When a port is opened by the portmanager

When portmanager opens a port, it attempts to execute `/etc/config/scripts/portXX.init` (where XX is the number of the port, for example 08). The script is run with STDIN and STDOUT both connected to the serial port.

If the script cannot be executed, portmanager executes `/etc/config/scripts/portXX.chat` via the chat command on the serial port.

When an alert occurs on a port

When an alert occurs on a port, portmanager attempts to execute `/etc/config/scripts/portXX.alert` (where XX is the port number, for example 08).

The script is run with STDIN containing the data which triggered the alert, and STDOUT redirected to `/dev/null`, not to the serial port.

If you wish to communicate with the port, use `pmshell` or `pmchat` from within the script.

If the script cannot be executed, the alert will be mailed to the address configured in the system administration section.

When a user connects to any port

If a file called `/etc/config/pmshell-start.sh` exists it is run when a user connects to a port. It is provided 2 arguments, the *Port number* and the *Username*. Here is a simple example:

```

</etc/config/pmshell-start.sh>
#!/bin/sh

```

```

PORT="$1"
USER="$2"
echo "Welcome to port $PORT $USER"
</etc/config/pmshell-start.sh>

```

The return value from the script controls whether the user is accepted or not, if 0 is returned (or nothing is done on exit as in the above script) the user is permitted, otherwise the user is denied access.

Here is a more complex script which reads from configuration to display the port label if available and denies access to the root user:

```

</etc/config/pmshell-start.sh>
#!/bin/sh
PORT="$1"
USER="$2"
LABEL=$(config -g config.ports.port$PORT.label | cut -f2- -d' ')
if [ "$USER" == "root" ]; then
    echo "Permission denied for Super User"
    exit 1
fi
if [ -z "$LABEL" ]; then
    echo "Welcome $USER, you are connected to Port $PORT"
else
    echo "Welcome $USER, you are connected to Port $PORT ($LABEL)"
fi
</etc/config/pmshell-start.sh>

```

14.3. Raw access to serial ports

14.3.1. Access to serial ports

You can use `tip` and `stty` to completely bypass the portmanager and have raw access to the serial ports.

When you run `tip` on a portmanager-controlled port, portmanager closes that port, and stops monitoring it until `tip` releases control of it.

With `stty`, the changes made to the port only persist until that port is closed and opened again. Using `stty` for more than initial debugging of a serial connection is not recommended.

If you want to use `stty` to configure a port, you can put `stty` commands in `/etc/config/scripts/portXX.init` which gets run whenever portmanager opens the port. Otherwise, any setup you do with `stty` will be lost when portmanager opens the port.

Note: portmanager sets things back to its config rather than using whatever is on the port, so the port is in a known good state, and will work, no matter what things are done to the serial port outside of portmanager.

14.3.2. Accessing the console modem port

Console dial-in is handled by `mgetty`, with automatic PPP login extensions. `mgetty` is a smart `getty` replacement, designed for Hayes-compatible data and data/fax modems.

mgetty knows about modem initialization, manual modem answering (so your modem doesn't answer if the machine isn't ready), and UUCP locking (so you can use the same device for dial-in and dial-out). mgetty provides extensive logging facilities. All standard mgetty options are supported.

Modem initialization strings

To override the standard modem initialization string either use the Management Console (see [chapter 4](#)) or the command line config tool (see [chapter 14](#)).

Enabling boot messages on the console

If you are not using a modem on the DB9 console port and instead wish to connect to it directly via a Null Modem cable you may want to enable verbose mode allowing you to see the standard linux start-up messages. This can be achieved with the following commands:

```
# /bin/config --set=config.console.debug=on # /bin/config \
--run=console # reboot
```

If at some point in the future you chose to connect a modem for dial-in out-of-band access the procedure can be reversed with the following commands:

```
# /bin/config --del=config.console.debug
# /bin/config --run=console # reboot
```

14.4. IP filtering

The *console server* uses the iptables utility to provide a stateful firewall of LAN traffic.

By default, rules are automatically inserted to allow access to enabled services, and serial port access via enabled protocols. The commands which add these rules are in configuration files:

```
/etc/config/fw.rules
```

This is an executable shell script which is run whenever the LAN interface is brought up and whenever modifications are made to the iptables configuration as a result of CGI actions or the config command line tool.

The basic steps performed are as follows:

- the running iptables configuration is erased, per-interface.
- other standard system chains are installed.
- fall-through Block rules (default deny) are installed.
- **Serial & Network > Services** policies are installed in per-interface chains.
- **Custom Serial & Network > Firewall** rules are inserted at the top of the rule sets, taking priority over any other configuration

For further firewall customization, extra rules can be persisted by creating a file at `/etc/config/scripts/firewall-post` containing iptables commands to amend the firewall policy.

Thorough documentation regarding iptables is available at the Linux netfilter website, at <https://netfilter.org/documentation/>.

14.5. SNMP status reporting

Console servers contain an SNMP Service — `snmpd` — which can provide status information on demand. `snmpd` is an SNMP agent which binds to a port and awaits requests from SNMP management software. Upon receiving a request, it processes the request(s), collects the requested information and/or performs the requested operation(s) and returns the information to the sender.

Note: initially only advanced console server models were equipped with an SNMP Service. With firmware v3.0 and later this support was extended to all console servers. Also the MIBs were extended (and renamed for compliance) with this firmware release.

Console servers can also be configured to send SNMP traps or messages to multiple remote SNMP Network Managers on defined trigger events. See [chapter 6](#) for configuration details.

14.5.1. Retrieving status information using SNMP

Console servers can provide serial and device status information through SNMP. This includes

- Serial port status
- Active users
- Remote Power Control (RPC) and Power Distribution Unit (PDU) status
- Environmental Monitoring Device (EMD) status
- Signal alert status
- Environmental alert status and
- UPS alert status

The MIBs in your console server are located in `/etc/snmp/mibs`. They include:

MIB	notes
OG-STATUS-MIB	Contains serial and connected device status information for <code>snmpstatusd</code> and <code>snmpalrtd</code> .
OG-STATUSv2-MIB	This MIB contains extended status and alerts.
OG-SMI-MIB	Enterprise structure of management information.
OGTRAP-MIB	SMIv1 traps from old MIBs as <code>smilint</code> will not let SMIv1 structures coexist with SMIv2.
OGTRAPv2-MIB	Updated traps.

14.5.2. Check firewall rules

- Navigate to **System > Services**.
- Check the *SNMP daemon* checkbox for the required interface.

This allows SNMP requests through the specified interface's firewall.

14.5.3. Enable SNMP service

Console servers support different SNMP versions including SNMPv1, SNMPv2c and SNMPv3.

Although an industry standard, SNMP brings with it a variety of security concerns. For example, SNMPv1 and SNMPv2c offer no inherent privacy, while SNMPv3 is susceptible to man-in-the-middle attacks. Recent IETF developments suggest tunnelling SNMP over widely accepted technologies such as SSH (Secure Shell) or TLS (Transport Layer Security) rather than relying on a less mature security systems such as SNMPv3's USM (User-based Security Model).

Additional information regarding SNMP security issues and SNMPv3 can be found at <http://net-snmp.sourceforge.net/wiki/index.php/TUT:Security>.

- Navigate to **Alerts & Logging > SNMP**.

The screenshot shows the Opengear web interface. At the top, the system name is 'acm5003-m', model is 'ACM5003-M', and firmware is '3.3.2'. The uptime is '1 days, 2 hours, 34 mins, 51 secs' and the current user is 'root'. The page title is 'Alerts & Logging: SNMP'. The left sidebar has three main sections: 'Serial & Network' (with sub-items like Serial Port, Users & Groups, Authentication, Network Hosts, Trusted Networks, IPsec VPN, OpenVPN, Call Home, Cascaded Ports, UPS Connections, RPC Connections, Environmental, and Managed Devices), 'Alerts & Logging' (with sub-items like Port Log, Alerts, SMTP & SMS, and SNMP), and 'System' (with sub-items like Administration and SSL Certificates). The main content area is titled 'SNMP Service Details' and has three tabs: 'SNMP Service Details' (selected), 'Primary SNMP Manager', and 'Secondary SNMP Manager'. Under the 'SNMP Service Details' tab, there are several configuration fields: 'Enable' (a checkbox labeled 'Enable the SNMP service'), 'TCP/IP Protocol' (a dropdown menu set to 'UDP' with a note 'The TCP/IP protocol to serve.'), 'Location' (a text input field labeled 'System Location'), 'Contact' (a text input field labeled 'System Contact'), 'SNMP v1 & v2c' (a section header), 'Read-Only Community' (a text input field with a note 'The read-only community.'), and 'Read-Write Community' (a text input field with a note 'The read-write community.').

The **SNMP Service Details** tab shows by default. This tab controls aspects of the SNMP service including security level. It also manages requests from external agents for Opengear status information.

- Check the *Enable the SNMP Service* to start the SNMP service.

SNMP is disabled by default.

- Select either *UDP* or *TCP* for the *TCP/IP Protocol*.

UDP is the recommended protocol and is selected by default. TCP should only be used in special cases, such as when Port Forwarding SNMP requests/responses to or from the Opengear device is required.

- Complete the *Location* and *Contact* fields.

The Location field should describe the physical location of the Opengear and will be used in response to requests for the SNMPv2-MIB::sysLocation.0 of the device.

The Contact field refers to the person responsible for the Opengear such as the System Administrator and will be used in response to requests as follows: SNMPv2-MIB::sysContact.0.

- Enter the *Read-Only Community* and *Read-Write Community*.

This is required for SNMP v1 & v2c only. The *Read-Only Community* field is used to specify the SNMPv1 or SNMPv2c community that will be allowed read-only (GET and GETNEXT) access. This must be specified in order for both versions to become enabled. The *Read-Write Community* field is used to specify the SNMPv1 or SNMPv2c community that will be allowed read-write (GET, GETNEXT and SET) access.

- Configure **SNMPv3**, if required.

SNMPv3 provides secure SNMP operations through the use of USM (User-based Security Model). It offers various levels of security including user-based authentication and basic encryption.

SNMP v3

Engine ID
Override the automatically generated SNMPv3 Engine ID. *Optional.*

Security Level
☒ noauth
☐ auth
☐ priv
 The SNMPv3 Security Level. 'priv' is recommended for enforcing both authentication and encryption.

Read Only Username
The SNMPv3 read-only security name. *Mandatory for SNMPv3.*

Auth. Protocol
The SNMPv3 authentication protocol.

Auth. Password
The SNMPv3 users authentication password.

Confirm Password
Confirm the SNMPv3 users authentication password.

Privacy Protocol
The SNMPv3 privacy protocol.

Privacy Password
The SNMPv3 encryption password.

Confirm Password
Confirm the SNMPv3 encryption password.

- Enter an *Engine ID* if required.

Engine ID is used to localize the SNMPv3 user. It will be automatically generated from a Network Interface (eth0) hardware address, if left blank, or must be entered as a hex value (for example, 0x01020304).

- Specify the *Security Level*.

security level notes	
noauth	No authentication or encryption required. This is the minimum security level.
auth	Authentication will be required but encryption is not enforced. An authentication protocol (SHA or MD5) and password will be required.
priv	Enforces encryption use. This is the highest level of security and requires an encryption protocol (DES or AES) and password in addition to the authentication protocol and password.

- Enter the *Read Only Username*.

This field is mandatory when configuring the *console server* for SNMPv3.

- For a *Security Level* of *auth*, set the *Auth Protocol* (SHA or MD5) and the *Auth Password*.
A password of at least 8 characters is required.

- For a Security Level of *priv*, set the *Privacy Protocol* (DES or AES) and the *Privacy Password*. AES is recommended. A password of at least 8 characters is required.
- Click **Apply**.
- Setup serial ports and devices as per requirements such as UPS, RPC/PDU and EMD.
- Copy the mibs from `/etc/snmp/mibs` on the *console server* to a local directory using `scp` or `Winscp`. For example:

```
scp root@im4004:/etc/snmp/mibs/*
```

- Using the `snmpwalk` and `snmpget` commands, status information can be retrieved from any *console server*. For example:

```
snmpwalk -Oa -v1 -M ./usr/share/snmp/mibs -c public im4004 OG-STATUS-MIB::ogStatus
```

```
OG-STATUS-MIB::ogSerialPortStatusPort.1 = INTEGER: 2
OG-STATUS-MIB::ogSerialPortStatusPort.2 = INTEGER: 3
OG-STATUS-MIB::ogSerialPortStatusPort.3 = INTEGER: 4
OG-STATUS-MIB::ogSerialPortStatusSpeed.0 = INTEGER: 9600
OG-STATUS-MIB::ogSerialPortStatusSpeed.1 = INTEGER: 9600
OG-STATUS-MIB::ogSerialPortStatusSpeed.2 = INTEGER: 19200
OG-STATUS-MIB::ogSerialPortStatusSpeed.3 = INTEGER: 9600
OG-STATUS-MIB::ogSerialPortStatusDCD.0 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusDCD.1 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusDCD.2 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusDCD.3 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusDTR.0 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusDTR.1 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusDTR.2 = INTEGER: on(1)
OG-STATUS-MIB::ogSerialPortStatusDTR.3 = INTEGER: on(1)
OG-STATUS-MIB::ogSerialPortStatusDSR.0 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusDSR.1 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusDSR.2 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusDSR.3 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusCTS.0 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusCTS.1 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusCTS.2 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusCTS.3 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusRTS.0 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusRTS.1 = INTEGER: off(0)
OG-STATUS-MIB::ogSerialPortStatusRTS.2 = INTEGER: on(1)
OG-STATUS-MIB::ogSerialPortStatusRTS.3 = INTEGER: on(1)
OG-STATUS-MIB::ogRpcStatusName.0 = STRING: baytech
OG-STATUS-MIB::ogRpcStatusMaxTemp.0 = INTEGER: 0
OG-STATUS-MIB::ogRpcStatusAlertCount.0 = INTEGER: 0
OG-STATUS-MIB::ogEndStatusName.0 = STRING: EMD_test
OG-STATUS-MIB::ogEndStatusTemp.0 = INTEGER: 0
OG-STATUS-MIB::ogEndStatusHumidity.0 = INTEGER: 0
OG-STATUS-MIB::ogEndStatusAlertCount.0 = INTEGER: 0
OG-STATUS-MIB::ogSignalAlertStatusPort.0 = INTEGER: 4
OG-STATUS-MIB::ogSignalAlertStatusLabel.0 = STRING: port04
OG-STATUS-MIB::ogSignalAlertStatusSignalName.0 = STRING: DSR
OG-STATUS-MIB::ogSignalAlertStatusState.0 = INTEGER: on(1)
OG-STATUS-MIB::ogEnvAlertStatusDevice.0 = STRING: EMD_test
OG-STATUS-MIB::ogEnvAlertStatusDevice.1 = STRING: EMD_test
OG-STATUS-MIB::ogEnvAlertStatusSensor.0 = STRING: a2
OG-STATUS-MIB::ogEnvAlertStatusSensor.1 = STRING: temp
OG-STATUS-MIB::ogEnvAlertStatusOutlet.0 = INTEGER: 0
OG-STATUS-MIB::ogEnvAlertStatusOutlet.1 = INTEGER: 0
OG-STATUS-MIB::ogEnvAlertStatusValue.0 = INTEGER: 1
OG-STATUS-MIB::ogEnvAlertStatusValue.1 = INTEGER: 21
OG-STATUS-MIB::ogEnvAlertStatusOldValue.0 = INTEGER: 0
OG-STATUS-MIB::ogEnvAlertStatusOldValue.1 = INTEGER: 3
OG-STATUS-MIB::ogEnvAlertStatusStatus.0 = INTEGER: 1
OG-STATUS-MIB::ogEnvAlertStatusStatus.1 = INTEGER: 5
```


14.5.4. Adding multiple remote SNMP managers

You can add multiple SNMP servers for alert traps. Add the first and second SNMP servers using the Management Console (see [chapter 6](#)) or the command line config tool. Further SNMP servers must be added manually using config.

Log in to the *console server's* command line shell as root or an admin user.

- Set the SNMP Manager Address field:

```
config --set="config.system.snmp.address3=w.x.y.z"
```

replacing w.x.y.z with the IP address or hostname.

- Set the Manager Trap Port field:

```
config --set="config.system.snmp.trapport3=162"
```

replacing 162 with the TCP/UDP port number

- Set the SNMP Manager Protocol field:

```
config --set="config.system.snmp.protocol3=UDP"
```

or

```
config --set="config.system.snmp.protocol3=TCP"
```

- Set the SNMP Manager Version field:

```
config --set="config.system.snmp.version3=3"
```

- Set the SNMP Manager v1 & v2c community field:

```
config --set="config.system.snmp.community3=public"
```

- Set the SNMP Manager v3 Engine ID field:

```
config --set="config.system.snmp.engineid3=0x8000000001020304"
```

replacing 0x8000000001020304 with the hex Engine-ID.

- Set the SNMP Manager v3 Security Level field:

```
config --set="config.system.snmp.seclevel3=noAuthNoPriv"
```

or

```
config --set="config.system.snmp.seclevel3=authNoPriv"
```

or

```
config --set="config.system.snmp.seclevel3=authPriv"
```

- Set the SNMP Manager v3 Username field:

```
config --set="config.system.snmp.username3=username"
```

- Set the SNMP Manager v3 Auth. Protocol and password fields:

```
config --set="config.system.snmp.authprotocol3=SHA"
```

or

```
config --set="config.system.snmp.authprotocol3=MD5"  
config --set="config.system.snmp.authpassword3=password 1"
```

- To set the SNMP Manager v3 Privacy Protocol and password fields:

```
config --set="config.system.snmp.privprotocol3=AES"
```

or

```
config --set="config.system.snmp.privprotocol3=DES"  
config --set="config.system.snmp.privpassword3=password 2"
```

- Once the fields are set, apply the configuration with the following command:

```
config --run snmp
```

You can add a third or more SNMP servers by incrementing the 2 in the above commands. For example, `config.system.snmp.protocol3`, `config.system.snmp.address3`, etc.

14.6. Secure shell (SSH) public key authentication

This section covers the generation of public and private keys in a Linux and Windows environment and configuring SSH for public key authentication. The steps to use in a Clustering environment are:

- generate a new public and private key pair.
- upload the keys to the master and to each slave console server.
- fingerprint each connection to validate.

14.6.1. SSH overview

Popular TCP/IP applications such as `telnet`, `rlogin`, `ftp`, and others transmit their passwords unencrypted. Doing this across public networks like the Internet can have catastrophic consequences. It leaves the door open for eavesdropping, connection hijacking, and other network-level attacks.

Secure Shell (SSH) is a program to log into another computer over a network, to execute commands in a remote machine, and to move files from one machine to another. It provides strong authentication and secure communications over insecure channels.

OpenSSH, the de facto open source SSH application, encrypts all traffic (including passwords) to effectively eliminate these risks. Additionally, OpenSSH provides a myriad of secure tunneling capabilities, as well as a variety of authentication methods.

OpenSSH is the port of OpenBSD's excellent OpenSSH[0] to Linux and other versions of Unix. OpenSSH is based on the last free version of Tatu Ylonen's sample implementation with all patent-encumbered algorithms removed (to external libraries), all known security bugs fixed, new features reintroduced and many other clean-ups.

The only changes in the Opengear SSH implementation are:

- PAM support.

- EGD[1]/PRNGD[2] support and replacements for OpenBSD library functions that are absent from other versions of UNIX.
- The config files are now in /etc/config/. For example:

```
/etc/config/sshd_config not /etc/sshd_config
/etc/config/ssh_config not /etc/ssh_config
/etc/config/users/<username>/.ssh / not /home/<username>/.ssh/
```

14.6.2. Generating public keys (Linux)

To generate new SSH key pairs use the Linux `ssh-keygen` command.

This produces an RSA or DSA public/private key pair. You will be prompted for a path to store the two key files: `id_dsa.pub` (the public key) and `id_dsa` (the private key). For example:

```
$ ssh-keygen -t [rsa|dsa]
Generating public/private [rsa|dsa] key pair.
Enter file in which to save the key (/home/user/.ssh/id_[r|dsa]):
Enter passphrase (empty for no passphrase):
Enter same passphrase again:
Your identification has been saved in /home/user/.ssh/id_[r|dsa].
Your public key has been saved in /home/user/.ssh/id_[r|dsa].pub.
The key fingerprint is:
28:aa:29:38:ba:40:f4:11:5e:3f:d4:fa:e5:36:14:d6 user@server
$
```

It is advisable to create a new directory to store your generated keys. It is also possible to name the files after the device they will be used for. For example:

```
$ mkdir keys
$ ssh-keygen -t rsa
Generating public/private rsa key pair.
Enter file in which to save the key: ~/keys/control_room
Enter passphrase (empty for no passphrase):
Enter same passphrase again:
Your identification has been saved in ~/keys/control_room
Your public key has been saved in ~/keys/control_room.pub.
The key fingerprint is:
28:aa:29:38:ba:40:f4:11:5e:3f:d4:fa:e5:36:14:d6 user@server
$
```

There must be no password associated with the keys. If there is a password, Opengear devices will have no way to supply it at runtime.

Full documentation for the `ssh-keygen` command can be found at <http://man.openbsd.org/OpenBSD-current/man1/ssh-keygen.1>.

14.6.3. Installing the SSH public & private keys (clustering)

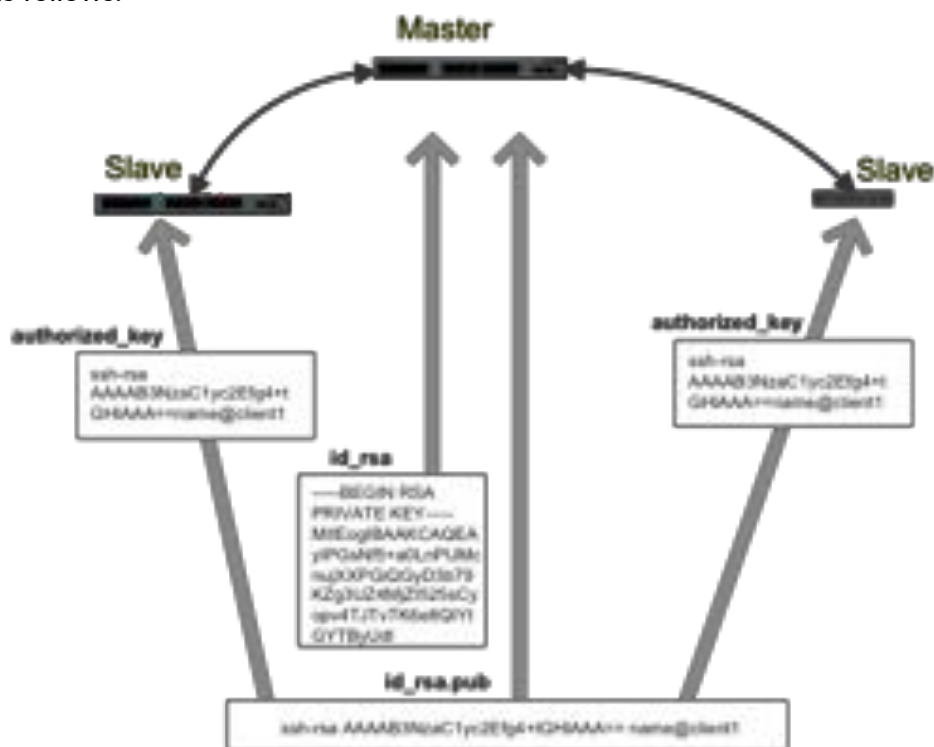
For *console servers* the keys can be uploaded through the web interface, on the **System > Administration** page.

SSH RSA Public Key		Browse...
Upload a replacement RSA public key file.		
SSH RSA Private Key		Browse...
Upload a replacement RSA private key file.		
SSH DSA Public Key		Browse...
Upload a replacement DSA public key file.		
SSH DSA Private Key		Browse...
Upload a replacement DSA private key file.		
SSH Authorized Keys		Browse...
Upload a replacement authorized keys file.		

This enables you to upload stored RSA or DSA Public Key pairs to the master and apply the authorized key to the slave as documented in [chapter 3](#). Once complete you then proceed to Fingerprinting as documented [below](#).

14.6.4. Installing SSH public key authentication (Linux)

Alternately the public key can be installed on the unit remotely from the linux host with the scp utility as follows.



Assumptions:

- the Management Console username is fred.
- the console server IP address is 192.168.0.1 (a console server's default private IP address).
- the public key is stored on the Linux- or UNIX-based system in `~/.ssh/id_dsa.pub`.

Given this, run the following command from the Linux- or UNIX-based system:

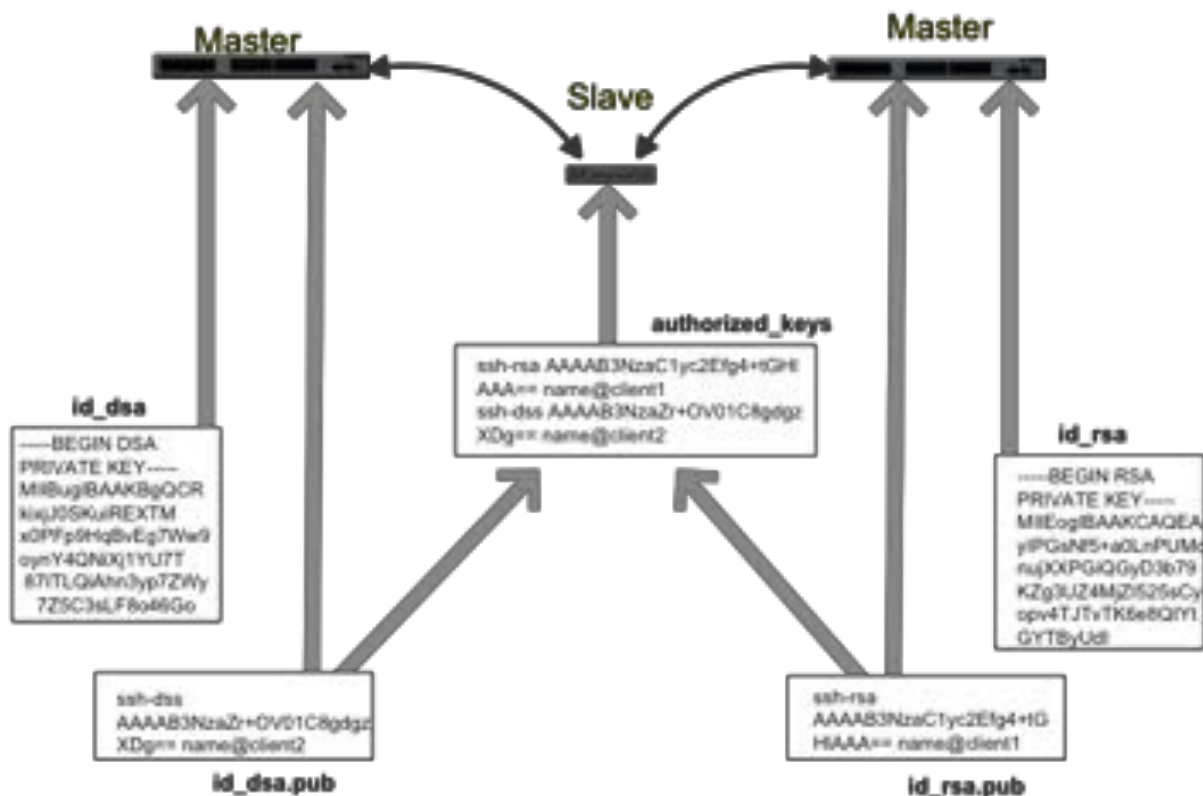
```
scp ~/.ssh/id_dsa.pub \
root@192.168.0.1:/etc/config/users/fred/.ssh/authorized_keys
```

This copies the file to the *console* server but doesn't set ownership as required. The *authorized_keys* file on the *console* server needs to be owned by *fred*. To affect this, login to the Management Console as *root* and run the following command:

```
chown fred /etc/config/users/fred/.ssh/authorized_keys
```

If the *console* server selected to be the server has only one client device, the *authorized_keys* file is simply a copy of the public key for that device.

If one or more devices will be clients of the *console* server, the *authorized_keys* file will contain copies of all of the public keys.



RSA and DSA keys may be freely mixed in the *authorized_keys* file. For example, assume we already have one server, called *bridge_server*, and two sets of keys, for the *control_room* and the *plant_entrance*. The following commands 1) show the stored keys and 2) combine two of them into a single file, *authorized_keys_bridge_server*.

```
$ ls /home/user/keys
control_room
control_room.pub
plant_entrance
plant_entrance.pub
```

```
$ cat ~/keys/control_room.pub ~/keys/plant_entrance.pub > ~/keys/
authorized_keys_bridge_server
```

More OpenSSH documentation can be found at <https://openssh.com/manual.html> and <http://man.openbsd.org/OpenBSD-current/man1/ssh.1>.

14.6.5. Generating public & private keys for SSH (Windows)

This section describes how to generate and configure SSH keys using Windows.

The OpenSSH project does not produce a Windows binary. The OpenSSH project's development is entirely focussed on producing 'a very small, secure, and easy to maintain version for the OpenBSD project'.

The versions of OpenSSH that ship on other Unix- and Unix-like operating systems are managed and produced by the [OpenSSH Portability Team](#).

As of 2016-10, and despite Microsoft announcing 'the PowerShell team will support and contribute to the OpenSSH community... to deliver the PowerShell and Windows SSH solution', there is no Windows version of the current OpenSSH release.

Consequently, Simon Tatham's long-standing SSH client for Windows, PuTTY, which includes the key generator, PuTTYgen.exe, is used in the following procedure.

Before beginning, make sure you have the most recent PuTTYgen release installed. PuTTYgen is available for download from <http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html>.

This procedure also requires the current version of WinSCP – a Windows-equivalent to the scp utility – be installed. WinSCP is available for download from <https://winscp.net/>.

- Create a new user from the Opengear Management Console.
The following example uses a user called `testuser`. This user must be a member of the `users` group.
- If you do not already have a public/private key pair generate them now using PuTTYgen.
- Launch PuTTYgen.exe.
- Select the desired key type – SSH2 DSA – in the Parameters section.
You may use RSA or DSA.
- Leave the passphrase field blank.
- Click **Generate**.
- As instructed, move the mouse pointer over the blank area of the program in order to create random data used by PUTTYGEN to generate secure keys.
Key generation occurs once PUTTYGEN has collected sufficient random data.
- Copy the public key data from the *Public key for pasting into OpenSSH authorized_keys file* section of the **PuTTY Key Generator** window.
- Launch Notepad (not Microsoft Word or any other word processor).
- paste the key data into the Notepad window.
Make sure there is only one line of text in this file.
- Save the Notepad file as `authorized_keys`.
- Launch WinSCP.

- Copy `authorized_keys` to the user's home directory on the *console server* which will be the SSH server.

For example, if the user's username is `testuser`, copy the file to

```
/etc/config/users/testuser/.ssh/authorized_keys
```

- From the *console server's* command line run the following commands to give the file the correct text-format and the correct permissions:

```
# dos2unix /etc/config/users/testuser/.ssh/authorized_keys
# chown testuser /etc/config/users/testuser/.ssh/authorized_keys
```

- Using WinSCP, copy the local `sshd_config` file over `/etc/config/sshd_config` on the *console server*.

This ensures public key authentication is enabled.

- Test the public key by logging in to the *console server* as `testuser`.
- At the *console server's* command line type the following:

```
# ssh -o StrictHostKeyChecking=no <server-ip>
```

To automate connection of the SSH tunnel from the client on every power-up you need to make the client's `/etc/config/rc.local` look like the following:

```
#!/bin/sh
ssh -L9001:127.0.0.1:4001 -N -o \
StrictHostKeyChecking=no testuser@<server-ip> &
```

This will run the tunnel redirecting local port 9001 to the server port 4001.

14.6.6. Fingerprinting

Fingerprints are used to ensure you are establishing an SSH session to who you think you are. On the first connection to a remote server you will receive a fingerprint which you can use on future connections.

This fingerprint is related to the host key of the remote server. Fingerprints are stored in `~/.ssh/known_hosts`.

- To receive the fingerprint from the remote server, log in to the client as the required user (usually `root`) and establish a connection to the remote host:

```
# ssh rh
The authenticity of host 'rh (192.168.0.1)' can't be established.
RSA key fingerprint is 8d:11:e0:7e:8a:6f:ad:f1:94:0f:93:fc:
7c:e6:ef:56.
Are you sure you want to continue connecting (yes/no)?
```

- Answer yes to accept the key.
- The following message will be returned:

```
Warning: Permanently added 'rh,192.168.0.1' (RSA) to the list of
known hosts.
```

- You may be prompted for a password.

There is no need to log in, however: you have received the fingerprint.

- Press Ctrl-C to cancel the connection.

If the host key changes you will receive the following warning, and not be allowed to connect to the remote host:

```

@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@
@  WARNING: REMOTE HOST IDENTIFICATION HAS CHANGED!                      @
@  IT IS POSSIBLE THAT SOMEONE IS DOING SOMETHING NASTY!                @
@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@

```

Someone could be eavesdropping on you right now using a *man-in-the-middle* attack.

It is also possible that the RSA host key has just been changed:

```

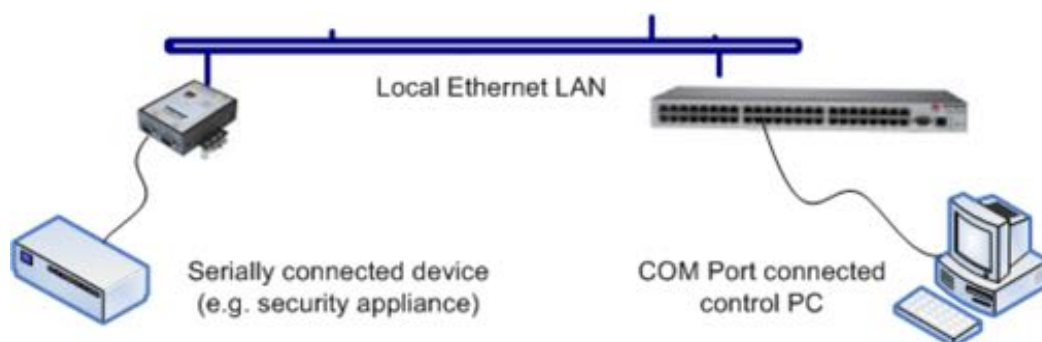
The fingerprint for the RSA key sent by the remote host is
ab:7e:33:bd:85:50:5a:43:0b:e0:bd:43:3f:1c:a5:f8.
Please contact your system administrator.
Add correct host key in ~/.ssh/known_hosts to get rid of this
message.
Offending key in ~/.ssh/known_hosts:1
RSA host key for remhost has changed and you have requested strict
checking.
Host key verification failed.

```

If the host key has legitimately changed, it can be removed from the `~/.ssh/known_hosts` file and the new fingerprint added. If it has not changed legitimately, this indicates a serious problem that should be investigated immediately.

14.6.7. SSH tunnelled serial bridging

You can apply SSH tunneling when two Black Box *console servers* are configured for serial bridging.



As detailed in [chapter 3](#), the Server *console server* is setup in Console Server mode with either RAW or RFC2217 enabled and the Client console server is set up in Serial Bridging Mode with the Server Address, and Server TCP Port (4000 + port for RAW or 5000 + port # for RFC2217) specified:

- Select SSH Tunnel when configuring the **Serial Bridging Setting**.

Serial Bridge Settings	
Serial Bridging Mode	 Create a network connection to a remote serial port via RFC-2217.
Server Address	250.258.2.16 The network address of an RFC-2217 server to connect to.
Server TCP Port	5002 The TCP port the RFC-2217 server is serving on.
RFC 2217	☒ Enable RFC 2217 access.
SSH Tunnel	☒ Redirect the serial bridge over an SSH tunnel to the server

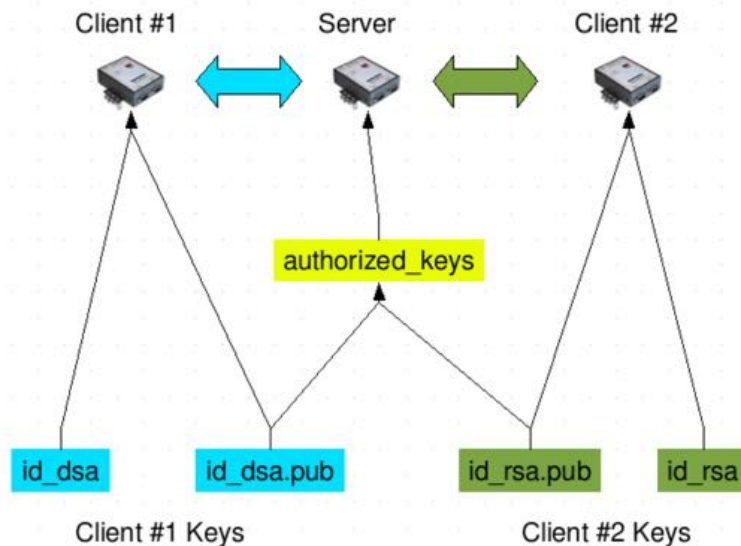
- set up SSH keys for each end of the tunnel and upload these keys to the Server and Client console servers.

Client keys

The first step in setting up ssh tunnels is to generate keys. Ideally, you will use a separate, secure, machine to generate and store all keys to be used on the console servers. However, if this is not ideal to your situation, keys may be generated on the console servers themselves.

It is possible to generate only one set of keys, and reuse them for every SSH session. While this is not recommended, each organization will need to balance the security of separate keys against the additional administration they bring.

Generated keys may be one of two types – RSA or DSA – and it is beyond the scope of this document to recommend one over the other. RSA keys will go into the files `id_rsa` and `id_rsa.pub`. DSA keys will be stored in the files `id_dsa` and `id_dsa.pub`.



For simplicity going forward the term private key will be used to refer to either `id_rsa` or `id_dsa` and public key to refer to either `id_rsa.pub` or `id_dsa.pub`.

To generate the keys use the `ssh-keygen` program (part of the OpenSSH suite):

```
$ ssh-keygen -t [rsa|dsa]
```

```

Generating public/private [rsa|dsa] key pair.
Enter file in which to save the key (/home/user/.ssh/id_[r/
dsa]):
Enter passphrase (empty for no passphrase):
Enter same passphrase again:
Your identification has been saved in /home/user/.ssh/id_[r/
dsa].
Your public key has been saved in /home/user/.ssh/id_[r/
dsa].pub.
The key fingerprint is:
28:aa:29:38:ba:40:f4:11:5e:3f:d4:fa:e5:36:14:d6 user@server
$
It is advisable to create a new directory to store your generated keys. It is also possible to
name the files after the device they will be used for. For example:

```

```

$ mkdir keys
$ ssh-keygen -t rsa
Generating public/private rsa key pair.
Enter file in which to save the key: ~/keys/control_room
Enter passphrase (empty for no passphrase):
Enter same passphrase again:
Your identification has been saved in ~/keys/control_room
Your public key has been saved in ~/keys/control_room.pub.
The key fingerprint is:
28:aa:29:38:ba:40:f4:11:5e:3f:d4:fa:e5:36:14:d6 user@server
$
There must be no password associated with the keys. If there is a password, Opengear
devices will have no way to supply it at runtime.

```

Authorized keys

If the *console server* selected to be the server has only one client device, the `authorized_keys` file is simply a copy of the public key for that device.

If one or more devices will be clients of the *console server*, the `authorized_keys` file will contain copies of all of the public keys.

RSA and DSA keys may be freely mixed in the `authorized_keys` file. For example, assume we already have one server, called `bridge_server`, and two sets of keys, for the `control_room` and the `plant_entrance`. The following commands 1) show the stored keys and 2) combine two of them into a single file, `authorized_keys_bridge_server`.

```

$ ls /home/user/keys
control_room
control_room.pub
plant_entrance
plant_entrance.pub
$ cat ~/keys/control_room.pub ~/keys/plant_entrance.pub > ~/
keys/authorized_keys_bridge_server

```

Uploading keys

The keys for the server can be uploaded through the web interface, on the **System > Administration** page as detailed earlier. If only one client will be connecting, then simply upload the appropriate public key as the authorized keys file. Otherwise, upload the authorized keys file constructed in the previous step.

Each client will then need its own set of keys uploaded through the same page. Take care to ensure that the correct type of keys (DSA or RSA) goes in the correct spots, and that the public and private keys are in the correct spot.

14.6.8. SDT connector public key authentication

SDT Connector can authenticate against a *console server* using your SSH key pair rather than requiring your to enter your password (that is public key authentication).

To use public key authentication with *SDT Connector*, first create an RSA or DSA key pair (using `ssh-keygen`, `PuTTYgen` or a similar tool) and add the public part of your SSH key pair to the console server.

Next, add the private part of your SSH key pair (this file is typically named `id_rsa` or `id_dsa`) to the *SDT Connector* client:

- Navigate to **Edit > Preferences > Private Keys > Add**.
- Locate the private key file.
- Click **OK**.

You do not have to add the public part of your SSH key pair, it is calculated using the private key.

SDT Connector will now use public key authentication when SSH-connecting through the *console server*. You may have to restart *SDT Connector* to shut down any existing tunnels that were established using password authentication.

If you have a host behind the *console server* that you connect to by clicking the **SSH** button in *SDT Connector*, you can also configure it for public key authentication.

Essentially what you are using is SSH over SSH. The two SSH connections are entirely separate, and the host configuration is entirely independent of *SDT Connector* and the *console server*. You must configure the SSH client that *SDT Connector* launches (for example `Putty` or `OpenSSH`) and the host's SSH server for public key authentication.

14.7. Secure sockets layer (SSL) support

Secure Sockets Layer (SSL) is a protocol developed by Netscape for transmitting private documents via the Internet. SSL works by using a private key to encrypt data that's transferred over the SSL connection.

The *console server* includes OpenSSL. The OpenSSL Project is a collaborative effort to develop a robust, commercial-grade, full-featured, and Open Source toolkit implementing the Secure Sockets Layer (SSL v2/v3) and Transport Layer Security (TLS v1) protocols as well as a full-strength general purpose cryptography library. The project is managed by a worldwide community of volunteers that use the Internet to communicate, plan, and develop the OpenSSL toolkit and its related documentation.

OpenSSL is based on the Slay library developed by Eric A Young and Tim J Hudson. The OpenSSL toolkit is licensed under an Apache-style license, which basically means that you are free to get and use it for commercial and non-commercial purposes subject to some simple license conditions. In the *console server* OpenSSL is used primarily in conjunction with `https` in order to have secure browser access to the GUI management console across insecure networks.

OpenSSL documentation is available at <https://openssl.org/docs/manmaster/apps/openssl.html>.

The OpenSSL project itself 'highly recommends' Ivan Ristić's *OpenSSL Cookbook*, available as a free download from <https://feistyduck.com/books/openssl-cookbook/>.

14.8. HTTPS

The Management Console UI is served using HTTPS by the built in cherokee webserver.

If your default network address is changed or the unit is to be accessed via a known Domain Name you can use the following steps to replace the default SSL Certificate and Private Key with ones tailored for your new address.

14.8.1. Generating an encryption key

To create a 1024 bit RSA key with a password issue the following command on the command line of a linux host with the `openssl` utility installed:

```
# openssl genrsa -des3 -out ssl_key.pem 1024
```

14.8.2. Generating a self-signed certificate with OpenSSL

This example shows how to use OpenSSL to create a self-signed certificate on a Linux- or Unix-based system. OpenSSL ships as part of macOS and is available for most Linux distributions via the default package management mechanism.

The OpenSSL project '[does not distribute any code in binary form, and does not officially recommend any specific binary distributions](https://wiki.openssl.org/index.php/Binaries).' The project does, however, maintain a page on its community wiki: <https://wiki.openssl.org/index.php/Binaries>.

This page lists 3rd-party binaries that are 'stable and can provide continued support for OpenSSL'. Windows users should check here for a suitable binary.

To create a 1024-bit RSA key and a self-signed certificate, issue the following command from the host you have `openssl` installed on:

```
# openssl req -x509 -nodes -days 1000 -newkey rsa:1024 -keyout \
ssl_key.pem -out ssl_cert.pem
```

You will be prompted to enter a lot of information. Most of it doesn't matter, but the Common Name should be the domain name of your computer (for example, `test.opengear.com`).

When you have entered everything, the certificate will be created in a file called `ssl_cert.pem`.

14.8.3. Installing the key & certificate

The recommended method for copying files securely to the console server unit is with a Secure Copying Protocol client (for example, the shell-based tool: `scp`).

The `scp` utility ships with macOS and ships with OpenSSH for most Linux distributions. Windows users can use something like the PSCP command line utility available with *PuTTY*.

The files created in the steps above can be installed remotely with the `scp` utility as follows:

```
# scp ssl_key.pem root@<address of unit>:/etc/config/  
# scp ssl_cert.pem root@<address of unit>:/etc/config/
```

or, using PSCP:

```
pscp -scp ssl_key.pem root@<address of unit>:/etc/config/  
pscp -scp ssl_cert.pem root@<address of unit>:/etc/config/
```

PuTTY and the PSCP utility can be downloaded from <http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html>.

Detailed documentation on PSCP can be found at <https://the.earth.li/~sgtatham/putty/0.67/html/doc/Chapter5.html>.

14.8.4. Launching the HTTPS server

The easiest way to enable the HTTPS server is from the web Management Console.

- click the appropriate checkbox in **Network > Services > HTTPS Server**.

The HTTPS server will now be activated (assuming `ssl_key.pem` and `ssl_cert.pem` exist in the `/etc/config/`).

Alternatively, `inetd` can be configured to launch the secure `fnord` server from the command line of the unit as follows.

- Edit the `inetd` configuration file. From the unit command line:

```
# vi /etc/config/inetd.conf
```

- Append a line:

```
443 stream tcp nowait root sslwrap -cert /etc/config/ssl_cert.pem  
-key /etc/config/ssl_key.pem -exec /bin/httpd /home/httpd"
```

- Save the file.
- Signal `inetd` of the configuration change:

```
# kill -HUP `cat /var/run/inetd.pid`
```

The HTTPS server should now be accessible from a web client at a URL similar to this:
`https://common-name-of-unit/`.

14.9. Power strip control

The console server supports a growing list of remote power-control devices (RPCs) which can be configured using the Management Console as described in [chapter 7](#). These RPCs are controlled using the open source *PowerMan* and *Network UPS Tools* and with Opengear's

pmpower utility.

14.9.1. the PowerMan tool

PowerMan provides power management in a data center or compute cluster environment. It performs operations such as power on, power off, and power cycle via remote power controller (RPC) devices.

The powerman man page is not shipped with Opendgear hardware. It is reproduced below.

Synopsis

```
powerman | pm [-options][targets]
```

options	notes regarding targets
-1 --on	power <i>on</i> targets.
-0 --off	power <i>off</i> targets.
-c --cycle	Power cycle targets.
-r --reset	Assert hardware reset for targets (if implemented by RPC).
-f --flash	Turn beacon <i>on</i> for targets (if implemented by RPC).
-u --unflash	Turn beacon <i>off</i> for targets (if implemented by RPC).
-l --list	List available targets. If possible, output will be compressed into a host range (see <i>target specification</i> below).
-q --query	Query plug status of targets. If none specified, query all targets. Status is not cached; each time this option is used, powerman queries the appropriate RPC's. Targets connected to RPC's that could not be contacted (e.g. due to network failure) are reported as status "unknown". If possible, output will be compressed into host ranges.
-n --node	Query node power status of targets (if implemented by RPC). If no targets specified, query all targets. In this context, a node in the <i>off</i> state could be <i>on</i> at the plug but operating in standby power mode.
-b --beacon	Query beacon status (if implemented by RPC). If no targets are specified, query all targets.
-t --temp	Query node temperature (if implemented by RPC). If no targets are specified, query all targets. Temperature information is not interpreted by powerman and is reported as received from the RPC on one line per target, prefixed by target name.
-h --help	Display option summary.
-L --license	Show powerman license information.
-d --destination	<i>host[:port]</i> . Connect to a powerman daemon on non-default host and optionally port.
-V --version	Display the powerman version number and exit.
-D --device	Displays RPC status information. If targets are specified, only RPC's matching the target list is displayed.
-T --telemetry	Causes RPC telemetry information to be displayed as commands are processed. Useful for debugging device scripts.
-x --exprange	Expand host ranges in query responses.

For more details see <http://linux.die.net/man/1/powerman>.

Target specification

powerman target hostnames may be specified as comma separated or space separated hostnames or host ranges.

Host ranges are of the general form:

```
prefix[n-m,l-k,...]
```

where $n < m$ and $l < k$, etc.

This form should not be confused with regular expression character classes, which are also denoted by `[ ]`. For example, `foo[19]` does not represent `foo1` or `foo9`, but rather represents a degenerate range: `foo19`.

This range syntax is meant only as a convenience on clusters with a prefix NN naming convention and specification of ranges should not be considered necessary -- the list `foo1,foo9` could be specified as such, or by the range `foo[1,9]`.

Some examples of powerman targets follow.

Power on hosts bar,baz,foo01,foo02,...,foo05: `powerman --on bar baz foo[01-05]`

Power on hosts bar,foo7,foo9,foo10: `powerman --on bar,foo[7,9-10]`

Power on foo0,foo4,foo5: `powerman --on foo[0,4-5]`

As a reminder to the reader, some shells will interpret brackets — `[` and `]` — for pattern matching. Depending on your shell, it may be necessary to enclose ranged lists within quotes. For example, in tcsh, the last example above should be executed as:

```
powerman --on "foo[0,4-5]"
```

14.9.2. The pmpower tool

The `pmpower` utility is a high level tool for manipulating remote preconfigured power devices connected to the console server either via a serial or network connection. The PDU UPS and IPMI power devices are variously controlled using the open source PowerMan, IPMITool or Network UPS Tools and Opendgear's `pmpower` utility arches over these tools so the devices can be controlled through the one command line:

Synopsis

```
pmpower [-?h] [-l device | -r host] [-o outlet] [-u username] \
        [-p password] action
```

options	notes
-? -h	This help message.
-/	The serial port to use.
-o	The outlet on the power target to apply to.
-r	The remote host address for the power target
-u	Override the configured username.
-p	Override the configured password.
on	This <i>action</i> switches the specified device or outlet(s) on.
off	This <i>action</i> switches the specified device or outlet(s) off.

cycle	This <i>action</i> switches the specified device or outlet(s) off and on again.
status	This <i>action</i> retrieves the current status of the device or outlet.

Examples:

To turn outlet 4 of the power device connected to serial port 2 on:

```
# pmpower -l port02 -o 4 on
```

To turn an IPMI device off located at IP address 192.168.1.100 where the username is *root* and the password is *calvin*:

```
# pmpower -r 192.168.1.100 -u root -p calvin off
```

Default system Power Device actions are specified in `/etc/powerstrips.xml`.

Custom Power Devices can be added in `/etc/config/powerstrips.xml`. If an action is attempted which has not been configured for a specific Power Device `pmpower` will exit with an error.

14.9.3. Adding new RPC devices

There are a number of simple paths to adding support for new RPC devices.

The first is to have scripts to support the particular RPC included in either the open source PowerMan project – <https://code.google.com/archive/p/powerman/> – or the open source NUT UPS Tools project – <http://networkupstools.org/>.

The PowerMan device specifications are rather weird and it is suggested that you leave the actual writing of these scripts to the PowerMan authors. However documentation on how they work can be found at <http://linux.die.net/man/5/powerman.dev>. The Network UPS Tools (NUT) project has moved on from its UPS management origins to also cover SNMP PDUs (and embrace PowerMan). Opendgear progressively includes the updated PowerMan and NUT build into the console server firmware releases.

The second path is to directly add support for the new RPC devices (or to customize the existing RPC device support) on your particular *console server*. The **Manage > Power** page uses information contained in `/etc/powerstrips.xml` to configure and control devices attached to a serial port. The configuration also looks for (and loads) `/etc/config/powerstrips.xml` if it exists.

You can add support for more devices by putting definitions for them into `/etc/config/powerstrips.xml`. This file can be created on a host system and copied to the Management Console device using `scp`. Alternatively, login to the Management Console and use `ftp` or `wget` to transfer files.

Here is a brief description of the elements of the XML entries in `/etc/config/powerstrips.xml`.

```
<powerstrip>
  <id>Name or ID of the device support</id>
  <outlet port="port-id-1">Display Port 1 in menu</outlet>
  <outlet port="port-id-2">Display Port 2 in menu</outlet>
  ...
  <on>script to turn power on</on>
```

```

<off>script to power off</off>
<cycle>script to cycle power</cycle>
<status>script to write power status to
        /var/run/power-status</status>
<speed>baud rate</speed>
<charsize>character size</charsize>
<stop>stop bits</stop>
<parity>parity setting</parity>
</powerstrip>

```

The `id` appears on the web page in the list of available devices types to configure.

The outlets describe targets that the scripts can control. For example a power control board may control several different outlets. The `port-id` is the native name for identifying the outlet. This value will be passed to the scripts in the environment variable `outlet`, allowing the script to address the correct outlet.

There are four possible scripts: `on`, `off`, `cycle` and `status`.

When a script is run, it's standard input and output is redirected to the appropriate serial port. The script receives the outlet and port in the `outlet` and `port` environment variables respectively.

The script can be anything that can be executed within the shell.

All of the existing scripts in `/etc/powerstrips.xml` use the `pmchat` utility.

`pmchat` works just like the standard unix `chat` program, only it ensures interoperation with the port manager.

The final options, `speed`, `charsize`, `stop` and `parity` define the recommended or default settings for the attached device.

14.10. IPMItool

The *console server* includes the `ipmitool` utility for managing and configuring devices that support the Intelligent Platform Management Interface (IPMI) versions 1.5 and 2.0.

IPMI is an open standard for monitoring, logging, recovery, inventory, and control of hardware that is implemented independent of the main CPU, BIOS, and OS. The service processor (or Baseboard Management Controller, BMC) is the brain behind platform management and its primary purpose is to handle the autonomous sensor monitoring and event logging features.

The `ipmitool` program provides a simple command-line interface to this BMC. It features the ability to read sensor data repository (SDR) and print sensor values, display the contents of the System Event Log (SEL), print Field Replaceable Unit (FRU) inventory information, read and set LAN configuration parameters, and perform remote chassis power control.

The `ipmitools` man page is not shipped with Opengear hardware. It is reproduced below.

Synopsis

```

ipmitool [-c|-h|-v|-V] -I open <command>
ipmitool [-c|-h|-v|-V] -I lan -H <hostname>
        [-p <port>]

```

```

[-U <username>]
[-A <authtype>]
[-L <privlvl>]
[-a|-E|-P|-f <password>]
[-o <oemtype>]
<command>

ipmitool [-c|-h|-v|-V] -I lanplus -H <hostname>
[-p <port>]
[-U <username>]
[-L <privlvl>]
[-a|-E|-P|-f <password>]
[-o <oemtype>]
[-C <ciphersuite>]
<command>

```

Description

This program lets you manage Intelligent Platform Management Interface (IPMI) functions of either the local system, via a kernel device driver, or a remote system, using IPMI V1.5 and IPMI v2.0. These functions include printing FRU information, LAN configuration, sensor readings, and remote chassis power control.

IPMI management of a local system interface requires a compatible IPMI kernel driver to be installed and configured. On Linux this driver is called OpenIPMI and it is included in standard distributions. On Solaris this driver is called BMC and is included in Solaris 10. Management of a remote station requires the IPMI-over-LAN interface to be enabled and configured. Depending on the particular requirements of each system it may be possible to enable the LAN interface using ipmitool over the system interface.

Options

option variable		notes
-a		Prompt for the remote server password.
-A	<authtype>	Present output in CSV (comma separated variable) format. This is not available with all commands.
-c		
-C	<ciphersuite>	The remote server authentication, integrity, and encryption algorithms to use for IPMIv2 lanplus connections. See table 22-19 in the IPMIv2 specification. The default is 3 which specifies RAKP-HMAC-SHA1 authentication, HMAC-SHA1-96 integrity, and AES-CBC-128 encryption algorithms.
-E		The remote server password is specified by the environment variable IPMI_PASSWORD.
-f	<password_file>	Specifies a file containing the remote server password. If this option is absent, or if password_file is empty, the password will default to NULL.
-h		Get basic usage help from the command line.
-H	<address>	Remote server address, can be IP address or hostname. This option is required for lan and lanplus interfaces.

-I	<interface>	Selects IPMI interface to use. Supported interfaces that are compiled in are visible in the usage help output.
-L	<privlvl>	Force session privilege level. Can be CALLBACK, USER, OPERATOR, and ADMIN. Default is ADMIN.
-m	<local_address>	Set the local IPMB address. The default is 0x20 and there should be no need to change it for normal operation.
-o	<oemtype>	Select OEM type to support. This usually involves minor hacks in place in the code to work around quirks in various BMCs from various manufacturers. Use -o list to see a list of current supported OEM types.
-p	<port>	Remote server UDP port to connect to. Default is 623.
-P	<password>	Remote server password is specified on the command line. If supported it will be obscured in the process list. Note! Specifying the password as a command line option is not recommended.
-t	<target_address>	Bridge IPMI requests to the remote target address.
-U	<username>	Remote server username, default is NULL user.
-v		Increase verbose output level. This option may be specified multiple times to increase the level of debug output. If given three times you will get hexdumps of all incoming and outgoing packets.
-V		Display version information.

If no password method is specified then ipmitool will prompt the user for a password. If no password is entered at the prompt, the remote server password will default to NULL.

Security

The ipmitool documentation highlights that there are several security issues to be considered before enabling the IPMI LAN interface. A remote station has the ability to control a system's power state as well as being able to gather certain platform information. To reduce vulnerability it is strongly advised that the IPMI LAN interface only be enabled in 'trusted' environments where system security is not an issue or where there is a dedicated secure 'management network' or access has been provided through an console server.

Further it is strongly advised that not enable IPMI for remote access without setting a password. That that password should not be the same as any other password on that system.

When an IPMI password is changed on a remote machine with the IPMIv1.5 lan interface the new password is sent across the network as clear text. This could be observed and then used to attack the remote system. It is thus recommended that IPMI password management only be done over IPMIv2.0 lanplus interface or the system interface on the local station.

For IPMI v1.5, the maximum password length is 16 characters. Longer passwords are truncated. For IPMI v2.0, the maximum password length is 20 characters. Longer passwords are truncated.

Commands

command notes	
help	This can be used to get command-line help on ipmitool commands. It may also be placed at the end of commands to get option usage help.
raw	Send a RAW IPMI request and print response

lan	Configure LAN Channels
chassis*	Get chassis status and set power state
event	Send pre-defined events to MC
mc	Management Controller status and global enables
sdr	Print Sensor Data Repository entries and readings
sensor	Print detailed sensor information
fru	Print built-in FRU and scan SDR for FRU locators
sel	Print System Event Log (SEL)
pef	Configure Platform Event Filtering (PEF)
sol	Configure IPMIv2.0 Serial-over-LAN
isol	Configure IPMIv1.5 Serial-over-LAN
user	Configure Management Controller users
channel	Configure Management Controller channels
session	Print session information
exec	Run list of commands from file
set	Set runtime variable for shell and exec

*chassis commands: status, power, identify, policy, restart_cause, poh, bootdev.

chassis power commands: status, on, off, cycle, reset, diag, soft.

More details on `ipmitools` are available at the project site, <https://sourceforge.net/projects/ipmitool/>.

14.11. Custom development kit (CDK)

As detailed in this manual, customers can copy scripts, binaries and configuration files directly to the *console server*.

Opengear also freely provides a development kit which allows changes to be made to the software in console server firmware image. The customer can use the CDK to:

- generate a firmware image without certain programs, such as `telnet`, which may be banned by company policy.
- generate an image with new programs, such as custom Nagios plug-in binaries or company specific binary utilities.
- generate an image with custom defaults e.g. it may be required that the console server be configured to have a specific default serial port profile which is reverted to even in event of a factory reset
- place configuration files into the firmware image, which cannot then be modified.

For example

```
# /bin/config --set= tools
```

updates the configuration files in `/etc/config` which are read/write, whereas the files in `/etc` are read only and cannot be modified.

The CDK essentially provides a snapshot of the Opengear build process (taken after the programs have been compiled and copied to a temporary directory, `romfs`) just before the

compressed file systems are generated.

You can obtain a copy of the Opendgear CDK for the particular appliance you are working with from <ftp://ftp.opendgear.com/cdk>. Further information is available at <http://opengear.com/faq284.html>.

Note: the CDK is free, however Opendgear does not provide free technical support for systems modified using the CDK and any changes are the responsibility of the user.

14.12. Scripts for managing slaves

When the console servers are cascaded the Master is in control of the serial ports on the Slaves, and the Master's Management Console provides a consolidated view of the settings for its own and all the Slave's serial ports.

However the Master does not provide a fully consolidated view. **Status > Active Users** only displays those users active on the Master's ports. You will need to write a custom bash script that parses the port logs if you want to find out who's logged in to cascaded serial ports from the master.

You will probably also want to enable remote or USB logging, as local logs only buffer 8K of data and don't persist between reboots.

This script would, for example, parse each port log file line by line

Each time it sees **LOGIN: username**, it adds username to the list of connected users for that port. Each time it sees **LOGOUT: username**, it removes it from the list.

The list can then be nicely formatted and displayed. It's also possible to run this as a CGI script on the remote log server.

To enable log storage and connection logging:

- select **Alerts & Logging > Port Log**.
- configure log storage.
- select **Serial & Network > Serial Port**.
- Edit the serial port(s).
- Under *Console Server*, select Logging Level 1.
- click **Apply**.

Note: a useful tutorial on creating a bash script CGI is at <http://yolinux.com/TUTORIALS/LinuxTutorialCgiShellScript.html>.

Similarly the Master maintains a view of the status of the slaves:

- select **Status > Support Report**.
- scroll down to **Processes**.
- look for `/bin/ssh -MN -o ControlPath=/var/run/cascade/%h slavename`.

These are the slaves that are connected

Note: the end of the Slaves' names will be truncated, so the first 5 characters must be unique

Alternatively, you can write a custom CGI script as described above. The currently connected Slaves can be determined by running `ls /var/run/cascade` and the configured slaves can be displayed by running `config -g config.cascade.slaves`.

14.13. SMS server tools

Firmware releases v3.1 and later include the *SMS Server Tools* software which provides an SMS Gateway which can send and receive short messages through GSM modems and mobile phones.

You can send short messages by simply storing text files into a special spool directory. The program monitors this directory and sends new files automatically. It also stores received short messages into another directory as text files. Binary messages (including Unicode text) are also supported, for example ring tone messages. It's also possible to send a WAP Push message to a WAP- or MMS-capable mobile phone.

The program can be run as an SMS daemon which can be started automatically when the operating system starts. High availability can be ensured by using multiple GSM devices (currently up to 64).

The program can run other external programs or scripts after events like reception of a new message, successful sending and also when the program detects a problem. These programs can inspect the related text files and perform automatic actions

The SMS Server Tools software needs a GSM modem (or mobile phone) with SMS command set according to the European specifications

GSM 07.05 (=ETSI TS 300 585) and GSM 03.38 (=ETSI TS 100 900).

The AT command set is supported. Devices can be connected with serial port, infrared or USB.

For more information see <http://smstools3.kekekasvi.com/> or the online [Opengear FAQ](#).

14.14. Multicast

By default, all Opengear console servers come with Multicasting enabled. Multicasting provides Opengear products with the ability to simultaneously transmit information from a single device to a select group of hosts.

With firmware releases v3.1 and later, multicasting can be disabled and re-enabled from the command line. To disable multicasting type:

```
ifconfig eth0 -multicast
```

To re-enable multicasting from the command line type:

```
ifconfig eth0 multicast
```

IPv6 may need to be restarted when toggling between multicast states.

14.15. Bulk provisioning

Opengear appliances include wizard scripts to facilitate configuration and deployment en masse. These wizards operate at the command line level, so knowledge of the Linux command

line and shell scripting is useful, but not necessary – they aim to be user-friendly enough for remote hands to manage. This bulk provisioning feature is supported by firmware version 3.9.1 or later, and Lighthouse version 4.4.0 and later (optional).

Both the bulk provisioning of Opengear appliances and bulk enrollment of these appliances into Lighthouse central management system(s) is supported. These features may be used separately or in conjunction.

Using this method, an Opengear appliance can be fully configured and enrolled into Lighthouse with minimal interaction, in under 5 minutes. The basic steps are:

- Configure an individual *golden master* appliance with the baseline configuration shared by all Opengear appliances. This may be a minimal configuration if the installs are quite diverse, or a complete configuration when dealing with replicated installs.
- Use `make-template` to turn the golden master's active configuration into a template configuration that may be applied to other appliances.
- Create an OPG backup of the templated golden master appliance.
- Restore this configuration to each target devices via the CLI, web UI or using a USB thumb drive.
- Login via the CLI to complete configuration using `setup-wizard`.
- (Optional) On Lighthouse, use *enrollment-wizard* to automatically place appliances under management. This may be local/routable appliances, or remote appliances that have automatically Call Home using *callhome-wizard*.

Steps 5 and 6 may be reversed for remote setup via Lighthouse.

Full details for the above steps can be found in the Knowledge Base

14.16. Zero touch provisioning

Zero Touch Provisioning (ZTP) was introduced with firmware release 3.15.1 to allow Opengear appliances to be provisioned during their initial boot from a DHCP server.

14.16.1.Preparation

These are typical steps for configuration over a trusted network:

- Configure a same-model Opengear device.
- Optionally use the *Bulk Provisioning* wizard scripts to remove any appliance-specific settings (that is, create a template configuration) and/or prepare the configuration for automated Lighthouse enrollment. See [chapter 14.15](#).
- Save the configuration as an Opengear backup (`.opg`) file under **System > Configuration Backup** in the web UI, or via `config -e` in the CLI.

Alternatively, you can save the XML configuration as a file ending in `.xml`.

- Publish the `.opg` or `.xml` file on a fileserver that understands one of the HTTPS, HTTP, FTP or TFTP protocols.
- Configure your DHCP server to include a vendor specific option for Opengear devices. The

option text should be a URL to the location of the .opg or .xml file. The option text should not exceed 250 characters in length. It must end in either .opg or .xml.

- Connect a new Opengear device (either at defaults from the factory, or config erased) to the network and apply power.

Note: it may take up to 5 minutes for the device to find the .opg or .xml file via DHCP, download, install the file and reboot itself.

14.16.2.Example ISC DHCP server configuration

The following is an example ISC DHCP server configuration fragment for serving an .opg configuration image:

```
option space opengear code width 1 length width 1;
option opengear.config-url code 1 = text;

class "opengear-ztp" {
    match if option vendor-class-identifier ~~ "^Opengear/";
    vendor-option-space opengear;
    option opengear.config-url "https://example.com/opg/${class}.opg";
}
```

For other DHCP servers, please consult their documentation on specifying vendor specific option fields.

We use sub-option 1 to hold the URL text.

14.16.3.Setup for an untrusted LAN

If network security is a concern, and you can have remote hands insert a trusted USB flash drive into the Opengear device during provisioning, then follows are a summary of the steps required for deploying configuration in an untrusted network:

- Generate an X.509 certificate for the client. Place it and its private key file onto a USB flash drive (concatenated as a single file, `client.pem`).
- Set up a HTTPS server that restricts access to the .opg or .xml file for HTTPS onnections providing the client certificate.
- Put a copy of the CA cert (that signed the HTTP server's certificate) onto the USB flash drive as well (`ca-bundle.crt`).
- Insert the USB flash drive into the Opengear device *before attaching power or network*.
- Continue with the steps above, but using only an https URL.

14.16.4.How it works

This section explains in detail how the Opengear device uses DHCP to obtain its initial configuration.

First, an Opengear console manager is either configured or unconfigured. ZTP needs it to be in an unconfigured state, which is only obtained in the following ways:

- Firmware programming at factory.
- Pressing the Config Erase button twice during operation.
- Selecting **Config Erase** under **System > Administration** in the web UI, and rebooting.
- Creating the file `/etc/config/.init` and then rebooting.

When an unconfigured Opengear device boots, it performs these steps to find a configuration:

- the Opengear device transmits a DHCP DISCOVER request onto its primary Network Interface (WAN).

This DHCP request carries a Vendor Class Identifier of the form `Opengear/model-name` (for example, `Opengear/ACM5003-M`) and its parameter request list will include option 43 (Vendor-Specific Information).

- On receipt of a DHCP OFFER, the device will use the information in the offer to assign an IPv4 address to its primary Network Interface, add a default route, and prepare its DNS resolver.
- If the offer also contained an option 43 with sub-option 1, the device interprets the sub-option as a whitespace-separated list of URLs to configuration files to try to restore.
- If an NTP server option was provided in the DHCP offer, the system clock is synchronized with the NTP server.
- The system now searches all attached USB storage devices for two optional certificate files. The first file is named `ca-bundle.crt` and the second one is whichever one of the following filenames is found first:

file-name	notes
<code>client-aabbccddeeff.pem</code>	<code>aabbccddeeff</code> is the MAC address of the primary network interface.
<code>client-model.pem</code> <code>client.pem</code>	<code>model</code> is the (vendor class) model name in lowercase.

- If both files — `ca-bundle.crt` and `client*.pem` — are found, then secure mode is enabled for the next section.

Each URL in the list obtained from option 43 sub-option 1 is tried in sequence until one succeeds:

- the URL undergoes substring replacement from the following table:

sub-string	replaced by	example
<code>\${mac}</code>	the 12-digit MAC address of the device.	<code>0013b600b669</code>
<code>\${model}</code>	the full model name, in lowercase.	<code>acm5504-5-g-w-i</code>
<code>\${class}</code>	the firmware hardware class.	<code>ACM550x</code>
<code>\${version}</code>	the firmware version number.	<code>3.15.1</code>

- the resulting URL must end in `.opg` or `.xml` (an optional `?query-string` is permitted). If it doesn't, it is skipped and the next URL is tried.

- in secure mode, the URL must use the https scheme or it is skipped.
- otherwise the available schemes are: http, https, tftp, ftp, and ftps.
- The `curl` program is used to download the URL.
- In secure mode, the server's certificate must validate against the `ca-bundle.crt`.

The (required) `client.pem` file is provided to authenticate the client to the server. See the `curl` documentation for the format of these files.

- The URL is downloaded.

For `.opg` files, its header is checked to see if it is compatible with the current device.

For `.xml` files, a parse check is made. If the check fails, the downloaded file is abandoned and the next URL is tried.

- The file is imported into the current configuration.
- The system checks to see if a hostname has been set in the config. If not, it is set to `${model}-${mac}`.
- The system checks to see if it is still in an unconfigured state. If it is, then the network interface mode is set to DHCP. This effectively forces the system into a configured state, preventing a future reboot loop.
- The system reboots.

Note: If all the URLs were skipped or failed, the system will wait for 30 seconds before retrying again. It will retry all the URLs up to 10 times. After the 10th retry, the system reboots. If the system has been manually configured in the meantime, the retries stop and ZTP is disabled.

Note: Note: If no option 43 is received over DHCP, no URLs are downloaded and no reboots occur: the system must be manually configured. Once configured (manually or by ZTP), an Opengear will no longer request option 43 from the DHCP server, and it will ignore any option 43 configuration URLs presented to it.

14.17. Internal storage

Some models have an internal USB flash drive, a non-volatile NAND flash partition, or both, which can be used by portmanager for log storage and the TFTP/FTP server for file storage.

These storage devices are automatically mounted as subdirectories of `/var/mnt/`. The default directory served by FTP or TFTP is set to the preferred internal storage (if any), otherwise the first detected attached USB storage. The location of portmanager logs must be manually configured.

14.17.1. Filesystem location of FTP & TFTP directory

product	preferred storage	directory
ACM7000	internal flash	<code>/var/mnt/storage.nvlog/tftpboot/</code>
CM7100	internal USB flash	<code>/var/mnt/storage.usb/tftpboot/</code>
IM7200	internal USB flash	<code>/var/mnt/storage.usb/tftpboot/</code>
ACM5500	internal USB flash	<code>/var/mnt/storage.usb/tftpboot/</code>

ACM5000-F	internal USB flash option	/var/mnt/storage.usb/tftpboot/
Other products with USB	first-attached USB storage	/var/mnt/storage.usb/tftpboot/

14.17.2. Filesystem location of portmanager logs

port log server type	directory
USB flash memory	/var/mnt/storage.usb
non-volatile internal storage	/var/mnt/storage.nvlog
micros-SD card	/var/mnt/storage.sd
other (NFS, CIFS, etc)	as explicitly configured

14.17.3. Configuring FTP & TFTP directory

The FTP or TFTP services can be configured to serve different directories via the command line. For example:

```
config -s config.services.ftp.directory=/var/mnt/storage.usb/\
my-ftp-dir
config -r services
```

The directory will be created if it doesn't already exist.

14.17.4. Mounting a preferred USB disk by label

Currently, the 'first' USB storage device is mounted at /var/mnt/storage.usb by detecting the lowest numbered disk partition, for example /dev/sda1. This can be constrained to match a particular port or a labelled device.

- Attach the USB disk you plan to use.
- Look in directories /dev/disk/by-path/ or /dev/disk/by-label/ to find a suitably stable way of identifying your disk.
- Use the following command to see the current device matching string used:
- # config -g config.storage.usb.device
- Change the path match with (for example):
- # config -s config.storage.usb.device=/dev/disk/by-label/1103

Appendix 1. Commands & source code

Appendix 1.1. Commands

The *console server* platform is a dedicated Linux computer, optimized to provide monitoring and secure access to serial and network consoles of critical server systems and their supporting power and networking infrastructure.

Opengear console servers are built on the **uCLinux** distribution as developed by the uCLinux project. This is GPL code and the source can be found at <http://cvs.uclinux.org>.

Some **uCLinux** commands have config files that can be altered (for example, *portmanager*, *inetd*, *init*, and *sshd*).

Other commands you can run and do neat stuff with (for example *loopback*, *bash* (shell), *ftp*, *hwclock*, *iproute*, *iptables*, *netcat*, *ifconfig*, *mii-tool*, *netstat*, *route*, *ping*, *portmap*, *pppd*, *routed*, *setserial*, *smtpclient*, *stty*, *stunel*, *tcpdump*, *tftp*, *tip*, and *traceroute*).

Opengear console servers also ship with **Busybox**, the 'Swiss Army Knife of embedded Linux' which 'combines tiny versions of many common UNIX utilities into a single small executable.' See <https://busybox.net/> for more information.

The table below lists most of the standard **uCLinux** commands (*ucl*), **Busybox** commands (*bb*), and some custom Opengear commands (*og*), included in the default build tree. The shorthand immediately right of each listed command shows which source is used to run a given command: *ucl* for **uCLinux**; *bb* for **Busybox**; and *og* for Opengear-specific commands.

The Administrator can use these to configure the console server, and monitor and manage attached serial console and host devices.

command		description
addgroup	<i>bb</i>	Add a group or add a user to a group.
adduser	<i>bb</i>	Add a user.
agetty	<i>ucl</i>	Alternative Linux getty.
arp	<i>ucl</i>	Manipulate the system ARP cache.
arping	<i>ucl</i>	Send ARP requests/replies.
bash	<i>ucl</i>	GNU Bourne-Again Shell.
busybox	<i>bb</i>	Swiss army knife of embedded Linux commands.
cat	<i>bb</i>	Concatenate file(s) and print them to stdout.
chat	<i>ucl</i>	Useful for interacting with a modem connected to stdin/stdout.
chgrp	<i>bb</i>	Change file access permissions.
chmod	<i>bb</i>	Change file access permissions.
chown	<i>bb</i>	Change file access permissions.
config	<i>og</i>	Tool to manipulate and query system configuration from the shell.
cp	<i>bb</i>	Copy files and directories.
date	<i>bb</i>	Print or set the system date and time.
dd	<i>bb</i>	Convert and copy a file.
deluser	<i>bb</i>	Delete a user from the system.
df	<i>bb</i>	Report file system disk space usage.
dhcpcd	<i>ucl</i>	Dynamic Host Configuration Protocol server.
discard	<i>ucl</i>	Network utility that listens on the discard port.
dmesg	<i>bb</i>	Print or control the kernel ring buffer.
echo	<i>bb</i>	Print the specified ARGs to stdout.
erase	<i>ucl</i>	Tool for erasing MTD partitions.
eraseall	<i>ucl</i>	Tool for erasing entire MTD partitions.
false	<i>bb</i>	True and false return an exit status. Zero for true; non-zero for false.
find	<i>ucl</i>	Search for files.
flashw	<i>ucl</i>	Write data to individual flash devices.
flatfsd	<i>ucl</i>	dæmon to save RAM file systems back to FLASH.
ftp	<i>ucl</i>	Internet file transfer program.
gen-keys	<i>ucl</i>	SSH key generation program
getopt	<i>bb</i>	Parses command options.
gettyd	<i>ucl</i>	Getty dæmon
grep	<i>bb</i>	Print lines matching a pattern.
gunzip	<i>bb</i>	Compress or expand files.
gzip	<i>bb</i>	Compress or expand files.
hd	<i>ucl</i>	ASCII, decimal, hexadecimal, octal dump.
hostname	<i>bb</i>	Get or set hostname or DNS domain name.
httpd	<i>ucl</i>	Listen for incoming HTTP requests.
hwclock	<i>ucl</i>	Query and set hardware clock (RTC).
inetd	<i>ucl</i>	Network super-server dæmon.
inetd-echo	<i>ucl</i>	Network echo utility.
init	<i>ucl</i>	Process control initialization.

ip	ucl	Show or manipulate routing, devices, policy routing, and tunnels.
ipmitool	ucl	Linux IPMI manager.
iptables	ucl	Administration tool for IPv4 packet filtering and NAT.
ip6tables	ucl	Administration tool for IPv6 packet filtering.
iptables-restore	ucl	Restore IP tables.
iptables-save	ucl	Save IP tables.
kill	bb	Send a signal to a process to end gracefully.
ln	bb	Make links between files.
login	ucl	Begin session on the system.
loopback	og	Loopback diagnostic command.
loopback1	og	Loopback diagnostic command.
loopback2	og	Loopback diagnostic command.
loopback8	og	Loopback diagnostic command.
loopback16	og	Loopback diagnostic command.
loopback48	og	Loopback diagnostic command.
ls	bb	List directory contents.
mail	ucl	Send and receive mail.
mkdir	bb	Make directories.
mkfs.jffs2	ucl	Create an MS-DOS file system under Linux.
mknod	bb	Make block or character special files.
more	bb	File persual filter for crt viewing.
mount	bb	Mount a file system.
msmtp	ucl	SMTP mail client.
mv	bb	Move (rename) files.
nc	ucl	TCP/IP Swiss army knife.
netflash	ucl	Upgrade firmware on uCLinux platforms using the blkmem interface.
netstat	ucl	Print network connections, routing tables, interface statistics, etc.
ntpd	ucl	Network Time Protocol (NTP) dæmon.
pgrep	ucl	Display process(es) selected by regex pattern.
pidof	ucl	Find the process ID of a running program.
ping	ucl	Send ICMP ECHO_REQUEST packets to network hosts.
ping6	ucl	IPv6 ping.
pkill	ucl	Sends a signal to process(es) selected by regex pattern.
pmchat	og	Similar command to the standard <i>chat</i> command (via <i>portmanager</i>).
pmdeny	og	
pminetd	og	
pmloggerd	og	
pmshell	og	Similar to <i>tip</i> or <i>cu</i> but all serial port access is directed via <i>portmanager</i> .
portmanager	og	Command to handle all serial port access.
portmap	ucl	DARPA port to RPC program number mapper.
pppd	ucl	Point-to-point protocol dæmon.
ps	bb	Report a snapshot of the current processes.
pwd	bb	Print name of current working directory.
reboot	bb	Soft reboot the system.

rm	<i>bb</i>	Remove files or directories.
rmdir	<i>bb</i>	Remove empty directories.
routed	<i>ucl</i>	Show or manipulate the IP routing table.
route	<i>ucl</i>	IP route tool to flush IPv4 routes.
route	<i>ucl</i>	IP route tool to list routes.
rtacct	<i>ucl</i>	network statistics tool.
rtmon	<i>ucl</i>	RTnetlink listener.
scp	<i>ucl</i>	Secure copy (remote file copy program).
sed	<i>bb</i>	Stream text editor.
setmac	<i>ucl</i>	Sets the MAC address.
setserial	<i>ucl</i>	Sets and reports serial port configuration.
sh	<i>ucl</i>	The Bourne shell.
showmac	<i>ucl</i>	Shows the MAC address.
sleep	<i>bb</i>	Delay for a specified amount of time.
smbmnt	<i>ucl</i>	Helper utility for mounting SMB file systems.
smbmount	<i>ucl</i>	Mount an SMBFS file system.
smbumount	<i>ucl</i>	SMBFS umount for normal users.
snmpd	<i>ucl</i>	SNMP daemon.
snmptrap	<i>ucl</i>	Sends an SNMP notification to a manager.
sredird	<i>ucl</i>	RFC2217-compliant serial port redirector.
ssh	<i>ucl</i>	OpenSSH SSH client (remote login program).
ssh-keygen	<i>ucl</i>	Authentication key generation, management, and conversion.
sshd	<i>ucl</i>	OpenSSH SSH daemon.
stty	<i>ucl</i>	Change and print terminal line settings.
stunnel	<i>ucl</i>	Universal SSL tunnel.
sync	<i>bb</i>	Flush file system buffers.
sysctl	<i>ucl</i>	Configure kernel parameters at runtime.
syslogd	<i>ucl</i>	System logging utility.
tar	<i>bb</i>	The tar archiving utility.
tc	<i>ucl</i>	Show traffic control settings.
tcpdump	<i>ucl</i>	Dump traffic on a network.
telnetd	<i>ucl</i>	Telnet protocol server.
tftp	<i>ucl</i>	Client to transfer a file to or from a tftp server.
tftpd	<i>ucl</i>	Trivial file transfer protocol (tftp) server.
tip	<i>ucl</i>	Simple terminal emulator for connecting to modems and serial devices.
top	<i>ucl</i>	Provide a view of process activity in real time.
touch	<i>bb</i>	Change file timestamps.
traceroute	<i>ucl</i>	Print the route packets take to a network host.
traceroute6	<i>ucl</i>	Traceroute for IPv6.
true	<i>bb</i>	True and false return an exit status. Zero for true; non-zero for false.
umount	<i>bb</i>	Unmounts file systems.
uname	<i>bb</i>	Print system information.
usleep	<i>bb</i>	Delay for a specified time.
vconfig	<i>bb</i>	Create and remove virtual ethernet devices.

vi	bb	Busybox clone of the VI text editor.
w	ucl	Show who is logged on and what they are doing.
zcat	bb	Identical to <i>gunzip -c</i> .

With most of the above commands, the *-h* or *--help* argument provides a terse runtime description of their behavior.

More details on the Linux commands can found at <http://en.tldp.org/HOWTO/HOWTO-INDEX/howtos.html> and <http://faqs.org/docs/Linux-HOWTO/Remote-Serial-Console-HOWTO.html>.

An updated list of the commands in the latest console server build can be found at <http://www.opengear.com/faq233.html>. Alternatively, run *ls* when */bin/* is the present working directory (*pwd*) to view all the commands available on your *console server*.

There were a number of Opengear tools listed above, each denoted as *og*, that make it simple to configure the console server and ensure the changes are stored in the *console server's* flash memory. These commands are documented in previous chapters and include:

- *config*, which allows manipulation and querying of the system configuration from the command line. With *config* a new configuration can be activated by running the relevant configurator, which performs the action necessary to make the configuration changes live.
- *portmanager*, which provides a buffered interface to each serial port. It is supported by the *pmchat* and *pmshell* commands which ensure all serial port access is directed via the *portmanager*.
- *pmpower*, which is a configurable tool for manipulating remote power devices that are serially- or network-connected to the *console server*.
- *SDT Connector*, which is a java client applet that provides point-and-click SSH-tunneled connections to the *console server* and Managed Devices.

There are also a number of other CLI commands related to other open source tools embedded in the console server including:

- *PowerMan*, which provides power management for many preconfigured remote power controller (RPC) devices. For CLI details see <http://linux.die.net/man/1/powerman>.
- *Network UPS Tools (NUT)*, which provides reliable monitoring of UPS and PDU hardware and ensure safe shutdowns of the systems which are connected, with a goal to monitor every kind of UPS and PDU. For CLI details see <http://networkupstools.org/>.
- *Nagios*, which is a popular, enterprise-class management tool that provides central monitoring of the hosts and services in distributed networks. For CLI details see <http://nagios.org/>.

The *console server* also supports GNU bash shell scripts, enabling the Administrator to run custom scripts. GNU bash, version 2.05.0(1)-release (arm-OpenGear-linux-gnu) offers the following shell commands:

command	arguments
alias	<i>[-p] [name[=value] ...]</i>
bg	<i>[jobspec ...]</i>
bind	<i>[-lpvsPVS] [-m keymap] [-f fi break [n]</i>

case	<i>word</i> in [([<i>pattern</i> [<i>pattern</i>]...) <i>command-list</i> ;;]... esac
cd	[-L][-P [-e]] [-@] [<i>directory</i>]
command	[-pVv] <i>command</i> [<i>arguments</i> ...]
compgen	[<i>option</i>] [<i>word</i>]
complete	[-abcdefgjkusv] [-o <i>comp-option</i>] [-DE] [-A <i>action</i>] [-G <i>globpat</i>] [-W <i>wordlist</i>] [-F <i>function</i>] [-C <i>command</i>] [-X <i>filterpat</i>] [-P <i>prefix</i>] [-S <i>suffix</i>] <i>name</i> [<i>name</i> ...] complete -pr [-DE] [<i>name</i> ...]
continue	[<i>n</i>]
declare	[-aAfFgilnrtux] [-p] [<i>name</i> [= <i>value</i>] ...]
dirs	[-clpv] [+N -N]
disown	[-ar] [-h] [<i>jobspec</i> ... <i>pid</i> ...]
echo	[-neE] [<i>arg</i> ...]
enable	[-a] [-dnps] [-f <i>filename</i>] [<i>name</i> ...]
eval	[<i>arguments</i>]
exec	[-cl] [-a <i>name</i>] [<i>command</i> [<i>arguments</i>]]
exit	[<i>n</i>]
export	[-fn] [-p] [<i>name</i> [= <i>value</i>]]
false	
fc	[-e <i>ename</i>] [-lnr] [<i>first</i>] [<i>last</i>] -s [<i>pat</i> = <i>rep</i>] [<i>command</i>]
fg	[<i>jobspec</i>]
for	<i>name</i> [[in [<i>words</i> ...]] ;] do <i>commands</i> ; done
function	<i>name</i> { <i>commands</i> ; } or NA
getopts	<i>optstring</i> <i>name</i> [<i>args</i>]
hash	[-r] [-p <i>filename</i>] [-dt] [<i>name</i>]
help	[-dms] [<i>pattern</i>]
history	[<i>n</i>] -c -d <i>offset</i> [-anrw] [<i>filename</i>] -ps <i>arg</i>
if	<i>test-commands</i> ; then <i>consequent-commands</i> ; [elif <i>more-test-commands</i> ; then <i>more-consequents</i> ;] [else <i>alternate-consequents</i> ;] fi
kill	[-s <i>sigspec</i>] [-n <i>signum</i>] [-sigspec] <i>jobspec</i> or <i>pid</i> -l -L [<i>exit_status</i>]
local	[<i>option</i>] <i>name</i> [= <i>value</i>] ...
logout	
popd	[-n] [+N -N]
printf	[-v <i>var</i>] <i>format</i> [<i>arguments</i>]
pushd	[-n] [+N -N <i>dir</i>]
pwd	[-LP]
read	[-ers] [-a <i>aname</i>] [-d <i>delim</i>] [-i <i>text</i>] [-n <i>nchars</i>] [-N <i>nchars</i>] [-p <i>prompt</i>] [-t <i>timeout</i>] [-u <i>fd</i>] [<i>name</i> ...]
readonly	[-aAf] [-p] [<i>name</i> [= <i>value</i>]] ...
select	<i>name</i> [in <i>words</i> ...]; do <i>commands</i> ; done
set	[--abefhkmnptuvxBCEHPT] [-o <i>option-name</i>] [<i>argument</i> ...] [+abefhkmnptuvxBCEHPT] [+o <i>option-name</i>] [<i>argument</i> ...]
shift	[<i>n</i>]

shopt	[-pqsu] [-o] [<i>optname</i> ...]
source	<i>filename</i>
suspend	[-f]
test	<i>expr</i>
time	[-lp]
times	
trap	[-lp] [<i>arg</i>] [<i>sigspec</i> ...]
true	
type	[-afptP] [<i>name</i> ...]
typeset	[-afFgrxilnrtux] [-p] [<i>name</i> [= <i>value</i>] ...]
umask	[-p] [-S] [<i>mode</i>]
unalias	[-a] [<i>name</i> ...]
unset	[-fnv] [<i>name</i>]
until	<i>test-commands</i> ; do <i>consequent-commands</i> ; done
variables	<i>variable</i> wait [<i>n</i>] while <i>commands</i> ; do <i>commands</i> ; done
while	<i>test-commands</i> ; do <i>consequent-commands</i> ; done

Appendix 1.2.Source code

Many *console server* software components are licensed under the GNU General Public License, Version 2, which Opengear supports. A copy of the GNU General Public License is included in [Appendix 6: End-user license agreements](#). A copy is also available at <http://gnu.org/licenses/old-licenses/gpl-2.0.html>. Opengear will provide source code for any of the components of the software licensed under the GNU General Public License upon request.

You may obtain the latest snapshot source code package on a CD by sending a US\$5.00 money order or check to:

Opengear Support
630 West 9560 South, Suite A
Sandy, UT 84070, USA

Alternately the complete source code corresponding to each released version is available from us for a period of three years after its last shipment. If you would like the source code for an earlier release than the latest current release please write "source for firmware Version x.xx" in the memo line of your payment.

This offer is valid to anyone in receipt of this information.

The *console server* also embodies the *okvm* console management software. This is GPL code and the full source is available from <http://okvm.sourceforge.net/>.

The *console server* BIOS (boot loader code) is a port of *uboot* which is also a GPL package with source code openly available from <http://denx.de/wiki/U-Boot/>.

The *console server* CGIs (the html code, xml code and web config tools for the Management Console) are proprietary to Opengear. The code will be provided to customers, under NDA.

Also built-in to the *console server* is a Port Manager application and Configuration tools as documented in Chapters 13 and 14 above. These both are proprietary to Opengear, but open to customers under NDA, as above.

Appendix 2. Hardware specifications

Appendix 2.1. Physical dimensions

model	W x D x H (mm)	W x D x H (")	weight (kg)	weight (lb)
ACM5002/3/4(-2) (-M/W/G)	103 x 87 x 28	4.1 x 3.4 x 1.1	1.0	2.2
ACM5504/8-2/5(-M/G/W/I)	166 x 102 x 28	6.5 x 3.4 x 1.4	1.8	4.0
ACM7004, ACM7004-2-L (V/A/R/MA/MV/MCR/MCT)	130 x 120 x 35	5.1 x 4.8 x 1.4	0.6	1.3
IM7216/32/48	440 x 254 x 45	17.0 x 10.0 x 1.8	4.5	10.0
IM4208/16/32/48	432 x 313 x 45	17.0 x 12.0 x 1.8	5.4	11.8
IM4216-34	432 x 313 x 45	17.0 x 12.0 x 1.8	5.4	11.8
CM7116/32/48	440 x 170 x 45	17.0 x 6.9 x 1.8	4.0	9.0

Appendix 2.2. Operating ranges

measure	range
ambient operating temperatures	5°C – 50°C (41°F – 122°F)
non-operating storage temperatures	-30°C – 60°C (-20°F – 140°F)
operating humidity	5% – 90%
power	See section 1.2, 'Power connection', for details
power consumption	All less than 30 W
RJ45 serial ports	50 – 230,400 bps

DB9 serial port

2400 – 115,200 bps

Appendix 2.3.CPUs

model	CPU
IM7200 series	1 GHz ARM SoC (Marvell 88F6283)
CM7100 series	800 MHz ARM SoC (Marvell 88F6W11)
ACM7000 series	800 MHz ARM SoC (Marvell 88F6W11)
ACM5000 & ACM5500 series	Micrel KSZ8692 ARM9
Other models	Micrel KS8695P controller

Appendix 2.4.Memory & storage

model	RAM (MB)	embedded Flash (MB)	Flash storage (GB)
ACM5002/3/4(M/W/G)(-2)	32	16	
ACM5504/8-2/5(-M/G/W/I)	64	16	4
ACM7004, ACM7004-2-L (V/A/R/MA/MV/MCR/MCT)	256	256	4
IM7216/32/48	256	64	16
IM4208/16/32/48	64	16	16
IM4216-34	64	16	16
CM7116/32/48	256	32	4

Appendix 2.5.USB Ports

model	USB 2.0	USB 3.0
ACM5002/3/4(M/W/G)(-2)	2 (and 2 internal)	
ACM5504/8-2/5(-M/G/W/I)	2	
ACM7004, ACM7004-2-L(V/A/R/MA/MV/MCR/MCT)	4	
IM7216/32/48		2
IM4208/16/32/48 & IM4216-34	3	
CM7116/32/48	2	

Appendix 2.6.Serial ports

model	RJ45 ports	DB-9	RJ45 console
ACM5002	2 x RS-232		
ACM5003-M/W	3 x RS-232		
ACM5004(-G/LR)(-2)	4 x RS-232		
ACM5004(-G/LR)-I	4 x selectable RS-232/422/485		
ACM5504-(2/5)-G(-W)-I(-P)	4 x RS-232		
ACM5508-2-I/M	4 x selectable RS-232/422/485		
ACM7004, ACM7004-2-L (V/A/R/MA/MV/MCR/MCT)	4 x RS-232		
IM7216-2	16 x RS-232		1

IM7232-2	32 x RS-232	1
IM7248-2	48 x RS-232	1
IM4208-2	8 x RS-232	1
IM4216-2 & IM4216-34	16 x RS-232	1
IM4232-2	32 x RS-232	1
IM4248-2	48 x RS-232	1
CM7116-2	16 x RS-232	1
CM7132-2	32 x RS-232	1
CM7148-2	48 x RS-232	1

Appendix 2.7.Ethernet ports

model	primary LAN	management LAN
ACM5002/3/4(-M/G/LR)(-I)	1 x 100Base-T	
ACM5004-2, ACM5504-2 and ACM5508-2	2 x 100Base-T	
IM7216/32/48	2 x 100Base-T or 2 x SFP	
IM4208/16/32/48-2	2 x 100Base-T	
IM4216-34	2 x 100Base-T	32 x 100Base-T
ACM5504-5-G-W-I & ACM5004-5-G-I	1 x 100Base-T	4 x 100Base-T
ACM7004, ACM7004-2-L (V/A/R/MA/MV/MCR/MCT)	2 x 1000Base-T	
CM7116/32/48	2 x 1000Base-T	
IM7216/32/48	2 x 1000Base-T	

Appendix 3. Safety & certifications

Appendix 3.1. Safety precautions

Take care to follow the safety precautions below when installing and operating the *console server*:

- Do not remove the metal covers.
There are no operator serviceable components inside. Opening or removing the cover may expose you to dangerous voltage which may cause fire or electric shock. Refer all service to Opendgear qualified personnel.
- To avoid electric shock, the power cord protective grounding conductor must be connected through to ground.
- Always pull on the plug, not the cable, when disconnecting the power cord from the socket.
- Do not connect or disconnect the console server during an electrical storm.

A surge suppressor or UPS to protect the equipment from transients is also recommended.

Appendix 3.2. FCC warning statement

This device complies with Part 15 of the FCC rules. Operation of this device is subject to the following conditions:

1. This device may not cause harmful interference, and

2. this device must accept any interference that may cause undesired operation.

Appendix 3.3.WEEE statement

The symbol on the product or its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling, please contact your local authority, or where you purchased your product.

Appendix 4. Connectivity, TCP ports & serial I/O

Pin-out standards exist for DB9 and DB25 connectors. There are, however, no pin-out standards for serial connectivity using RJ45 connectors. Most *console servers*, serially-managed servers, routers, switches and power devices adopt their own unique pin-outs. Consequently, custom connectors and cables may be required to interconnect your *console server*.

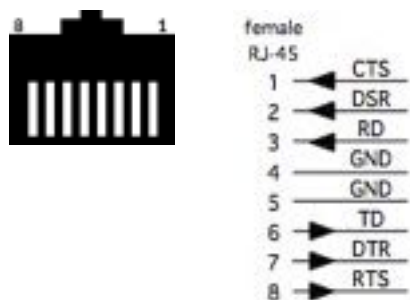
Appendix 4.1. Serial port pinouts

Opengear's console servers come with one to forty-eight serial connectors (notated SERIAL or SERIAL PORTS) for the RS232 serial ports.

- The RJ45 serial ports are located on the front face of the ACM5000 and ACM5500; on the front panel of the rack mount IM4200; and on the rear panel of the rack-mount IM7200 and CM7100.
- The CM7100, ACM5000, ACM5500 and ACM7000 models and the IM4216-34 have Cisco Straight serial pinouts on their RJ45 connectors.
- The other IM4200 console servers are available with a selection of alternate RJ45 pinouts (which must be specified in the part number at the time of order). The IM4208-2, IM4216-2, IM4232-2 and IM4248-2 console servers have three RJ45 pinout configurations available: Opengear Classic, Cisco Straight or Cyclades/Cisco Rolled.
- The IM7200 has software selectable Cisco Straight or Cisco Rolled RJ45.

Cisco Straight RJ45 pinout (option -X2)

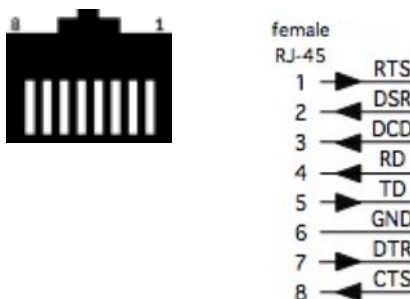
Straight through RJ-45 cable to equipment such as Cisco, Juniper, SUN, and more.



pin	signal	definition	direction
1	CTS	clear to send	input
2	DSR	data set ready	input
3	RXD	receive data	input
4	GND	signal ground	n/a
5	GND	signal ground	n/a
6	TXD	transmit data	output
7	DTR	data terminal ready	output
8	RTS	request to send	output

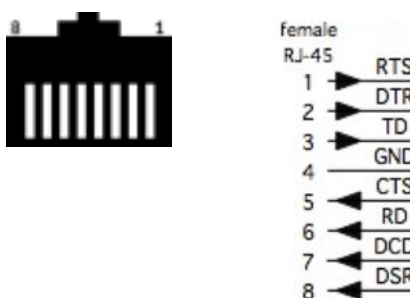
Opengear Classic (X0) RJ45 pinout

This is the same RJ45 pinout as the Avocent/Equinox brand *console server*.



pin	signal	definition	direction
1	RTS	clear to send	input
2	DSR	data set ready	input
3	DCD	receive data	input
4	RXD	signal ground	n/a
5	TXD	signal ground	n/a
6	GND	transmit data	output
7	DTR	data terminal ready	output
8	CTS	request to send	output

Cisco Roles RJ45 pinout (option -X1)



Easy to replace Avocent/Cyclades products, for use with rolled RJ-45 cable.

pin	signal	definition	direction
1	RTS	request to send	output
2	DTR	data terminal ready	output
3	TXD	transmit data	output
4	GND	signal ground	n/a
5	CTS	clear to send	input
6	RXD	receive data	input
7	DCD	data carrier detect	input
8	DSR	data set ready	input

Appendix 4.2. Local console port

Console servers with a dedicated LOCAL console/modem port use a standard DB9 connector for this port.

To connect to the LOCAL modem/console port on the console servers using a computer or terminal device use the 319001 or 319003 adaptors with standard UTP Cat 5 cable.

To connect the LOCAL console ports to modems (for out of band access) use the 319004 adaptor with standard UTP Cat 5 cable.

Each Opendgear console server is supplied with UTP Cat 5 cables.

Appendix 4.3. RS232 standard pinouts

The RS232 pinout standards for the DB9 and DB25 connectors are tabled below.

db25	signal	db9	definition
1			protective ground
2	TXD	3	transmitted data
3	RXD	2	received data
4	RTS	7	request to send
5	CTS	8	clear to send
6	DSR	6	data set ready
7	GND	5	signal ground
8	CD	1	received line signal detector
9			reserved for data set testing
10			reserved for data set testing
11			unassigned
12	SCF		secondary received line signal detector
13	SCB		secondary clear to send
14	SBA		secondary transmitted data
15	DB		transmission signal timing
16	SBB		secondary received data
17	DD		receiver signal element timing
18			unassigned
19	SCA		secondary request to send
20	DTR	4	data terminal ready
21	CG		signal quality detector
22		9	ring indicator
23	CH/CI		data signal rate selector
24	DA		transmit signal element timing
25			unassigned

25-pin DB25 female



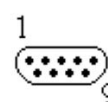
25-pin DB25 male



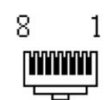
9-pin DB25 female



9-pin DB25 male



8-pin RJ45



Appendix 4.4. Connectors included in console server

The ACM5000, ACM5500, ACM7000, CM7100 and IM7200 families, and the IM4208/16/32/48-X2 and IM4216-34-X2, have the Cisco pinout by default and ship with cross-over/straight RJ45-DB9 connectors.

DB9F-RJ45S straight connector



RJ-45	wiring table	DB9 F
1 CTS	-----	8 CTS
2 DCD	-----	1 DCD
3 RXD	-----	2 RXD
4	N/C	

part #319014

5	GND	-----	5	GND
6	TXD	-----	3	TXD
7	DTR	-----	4	DTR
8	RTS	-----	7	RTS

DB9F-RJ45S cross-over connector

RJ-45	wiring table	DB9 F
1	CTS	7 RTS
2	DCD	4 DTR
3	RXD	3 TXD
4	N/C	

part #319015



5	GND	-----	5	GND
6	TXD	-----	2	RXD
7	DTR	----- -----	1	DCD
		-----	6	DSR
8	RTS	-----	8	CTS

The IM4208/16/32/48-X0 all have the Opengear Classic pinout and ship with a cross-over and a straight RJ45-DB9 connector for connecting to other vendor's products.

DB9F-RJ45S straight connector

RJ-45	wiring table	DB9 F
1	RTS	7 RTS
2	DSR	6 DSR
3	DCD	1 DCD
4	RXD	2 RXD
5	TXD	3 TXD
6	GND	5 GND
7	DTR	4 DTR
8	CTS	8 CTS
		9 CTS

part #319000



DB9F-RJ45S cross-over connector

RJ-45	wiring table	DB9 F
1	RTS	8 CTS
2	DSR	4 DTR
3	DCD	4 DTR
4	RXD	3 TXD
5	TXD	2 RXD
6	GND	5 GND
7	DTR	6 DSR
7	DTR	1 DCD
8	CTS	7 RTS
		9 RI

part #319001



Appendix 4.5. Other available connectors & adapters

Opengear also supplies a range of cables and adapters that will enable you to easily connect to the more popular servers and network appliances. More detailed information can be found online at <https://opengear.zendesk.com/forums/21087337-cabling>.

Appendix 4.5.1. For Local/Console connection:

These adapters connect the *console server* LOCAL/Console port (via standard UTP Cat 5 cable) to modem devices (for out-of-band access):

319000 DB9F to RJ45 straight console server LOCAL Console Port to Modem.

319002 DB25M to RJ45 straight console server LOCAL Console Port to Modem.

For console server Serial Port connection, the Opendgear connectors and adapters detailed below are specified to work with standard UTP Cat 5 cable.

Appendix 4.5.2. For console servers with Cisco pinouts

319014 DB9F to RJ45 straight *console server* with Cisco pinout to IP Power and other serial device.

319015 DB9F to RJ45 crossover DCE Adapter — *console server* with Cisco pinout to X86 and other.

319016 DB9M to RJ45 straight DTE Adapter — *console server* with Cisco pinout to Netscreen and Dell.

319004 DB9M to RJ45 straight DTE Adapter — *console server* OOB modem connection.

Appendix 4.5.3. For console servers with Opendgear Classic pinouts

319000 DB9F to RJ45 straight Console server with Opendgear classic pinout to IP Power and other serial device.

319001 DB9F to RJ45 crossover DCE Adapter — *console server* with Opendgear classic pinout to X86 and other.

319002 DB25M to RJ45 straight DTE Adapter for *console server* with Opendgear classic pinout.

319003 DB25M to RJ45 crossover DCE Adapter — *console server* with Opendgear classic pinout to Sun and other.

319004 DB9M to RJ45 straight DTE Adapter — *console server* with Opendgear classic pinout to Netscreen and Dell; and OOB modem connection.

319005 DB25F to RJ45 crossover DCE Adapter — *console server* with Opendgear classic pinout to Cisco 7200 AUX.

440016 5ft Cat5 RJ-45 to RJ-45 cables.

Appendix 4.5.4. Extension cables

449016 RJ-45 plug to RJ-45 jack Adapter for console server with Opendgear classic pinout to Cisco console (and to Netscreen with reversing cable).

449017 RJ-45 plug to RJ-45 jack Adapter for console server with Opendgear classic pinout to Rackable Systems console.

Appendix 4.6. TCP & UDB port numbers

Port numbers are divided into three ranges: *Well Known Ports*, *Registered Ports* and *Dynamic & Private Ports*. Well Known Ports are those from 0 through 1023. Registered Ports are those from 1024 through 49151. Dynamic & Private Ports are those from 49152 through 65535.

Well Known Ports are assigned by IANA, and on most systems, can only be used by system processes or by programs executed by privileged users. The table below shows some of the well-known port numbers. For more details, please visit the IANA website: <http://www.iana.org/assignments/port-numbers>.

port number	protocol	tcp/udp
21	FTP (File Transfer Protocol)	TCP
22	SSH (Secure Shell)	TCP
23	Telnet	TCP
25	SMTP (Simple Mail Transfer Protocol)	TCP
37	Time	TCP, UDP
39	RLP (Resource Location Protocol)	UDP
49	TACACS, TACACS+	UDP

Appendix 4.7. Serial port pinouts: ACM5004-20-I, ACM5504-G-I, & ACM5508-2-I

Each serial RJ-45 ports on these models can be software selected to be RS-232, RS-422 or RS-485.

- For RS232 they have the Cisco pinout.
- For RS-422 mode it's 4-wire full duplex transmit on TX+/TX- pair, receive on RX+/RX- pair with the following pinout.
- For RS-485 it's 2-wire half duplex.

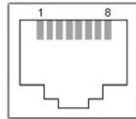
For the RS-485 option, to provide half duplex 'party-line' communications over a 2-wire bus (D+/D-), two short cable loops are required between the RX+/TX+ pins (pins 1 and 6) and RX-/TX- pins (pins 3 and 8) on the serial RJ-45 cable connector.

This is because the -I model uses universal differential transceivers that support 4-wire (RS-422) and 2-wire (RS-485) operation.

In RS-485 mode, the -I model listens on the 2-wire bus for receive data until it is required to

send data. In RS-485 send mode it stops receiving, enables its transmitters when there is data to be sent, transmits the data and returns to receive mode.

This eliminates the possibility of collisions with other devices which share the RS-485 bus and avoids receiving bogus stale echoed data.



pin	signal	direction	rs422 signal description
1	RX+	input	receive data
2	N/C		receive data
3	RX-	input	
4	GND		
5	GND		
6	TX+	output	transmit data
7	N/C		
8	N/C	output	transmit data

Appendix 5. Terminology

term	meaning
3G	Third-generation cellular technology. The standards that determine 3G call for greater bandwidth and higher speeds for cellular networks.
AES	The Advanced Encryption Standard (AES) is a new block cipher standard to replace DES, developed by NIST, the US National Institute of Standards and Technology. AES ciphers use a 128-bit block and 128-, 192-, or 256-bit keys. The larger block size helps resist birthday attacks while the large key size prevents brute force attacks.
APN	Access Point Name (APN) is used by carriers to identify an IP packet data network that a mobile data user wants to communicate with and the type of wireless service.
Authentication	Authentication is the technique by which a process verifies that its communication partner is who it is supposed to be and not an imposter. Authentication confirms that data is sent to the intended recipient and assures the recipient that the data originated from the expected sender and has not been altered on route.
BIOS	Basic Input/Output System is the built-in software in a computer that are executed on startup (boot) and that determine what the computer can do without accessing programs from a disk. On PCs, the BIOS contains all the code required to control the keyboard, display screen, disk drives, serial communications, and a number of miscellaneous functions.

Bonding	Ethernet Bonding or Failover is the ability to detect communication failure transparently, and switch from one LAN connection to another.
BOOTP	Bootstrap Protocol. A protocol that allows a network user to automatically receive an IP address and have an operating system boot without user interaction. BOOTP is the basis for the more advanced DHCP.
Certificates	A digitally signed statement that contains information about an entity and the entity's public key, thus binding these two pieces of information together. A certificate is issued by a trusted organization (or entity) called a Certification Authority (CA) after the CA has verified that the entity is who it says it is.
Certificate Authority	A Certificate Authority is a trusted third party, which certifies public key's to truly belong to their claimed owners. It is a key part of any Public Key Infrastructure, since it allows users to trust that a given public key is the one they wish to use, either to send a private message to its owner or to verify the signature on a message sent by that owner.
Certificate Revocation List	A list of certificates that have been revoked by the CA before they expired. This may be necessary if the private key certificate has been compromised or if the holder of the certificate is to be denied the ability to establish a connection to the <i>console server</i> .
CHAP	Challenge-Handshake Authentication Protocol (CHAP) is used to verify a user's name and password for PPP Internet connections. It is more secure than PAP, the other main authentication protocol.
DES	The Data Encryption Standard is a block cipher with 64-bit blocks and a 56-bit key.
DHCP	Dynamic Host Configuration Protocol. A communications protocol that assigns IP addresses to computers when they are connected to the network.
DNS	The Domain Name System allocates Internet domain names and translates them into IP addresses. A domain name is a meaningful and easy to remember name for an IP address.
DUN	Dial-up Networking.
Encryption	The technique for converting a readable message (plaintext) into apparently random material (ciphertext) which cannot be read if intercepted. The proper decryption key is required to read the message.
Ethernet	A physical network layer protocol based upon IEEE standards.
Firewall	A network gateway device that protects a private network from users on other networks. A firewall is usually installed to allow users on an intranet access to the public Internet without allowing public Internet users access to the intranet.
Gateway	A machine that provides a route (or pathway) to the outside world.
Hub	A network device that allows more than one computer to be connected as a LAN, usually using UTP cabling.
Internet	A worldwide system of computer networks - a public, cooperative, and self-sustaining network of networks accessible to hundreds of millions of people worldwide. The Internet is technically distinguished because it uses the TCP/IP set of protocols.
Intranet	A private TCP/IP network within an enterprise.

IP address	Fundamental internet addressing method that uses the form <i>nnn.nnn.nnn.nnn</i> .
IPMI	Intelligent Platform Management Interface (IPMI) is a set of common interfaces to a computer system which system administrators can use to monitor system health and manage the system. The IPMI standard defines the protocols for interfacing with a service processor embedded into a server platform.
Key lifetimes	The length of time before keys are re-negotiated.
LAN	Local Area Network.
LDAP	The Lightweight Directory Access Protocol (LDAP) is based on the X.500 standard, but significantly simpler and more readily adapted to meet custom needs. The core LDAP specifications are all defined in RFCs. LDAP is a protocol used to access information stored in an LDAP server.
LED	Light-Emitting Diode.
MAC address	Every piece of Ethernet hardware has a unique number assigned to it called its MAC address. Ethernet is used locally to connect the console server to the Internet, and it may share the local network with many other appliances. The MAC address is used by the local Internet router in order to direct <i>console server</i> traffic to it rather than something else in the local area. It is a 48-bit number usually written as a series of 6 hexadecimal octets. For example: <i>00:d0:cf:00:5b:da</i>. A <i>console server</i> has a MAC address listed on a label underneath the device.
MSCHAP	Microsoft Challenge Handshake Authentication Protocol (MSCHAP) is authentication for PPP connections between a computer using a Microsoft Windows operating system and a network access server. It is more secure than PAP or CHAP, and is the only option that also supports data encryption.
NAT	Network Address Translation. The translation of an IP address used on one network to an IP address on another network. Masquerading is one particular form of NAT.
Net mask	The way that computers know which part of a TCP/IP address refers to the network, and which part refers to the host range.
NFS	Network File System is a protocol that allows file sharing across a network. Users can view, store, and update files on a remote computer.
Out-of-band (OOB)	Out-of-Band (OOB) management is any management done over channels and interfaces that are separate from those used for user/customer data. Examples would include a serial console interface or a network interface connected to a dedicated management network that is not used to carry customer traffic, or to a BMC/service processor. Any management done over the same channels and interfaces used for user/customer data is In Band.
PAP	Password Authentication Protocol (PAP) is the usual method of user authentication used on the internet: sending a username and password to a server where they are compared with a table of authorized users. Whilst most common, PAP is the least secure of the authentication options.

PPP	Point-to-Point Protocol. A networking protocol for establishing simple links between two peers.
RADIUS	The Remote Authentication Dial-In User Service (RADIUS) protocol was developed by Livingston Enterprises as an access server authentication and accounting protocol. The RADIUS server can support a variety of methods to authenticate a user. When it is provided with the username and original password given by the user, it can support PPP, PAP or CHAP, UNIX login, and other authentication mechanisms.
Router	A network device that moves packets of data. A router differs from a hub or a switch because it is <i>intelligent</i> and can route packets to their final destination.
SIM	Subscriber Identity Module (SIM) card stores unique serial numbers and security authentication used to identify a subscriber on mobile telephony devices.
SMASH	Systems Management Architecture for Server Hardware is a standards-based protocols aimed at increasing productivity of the management of a data center. The SMASH Command Line Protocol (SMASH CLP) specification provides an intuitive interface to heterogeneous servers independent of machine state, operating system or OS state, system topology or access method. It is a standard method for local and remote management of server hardware using out-of-band communication.
SMTP	Simple Mail Transfer Protocol. console server includes, SMTPclient, a minimal SMTP client that takes an email message body and passes it on to a SMTP server (default is the MTA on the local host).
SOL	Serial Over LAN (SOL) enables servers to transparently redirect the serial character stream from the baseboard universal asynchronous receiver/transmitter (UART) to and from the remote-client system over a LAN. With SOL support and BIOS redirection (to serial) remote managers can view the BIOS/POST output during power on, and reconfigured.
SSH	Secure Shell is secure transport protocol based on public-key cryptography.
SSL	Secure Sockets Layer is a protocol that provides authentication and encryption services between a web server and a web browser.
TACACS+	The Terminal Access Controller Access Control System (TACACS+) security protocol is a more recent protocol developed by Cisco. It provides detailed accounting information and flexible administrative control over the authentication and authorization processes. TACACS+ allows for a single access control server (the TACACS+ daemon) to provide authentication, authorization, and accounting services independently. Each service can be tied into its own database to take advantage of other services available on that server or on the network, depending on the capabilities of the daemon. There is a draft RFC detailing this protocol.
TCP/IP	Transmission Control Protocol/Internet Protocol. The basic protocol for Internet communication.
Telnet	Telnet is a terminal protocol that provides an easy-to-use method of creating terminal connections to a network.

UDP	User Datagram Protocol.
UTC	Co-ordinated Universal Time (equivalent to and replacement for GMT or Greenwich Mean Time).
UTP	Unshielded Twisted Pair cabling. A type of Ethernet cable that can operate up to 100Mb/s. Also known as Category 5 or CAT 5.
VNC	Virtual Network Computing (VNC) is a desktop protocol to remotely control another computer. It transmits the keyboard presses and mouse clicks from one computer to another relaying the screen updates back in the other direction, over a network.
VPN	Virtual Private Network (VPN) a network that uses a public telecommunication infrastructure and Internet, to provide remote offices or individual users with secure access to their organization's network.
WAN	Wide Area Network.
WINS	Windows Internet Naming Service (WINS) that manages the association of workstation names and locations with IP addresses.

Appendix 6. End-user license agreements

Appendix 6.1. Opendgear end-user license agreement

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Appendix 6.4. Wireless driver license

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Appendix 7. Service & standard warranty

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Opengear Service Center
Suite A, 630 West 9560 South
Sandy, Utah 84070

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