ACM5504-2-P
Quick Start Guide

Thank you for purchasing the ACM5504-2-P Remote Monitoring and Management (RMM) appliance. This Quick Start walks you through both installation and configuration. For more details refer to the *User Manual* on the CDROM.

Step1 Check kit contents

ACM5504-2-P device. External rack mount tabs. UTP cables & straight (319014) & crossover (319015) DB9F-RJ45S. Quick Start. CDROM. 12VDC power pack.

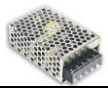
Step 2 Configure the hardware

- Attach rubber feet to base and attach the desired mounting tab
- Connect the *ETH1* port to your network
- Plug your serial console devices into *SERIAL 1-4* (all Cisco RJ45 pin-out). Connect your USB devices to the two *USB* ports

Note: If you plan to use broadband OoB, connect the access device (such as DSL modem) to *ETH2*. If you plan to use an external cellular modem for OoB access, refer to the User Manual.

- Apply power
  - Connect the ACM5004-2-P to a PoE Ethernet port to supply power
  - Alternately if the Ethernet port to which you are connecting the ACM5504-2-P does not support PoE, use the external power adapter supplied with the device to the *12VDC* barrel socket

Note: If you ordered the -SDC option you'll have an external DC-DC power converter (input voltage +/- 36V DC to 72V DC). The converter power cable/ connector plugs into the *12VDC* socket



- The ACM 5504-2-P is ready for activation when the PWR status LED on the front panel of the unit is lit steady and the H/B (heartbeat) LED is flashing

Step 2 Set up RMM appliance

The default IP Address is *192.168.0.1* (subnet mask *255.255.255.0*). With a web browser on any computer that is network connected to the ACM5504-2-P:

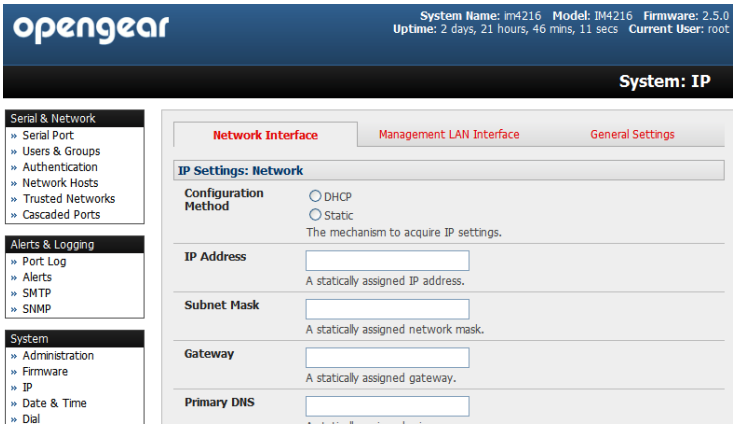
- Enter **https://192.168.0.1** into the address bar

Note: The *LAN* connected computer must have an IP address in the same network range (192.168.0.xxx) as the ACM5508-2-I/M. If this is not convenient, you can use the ARP Ping command to set the IP address. Refer to the User Manual or online FAQ for details. The ACM5504-2-P also has DHCP enabled by default, so it will automatically accept any network IP address assigned by any DHCP server on your network. It will then respond at both 192.168.0.1 and its DHCP address

- Log in using the default system user name *root* and the password *default.* A **Welcome** screen listing the basic configuration steps is displayed

It is recommended that you set up a new Administrator user (in the *admin* group with full access privileges) and login as this new user for all ongoing administration functions (rather than continuing as *root*).

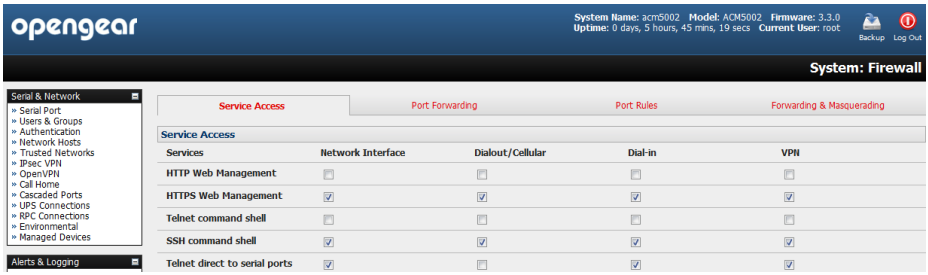
- Select **System: Administration**. Enter and confirm a new **System Password** and click **Apply**
- To assign your ACM5504-2-P a static IP address or to permanently enable DHCP on the primary Ethernet network, select **System: IP** then **Network Interface** and check **DHCP** or **Static** for **Configuration Method**



The second Ethernet network port (*ETH2*) is inactive by default. It can be set up for failover/OoB access (refer User Manual) or as a management gateway/LAN:

- Select **Management LAN Interface** and uncheck **Disable**
- Enter the **IP Address** and **Subnet Mask** for this segment of the Management LAN (leaving **Gateway** and **DNS** fields blank). Refer to the *User Manual* if you wish to enable the DHCP server or change default firewall/router setting on either LAN port

Note: The RMM gateways firewall determines which protocols/ services can be used to access which ports/ devices. Please refer to the User Manual and FAQs before changing any of the default services or access settings. By default only HTTPS and SSH access is enabled to the RMM gateway itself. But you can use **Service Access** menu on **System: Firewall** to change settings for the RMM gateway itself (and for connected serial ports). Similarly using the **Forwarding & Network** menu you can permit remote IP access (e.g. over cellular) to devices on Network or Management LAN.



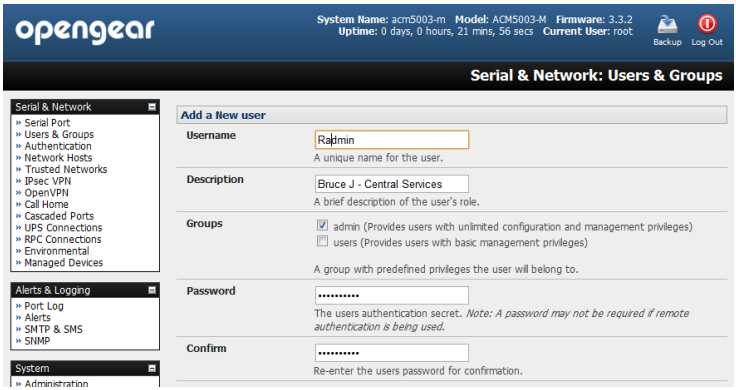
Step 3 Configure serial, network & USB devices

- Select **Serial & Network: Serial Port** to display the labels, modes and protocol options currently set for each serial port – by default all serial ports are set in Console Server mode (refer the *User Manual* if other modes are required). To configure a serial port, click **Edit**:
  - Configure the **Common Settings** (Baud Rate, Parity, Data Bits, Stop Bits and Flow Control) to match those of the device being controlled
  - Select the **Console Server** protocols (Telnet, SSH, TCP and RFC2217) that are to be used for the data connection to that port
  - A **Logging Level** may also be set to specify the level of information to be logged and monitored for each that port
  - Click **Apply**
- To enable SSH tunneled access through the RMM gateway to a locally networked device (referred to as a *host*), select **Serial & Network: Network Hosts** and click **Add Host**:
  - Enter the **IP address/DNS Name** of the host
  - Edit the **Permitted Services** used for accessing this host, e.g. HTTPS (TCP port 443), VNC (TCP port 5900), or add custom TCP or UDP port numbers – only the services specified here are tunneled through to the host, all other services are blocked
  - At this stage you may also specify the level of information to be logged and monitored for each host access. Click **Apply**
- Your ACM5504-2-P has two external USB2.0 ports. Attached USB devices are auto-configured so you can access to USB console ports, modems or external USB flash. The ACM5504-2-P also has an internal 4GB flash which can be used for log storage, config backup etc

- Configure user access to serial ports via **Serial & Network: Users & Groups**

Step 4 Add new users

- For each new user, select **Serial & Network: Users & Groups** and click **Add User**
- Enter a **Username** and enter and confirm a **Password**, and nominate the **Accessible Hosts** and **Accessible Ports** the user is allowed to access
- To grant limited access to the Management Console, check the *user* **Group**, to grant full access to the Management Console, check the *admin* **Group** – by default the user is granted no Management Console access. Click **Apply**



Step 5 Other Functions

The ACM5504-2-P also offers many more advanced functions including *an Automated Response, Alerts & Logging* facility, management of third party UPSs with *Manage: Power, Serial Port Cascading*, *Authentication*, *Trusted Networks*, *Secure Tunneling*, *Distributed Monitoring*, *Custom Scripting* and a *Command Line* interface. Refer to the *User Manual* on the CDROM.

Note: *On the CDROM, you will find the PortShare and SDT Connector software tools. SDT Connector provides you with secure, point and click access to the RMM gateway and all the attached devices. PortShare connects the COM/tty port applications on your Windows PC, Linux server or virtual machine to the serial devices attached to the ACM5000.* ***Refer to the provided Quick Starts***

Please register your product to activate the warranty and to automatically receive advice of future firmware updates. Go to:
http://opengear.com/product-registration.html