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Quick Installation Guide

Secure SnapGear
SG310
SG560
SG565
SG580
Desktop Appliance

Copyright

Printing history

Date	Part number	Models
April 2008	520105-00	Desktop Appliance SG310, SG560, SG565, SG580

Overview

This guide walks you through the installation of your SnapGear (SG) unit. Installing SnapGear into a well-planned network is quick and easy. As network planning is outside the scope of this guide, take some time to plan your network prior to installing the SnapGear unit. To add your SG unit to your LAN (Local Area Network), do the following:

- "Step 1– Unpack the SG unit" on page 4
- "Step 2 – Power on the SG unit" on page 4
- "Step 3 – Set up a single PC to connect to the SG unit" on page 5
- "Step 4 – Set up SG's password and LAN connection settings" on page 7
- "Step 5 – Configure the switch" on page 14
- "Step 6 – Confirm settings; connect the SG unit to your LAN" on page 15
- "Step 7 – Set up the PCs on your LAN" on page 16
- "Step 8 – Register your SG unit" on page 20

Important: *This setup assumes you have a PC running Microsoft Windows (2000 or later) with an Ethernet network interface card installed. You may need to be logged in with administrator privileges.*

Step 1– Unpack the SG unit

In addition to this document, check that you have the following items included with your SG unit:

- Power cable
- Power adaptor
- SG CD
- Network cable

Take a few minutes to get familiar with the SG unit. On the rear panel of the SG unit, there are network, serial, and possibly USB ports, an erase button, and a power inlet.

The front panel of the SG unit contains activity LEDs (lights).The status LEDs provide information on the operating status of the SG unit.

Step 2 – Power on the SG unit

Connect the power adapter to the SG unit and apply the power. Use only the power adapter packaged with the unit.

Check the front panel lights, **System/Heart Beat (H/B) /TST** along with all other front panel LEDs flash when the SG unit is running.

Note: *If these LEDs do not behave in the above manner before your SG unit is attached to the network, perform a factory reset. Press the erase button on rear panel twice within three seconds, 1 second apart to restore factory default settings. If the LEDs are still not flashing after 30 seconds, you may need to contact customer service.*

Step 3 – Set up a single PC to connect to the SG unit

The SG unit ships with initial network settings of:

- LAN IP address: **192.168.0.1**
- LAN subnet mask:**255.255.255.0**

The SG unit needs an IP address suitable for your LAN before it is connected. You can choose to use the SG unit's initial network settings as a basis for your LAN settings.

Important: *Secure Computing strongly recommends you do not connect the SG unit to your LAN until this guide instructs you to. At this point, if you attach the SG unit directly to a LAN with an existing DHCP server, or a PC running a DHCP service, the SG unit automatically obtains an additional address.* ***The SG unit is still reachable at 192.168.0.1****. All other network ports are by default inactive. They are not running any network services such as DHCP, and they are not configured with an IP address.*

1 Connect your administrative PC to the SG unit:

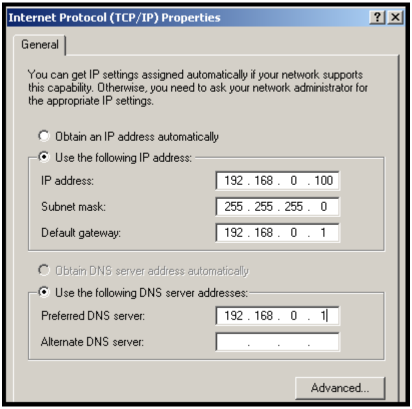
– If you are setting up the **SG310**, attach your PC's network interface card directly to any LAN port on the SG unit using the supplied network cable.

– If you are setting up the **SG560**, **SG565** or **SG580**, attach your PC's network interface card directly any network port on switch A (A1 - A4) using the supplied network cable.

2 Modify your PC's network settings to enable communication with the SG unit. Click **Start >** (**Settings >**) **Control Panel** and double-click **Network Connections**. Right-click **Local Area Connection** and click **Properties**.

Note: *If there is more than one existing network connection, select the one corresponding to the NIC to which the SG unit is attached.*

3 Select **Internet Protocol (TCP/IP)** and click **Properties**. The Internet Protocol (TCP/IP) Properties dialog box is displayed.



Internet Protocol (TCP/IP) Properties

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

○ Obtain an IP address automatically

● Use the following IP address:

IP address: 192 . 168 . 0 . 100

Subnet mask: 255 . 255 . 255 . 0

Default gateway: 192 . 168 . 0 . 1

○ Obtain DNS server address automatically

● Use the following DNS server addresses:

Preferred DNS server: 192 . 168 . 0 . 1

Alternate DNS server: . . .

***Note:** IP addresses and screen captures in this document are intended as examples. They do not represent a proper or complete configuration, nor the configuration that is appropriate to your needs.*

4 Select **Use the following IP address** and enter:

– IP address: **192.168.0.100**

– Subnet mask: **255.255.255.0**

– Default gateway: **192.168.0.1**

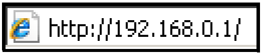
5 Select **Use the following DNS server addresses** and enter Preferred DNS server: **192.168.0.1**

6 Click **OK** and **Close**.

***Note:** If you want to retain your existing IP settings for this network connection, click **Advanced** and add the secondary IP address of **192.168.0.100**, subnet mask **255.255.255.0**.*

Step 4 – Set up SG's password and LAN connection settings

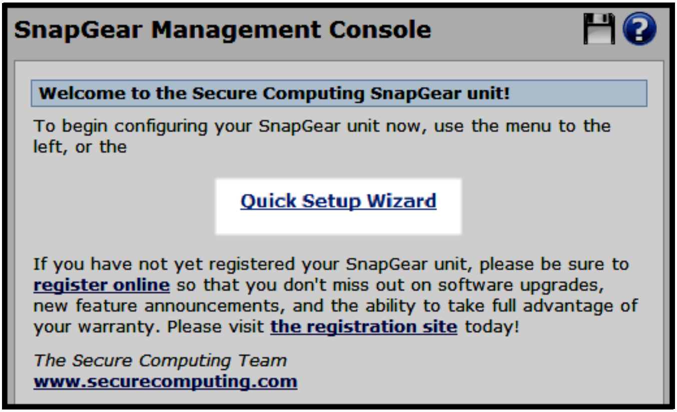
Launch your Web browser and navigate to **192.168.0.1**.



http://192.168.0.1/

Note: *If you are unable to browse to the SG unit at 192.168.0.1, or are not accepted, reset the SG unit to the factory default by pressing the erase button on the unit's rear panel **twice** within 3 seconds, 1 second apart. Wait 20 - 30 seconds, and then try browsing to 192.168.0.1 again.*

The SnapGear Management Console page appears.



SnapGear Management Console

Welcome to the Secure Computing SnapGear unit!

To begin configuring your SnapGear unit now, use the menu to the left, or the

Quick Setup Wizard

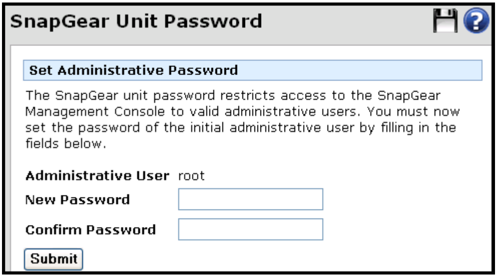
If you have not yet registered your SnapGear unit, please be sure to register online so that you don't miss out on software upgrades, new feature announcements, and the ability to take full advantage of your warranty. Please visit the registration site today!

The Secure Computing Team
www.securecomputing.com

1 Click the **Quick Setup Wizard** link in the center of the page.

2 A logon prompt is displayed. Enter the initial user name and password for the SG unit:
   – User name: **root**
   – Password: **default**

3 Click **OK**. The SG Unit Password page appears.



SnapGear Unit Password

Set Administrative Password

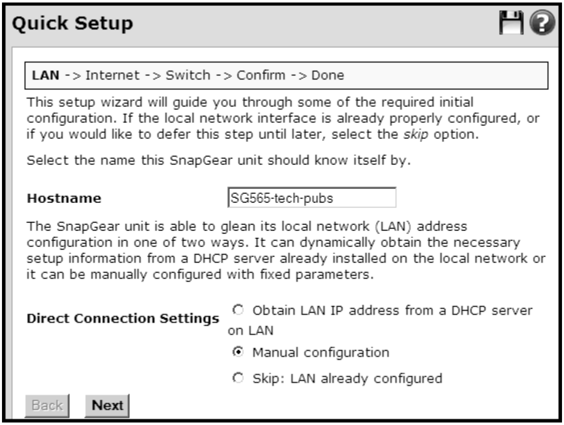
The SnapGear unit password restricts access to the SnapGear Management Console to valid administrative users. You must now set the password of the initial administrative user by filling in the fields below.

Administrative User	root
New Password	
Confirm Password	

4 Enter and confirm a new password for your SG unit. This is the password for the user **root**, the main administrative user account on the SG unit. It is important you choose a password that is hard for others to guess, and that you keep the password safe.

5 Click **Submit**. An action successful message is displayed, and the LAN page of the quick setup wizard appears.

The new password takes effect immediately. You are prompted to enter the new password when completing the next step.



Quick Setup

LAN -> Internet -> Switch -> Confirm -> Done

This setup wizard will guide you through some of the required initial configuration. If the local network interface is already properly configured, or if you would like to defer this step until later, select the *skip* option.

Select the name this SnapGear unit should know itself by.

Hostname: SG565-tech-pubs

The SnapGear unit is able to glean its local network (LAN) address configuration in one of two ways. It can dynamically obtain the necessary setup information from a DHCP server already installed on the local network or it can be manually configured with fixed parameters.

Direct Connection Settings
○ Obtain LAN IP address from a DHCP server on LAN
● Manual configuration
○ Skip: LAN already configured

6 Enter a **Hostname** to identify the SG unit. The name must begin with an alpha character. The default is the model number.

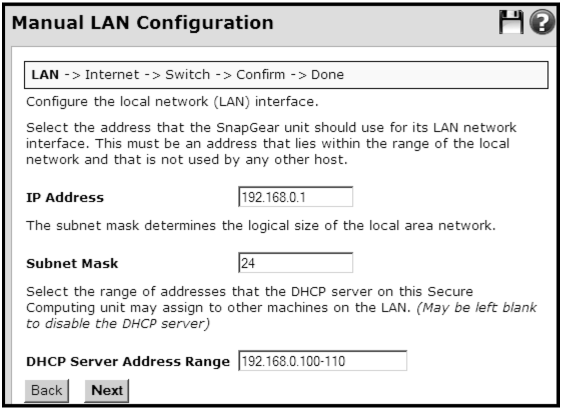
7 Select an option for your LAN configuration:

- [**Recommended**] To manually configure your LAN and optionally enable the SG unit's built-in DHCP server, which automatically configures the network settings of PCs and other hosts on your LAN, select **Manual configuration.**
- To use the SG unit's initial network settings (see page 5) as a basis for your LAN settings, and *not* use the SG unit's built-in DHCP server, select **Skip: LAN already configured**.
- [Not recommended] If you have an existing DHCP server, and want to rely on the DHCP server to automatically configure the SG unit's LAN connection setting, choose **Obtain LAN IP address from a DHCP server on LAN**.

Note: *Changes to the SG unit's LAN configuration do not take effect until you complete the quick setup wizard.*

8 Click **Next**.

- If you did not select **Manual** configuration, skip to step 11 on page 10.
- If you selected **Manual configuration**, the Manual LAN Configuration page appears. Continue to step 9 on page 10.



Manual LAN Configuration

LAN -> Internet -> Switch -> Confirm -> Done

Configure the local network (LAN) interface.

Select the address that the SnapGear unit should use for its LAN network interface. This must be an address that lies within the range of the local network and that is not used by any other host.

IP Address 192.168.0.1

The subnet mask determines the logical size of the local area network.

Subnet Mask 24

Select the range of addresses that the DHCP server on this Secure Computing unit may assign to other machines on the LAN. *(May be left blank to disable the DHCP server)*

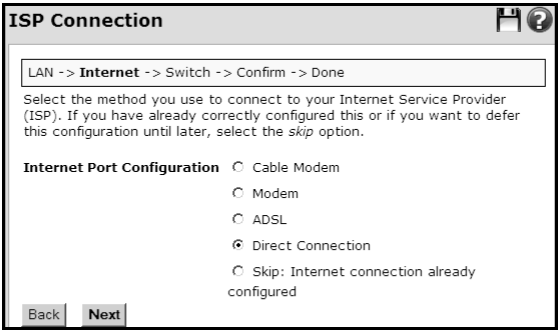
DHCP Server Address Range 192.168.0.100-110

9 Enter an **IP address** and **Subnet Mask** for the SG unit's LAN connection. Take note of the IP address and subnet mask; you will need them later on.

10 To enable the SG unit's built-in DHCP server, enter a range of addresses in **DHCP Server Address Range**. PCs and other hosts on your LAN set to automatically obtain network settings are assigned an address from this range, and use the SG unit as their gateway to the Internet, and as their DNS server for Internet domain name resolution.

Or, if you plan to use a DHCP server already on your LAN, leave the field blank to leave the SG unit's DHCP server disabled.

11 Click **Next**. The ISP Connection page appears.



ISP Connection

LAN -> **Internet** -> Switch -> Confirm -> Done

Select the method you use to connect to your Internet Service Provider (ISP). If you have already correctly configured this or if you want to defer this configuration until later, select the *skip* option.

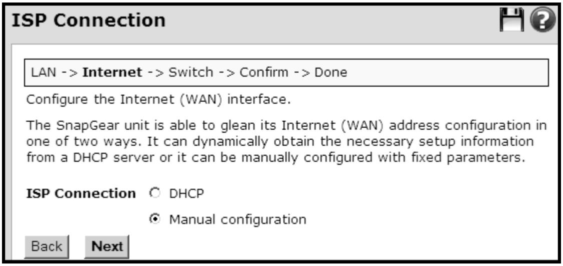
Internet Port Configuration
○ Cable Modem
○ Modem
○ ADSL
● Direct Connection
○ Skip: Internet connection already configured

12 Select an option for your **Internet Port Configuration**:

- Select **Cable Modem** if connecting using a cable modem.
- Select **Modem** if connecting using a regular analog modem.
- Select **ADSL** to attempt automatic detection of your ADSL connection type if connecting using an ADSL modem.
- Select **Direct Connection** if you have a direct connection to the Internet (e.g., a leased line).
- Select **Skip** if your Internet connection is already configured, or you want to defer its configuration.

13 Click **Next**. The page that appears depends on the selection you made on the ISP Connection page:

- If you selected **Cable Modem**, **Modem**, or **ADSL**, configuration pages for those options are presented for you to complete. Refer to the on-screen instructions, the online help, and the *SnapGear Administration Guide* for more details. When you finish entering your details, the next page that appears depends on the SnapGear model you are setting up.
  - If you are setting up an SG310, the Confirm Settings page appears. Go to “Step 6 – Confirm settings; connect the SG unit to your LAN” on page 15.
  - For all other desktop models, the Switch Configuration page appears. Go to “Step 5 – Configure the switch” on page 14.
- If you selected **Skip**, the next page that appears depends on the SnapGear model you are setting up.
  - If you are setting up an SG310, the Confirm Settings page appears. Go to “Step 6 – Confirm settings; connect the SG unit to your LAN” on page 15.
  - For all other desktop models, the Switch Configuration page appears. Go to “Step 5 – Configure the switch” on page 14.
- If you selected **Direct Connection,** the ISP Connection page for choosing a dynamic or static WAN interface appears. Continue to the next step.



ISP Connection

LAN -> **Internet** -> Switch -> Confirm -> Done

Configure the Internet (WAN) interface.

The SnapGear unit is able to glean its Internet (WAN) address configuration in one of two ways. It can dynamically obtain the necessary setup information from a DHCP server or it can be manually configured with fixed parameters.

ISP Connection ○ DHCP

● Manual configuration

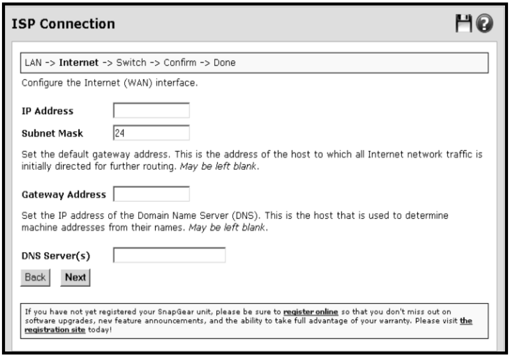
14 Select an option for the ISP connection.

- Select **DHCP** if you plan to use a DHCP server already in use on your LAN.
- [Recommended] Select **Manual configuration** to manually configure the WAN address using static parameters.

15 Click **Next**.

- If you chose **DHCP**, and you are setting up an SG310, the Confirm Settings page appears. Continue to “Step 6 – Confirm settings; connect the SG unit to your LAN” on page 15.

  For all other desktop models, the Switch Configuration page appears. Go to “Step 5 – Configure the switch” on page 14.
- If you chose **Manual Configuration**, the ISP Connection window appears for manually configuring the WAN interface.



ISP Connection

LAN -> **Internet** -> Switch -> Confirm -> Done

Configure the Internet (WAN) interface.

IP Address

Subnet Mask 24

Set the default gateway address. This is the address of the host to which all Internet network traffic is initially directed for further routing. *May be left blank.*

Gateway Address

Set the IP address of the Domain Name Server (DNS). This is the host that is used to determine machine addresses from their names. *May be left blank.*

DNS Server(s)

If you have not yet registered your SnapGear unit, please be sure to **register online** so that you don't miss out on software upgrades, new feature announcements, and the ability to take full advantage of your warranty. Please visit **the registration site** today!

16 In the **IP Address** field, enter the static IP address you want to apply to the WAN port of the appliance.

17 Enter the Subnet Mask to use for the WAN port.

18 [Optional] Set the default **Gateway Address**.

19 [Optional] Set the IP address of the Domain Name Server (DNS).

20 Click **Next**.

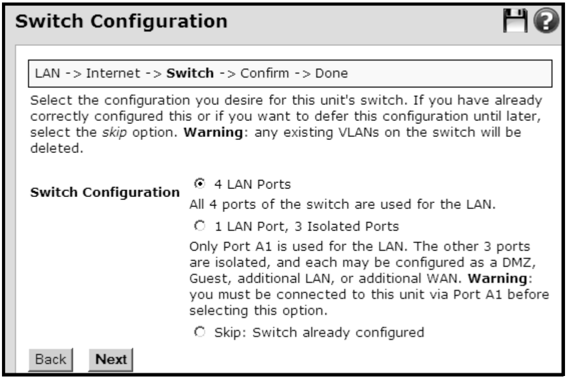
- The Switch Configuration page appears for most models. In this case, go to “Step 5 – Configure the switch” on page 14.
- If you are setting up a SG310, the Confirm Settings page appears. Go to “Step 6 – Confirm settings; connect the SG unit to your LAN” on page 15.

Step 5 – Configure the switch

This page displays if you are setting up the **SG560**, **SG565** or **SG580**. If you are setting up a different model, skip to “Step 6 – Confirm settings; connect the SG unit to your LAN” on page 15.

By default, the SG unit's switch A behaves as a conventional switching hub. However, it may be configured so that each port behaves as if it were physically separate from the others.

1 Select a configuration for the SG unit's switch.



LAN -> Internet -> **Switch** -> Confirm -> Done

Select the configuration you desire for this unit's switch. If you have already correctly configured this or if you want to defer this configuration until later, select the *skip* option. **Warning**: any existing VLANs on the switch will be deleted.

Switch Configuration

● 4 LAN Ports
All 4 ports of the switch are used for the LAN.

○ 1 LAN Port, 3 Isolated Ports
Only Port A1 is used for the LAN. The other 3 ports are isolated, and each may be configured as a DMZ, Guest, additional LAN, or additional WAN. **Warning**: you must be connected to this unit via Port A1 before selecting this option.

○ Skip: Switch already configured

– If you require multiple network segments, such as a DMZ, guest network, or second LAN; or if you want to use multiple broadband Internet connections for Internet load balancing or Internet failover, select **1 LAN Port, 3 Isolated Ports**. Port A1 is used as the primary LAN connection.

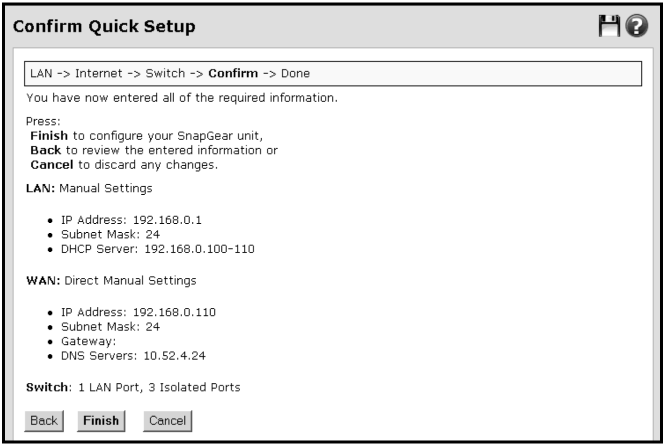
Note: *Setting up multiple network segments and Internet connections is not covered by this quick install guide. For further instructions, refer to the SnapGear Administration Guide.*

– Otherwise, select **4 LAN Ports**.

2 Click **Next.** The Confirm Settings page appears.

Step 6 – Confirm settings; connect the SG unit to your LAN

Review your configuration selections. If you are satisfied with your settings, click **Finish** to activate the new configuration.



Confirm Quick Setup

LAN -> Internet -> Switch -> **Confirm** -> Done

You have now entered all of the required information.

Press:
Finish to configure your SnapGear unit,
Back to review the entered information or
Cancel to discard any changes.

LAN: Manual Settings

- IP Address: 192.168.0.1
- Subnet Mask: 24
- DHCP Server: 192.168.0.100-110

WAN: Direct Manual Settings

- IP Address: 192.168.0.110
- Subnet Mask: 24
- Gateway:
- DNS Servers: 10.52.4.24

Switch: 1 LAN Port, 3 Isolated Ports

Note: *If you changed the SG unit's LAN connection settings, you may not be able to contact it at this point. The following describes how to set up the PCs on your network to access the SG unit and the Internet.*

If you have not already done so, connect the SG unit to your LAN:

- If you are setting up the **SG310**, connect PCs and/or your LAN hub directly to its LAN switch.
- If you are setting up the **SG560**, **SG565** or **SG580** and have configured its switch as 4 LAN Ports, connect PCs and/or your LAN hub directly to switch A.
- If you are setting up the **SG560**, **SG565** or **SG580** and have configured its switch as 1 LAN Port, 3 Isolated Ports, connect port A1 directly to your LAN hub.
- Otherwise, connect the **LAN** port directly to your LAN hub.

Step 7 – Set up the PCs on your LAN

Each PC on your LAN must now be assigned an appropriate IP address, and have the SG unit's LAN IP address designated as its gateway and DNS server. A DHCP server allows PCs to automatically obtain these network settings when they start up. If your network does not have a DHCP server, you may either manually set up each PC on your network, or set up the SG unit's DHCP server.

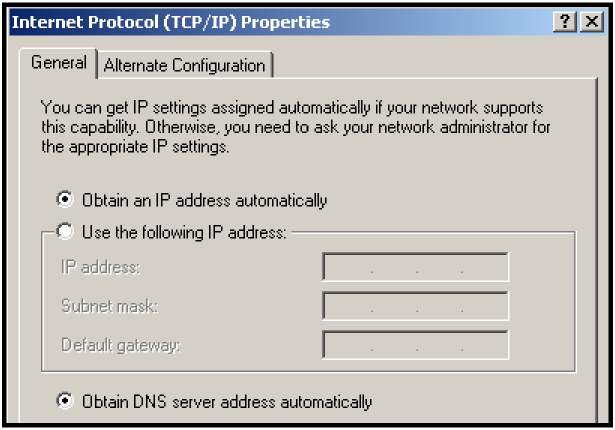
- [Recommended] To use the SG unit's built-in DHCP server, proceed to “Step 7a – Automatic LAN configuration using the SG DHCP server” on page 17.
- If your LAN already has a DHCP server you will use instead of the SG unit's built-in DHCP server, proceed to “Step 7b – Automatic LAN configuration using an existing DHCP server” on page 18.
- If you do not want to use a DHCP server, proceed to “Step 7c – Manual LAN configuration” on page 19.

Step 7a – Automatic LAN configuration using the SG DHCP server

By selecting **Manual Configuration** for the SG unit's LAN connection, and supplying the DHCP Server Address Range, the SG unit's DHCP server is already set up and running. Each PC on your LAN must now be set up to automatically obtain network settings.

1 Click **Start** > **Settings** > **Control Panel** and double-click **Network Connections**. If presented with multiple connections, right-click **Local Area Connection** (or appropriate network connection) and click **Properties**.

2 Select **Internet Protocol (TCP/IP)** and click **Properties**.



You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

● Obtain an IP address automatically

○ Use the following IP address:

IP address: . . .

Subnet mask: . . .

Default gateway: . . .

● Obtain DNS server address automatically

3 Click **Obtain an IP address automatically**.

4 Click **Obtain DNS server address automatically**.

5 Click **OK**.

Step 7b – Automatic LAN configuration using an existing DHCP server

If you chose the **Obtain LAN IP address from a DHCP server on LAN** option, we strongly recommend that you add a lease to your existing DHCP server to reserve the IP address you chose for the SG unit's LAN connection.

If you chose to set the SG unit's LAN connection settings using **Manual configuration**, remove this address from the pool of available addresses, then:

1. Enter this same IP address as the **gateway IP address** for the existing DHCP server to hand out.
2. Enter this same IP address as the **DNS server IP address** for the DHCP server to hand out.

Ensure all PCs on the network are set up to automatically obtain network configuration as per “Step 7a – Automatic LAN configuration using the SG DHCP server” on page 17, then restart them.

Note: *The purpose of restarting the computers is to force an update of their automatically configured network settings. Alternatively, you can disable and re-enable the network connection.*

Step 7c – Manual LAN configuration

Click **Start > Settings > Control Panel**, and then double-click **Network Connections**. If presented with multiple connections, right-click on **Local Area Connection** (or appropriate network connection) and select **Properties**.

1. Select **Internet Protocol (TCP/IP)**.
2. Click **Properties**.
3. Enter the following details:
   - **IP address**. An IP address that is part of the same subnet range as the SG unit's LAN connection (for example, if using the default settings, 192.168.0.2 - 192.168.0.254).
   - **Subnet mask**. Subnet mask of the SG unit's LAN connection (if using the default settings, 255.255.255.0).
   - **Default gateway**. IP address of the SG unit's LAN connection (if using the default settings, 192.168.0.1).
   - **Preferred DNS server**. IP address of the SG unit's LAN connection (if using the default settings, 192.168.0.1).
4. Click **OK**. Repeat for each PC on your network.

Quick setup is now complete. Quick setup is all you need to do to get basic network connectivity to the Internet. Network devices on the LAN should now be able to access the Internet in accordance with the settings you have configured, and provided that all physical network connections are in place.

Step 8 – Register your SG unit

You must register your SG unit in order to receive technical support. A current e-mail address is required to register your product. For prompt product registration, go to the following Web site:

my.securecomputing.com

Step-by-step procedures for registering your device and activating add-on features are provided in the *SnapGear Administration Guide.*

Further reading

For detailed configuration information, refer to the *SnapGear Administration Guide*, which is available on the SG CD in the */docs* directory, and from the **Product Manuals** link in the SnapGear Knowledge Base at:

sgkb.securecomputing.com

You can also access SnapGear the product manuals from Secure Computing's Resource Center at:

www.securecomputing.com/techpubsRC.cfm

In the Resource Center, select **SnapGear** from the Product list and then click **Go**.

Advanced configurations

Use the menu in the SnapGear Web Management Console to configure more sophisticated security settings and networking features such as VPN. Refer to the *SnapGear Administration Guide,* the online help, and the SnapGear Knowledge Base for further configuration information.

Product compliance

For product compliance information, refer to *Compliance.pdf* on the SG CD in the */docs* directory.

Product specifications

- Power (SG310): 12 VDC, 0.5 A
- Power (SG560): 5 VDC, 1.2 A
- Power (SG565): 5 VDC, 2 A
- Power (SG580): 5 VDC, 1.3 A
- Operating temperature: 0º C to 40º C
- Storage temperature: -20º C to 70º C
- Humidity: 0 to 95%, non-condensing

Firmware support

Your SG unit has been preprogrammed with firmware current at the time of manufacture. Should you want to upgrade the firmware, you can obtain the latest version for your device from the SnapGear portal at:

www.securecomputing.com/index.cfm?skey=1597

Before downloading firmware, please read **KB article #2725**, which available on the SnapGear Knowledge Base. For more information about the KB, see “SnapGear Knowledge Base” on page 24.

Technical support

Secure Computing works closely with our reseller partners to offer the best worldwide technical support services. Your Secure Computing reseller is the first line of support when you have questions about our products and services; however, if you require additional assistance, contact us directly.

- U.S. toll-free 1.800.700.8328
- International +1.651.628.1500

You may also contact technical support via e-mail at: **support@securecomputing.com**.

SnapGear Knowledge Base

To visit the SnapGear Knowledge Base, browse to:

sgkb.securecomputing.com

To file a help ticket online, click **Create a Support Ticket** from the options available at the top of the page.

Support contracts

For the latest support information, and to inquire about obtaining a support contract, refer to our Product Support Web page at:

www.securecomputing.com.

Follow the **Company** > **Contact Us** links for the latest contact information. If you prefer, send an e-mail to: **sales@securecomputing.com**.

SnapGear Limited Hardware Warranty

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